

## Service standards for NSFT Library Services

1	We will respond to enquiries within 24 hours Monday to Friday. Enquiries may be referred on and the user will be informed
2	We will maintain advertised staffed opening hours 100% of the year
3	Users will wait no longer than 5 minutes at the enquiry desk
4	We will provide 24/7 access to the library and IT facilities
5	We will report problems with computers and printers within 1 hour during staffed hours
6	We will provide users with an environment conducive to study
7	We will provide information about library services to new staff at induction
8	We will process/verify all interlibrary loan requests within 2 days of receipt Monday-Friday subject to the limit of ILLs per person currently in force
9	We will make books ordered for stock in response to requests from individuals available for loan within 3 days of receipt of item
10	We will shelve items returned to the main library within 24 hours
11	We will process 80% of books received within 30 days
12	We will provide one to one training sessions within 1 week of the request or as arranged with the user
13	We will provide a relevant, up to date website, available 24/7 providing information about services and links to high quality information resources
14	We will report access problems to electronic information resources to the supplier within 24 hours
15	We will conduct literature searches within 10 working days of receiving the request or within a timescale negotiated with the user

**Issue date: January 2020**

**Review date: January 2021**