



## **Knowledge and Library Services Standards**

### **Introduction**

Knowledge and Library Services (KLS) work across George Eliot Hospital NHS Trust and South Warwickshire University NHS Foundation Trust. The following service-level standards aim to ensure that KLS tasks are carried out effectively, economically and with due consideration to customer needs. All KLS activities are carried out according to Trust policies.

Audits will be performed to check upon all aspects of Library work and ensure that targets and service standards are being met.

### **KLS Vision**

Connecting you with the right information to learn, develop, innovate and research.

### **Membership**

- Eligibility to join the HeLM system to borrow books are at <https://www.healthlibrariesmidlands.nhs.uk/join/>:
- New membership forms to be entered within one working day.

### **Education Centre Library, Warwick Hospital and William Harvey Library, George Eliot Hospital**

- Libraries will be tidied every working day; chairs will be replaced and books will be shelved.
- Libraries will be open 24 hours a day to holders of GEH/SWFT as applicable swipe-cards except during Medical School exam periods.
- Staffed hours will be as advertised on <https://gehswift.wordpress.ptfs-europe.co.uk/>.

### **Loans and Reservations**

- Holds to pull report to be checked every working day on HeLM.
- Uncollected holds to be returned to shelves within 14 days.

### **Document requests**

- ILL requests from our own users will be processed preferably on the day of receipt but no later than one working day after the receipt of the request. A request for more than 10 items will take longer.
- All outstanding requests will be chased if not received within five working days of placing the request.
- Suppliers permitting, the KLS aims to provide users with requested articles within five working days of request submission.



### **Collection Management**

- Sections of the bookshelves will be tidied every day.
- New book purchases will be made available for loan within one working week of receipt.
- Book recommendations will be considered for purchase and either agreed or rejected with reasons within one working day of receipt. Requested books will be made available within one working day.

### **Enquiries**

- Enquiries that cannot be answered immediately will be referred directly to another appropriate team member. The KLS shall endeavour to answer within two working days of receipt.
- Messages to the [library@geh.nhs.uk](mailto:library@geh.nhs.uk) and [library@swft.nhs.uk](mailto:library@swft.nhs.uk) mailboxes will be responded to within one working day.
- Recorded telephone messages will be checked each working day and responded to within one working day of receipt.

### **Literature Searching**

- Requests for literature searches will be dealt with as soon as appropriate by negotiation according to the literature searching protocol.
- Results will be sent to the requester, typically by e-mail, explaining the information included, the sources used and offering to undertake any follow up searches desired. Appropriate information about obtaining the full text of journal articles will also be included.

### **Information Skills Training**

- The library will offer a range of information skills training. New courses will be developed when appropriate typically to meet user needs and to promote information resources.
- A catalogue of training sessions will be arranged and advertised regularly. However, an emphasis will be placed on delivering the training that is appropriate and specific to the needs of the user. To support this ad hoc training sessions will be available and actively promoted. This will allow possibilities to combine different training sessions to meet the needs of the requester as appropriate.

### **Records and Data Protection**



**George Eliot Hospital**  
NHS Trust



**South Warwickshire University**  
NHS Foundation Trust

- See our privacy policy <https://gehswift.wordpress.ptfs-europe.co.uk/welcome/privacy-policy/>.

### **Suggestions and complaints**

- All suggestions and complaints will be acknowledged within one working day and responded to by the Knowledge and Library Services Lead or Manager within ten working days.
- Where appropriate an incident will be reported.

### **Quality Assurance**

- Audits will be performed throughout the year.
- A formal full KLS user-survey will be performed every year.
- All KLS staff will have an annually updated personal development plan, and will be appropriately qualified for their roles.
- The KLS will produce an annual report.

### **Review of standards**

- These standards will be reviewed periodically, taking into consideration user feedback.

Knowledge and Library Services, March 2023.