

Trust Library Services Standards

Standards are publicised within the library and on our Intranet page and website.
We will review them each year and produce an annual report showing how closely they are maintained.

Customer Satisfaction

- ★ we aim to achieve at least 85% on our overall information skills training customer satisfaction
- ★ we aim to achieve at least 89% on our overall literature search service customer satisfaction

Enquiries & Feedback

- ★ we will provide a staffed enquiry service across all sites; Monday-Thursday 8.00am-7.00pm and Friday 8.00am-5.00pm
- ★ we will answer standard enquiries, via telephone, email and face to face within 1 working day of receipt and 90% of complex and extensive enquiries within 3 working days of receipt
- ★ we will acknowledge feedback and complaints within 2 working days of receipt and send a formal response within 20 working days of receipt

Access to Services

- ★ we will process 95% of inter library loan requests within 1 working day of receipt
- ★ we will respond to all literature search requests within 1 working day of receipt
- ★ we will undertake at least 95% of literature search requests within the customer's stated time frame

Collection Development

- ★ we aim to provide 90% of specialty books, measured against the Health Libraries Group Medical Core Collection guidance publication.

Oxford Road site:	0161 276 4344 / orc.library@mft.nhs.uk
Wythenshawe site:	0161 291 5778 / wythenshawe.library@mft.nhs.uk
North Manchester site:	0161 720 2722 / nmgh.library@mft.nhs.uk
Trafford site:	0161 746 2263 / trafford.library@mft.nhs.uk