

## Service standards for NSFT Library Services

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| 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 new 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                      |

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