

What can you expect from our service?
Performance against standards: 2017/18 Quarter 1

Indicator	Performance against indicator
New Members	
Library inductions will be advertised to 100% of new members	Library inductions are advertised to all new members via our welcome email.
100% of new LKS members will receive a welcome email	All new LKS members received our welcome email
Enquiry services	
100% of general enquiries completed within 1 working day.	All general enquiries were completed within 1 day
100% of in-depth enquiries completed within 5 working days.	All in-depth enquiries were completed within 5 working days
100% e-mails to the library mail boxes will be responded to within 24 hours (weekdays).	The LKS mail boxes were checked regularly throughout the day during opening hours and all e-mails were responded to within 24 hours (weekdays).
Service points at Rotherham Hospital and Oak House will be staffed during opening hours 99% of the time.	Rotherham Hospital 100% Oak House 99%
We will deliver 10 Knowledge Clinics per year to RCHC.	3 (April, May, June)
Literature searches and evidence summaries	
99% of literature searches will be completed within 10 working days or mutually agreed time.	100% of literature searches were completed within 10 working days or mutually agreed time.
Information skills training	
100% of training requests will be met.	100% of training requests were met
90% of users stated that the training met their need.	100% of users stated that the training met their need
Resources	
100% of books and resources to be checked and returned to shelves within 2 working days.	100% of books and resources were checked and returned to shelves within 2 working days
Users will receive pre-overdues for 100% of items borrowed and overdues will be sent within two working days for all overdue items.	Users received pre-overdues for 100% of items borrowed and overdues were sent within two working days for all overdue items.
We will purchase a minimum of 25 items per month.	Number of items purchased were as follows: April (18), May (7), June (0)
500 items will be issued per month	Number of items issued were as follows: April 631,

	May 641, June 676
50% of stock purchased in the last calendar year will have been borrowed	24% of stock purchased in the last calendar year has been borrowed
We will attract on average 35 new members per month	New members: April 33, June 40, May 50
Each e-journals will be accessed at least once a month.	We have 23 e-journals. The total number of journals accessed were: April 4 journals accessed a total of 33 times; May 2 journals accessed a total of 3 times; June 11 journals accessed 71 times
Interlibrary loans	
95% of document requests supplied within 10 working days	99% document requests supplied within 10 working days. 144 articles and 12 books were supplied within the timescale. One book took 12 days.
Current awareness	
Current awareness bulletins will be available on a minimum of 15 topics.	Current awareness bulletins are available on 17 topics
Information consultancy	
We are available to contribute our specialist information skills to any project or working group.	Information consultancy in Q1 included membership of the Together we Can team, continued support for the development of Ignaz Handbook, membership of the Sharepoint intranet policy and guidelines working group, co-ordination of the Mindfulness Interest Group, development of the Rotherham publications repository and membership of the South Yorkshire Research Ethics Committee.
IT facilities	
We provide PCs, photocopier and scanner free of charge. We have a silent study room.	We continued to provide these facilities
Website	
Website to be online and accessible 98% of the year	Website was online and accessible 100% of the time
Athens	
Minimum of 10% of staff to have an Athens account	12% of TRFT staff have an Athens account
100% new Athens registrants will be sent a welcome email	All new Athens registrants are sent a welcome email

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