**What can you expect from our service? 2016/17 performance against standards**

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| **Enquiry services** |
| All enquiries will be dealt with in an appropriate time period agreed with our customers | The enquiry desks at Rotherham Hospital and Oak House were staffed during all our opening hours. We responded to the majority of enquiries on the spot or, if this is not possible, got back to users as soon as possible.  |
| All e-mails to the library mail boxes will be responded to within 24 hours | 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 | Rotherham Hospital: 99.9%Oak House: 99% |
| **Literature searches and evidence summaries** |
| We aim to meet all customer deadlines for literature searches and evidence summaries | 99.9% of deadlines were met |
| **Information skills training** |
| We offer training to suit all levels of ability at a suitable venue (including your workplace) and at a time convenient to you | Training was provided at TRFT, Oak House, RCHC, GP Practices, Public Health (RMBC) and in departments. Training has been delivered as part of the student masterclass and junior doctors training programmes.  |
| **Resources** |
| We offer an up-to-date collection of books, journals, health education resources and IT equipment available for loan.  | Purchased 440 new books, 38 other resources (health promotion models and DVDs, IT equipment for loan etc), 96 ebooks, 51 journal subscriptions. 551 items were withdrawn from stock. |
| Library inductions are available to all staff | 591 staff & students received a LKS induction |
| **Interlibrary loans** |
| Percentage of ILLs delivered within 7-10 days | 98.6% delivered within 10 days.Total requests delivered = 95.1% (49 out of 1003 requests made were not delivered) |
| **Current awareness** |
| We provide a comprehensive service to encourage all our customers to keep up-to-date with the latest developments in health. We provide a range of bulletins, blogs and alerts. | Launched 4 new bulletins/blogs. Delivered bulletins/blogs on 20 topics/specialties with a total of 242 editions. |
| **Information consultancy** |
| We are available to contribute our specialist information skills to any project or working group. | Information consultancy in 2016/17 included membership of the Together We Can team, continued support for the development of Ignaz Handbook, membership of policies & guidelines working group, co-ordination of the Mindfulness Interest Group 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 in 2016/17. |