



**RCN Library and Museum
Enquiry and Service standards**

Version 2.0

[Document control summary](#)

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Author(s)	Sarah Smith
Approved by	Anna Semmens, Joint Head of Library and Archive Service
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Version control summary

Version	Date	Summary
1.0	October 2023	This document lists our standards for our main services and dealing with enquiries received in the Library and Archive Service covering timeliness, quality and customer satisfaction. It sets annual targets which will be monitored and reported on the RCN website.
2	June 2024	Updated. Changed name from Library and Archive Service to Library and Museum. Changed phone calls to be answered within seven rings instead of three, changed our satisfaction ratings for services and staff to a consistent 95% target.

Your library - in person and online

We will achieve a 95% satisfaction rating of Library and Archive Service (LAS) Annual Survey respondents who were “satisfied” or “very satisfied” with the library services overall

We will achieve a 95% satisfaction rating of “good” or “excellent” for events

We will keep the Library and Heritage Centre open for 99% of our advertised hours, excluding planned closures

Our core library systems will be available 24/7 99% of the time excluding planned maintenance

We will report Library and Archive systems faults to suppliers within one working day of being aware of the problem

Your time is important to us – timeliness

We will be approachable, ready to help, stop all other activity and focus entirely on the customer making the enquiry

We will serve customers within two minutes of arrival at the Library and Heritage Centre reception desk

We will pick up webchat enquiries within 90 seconds

Phone calls will be answered within seven rings

All donations offered will be accepted or rejected within 60 working days

We will supply an acknowledgement to email enquiries and complaints within one working day

We will provide a response to enquiries and complaints within five working days

We will answer archive enquiries within 10 days

We will supply a literature search in response to a request from members within 10 working days of receiving the request

Your support, we're here to help... just ask

95% of attendees at drop-ins and 121 training sessions will rate the training as “excellent” or “good”

95% of members will rate literature searches as good or excellent

95% of customers will rate staff as knowledgeable

95% of customers will rate staff as friendly and helpful

95% of supervised special collections research sessions will be rated “good” or “excellent”

95% of customers will be “satisfied” or “very satisfied” with our responses to enquiries and complaints

This standard is informed by the [RCN respect charter](#), the [RCN Library Terms and Conditions](#) and [LAS Events Terms and Conditions](#), and industry standards within libraries, archives and museums.

Details of our performance against these targets will be published annually.