



**RCN Library and Archive Service
Standards**

Version 5.0

Document control summary

Title	RCN Library and Archive Service Standards
Status	Full
Version No.	5.0
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Circulated to	Library and Archive Service staff
Next Review Date	This is the last version in this format, so will not be reviewed again

VERSION CONTROL SUMMARY

Version	Date	Summary
1.0	June 2017	This document lists the standards for Library & Archives main services covering timeliness, quality and customer satisfaction. It sets our annual targets which will be monitored and reported on the RCN website.
2.0	February 2018	Includes 2017 results, amendments for 2018 standards and 2018 targets
3.0	July 2019	Includes 2018 results, amendments for 2019 standards and 2019 targets
4.0	August 2020	Includes 2019 results, amendments for 2020 standards and 2020 targets
5.0	August 2021	Includes 2020 results, amendments for 2021 standards and 2021 targets

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Standard	2021 target ¹	2020 result	2020 target
1. Number of Annual Survey respondents who were satisfied or very satisfied with the library services overall	95%	95%	95%
2. The L&HC will be open for our advertised building opening hours, excluding planned closures	100%	N/A	N/A ²
3. We will advertise Library closures at least 1 working week in advance	100%	100%	98%
4. We will supply an initial response to email enquiries, feedback and complaints within 1 working day	95%	98%	95%
5. Customers were “satisfied” or “very satisfied” with our responses to enquiries and complaints	95%	95%	90%
6. Online resources available 1 working day after arrival	98%	98% ³	95%
7. Attendees at drop-ins and 121 training sessions rate the training as “excellent” or “good”	98%	100%	95%
8. Supply a literature search in response to a request from members within 10 working days of receiving the request	100%	100%	100%
9. Literature searches are rated good or excellent	98%	100%	95%
10. Supervised special collections research sessions are rated “good” or “excellent”	98%	N/A	N/A
11. All donations offered will be accepted or rejected within 60 working days	98%	100%	98%
12. Overall satisfaction rating for events is “good” or “excellent”	96%	97%	95%
13. Recordings of at least 15 public events will be made available online	15	13	5
14. There will be 15 events per year outside of London including in at least 2 other UK countries	50	51 ⁴	15
15. All new items accepted into the Archives are reported annually to the National Archives	100%	N/A ⁵	100%
16. Library and Archive systems faults are reported to suppliers within 1 working day of being aware of the problem	100%	100%	100%

*working days exclude Saturdays, bank holidays and RCN closure days.

¹ Based on 2020 result

² N/A due to COVID-19 and library closure

³ Includes print resources for Q1 only

⁴ Online events

⁵ Not possible due to COVID-19 office closure