RCN Library and Archive Service

Enquiry standards

Version 5.0

Document control summary

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VERSION CONTROL SUMMARY

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1.0	June 2017	This document lists our standards for dealing with enquiries received in Library & Archives Service covering timeliness and quality. .
2.0	September 2018	Updated. Have moved the procedural aspects to a new document: Library & Archive Service Enquiry Procedures and Guidelines. September 2018
3.0	July 2019	Updated. Added in RCN Respect Charter
4.0	September 2020	Updated
5.0	September 2021	Updated. Relevant documents added. Tone of the document changed using "We will"

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

2. When working at the help desk, we will give priority to in-person enquiries. Any phone calls and web chats can be picked up by staff at their desks. and all customers will be treated fairly.

3. We will greet in-person customers immediately and if staff are already dealing with an enquiry, waiting customers will be acknowledged within 2 minutes.

4. We will answer phone calls within 3 rings.

5. We will respond to webchats within 90 seconds.

6. We will acknowledge emails within 1 working day.

7. We will respond to social media enquiries within 1 working day.

8. During phone or webchat interactions, we will use appropriate written or verbal prompts to reassure the customer that we are listening and that contact has not been lost.

9. The RCN Respect Charter outlines how all RCN stakeholders including staff, members and customers, regardless of their role, must approach working with each other at all times.

10. Other relevant documents which guide our approach:
    "CILIP Ethical Framework" (CILIP 2018),
    Code of Ethics for Museums - Museums Association (Museum Association)
    Code_Of_Ethics_February_2020_final.pdf (archives.org.uk) (Archives and Records Association 2020).