

<b>Service Standard: Enquiries</b>	<b>Responsibility for Standard: Library Assistant &amp; Library Volunteer</b>
<b>Service Definition:</b>	<b>What we expect from our users</b>
A service that aims to answer/resolve any enquiries/questions users may have relating to the Library and its services. All enquiries will be responded to on the same day and will be resolved or passed on to a member of staff with the appropriate level of experience to resolve that enquiry within 24 hours. If an enquiry is covered by another service standard it will be passed on to an appropriate member of staff and the enquiry will be treated as resolved for the purposes of this standard. If there are staff shortages, planned or unplanned closure of the library or a problem with the Library's computers it may take longer to respond to and resolve enquiries.	Courteous and clear enquiries or requests. Patience and understanding during times of high demand.

<b>Monitoring Process</b>	<b>Performance Indicators</b>	<b>Review date</b>
All enquires are recorded	<b>PI 1: 95%</b> of enquiries responded to and resolved within specified time frames	<b>September 2015</b>
Any time the desk cannot be staffed will be recorded	<b>PI2:</b> Enquiry desk will be staffed for 95% of the Library's core opening hours.	<b>September 2015</b>

The results of the performance indicators for this service standard will be included in the Annual Report for the Bevan Library