

Service Standard: Literature Search Skills Training	Responsibility for standard: Bevan Librarian
Service Definition:	What we expect from our users
Training in Literatures Search Skills for individuals or groups of healthcare professionals by suitably skilled library staff. Recent studies and recognized methods will be used.	Pre-session information on key subject areas to be submitted in time for the librarian to complete initial searches. Library staff to be informed of inability to attend at earliest opportunity. Complete feedback forms and return to library

Monitoring Process	Performance indicators	Review date
Number of bookings and job type of attendees for each session	PI 1: Information gathered shows diversity of roles of attendees	September 2015
Response of feedback forms for content and relevance of workshop	PI 2: 90% positive comments regarding comprehensiveness of content and relevance of training to the attendee	September 2015

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