

Service standard: Mediated Literature searches	Responsible for standard: Bevan Librarian
Service Definition	What we expect from our users:
Development and execution of a search strategy for an agreed topic with specific outcomes and limits. Supply of the resulting list of references found through the search within 5 working days carried out by the Library professional. This does not include: Training on how to do literature searches or the provision of full text articles. These are separate services.	A completed legible search form (available from the library or library webpage) which gives a comprehensive description of the requirements for the search with desired outcomes. Current contact details must be included. There will be an understanding that giving a shorter time frame may result in a less comprehensive search. Exceptions: Insufficient staffing levels or failure of equipment

Monitoring Process	Performance Indicators	Review date
All completed searches recorded quarterly	PI 1: 95% of searches completed within the agreed timeframe	September 2015
All completed searches recorded quarterly	PI 2: Feedback form and Search Strategy included with results for every search completed.	September 2015
All completed searches recorded quarterly	PI 3: 85% of returned feedback forms confirm that search was satisfactory and met the requirements of the user.	September 2015

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