Library Service Standards 2015 - 2016

Opening Hours
Park Campus library will be open on all the days that Regent’s University London is open. Any disruption to opening hours will be publicised through social media and other university communication channels.

Communication by email
Emails sent to the library@regents.ac.uk and libraryrm@regents.ac.uk email addresses will be responded to within two hours, during staffed hours.

Shelving
99% of library stock waiting to be shelved will be shelved by the end of staffed hours on the Issue Desk at both libraries.

Inter Library Loans
Inter Library Loan requests will be responded to within two working days, with information on availability of the item requested. Inter Library Loans items will be made available to the requester within 2 days of arrival at the library.

Reading lists
Requests for titles for reading lists from academic staff will be acknowledged by the academic liaison librarian within two working days. Progress of the requests will be discussed with the member of academic staff after 10 working days. The requester will then be contacted when the books are available to be borrowed. They will also be notified if any titles that they have requested are unavailable to purchase.

Accessible texts
Requests for accessible texts will be acknowledged by the student support librarian within five working days. Progress of the requests and a likely time frame will be discussed with the requester within five weeks. The requester will be contacted when the accessible texts are available. The library can require up to 10 weeks to obtain accessible texts, which may then require further processing and/or the addition of alternative text to images etc. For this reason it is strongly recommended that requests for accessible texts are made as early as possible.

Feedback
Feedback from users will proactively be sought 4 times a year, results recorded and reviewed and published.

One to one sessions
Requests from students to academic liaison librarians for one to one sessions will be responded to within 24 hours and will offer a 1:1 within 5 working days.

Anne Rowlands
Library Manager
October 2015