

Knowledge, Library and Information Service

Service Delivery Standards

Service Area: Literature Searching Service			
Service Definition		What we expect from our users	
<p>This service is available to appropriate users as defined by the various Service Level Agreements in place.</p> <p>Requests must be directly related to NHS business – clinical and corporate.</p> <p>We do not perform searches to support academic course work or study. Advice and support in this area is available.</p>		<p>Users of this service must be a registered member of the service at Bassetlaw or DRI.</p> <p>Users should submit their literature search request on the appropriate form – available from either library or from the website.</p> <p>Users of this service should complete and return evaluation forms.</p>	
Monitoring Process	Performance Indicators	Reporting Structure	
<p>All literature searches are recorded on the appropriate spreadsheet held by KLISH.</p> <p>Analysis of returned evaluation forms by KLISH Literature Searching Group.</p>	<p>The search will be conducted within 10 working days, or by a mutually agreed date between both parties.</p>	<p>NHS Annual Statistical Returns.</p> <p>Annual reports.</p> <p>KLISH Senior Staff Team.</p>	
Date: 1st August 2011	Last Review Date: August 2018		
	Next Review Date: August 2019		