

Royal College of Nursing
RCN Library and Archive Service
Enquiry and Service standards
Version 1.0

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Version control summary

Version	Date	Summary
1.0	October 2023	This document lists our standards for our main services and dealing with enquiries received in the Library and Archive Service covering timeliness, quality and customer satisfaction. It sets annual targets which will be monitored and reported on the RCN website.

Your support, we're here to help...just ask

95% of attendees at drop-ins and 121 training sessions will rate the training as "excellent" or "good"

98% of members will rate literature searches as good or excellent

98% of cus
