

Library Standards

We will process 98% of article requests within 2 working days.

We will dispatch 95% of articles from other sources within 5 working days OR provide an explanation for the delay.

We will supply at least 95% of articles requested.

We will answer enquiries immediately where possible, and 95% of lengthier enquiries within 5 working days.

We will provide 95% of literature searches within an agreed timeframe.

We will aim to send an initial reply to messages received via e-mail/social media/website within 1 working day.