

Royal College of Nursing
RCN Library and Museum
Enquiry and Service standards
Version 2.0

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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.
2	June 2024	Updated. Changed name from Library and Archive Service to Library and Museum. Changed phone calls to be answered within seven rings instead of three, changed our satisfaction ratings for services and staff to a consistent 95% target.

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