

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

**RCN Library and Museum**  
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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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Your support is a key element of our success

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