

Site Transfers

Service Definition		What we expect from our users
<p>In instances where we do not have a requested book in our collection, we will check to see if Bradford Royal Infirmary or Lynfield Mount have a copy. If they do, we will request a copy to be sent over for our reader. We will hold these copies for a maximum of ten working days. If they have not been collected within ten working days, we will return them to the site to which they belong unless another reservation on the item requires it to be sent to a different site.</p> <p>If we receive a request for a site transfer from Bradford Royal Infirmary or Lynfield Mount, we will check our shelves and if the requested item is available, we will send it to them in the internal post.</p>		<p>To request transfers at the point of need i.e. we ask our readers not to place a request if they know they won't be able to collect it within ten working days.</p> <p>To be aware of the fines charged for returning or renewing items after the due date.</p>
Monitoring Process	Performance Indicators	Policy Reference
<p>Site transfers will be checked by the assistant librarian before each new book order to see if there are any books that have been requested several times. A decision will then be made on whether or not to purchase our own copy.</p> <p>Dispatch and arrival times will be monitored.</p>	<p>Items to be sent to other sites within two working days.</p> <p>Items received from other sites within five working days. Data collected from the annual library satisfaction survey will show us if people think we are meeting the target.</p> <p>Frequently requested items to be purchased for our collection.</p>	<p>Site transfers v7</p>
		Review Schedule
		<p>Every 6 months.</p> <p>Next review date: June 2019</p>