# **Library Service Definition**

# Special Collections and Archives

#### What is the service?

Special Collections and Archives

# Who may access the service?

LJMU students, LJMU staff and members of the public

#### What are the benefits of the service?

Provides support and expert advice for all aspects of our Special Collections and Archives

#### What is included?

This service includes

- · Defined opening hours and reception service
- User support: enquiries, educational and outreach activities
- Document production from the strongrooms
- Digitisation for preservation and access
- Exhibitions and displays
- Marketing and communications: print, web, social media
- Support for consultation and research in the Reading Room

# What should I expect?

## Standards

Access to the Special Collections and American Studies Reading Room will be maintained for 100% of their advertised opening hours

95% of the materials requested from the Special Collections and Archives will be available for consultation on the requested day

## **Availability**

This service is available within Library Services Full Service hours