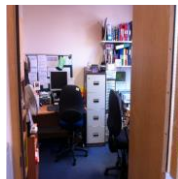


***Service Standards - Environment  
annual report summary  
(April 2016 – March 2017)***



Environment

Resources



Safety

Access



Complaints

Staffing



## *Our Standard is:*

*“We will provide well-maintained learning spaces, with sufficient PCs, printing and photocopying facilities and appropriate opening hours to meet users’ needs “*

To meet this we aim to report any problems in a timely and appropriate manner and to maintain records of the problems and analyse the findings.

1. Days not staffed advertised hours:
  - Very rare
  - Libraries remain open to eligible staff and contact information always available.
2. Out of hours access problems:
  - None reported
3. Safety check, tidying and decor:
  - Risk assessments done regularly and no serious problems reported.
  - Stationery supplies maintained.
  - Furniture and space reviewed.
  - New silent study rooms established at NTGH and Wansbeck and some new furniture provided
4. Staffing:
  - Sites often single-staffed.
  - Existing staff travelling to cover at various locations due to need to cover new Northumbria hospital.
  - A rota system was put in place and bank staff employed.
  - Staff structure currently under review.
5. Resource / other problems:
  - Various problems reported with new Canon printer/copiers
  - General IT issues (slow-running pcs etc.)
  - Heating and access problems

All problems reported.
6. Complaints:
  - Lack of Wi-Fi most common complaint

## Summary of findings

It has been a challenging year but we have maintained cover across all sites and continued to improve the facilities in small ways in response to user feedback.