

User-focussed environment

Standard	Target	Measurement	Action
We will provide well-maintained learning spaces, with sufficient PCs, printing and photocopying facilities and appropriate opening hours to meet users' needs	We will be open 100% of advertised opening hours (as on library door) Out of Hours access available to eligible staff	Record exceptions Swipe card use? / CCTV log?	Analyse exceptions
	Well-maintained libraries: <ul style="list-style-type: none"> • tidy • no broken furniture • all forms, helpsheets and leaflets available • shelving done daily • regular programme of shelf tidying • minimal disruption to users • sufficient stationery supplies 	<ul style="list-style-type: none"> • Daily check and tidy • Record of thorough shelf tidy 	Report and record problems
	Printing, photocopying and scanning available at all times with clear, accurate instructions for operation	Each library to keep a log of faults (new spreadsheet prepared)	Analyse log and follow-up recurring problems
	Provide sufficient PCs for library users' needs	Record exceptions (i.e. all PCs in use)	Analyse exceptions
	Availability of professional staff – face to face, by phone or e-mail at other sites	Record exceptions	Analyse exceptions