



***Service Standards - Environment
annual report
(April 2015 – March 2016)***

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 and record any problems and analyse exceptions.

1. Days not staffed advertised hours

This is rare but there were a few days at some sites when it was necessary to open up to an hour later. However the libraries always remain open to eligible staff and a notice with contact details for other sites is on show. Rotas for staff were initiated in August 2015 to ensure all sites are covered as much as possible.

2. Out of hours access problems

Each site has slightly different procedures for this because of local arrangements but no problems were reported. To facilitate matters for staff we have introduced a self-issue scheme at all sites, where library users are trusted to record details of books taken and library staff confirm details and update the library management system the following day.

3. Safety check and tidying

This was done regularly with no reports of serious exceptions. All risk assessments were completed including manual handling. The libraries were kept clean and tidy, broken furniture was removed for repair or discarded, any out of order machinery was reported and dealt with as soon as possible. All supplies of stationery and help-sheets were monitored and maintained appropriately.

4. Times when all PCs were in use

This happened most often at Hexham at NSECH. We tried to help by providing 2 extra laptops. The provision of an IT room and more hot desks has alleviated this.

5. Staffing

There have been several occasions during the year when sites have been single-manned or a balance between librarian and assistants has not been possible.. Since the Northumbria hospital opened members of library staff have had to travel between sites and provide cover at various locations.

6. Resource / other problems

Several Resource and Facilities problems were reported at each site. Most were fixed quickly by the Estates or IT Departments

7. Complaints

There have been some complaints about the lack of Wi-Fi about the lack of study space in some libraries

Summary of findings

A review of the monitoring spread sheet design is proposed. We will also discuss alternative methods of collecting data such as combining rota information with staffing issues.