

What do groups think of the print room?

In our most recent biennial survey in 2018 all of the responding groups who had used the print service reported they were either satisfied or very satisfied. Comments we received were overwhelmingly positive and included:

"The affordable prices, especially when printing in large quantities, and the help and support of the Resource Centre staff is what encourages us to use the service."

"It is just so helpful. You do not need IT expertise to print there as the patient help is always there."

"Experience of staff and willingness to really help is incredible.....Quality of printing and cost of printing is wonderful."

A unique and vital service

The heavy use of the service and the feedback from users underline how vital a service this is for hundreds of groups in the city. We believe this is because the service is

- ✓ Quick: groups can come in with their idea and walk out with their finished product
- ✓ Integrated: groups can use our computers, with staff support, to produce their artwork
- ✓ Cost effective: being self-help means we can keep prices down especially for small groups wanting small runs
- ✓ Environmentally sustainable: groups can produce the exact number of copies they need, with minimal wastage, low transport costs and recycled paper options
- ✓ Flexible: the number of copies a group produced in the month of the survey ranged from 1 (a giant voucher for a raffle prize produced by a local BME group) to 4, 600 (a community association newsletter for an entire area)
- ✓ Supportive: while the service is self-help staff are always on hand to support groups and to provide on the spot training where necessary.