

Bar Library (Belfast)

Setting the Bar high

£64k p.a

/ Contract value

April 2016

/ The contract commenced

March 2019

/ Scheduled completion

The Bar Library is a state-of-the-art premises in the heart of Belfast's Legal Quarter, which provides an enquiry and information service, together with a world-class collection of books, journals and electronic resources. In this "open and dynamic environment", we provide facilities management and energy related services that fully support the Bar Library's core business activities and services. As a sign of our positive contribution, we helped to reduce the Library's total energy consumption by 19% between April 2016 and March 2017.

The Brief

As Barristers pay to use the office space and facilities within the Bar Library, we are expected to ensure that the services on offer to them are demonstrably of a high standard, with attention to detail, proactivity and value for money at the core of our operational delivery.



"GRAHAM has provided a facilities management service to the Bar Library since April 2016. Since that time, they have improved the quality of routine maintenance, which has significantly reduced the amount of time and money spent on reactive work,"

Lorraine Montgomery
Senior Manager – Finance, Bar Library

“GRAHAM has been proactive in identifying capital expenditure requirements, which in turn has also resulted in efficiencies and cost savings. The staff and the management team are excellent and, in addition to their technical abilities, focus on customer service. Nothing is ever too much bother. I have no hesitation in recommending GRAHAM,”

Lorraine Montgomery
Senior Manager – Finance, Bar Library

The challenges

Recognised for its service and quality, the Bar Library was awarded the prestigious LexisLibrary Award in 2016 for the Best Information Service (UK and Ireland). As the beating heart of legal research in Belfast, that is only available to Barristers who annually subscribe to be members, this rarefied environment demands the utmost professionalism from our team. Tasks are completed empathetically in consideration of the important work taking place, with a focus on minimising disruption where possible.

GRAHAM's solution

The Bar Library required a contractor with the expertise to deliver planned preventative maintenance (PPM), reactive maintenance, asset management, building records management and health, safety and environmental monitoring. As the needs of the Library can flex according to the time of year, we work in partnership to accommodate any change requests, including out of hours tasks such as scaffolding works to the main atrium. Reactive maintenance works for all services, and 24-hour emergency call outs, are executed by our experienced, directly employed teams with the support of our approved supply chain. Energy management services are also a core feature of our partnership and we can point to the delivery of a 19% annual cost reduction in energy (£22,903 saving) as proof of our expertise.

Outputs & Benefits

- / **Energy Savings:** We have delivered a 19% annual cost reduction in energy spend in 2016-2017
- / **Resilience:** We have an experienced resilience pool of 30+ maintenance engineers operating at any one time in the Greater Belfast area who complete complex tasks as and when required
- / **Contract Management:** Our Contracts Manager, Gary Phillips, manages all PPM, including remedial works



For more information on how we're delivering lasting impact:

+44 (0) 845 6006 300 fminfo@graham.co.uk graham.co.uk

GRAHAM