# B

#### **Allyson Jordan**

From:

Sharon Druett

Sent:

13 May 2013 09:38

To:

Allyson Jordan

Subject:

FW: Freedom of Information request - Walcot library information

Follow Up Flag:

Follow up

Flag Status:

Flagged

Hello Allyson,

Please find the request below,

Regards

Sharon

## ron Druett (<u>sdruett@swindon.gov.uk</u>)

Freedom of Information Officer

Law and Democratic Services

**Swindon Borough Council** 

Tel: 01793 463377

Fax: 01793 463405

Web: www.swindon.gov.uk

Please consider the environment before printing this email.

----Original Message----

Fight: Emily Crabb On Behalf Of Customer Services

Sent: 13 May 2013 08:32

To: Sharon Druett

Subject: FW: Freedom of Information request - Walcot library information

----Original Message----

From: rubymalvolio [mailto:request-161013-fcc5afac@whatdotheyknow.com]

Sent: 10 May 2013 20:57 To: Customer Services

Subject: Freedom of Information request - Walcot library information

Dear Swindon Borough Council,

Please may I have all reports, notes, minutes or other documentation relating directly or indirectly to:

(i) consideration given to the nature and composition of the management of Walcot Library that identifies a body or individual to which or to whom its day-to-day management functions have been or might be transferred, and any decisions made in respect thereof; and (ii) consideration given to a threat from the Walcot Library volunteers to close Walcot Library to the public, in February 2013.

Yours faithfully,

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Please use this email address for all replies to this request: request-161013-fcc5afac@whatdotheyknow.com

Is <u>customerservices@swindon.gov.uk</u> the wrong address for Freedom of Information requests to Swindon Borough Council? If so, please contact us using this form:

https://www.whatdotheyknow.com/help/contact

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies: https://www.whatdotheyknow.com/help/officers

If you find this service useful as an FOI officer, please ask your web manager to link to us from your organisation's FOI page.

FOI THEYOR Craig. Walled (1) SWINDON BOROUGH COUNCIL - INTERNAL CLEARANCE OF DECISIONS - FORM B

1.1	DEPARTMENT OR GROUP: Resources and Leisure - Property Services	SERIAL NO: ETSAO
1.2	PROJECT: Grant of New Lease	
	SUBJECT: Walcot Library Sussex Square Swindon	File Ref:118/14
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	EXTN. 3515	DATE: 17/2/2009
2.1	TECHNICAL AND PROFESSIONAL OFFICERS' COMMENTS ON 1.3 (please comment	overleaf)
	A Allyson Jordan – Head of Library Services C	
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2.2	FINANCIAL OBSERVATIONS	
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2.3	AUTHORITIES AND APPROVALS – LAW AND DEMOCRATIC SERVICES	DATE: G(SK)
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<sup>2.1</sup> TECHNICAL AND PROFESSIONAL OFFICERS' COMMENTS 1.3 OVERLEAF

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## Walcot Library, Sussex Square, Swindon

Swindon Borough Council would lose their responsibility for day-to-day operation of the library during the opening hours.

Overall responsibility for stock and equipment would be retained by the library service.

Community volunteers would be monitoring the use of the equipment, self-service and computers, and would help where possible. Any queries would be resolved by library staff through a direct telephone link.

Am Sman.

#### Re 1.3: (Description of subject)

### Walcot Library Sussex Square Swindon

The trustees of Walcot Community Shop, a registered charity currently occupy a shop in Sussex Square. It is proposed that the trustees vacate the shop and are then granted a new lease for the library building in Sussex Square. The library building would then have a dual function of community shop and community library. SBC would lose their responsibilities for operating the library during its opening hours and community volunteers would supervise the loan of library stock and use of the computers as well as the trading from their shop. It is proposed that a self-service machine would be installed for the issue and return of stock, minimising the input that library volunteers would need to make to run the library.

It is proposed that a new lease is granted for a 3 year term commencing no earlier than 1 April 2009, outside the security of tenure provisions of the Landlord and Tenant Act 1954 and subject to a rolling break provision to enable occupation of the library if the redevelopment proposal come to fruition.

Any new lease will be prepared by the Director of Law and Democratic Services and will be on such terms and conditions as are approved by the Director of Property and Assets.

The Council will bear its own costs in preparing and negotiating the lease.

Officers' comments are requested.

For walcor Trevor Crains

Janet Regan

From:

Shaun K Smith

Sent:

18 October 2010 16:41

To: Subject: Allyson Jordan; Fionuala Foley

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FW: Walcot Library

Importance:

High

All - For info - see below recent comment concerning Walcot and my response

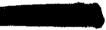
Shaun

From: Shaun K Smith

Sent: 18 October 2010 16:33
To: Subject: FW: Walcot Library

Importance: High

ear Lifelong Librarian



Thanks for your email, which has been passed to me for response - I hope you will find the following helpful:

As part of the budget-setting process for the 2009/10 budget, Swindon Libraries were required by the Council to make significant savings, which led us to propose some small, underused libraries for closure. Walcot was one of these. At this time, we were approached by the Walcot Community Shop, a local charity, with a proposal that they could share the existing library space, and help to keep the service running by using their shop volunteers to supervise what would, in effect, become a self-service facility.

Walcot library now includes:

- the same range of bookstock as before
- the same number of public use computers as before
- a dedicated phone line to the Central Library available to customers and volunteers when problems arise
- volunteers who carry out basic tasks such as shelving, helping customers use the PCs

Thus we have been able to retain a library service in the Walcot area through cooperating with the local community. It is important to remember that the volunteers at Walcot do not do the same job as the library assistants used to do, and have never been intended to be direct replacements for them. If we did not have volunteers in their supervisory role, we would probably not have a library service in Walcot, so no library employee is being kept out of a job.

None of the staff who worked at Walcot previously, worked there exclusively, and none has lost their job. We have redeployed those staff's hours to larger, busier libraries where they have more scope for using their considerable skills in delivering a more effective and wide ranging library service than could ever be the case at Walcot.

I don't believe that this approach, which focuses on using and developing our staff's skills in busier libraries, is insulting to them, and none has said to me that they feel insulted by this change. In fact, I would suggest that to ask someone to work at a small, underused library where the opportunities for development are minimal would in itself be insulting to staff.

I would also like to point out that volunteers do not run the library, but supervise it - any queries or problems which they cannot deal with are referred to staff at Central Library via a dedicated telephone link. The library service also selects and purchases the books (done by professionally qualified librarians), and devotes at least 5 hours per week of library assistant time to supporting the volunteers, carrying out stock editing, exchanging stock and other admin work, the Library Service is still very much involved the delivery of the service at Walcot.

The situation at Walcot is not perfect, but it is an example of the community proactively seeking to become involved with retaining library services in their area at a point when it had become difficult to justify continuing public expenditure on an underused service. If the volunteers had not become involved, the library would have probably closed anyway, and this approach has enabled us to continue to provide a service (albeit in a different format to that provided previously) to the people of Walcot, which, after all is the most important thing

I hope you are satisfied and feel that we have addressed your concerns. However, if you are still unhappy with our response you can request the matter to be referred to the Director of Housing. If you wish to do so, please contact us by telephone on 01793 464377, letter, in person, or by e-mail to jregan@swindon.gov.uk

! ase note that you may be contacted by a member of staff as part of a customer satisfaction survey. The purpose of this survey is to gain feedback to continuously improve the way our services are delivered.

Please get in touch again if you would like to discuss this issue further - I would be happy to talk to you.

Shaun (also a lifelong librarian)

Shaun Smith (ssmith@swindon.gov.uk)
Strategic Manager: Adult and Community Services
Swindon Libraries
Swindon Borough Council
Liden Library, Barrington Close
SN3 6HF

Tel: 01793 466504

Web: www.swindon.gov.uk

From:

Sent: 16 October 2010 14:23

To: Walcot Library Subject: Walcot Library

I have seen the article in the Swindon Advertiser at <a href="http://www.swindonadvertiser.co.uk/news/8425374.Library\_hours\_cut\_due\_to\_lack\_of\_volunteers/">http://www.swindonadvertiser.co.uk/news/8425374.Library\_hours\_cut\_due\_to\_lack\_of\_volunteers/</a>

Could I ask why you are trying to run a library without any paid staff?

Also are you aware that this is very insulting to trained and experienced library professionals?

<sup>1</sup> see the volunteers are feeling hurt and unappreciated. How do they think paid library staff feel when blunteers come in and take their jobs?

A lifelong librarian

Walcer Trevar Craia

artscouncil.org.uk>

(i)

#### Janet Regan

From:

05 100 0040 40-04

Sent: To: 25 July 2012 13:31 Allyson Jordan Walcot Library

Subject:

Hello Allyson

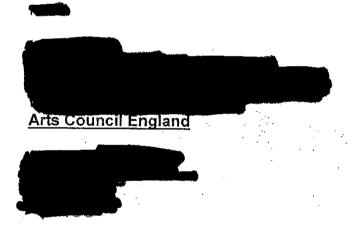
Many thanks for calling me earlier. Is below a fair summary re Walcot Library?

Walcot Library

Walcot Library was due to close. An already established community shop came forward and requested to move into the library, in return they would then keep the library open using their existing volunteers. The community shop and library share the space equally. The community shop is only open in the mornings.

The library is self service and has an self service kiosk and a PN Pc and remains part of the library service (material is on the central catalogue). Library staff provide telephone support, stock and deal with any reservations and peries. The library service also now provides ten hours per week of staff time which includes opening the library one afternoon a week.

See you on the 16th



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Janet Regan

TREVER Crawa

From:

Park Library

Sent: To: 12 February 2013 13:08 Allyson Jordan; Leon Bolton

Cc:

Nicholas Johnson

Subject:

RE: Walcot

Thanks, Allyson, Leon has just spoken to me on the phone too.

Regards Margie

From: Allyson Jordan

**Sent:** 12 February 2013 12:58 **To:** Park Library; Leon Bolton

Cc: Nicholas Johnson Subject: RE: Walcot

Thanks Margie

lvice I have had is not to get involved in a dispute that is between individuals and maintain our normal staffing presence.

Allyson

#### Allyson Jordan (ajordan@swindon.gov.uk) Service Manager – Arts and Libraries

Swindon Borough Council

Tel: 01793 46 6035 Mob: 07500 226 830

Web: www.swindon.gov.uk

Please consider the environment before printing this email.

om: Park Library

**Sent:** 12 February 2013 12:49 **To:** Allyson Jordan; Leon Bolton

Cc: Nicholas Johnson Subject: Walcot

Hi, Allyson and Leon

tried to contact you by phone at Central and then rang here and spoke to Nick and me. She is concerned about a message she received from the Adver about Walcot Library. I advised her to forward the email and her response to you. Nick asked me to put this is writing to you.

Regards Margie Fol Trevor Craig (ii)

#### Janet Regan

From:

Leon Bolton

Sent:

14 February 2013 08:40 Allyson Jordan; Shaun Smith

Subject:

RE: Walcot Library

Hi Allyson,

Just to let you know that Shaun called yesterday and we will call again today to arrange visit either for today or tomorrow.

Thanks

Leon

From: Allyson Jordan

**Sent:** 13 February 2013 17:43 **To:** Shaun Smith; Leon Bolton **ibject:** FW: Walcot Library

#### Allyson Jordan (ajordan@swindon.gov.uk) Service Manager – Arts and Libraries

Swindon Borough Council

Tel: 01793 46 6035 Mob: 07500 226 830

Web: www.swindon.gov.uk

Please consider the environment before printing this email.

From: Sent: 13 February 2013 17:39

To: Allyson Jordan

ibject: Re: Walcot Library

Thanks Allyson, I will wait for their call.

From: Allyson Jordan

Sent: Wednesday, February 13, 2013 4:58 PM
To: Shaun Smith; Leon Bolton

Cc: Park Library

Subject: RE: Walcot Library

Peter

Many thanks for letting me know.

I am copying Leon Bolton and Leah Bevan into this email.

Leon Bolton is now job sharing with Shaun Smith and Leah Bevan is now the library manager with responsibility for the neighbourhood libraries.

Walcot Library will still be staffed with staff from Park Library.

I think it would be a good time for Leon and Shaun to visit Walcot so you can meet Leon and he can see the library.

They will be in touch with you.

Kind regards Allyson

Allyson Jordan (<u>ajordan@swindon.gov.uk</u>) Service Manager – Arts and Libraries

Swindon Borough Council

Tel: 01793 46 6035 Mob: 07500 226 830

'`'ab: www.swindon.gov.uk

Please consider the environment before printing this email.

From:

**Sent:** 13 February 2013 16:43 **To:** Allyson Jordan; Shaun Smith

Cc: Adrian Arnold Subject: Walcot Library

Hello Allyson,

Page 9 of the Swindon Advertiser contains an apology from that the volunteers and myself accept.

The matter as far as we are concerned is now closed.

Sorry if this has caused you or any member of your staff any inconvenience but we had to defend the library and it's reputation.

Regards

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