

B1

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

Sharon Druett (sdruett@swindon.gov.uk)

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-----

From: 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,

Trevor Craig

Please use this email address for all replies to this request:

request-161013-fcc5afac@whatdotheyknow.com

Is customerservices@swindon.gov.uk 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.

SWINDON BOROUGH COUNCIL - INTERNAL CLEARANCE OF DECISIONS - FORM B

1.1	DEPARTMENT OR GROUP: Resources and Leisure - Property Services		SERIAL NO: E1590
1.2	PROJECT: Grant of New Lease		
1.3	SUBJECT: Walcot Library Sussex Square Swindon		File Ref: 118/14
See page 3			
SIGNATURE AND NAME IN CAPITALS OF INITIATING OFFICER: <i>Kathy Sherratt</i> KATHY SHERRATT 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
	B		D
2.2	FINANCIAL OBSERVATIONS		
	A	PROVISION IN ESTIMATES:	PAGE IN ESTIMATES: AMOUNT: £
	B	AGREEMENT OF GROUP RESPONSIBLE FOR BUDGET:	
	SIGNATURE: <i>A. M. Jordan</i> GROUP: EXTN. X6035 DATE: 19/2/09		
	C	COMMENTS OF FINANCIAL SERVICES GROUP: (to be completed in light of any comments in 2.2(d) overleaf)	
	SIGNATURE: <i>[Signature]</i> EXTN. X5784 DATE: 2/3/09		
2.3	AUTHORITIES AND APPROVALS - LAW AND DEMOCRATIC SERVICES		
	A	MINUTE REF:	
	B	GOVERNMENT DEPT. APPROVALS:	
	C	COMMENTS: OP 519 - ensure that rights granted to Home Group limited & considered as mayhine the common room - otherwise agreed.	
	SIGNATURE: <i>[Signature]</i>		DATE: 6/3/09
3.1	CLEARANCE BY OFFICER IN CHARGE OF ADMINISTRATION:		
	SIGNATURE: <i>[Signature]</i>		DATE: 9/3/09
3.2	RECOMMENDATION:		
	To proceed as indicated in 1.3. Library + tenant responsible for stock + equipment will be included within agreement granted. OLAB will be asked to ensure that appropriate rights (if any) are granted to adjacent tenant - Home Group Ltd		
	SIGNATURE OF OFFICER IN CHARGE OF PROJECT: <i>Kathy Sherratt</i>		DATE: 10-3-09
3.3	DECISION:		
	<i>to proceed Agreed.</i>		
	SIGNATURE: <i>[Signature]</i>		DATE: 10 3 09

2.1 TECHNICAL AND PROFESSIONAL OFFICERS' COMMENTS 1.3 OVERLEAF

A	SIGNATURE: _____ EXTN. _____ DATE: _____
B	SIGNATURE: _____ EXTN. _____ DATE: _____
C	SIGNATURE: _____ EXTN. _____ DATE: _____
D	SIGNATURE: _____ EXTN. _____ DATE: _____
2.2 FINANCIAL OBSERVATIONS	
D	<p>DETAILS OF OUTSTANDING DEBTS:</p> <p>RATES (N.N.D.R.) <i>NONE</i></p> <p>SIGNATURE & EXTN: <i>KMCKinland</i> <i>4607</i> DATE: <i>24/1/09</i></p> <p>RENTS (incl. Housing Rents) <i>NONE</i></p> <p>SIGNATURE & EXTN: <i>KMCKinland</i> DATE: <i>24/1/09</i></p> <p>OTHER SUNDRY DEBTS <i>NONE</i></p> <p>SIGNATURE & EXTN: <i>KMCKinland</i> DATE: <i>24/1/09</i></p> <p>COUNCIL TAX <i>NONE</i></p> <p>SIGNATURE & EXTN: <i>KMCKinland</i> DATE: <i>24/1/09</i></p> <p>COMMUNITY CHARGE (POLL TAX)</p> <p>SIGNATURE & EXTN: _____ DATE: _____</p>

NOTES

1. Supporting correspondence and other documents should be securely attached.
2. Distribution after decision: -
 ORIGINAL - TO FILE NO. -
 COPIES TO:

DLOG	HoF	A	B	C	D	E	F		FILE
2	2								

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.

A M Swindon

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.

FoI Walcot Trevor Craig
(i)

Janet Regan

From: Shaun K Smith
Sent: 18 October 2010 16:41
To: [REDACTED] Allyson Jordan; Fionuala Foley
Subject: 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: [REDACTED]
Subject: FW: Walcot Library
Importance: High

Dear Lifelong Librarian [REDACTED]

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 in 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

Please 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: [REDACTED]
Sent: 16 October 2010 14:23
To: Walcot Library
Subject: Walcot Library

I have seen the article in the Swindon Advertiser at
http://www.swindonadvertiser.co.uk/news/8425374.Library_hours_cut_due_to_lack_of_volunteers/

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?

I see the volunteers are feeling hurt and unappreciated. How do they think paid library staff feel when volunteers come in and take their jobs?

A lifelong librarian

Fo1
Walcot Trevor Craig (i)

Janet Regan

From: [REDACTED]@artscouncil.org.uk>
Sent: 25 July 2012 13:31
To: Allyson Jordan
Subject: Walcot Library

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 series. 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

[REDACTED]
Arts Council England

Achieving great art for everyone our 10-year framework is now available

Culture, knowledge and understanding: great museums and libraries for everyone

<http://www.artscouncil.org.uk>

Arts Council England is the trading name of the Arts Council of England registered charity no. 1036733

The information in this e-mail is for the named recipient(s) only. If you are not the intended recipient, be advised that you have received this email in error and that any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited.

The contents of this message will not be in any way binding upon Arts Council England. Opinions, conclusions, contractual obligations and other information in this message, in so far as they relate to the official business of Arts

Council England must be specifically confirmed in writing.

Additionally, the information contained in this email may be subject to public disclosure under the Freedom of Information Act 2000.

Arts Council England does not accept liability for any virus, spyware or malware introduced by this e-mail.

This email has been scanned by the Microsoft Forefront Protection 2010.

FOI
Trevor Craig
(ii)
Janet Regan

From: Park Library
Sent: 12 February 2013 13:08
To: 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

Advice 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.

From: Park Library
Sent: 12 February 2013 12:49
To: Allyson Jordan; Leon Bolton
Cc: Nicholas Johnson
Subject: Walcot

Hi, Allyson and Leon

[REDACTED] 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 in writing to you.

Regards
Margie

FOI
Trevor Craig (ii)
Janet Regan

From: Leon Bolton
Sent: 14 February 2013 08:40
To: 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
Subject: 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: [REDACTED]
Sent: 13 February 2013 17:39
To: Allyson Jordan
Subject: Re: Walcot Library

Thanks Allyson, I will wait for their call.

[REDACTED]

From: Allyson Jordan
Sent: Wednesday, February 13, 2013 4:58 PM
To: [REDACTED]; 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 (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: [REDACTED]
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 [REDACTED] 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
[REDACTED]

The views expressed in this email are personal and may not necessarily reflect those of Swindon Borough Council unless explicitly stated otherwise. This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify me immediately. If you are not the intended recipient of this email, you should not copy it for any purpose, or disclose its contents to any other person. Senders and recipients of email should be aware that, under the Data Protection Act 1998 and Freedom of Information Act 2000, the contents may have to be disclosed. The contents may be subject to recording and/or monitoring in accordance with relevant legislation. This footnote also confirms that this email has been swept by Anti-Virus software for the presence of computer viruses. However, Swindon Borough Council cannot accept