



**To/
Councillor Robert Francis-Davies
Cabinet Member for Tourism and
Major Projects**

*Please ask for:
Gofynnwch am:*

*Direct Line:
Llinell Uniongyrochol:*

*e-Mail
e-Bost:*

*Date
Dyddiad:*

Overview & Scrutiny

01792 636292

scrutiny@swansea.gov.uk

30th May 2018

BY EMAIL

Summary: This is a letter from the Service Improvement and Finance Panel to the Cabinet Member for Tourism and Major Projects following the meeting of the Panel in February 2018.

Dear Councillor Francis-Davies,

At a recent meeting the Service Improvement and Finance Performance Panel met to consider the Libraries Annual Report 2016/17.

We are grateful to all Officers for providing information and answering questions.

We have made a number of observations that we wish to share with you and have some questions we would be grateful to receive responses to.

We were impressed by the presentation we received and commend the staff for delivering this service during the difficult times of austerity. We also understand staffing pressures and would like to thank all library staff for their continued efforts.

We have some suggestions based on the information we received.

1. We heard that the service did not meet its quality indicator (QI 9) in relation to the percentage of material budget spent on Welsh reading material. We

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feel it would be useful to have the percentage of money spent on Welsh materials in relation to the percentage of Welsh speakers in Swansea.

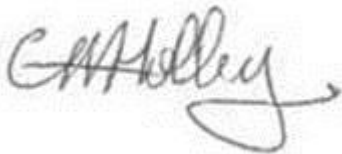
2. We heard that the service only partially met its quality indicator (QI 10) in relation to computers per capita. However the information provided does not say what the target was and by how much we missed it. This would be useful as it would show us how far away we were from meeting the requirement.

3. We feel that the service does not publicise itself enough and what it does in relation to its partnership working and community activities. We were most interested to hear about the complimentary events happening in libraries. Colouring and knitting clubs, toddler rhyme time, job clubs, half term activities, coffee mornings and much more is happening every week in our local libraries. These groups not only encourage people into the library to use its main services, it also contributes to addressing wider social issues such as isolation, loneliness and social inclusion. This is a very positive and much needed role and we feel this should be publicised more.

We would like to thank the staff that came and delivered to us on the day and hope the good work continues.

I would be grateful to receive a reply to this letter by 20th June 2018.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'CH Holley', with a stylized flourish at the end.

Councillor Chris Holley
Convener, Service Improvement and Finance Scrutiny Performance Panel

✉ cllr.chris.holley@swansea.gov.uk