



UNISON alternative response to Library Restructure Proposals September 2012

Barnet UNISON

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UNISON- Alternative Proposals for the Libraries Restructure.

Introduction:

These proposals have been made after consulting with our members and are based on their views and suggestions. UNISON is still awaiting details, such as job-profiles, from Management regarding the restructure. Therefore UNISON's proposals are liable to amendment following further consultation with our members and further information being supplied by Management.

The Proposal

Staffing

Divisional managers posts.

To be reduced from 3 to 1 post. The remaining post would be Library Service Manager. They would be responsible for libraries strategy planning and implementation

Savings= £118,284

Library Customer Services Manager.

This post to be deleted. Duties to be carried out on a local and team basis by Library Managers and Team Managers.

Savings=£45,847

Total saving so far= £164,131

Team Leaders and Senior Librarians.

There are 6 posts at present. Our proposal is that these posts and the Divisional manager post would be replaced by Children's Team Manager, Operation Team Manager and an Adults Team Manager paid at grade 36-39. They would fulfil much of the duties presently carried out by the divisional managers but have a closer day to day working relationship with their teams.

Savings £152,499

Total saving so far £316,630

Library Managers and Assistant Library Managers.

Amalgamate Library Customer Services Manager s and Assistant Customer Services Library Managers posts into Library Managers posts. This would reduce 17 posts to 14. The pay scales for these would reflect the relative responsibilities associated with their buildings. Libraries would be arranged into three geographical areas, similar to how they were organised prior to the last restructure;

- West, based around Hendon
- East, based on Chipping Barnet
- South, based on North Finchley.

Library managers would administrate the staffing of the libraries in their group. This is presently done on a borough wide basis by the Library Customer Services Manager Team Leader, which would be deleted under these proposals. This would also result in less time been spent by staff travelling across the borough to provide relief for leave, sickness etc.

Savings £95, 005

Total savings so far £411,635

Bookstart Co-ordinator.

This would be funded by Bookstart Children's Service budget as the Bookstart Liaison Officers are at present. Or Post to be deleted and Book start duties carried out by Children's Librarians.

Savings £40,243

Total savings so far £451,878

The Senior Support Service Assistant.

To be becomes Support Service Assistant at scale 27-30.

Savings £2,130

Total savings so far £454,008

Sunday Librarian post to be removed. This post is currently 0.11 of a post.

Savings £30,626

Total savings so far £484,634

Adult and Children's Librarians.

Work previously carried out by Senior Team Leaders and Senior Librarians would be shared by the Adults and Children's. Librarians. The Librarians would form working groups such as the ICT team, events team, teenager team, stock team, as they do at present. These would be based on the expertise of the librarians. Librarians would also be allocated to the geographical areas. They would spend time at all of the libraries in the area and undertake some front-line duties. This would maintain working relationship with library managers and LCSOs and keep librarians informed of the needs and wants of the public.

LCSOs

A great emphasis should be placed on training LCSOs. This should be done on a more structured basis than present. Training should be geared towards the needs and wants of the LCSOs and relate more to their own personal developments and the actual needs of the library service.

This leaves £5356 to be saved to meet the £490,000 target.

This could be met by implementing the following proposals.

Technology

Management state that spending on Self Service machines will be £196,398 (including maintenance), with support and maintenance costs (i.e. revenue costs) coming to £18,004 per year

UNISON proposes that no more of these machines be installed in libraries. Their use in libraries has been detrimental to the health and safety of staff and has caused difficulties for the public, particularly the more vulnerable members of our communities. They have also hindered a number of work processes such as reservations and stock circulation.

Opening Hours

When and where the public use Barnet libraries must be analysed. Some libraries are seeing fewer visits during an evening than others. Other libraries are very busy during lunch times. Staffing levels do not always reflect this. Reducing evening opening hours at some libraries would help distribute an already thinly spread workforce more effectively.

Stock

Stock suppliers should have less control of selecting items bought for Barnet Libraries. Librarians and other staff should have greater input into stock selection so that items purchased match the needs of local communities. Stock should be circulated more frequently around the branches both to get more usage for items and to increase choice for the public.

Services available to the Public

Market rates should be charged for hall and room hire. This should reflect local conditions and not be borough-wide rates. Concessions would still be given for charities and bona fide community groups.

Market rates should be charged for advertising in library space, but these would be displayed in a more professional way than at present.

Free time allowed on public PCs should be reduced to half an hour (in line with many other authorities). But retain a free hour for the unemployed and students. Concession for further time for these groups would apply.

Volunteers

Management have stated projected the cost for Volunteers in 2012/3 as £5,740, including administrator costs for August – December, stationery, volunteer expenses,

celebration event and printing. Team London has made a grant of £1,000 which will pay for the celebration event and offset some of the other costs, so the cost to the Council is £4,740. Management anticipate the celebration event to cost about £500.

But management's proposed restructure plans to establish a permanent Support Services Administrator for which no cost has at present been given.

To date 42 people have applied to be volunteers of which only 21 have gone on to carry out tasks in the libraries and 3 of these have left.

A lot of effort is going into this program with little benefit. Staff also report that volunteers are also causing problems in work procedures, such as inaccurate shelving of items.

UNISON proposes that the volunteer program be reduced and emphasis once more placed on providing a professional service.

Weekend Allowance

UNISON objects to the withdrawal of the weekend allowance. Library workers have suffered a pay freeze for a number of years. Inflation has meant this has been effectively a pay cut. To add a further reduction of wages indicates a belittling of the value of library workers.

Conclusion

UNISON proposes a less top-heavy library service with the emphasis being placed on front-line staff providing a service to the public. This will be done by a staffing pool with the necessary qualifications, skills and experience.

Appendix A:

Questions asked by UNISON regarding the proposed Libraries restructure and Management's answers.

UNISON questions and information requests are in bold.

Breakdown of current full time equivalent staff

The following posts are in scope of the restructure:

Post title	FTE
Divisional Manager	3
Library Customer Services Manager Team Leader	1
Team Leader (Adult Library Service)	1
Senior Librarian (Adult Library Service)	2
Senior Librarian (Children & Young People)	2
Librarian (Adult Library Service)	11.5
Librarian (Children & Young People)	8
Library Customer Services Manager	11
Assistant Library Customer Services Manager	6
Library Customer Services Officer	56.5
Saturday and Evening Library Assistant	7.73
Sunday Librarian	0.11
Customer Services Manager: Stock	1
Stock Services Assistant	2.5
Local Studies Manager	1
Local Studies & Heritage Manager	1
Manager Mobile & Home Library Service	1
Branch Administrator	1
Senior Library/Information Officer Driver	1

Library/ Information Officer Driver	1
Bookstart Co-ordinator	1
Senior Support Service Assistant	1
TOTAL	121.34

The following posts are out of scope of the restructure:

Post	Reason	FTE
Bookstart Liaison Officer	Separately funded by Children's Services	3
Schools Library Service Manager	Funded through traded service – nil net effect on Libraries budget	1
Schools Library Service Administrative Assistant		1
Schools Library Service Administrative Officer		0.83
Administrator	Temporary post, ending December 2012	1
TOTAL		7.33

Cost of operation of interim library at Tally Ho Corner

The cost of operating the library in arts depot from its opening until the end of August 2012 is as follows:

- Staffing - £5,833
- Accommodation charge - £12,415
- Telephone - £67.81

The cost ongoing is currently subject to discussion with arts depot.

In addition, there have been some one-off set-up costs which totalled £16,881.53

It has been agreed that the costs of the interim library will be met by transitional funding and not by the libraries revenue budget.

Cost of operation of Hampstead Garden Suburb community library

The sum projected for payment by the Council in respect of operating costs in 2012/13 is £34,762. It is planned that these costs will taper in future years.

In addition, there have been some one-off set-up costs which have totalled £10,231.48.

It has been agreed that the costs of the community library in 2012/13 will be met by transitional funding and not by the libraries revenue budget.

Access to stock by Hampstead Garden Suburb community library

The community library can place reservations against Barnet Libraries stock. This is limited to items that are already held by the library service – no stock will be purchased to satisfy requests coming from the community library, nor will any borrowing from any other library authorities be carried out on their behalf. Items on loan to the community library through this method are limited to 100 at a time.

The community library does currently receive a branch delivery service as provided to other libraries. At present this is part of the service that the library service receives from LB Barnet Delivery Services, at no extra cost: if in the future the library service is charged a separate or uplifted cost for delivery to this site, this service may be withdrawn or offered to the community library at cost.

Cost of the libraries strategy review to date

Project management of the strategy review to the end of August 2012 has cost £107,350. £88,000 of this has been funded by the One Barnet programme and the remainder by the Libraries Strategy capital programme.

The Libraries Strategy capital programme has also spent £16,000 related to the preparation of proposals for the landmark library at arts depot.

These figures do not include the cost of work carried out by libraries managers as part of their 'day job'.

This spend is to support the achievement of £1.4million savings through implementing the strategy – as part of £72.5million savings across the Council overall.

Costing for each post title

Post title	Band (SCP)	Cost (inc on costs)
Divisional Manager	47 – 50	£55,466 - £59,142
Library Customer Services Manager Team Leader	36 - 39	£42,096 – 45,857
Team Leader (Adult Library Service)	34 - 37	£40,243 - £43,241
Senior Librarian (Adult Library Service)	31- 34	£37,055 - £40,243
Senior Librarian (Children & Young People)	31 - 34	£37,055 - £40,243
Librarian (Adult Library Service)	25 - 28	£30,626 - £33,571
Librarian (Children & Young People)	25 - 28	£30,626 - £33,571
Library Customer Services Manager	31 - 34	£37,055 - £40,243
Assistant Library Customer Services Manager	27 - 30	£32,565 - £35,964
Library Customer Services Officer	21 - 24	£27,382 – £29,722
Saturday and Evening Library Assistant	04	£19,026
Sunday Librarian	22 - 25	£28,055 - £30,626
Customer Services Manager: Stock	33 - 36	£39,175 - £42,096
Stock Services Assistant	12 - 19	£21,861 - £25,605
Local Studies Manager	32 - 35	£38,094 - £41,050
Local Studies & Heritage Officer	29 - 31	£34,849 - £37,055
Manager Mobile & Home Library Service	36 - 39	£42,096 - £45,857
Branch Administrator	27 - 30	£32,565 - £35,964
Senior Library/Information Officer Driver	21 - 24	£27,382 - £29,722
Library/ Information Officer Driver	16 - 19	£23,756 - £25,605
Bookstart Co-ordinator	31 - 34	£37,055 - £40,243
Senior Support Service Assistant	29 - 32	£34,849 - £38,094

NB- the figures shown include on costs- i.e. provision for National Insurance and pensions, reflecting the total cost to the budget per post.

The staff costs that you supplied include NI and pension contributions. The pension scheme is optional and therefore may not apply to all staff. Can UNISON have the adjusted figures that take this into account?

Yes individuals' personal circumstances do vary, but when planning a restructure on a service-wide basis it is normal to assume that everyone is a member when doing budgeting (as the majority of staff usually are), otherwise it gets very complicated when dealing with over 100FTE posts! We don't therefore use everyone's individual records when doing this budgeting, just the normal rate for each post.

The Bookstart Co-ordinator post is included in the library restructure. How much of the library budget is allocated to Bookstart?

Bookstart activities are funded via a Service Level Agreement with Children's Services: they pay £69,000 a year to the service so that libraries staff deliver activities in Children's Centres – and sometimes Children's Centres commission additional activities such as training, paying for this as they go. This funding is outside the libraries budget.

The only element of the service directly funded by Libraries is the Co-ordinator post.

In the last 2 years, we have used some libraries budget (about £8,000) to cover a half-time Children's Librarian vacancy to deliver some Bookstart activities, but this post will cease at the same time that the RFID self services savings come into effect this year.

The figures given for operating the Tally Ho Library covers the period from its opening till August 2012. Will all costs after this be met by transitional funding?

Yes the costs of operating the library for the rest of the year will be met by transitional funding.

The staffing costs for the Homework Clubs have risen from £556 in 2011/12 to £8090 in 2012/13. Please can you explain this increase?

Libraries provision of the Homework Club has discontinued: the 2011/12 spend reflects this previous provision, the 2012/13 budget includes some part-year provision before it was ceased. However, instead of setting up a separate code for the Volunteering project, Finance have agreed that this code, which is no longer being used for its original purpose, should be used for the budget for a temporary administrator who is co-ordinating libraries volunteers. This post will be in place until December.

There is also an increase in the cost for the library management team. Please can UNISON have details on this?

The budget for 2012/13 includes the addition of a temporary administrator, providing support to the team, which will be in place until December.

The cost of Libraries support has risen from £39,550 to £223,280. This is a significant increase. What does library support include and why has spending on it gone up on such a scale?

Libraries Support includes a budget of £102,570 (in 2012/13) for buildings repairs and maintenance: in addition to cyclical maintenance budgets allocated to individual libraries, there is also a pot held centrally and allocated according to need throughout the year. Similarly a budget of £28,540 is held for equipment, managed in the same way. There are also budgets for printing (£17,340) and stationery (£10,820) which address activities delivered centrally for the service such as the production of What's On.

Last year, very unusually, the Libraries Support budget was underspent, and so this has distorted the comparison.

What are the RFID self service savings and what are the costs including installation and maintenance?

The savings to be achieved are £107,600 per annum. The capital costs will be £196,398 (including maintenance), with support and maintenance costs (i.e. revenue costs) coming to £18,004 per year

How much is the volunteering project costing, including any funds nominally allocated to other areas such as the Homework Club?

The homework club never had separate funds allocated to it following cessation of the extended services grant in about 2009. The costs were paid from the main children's division budget. As I explained previously, volunteering activities are being funded from a budget code previously used for homework clubs, not money used for that purpose.

The volunteering project costs are as below:

Total projected cost for 2012/3 of £5,740, including administrator costs for August – December, stationery, volunteer expenses, celebration event and printing. However we also have a grant from Team London of £1,000 which will pay for the celebration event and offset some of the other costs, so the cost to the Council is £4,740. We anticipate the celebration event to cost about £500.

How many volunteers have been accepted onto the program and how many have left?

Progressing applications (somewhere on continuum of interview, CRB, induction etc)
= 20

Currently in post = 18

Declined or not proceeding=21

Leavers = 3

These figures are always changing as people move through the process. In addition to the above there were also RSVP volunteers and young volunteers over the summer. Volunteer Centre Barnet tells us that they have sent our opportunities to about 300 residents.

Libraries support spending includes buildings cost. Are these not included in the cost code of individual branches? If not what do the non-staffing costs for each branch represent?

Each individual library has a repairs and maintenance budget, which covers routine cyclical maintenance (as well as provision for utilities bills and rates). However, these are only those costs which we know will happen each year. Other costs will arise from time to time if, say a boiler breaks down. It makes sense to manage funds to cover this on a borough-wide basis, allocating it to branches as needed, rather than dividing up the money across all of the branches at the start of the year.

Has the closure of Friern Barnet Library and the handing over of Hampstead Garden Suburb Library to volunteers resulted in any real savings?

Yes. Savings of £100,000 for Friern Barnet and £85,000 for HGS have been taken out of the budget. There are some temporary costs associated with the interim library and support to the HGS Residents Association, but these will taper over time, and in any event are significantly less than the savings achieved. The temporary costs are being met from funds outside the normal libraries budget.

UNISON asked for the present and proposed staffing levels for each library and for a breakdown of the present and proposed costs

Frontline library service-Full time Equivalent Staffing

	Hendon	Chipping	N Finchley	Edgware
Current	15	12	8	8
Proposed	15	12	8	9

	Golders Green	East Barnet	Church End
Current	6	7	7
Proposed	6	6	8

	Burnt Oak	Mill Hill	East Finchley
Current	5	5	5
Proposed	5	5	4

	Osidge	South Friern	Grahame Park
Current	4	3	4
Proposed	4	3	3

Budget estimates for new teams in restructure compared to current service team costs

	Branch Libraries*	BSC	LOC Studies	MOB/HLS	Librarians (Ad/Child)
Current	2,951,000	104,000	78,000	135,000	512,000
Proposed	2,696,000	80,000	78,000	131,000	249,000

	Management	Support Posts	Bookstart Co-ordinator	TOTAL
Current	237,000	62,000	40,000	4,119,000
Proposed	156,000	95,000	40,000	3,525,000

Appendix B: The Alternative Library Organisation Chart

