

Bromley/Bexley Library Shared Services Consultation

Themed Comments Received from Bromley Staff during Consultation Period

Issues Raised
General
Why is the Council considering the Library service for shared services rather than other departments with back office functions.
Why isn't the Council looking for fewer but better libraries to reduce duplication of services where branches are close together.
Why is the proposed Shared Service adopting a four tier structure similar to that in Bexley at present.
Some posts look like existing Bexley posts.
Why has Footscray been chosen as the base.
Which staff will be expected to travel as part of their role.
Will staff receive travel expenses
Service Specific Issues
Have the two strands of the proposed IS changes been thought through and are the proposed staffing levels and transition arrangements proposed adequate across the two boroughs, ie Corporate contracts and support Library Management Systems changes/integration/maintenance

Have the proposals taken into account sufficiently the effect on the front line services, ie support currently given by the Librarians; IT staff.

How can a local studies manager be an 'expert' across both Boroughs. Local studies research and services will be damaged by the proposals

Has account been taken of the loss of expertise gained over a long period of time that could be lost through the proposals.

Community links will be broken – is it worth it to make relatively small savings.

Has sufficient account been taken of the effect the proposals will have on reader development services for children and young people and the personal service appreciated by elderly users.

Will operational staff be offered a meeting about the effect Shared Services may have on them.

Volunteers are effectively used in some areas, eg local studies but could not be successfully used to keep branches open.

How will some of the current back office work such as promotions and training be accommodated in the future.

Will current HR/Finance systems change in the Shared Service.

HR/Change Management Issues

Content of some job descriptions needs clarity and/or revision, eg
Business Support Officer (BR6)
Business Support Assistant (BR5)
Librarian

Some posts should be ring fenced to a wider group of staff than currently identified.

Why are Bexley staff on higher and lower grades than Bromley staff included in the same ring fence arrangements.
Will operational staff who have been invited to apply for voluntary redundancy/early retirement now be offered an opportunity at a later date.
If after consultation release of staff on voluntary redundancy/early retirement is agreed how will it be decided who can be released
If voluntary redundancy/early retirement is offered when will it take effect.
How independent will the independent person sitting on interview panels be.
Will staff have to complete application forms for new posts.
Will interview performance be the only criteria for selection for the new posts
Will staff be expected to have more than one interview if they apply for multiple posts.
Will successful staff be offered training if required and if so who would undertake it.