

Tolworth Library User Forum Saturday 17th May 2008 2.30pm – 4pm

The meeting was attended by 2 users of Tolworth Library who met with the Library Manager and the Library Operations Manager, below are the main questions and answers that were raised.

1. Are there plans to re-start the local history group that began last year but has not been continued?

Answer: Unfortunately due to staffing difficulties it was not possible to establish this group in the way it was envisaged. However, now that the staffing situation has eased we will look to re-starting this group.

2. Would it be a good idea to make a small charge for this group?

Answer: We will be bringing in charges for some library events and activities in order to cover costs and boost income. All agreed that charging for events makes them seem more worthwhile and valuable.

3. Would it be a good idea to make the group self-running, i.e. it is run by the members of the group themselves, with the library service providing the resources.

Answer. This would be a very good idea and we would like to expand this to other activities such as readers groups.

4. Are there fewer visitors to the library than previously?

The opening of the new library at the new Hook Centre has had an impact on the numbers visiting Tolworth library as many people from the Hook and Chessington had been using Tolworth whilst Hook was in temporary accommodation.

The view was expressed by users that it is good that Tolworth is open on Wednesdays when the other branches are closed. They also felt it was easier to find books at Tolworth.

5. Would it be possible to have courses on basic keyboard skills?

Answer: We will put this to our colleagues in the Lifelong Learning section. Libraries aim to provide informal learning which then lead onto to more formal courses with Adult Education. Users felt that the courses provided at libraries provided people with opportunities for social interaction.

6. Would it be possible to have recommended reads by favourite authors?

Answer: This will be investigated and discussed with other colleagues.

7. Is it possible to extend the library building?

Answer: Although the staff are in agreement with this unfortunately tight budgets would probably not make this feasible. However, it will be mentioned to local councillors.