Swanley Gateway
Listening to your views

Over the past two months you’ve been telling us what you think about our plans to improve Swanley Library by transforming it into a new Gateway. This is a one-stop shop for residents where they will find a range of joined-up public and voluntary services.

Thank you for all your questions, comments and suggestions. They have provided a vital insight into the services you feel strongly about and have helped us to develop the designs and plans for the new gateway. It is not possible to reply to every comment but below is a summary of the main topics you told us are important and a summary of what we have done to improve things for customers.

- **You said you were concerned that the new café was too small with not enough seating.**

  We are working with an external partner who has agreed to look at increasing the size of the café and the amount of seating. They are also looking into the possibility of an outside seating area for the summer months.

- **You said our public access computers should be more useable for people with disabilities and that accessibility in general needs to be considered.**

  We are committed to ensuring our public access computers are useable for people with disabilities. For example, we provide a PC with a height-adjustable desk, a large trackball mouse for people with limited fine motor ability, specialist software for reading and writing support, and two-hour sessions for people with disabilities instead of one. We will also ensure hearing loops are provided and access for people in wheelchairs or with limited mobility throughout the building.

- **You said you wanted more space for groups to meet – such as Book Clubs**

  We are designing the Gateway so that it is as flexible as possible and can be adapted to take groups and events at different times. There will also be other spaces in the building available to book in advance.
You said you were concerned there would be fewer books.
We have spent £15,000 on new stock for the refurbished library and we are looking at how we can maximise the number of books in refurbished library.

You said you wanted a greater variety of books and newspapers and more large print books.
All the books that you suggested have been bought. There will be a fresh selection of large print books in your new library. We are committed to providing a selection of the most popular newspapers within the available budget, as voted for by library users. We consult with our users on a regular basis to inform this selection.

You said you wanted us to make it clearer who else will be providing services in the Gateway and what they offer.
We have provided a list of the partners and an explanation of what services they provide on this display. It is also available on the website at www.kent.gov.uk

You said you wanted a more detailed floor plan of the building.
We will provide a new floor plan to this display and make it available on the website at www.kent.gov.uk as soon as possible.