

Argyll and Bute Council  
Internal Audit Report  
September 2023  
Final

LiveArgyll  
Establishment Visit  
Oban Library

Audit Opinion: **Green**

**Contact Details**

Internal Auditor: **Mhairi Weldon**  
Telephone: **01546 604294**  
e-mail: **[mhairi.weldon@argyll-bute.gov.uk](mailto:mhairi.weldon@argyll-bute.gov.uk)**



# 1. Executive Summary

## Introduction

1. As part of the 2023/24 internal audit plan agreed with LiveArgyll management, we undertake establishment visits at LiveArgyll sites. LiveArgyll operate 26 establishments and we have agreed that 19 of these will be subject to establishment visits over a four year cyclical basis. Appendix 1 sets out the schedule. Establishment visits focus on the areas set out in exhibit 1 and we have agreed checklists for each area with LiveArgyll management.

### Exhibit 1 – Establishment Visits Areas of Focus

Building Exterior	Floors	Environment	Baby Changing Units
Doors	Public Spaces	Signage	Income Collection / Facility Booking
Ceilings	Windows	Fixtures & Fittings	Floats
Walls	Elevators	Toilets	Banking
Swimming Pool / Health Suite	Library	Sports Hall / Gym	Staff

2. The audit tests are predominantly observational so any issues highlighted are based on what was witnessed on the visit day. Due to the limiting nature of this as audit evidence we do not include recommendations in this report. Rather it provides an overview of issues identified allowing the LiveArgyll management team to determine whether any corrective action is required.
3. To ensure consistency of approach, the issues raised do not take account of any planned structural work in the short to medium term. For example, if we identify superficial structural damage we will still report it even if we are aware the establishment is due to be refurbished.

## Background

4. On 5 September 2023 we visited the Oban Library. The scope of the audit was to assess the site against the audit questions agreed with LiveArgyll.

## Audit Opinion

5. We provide an overall audit opinion for all the establishment visits we conduct. This is based on our judgement on the extent to which there are issues requiring corrective action and how critical they are. We assess establishment visits as either:
  - **Red – Intervention is required to correct material areas of concern**
  - **Amber – Issues identified can be managed through a programme of works**
  - **Green – Issues identified are relatively minor**
6. Our overall opinion for this establishment visit is **Green**. This means that we have not identified any issues which we consider to be material or requiring short to medium term attention.

## Findings

7. Exhibit 2 summarises the conclusions of the work and any observations made on the day of the visit.

### Exhibit 2 – Summary Assessment of Control Objectives

	Area	Strengths	Areas for Consideration
1	Building Exterior	The exterior of the building appears to be wind and watertight, it conveys the appropriate corporate image with adequate signage, lighting and accessibility for all users.	None
2	Doors	The main entrance door, automatic door and all internal doors were undamaged, clean and in good working condition.	None
3	Ceilings	The ceiling was intact with no evidence of water damage, cracks or chipped plaster.	None
4	Walls	Walls and skirting were clean with no evidence of water damage, cracks or chipped plaster.  There were no posters attached to walls other than in the children's Bookbug area.	There are some minor paint chips and scuff marks in the main library area. There is more significant paint flaking in the kitchen area but this is not available to public. There are some posters attached to the walls with blue tack in the Bookbug area.
5	Floors & Public Spaces	Flooring throughout was clean, tidy and free of any obstacles and clutter, the floor plan allows easy access for users of all abilities. The main reception area and foyer were uncluttered providing sufficient space for essential equipment and books for processing.	There is some historic staining and a single length of tape on carpeting adjacent to the reception area and more significant staining on carpeting outside the toilets. The flooring in the kitchen area is uneven.
6	Windows	Windows were clean, uncluttered with posters, undamaged and were able to be open and closed freely.	None
7	Elevators	N/A	N/A
8	Environment	Heating, lighting and ventilation were comfortable, noise levels were appropriate and waste bins were not full.	None
9	Signage	External signage indicated the facility name and the LiveArgyll logo was present in the entrance foyer. Internal signage was appropriate to guide users around the facility.	None
10	Noticeboards & Leaflets	Notice boards and leaflet stands were tidy and not overloaded. Information displayed was suitable and in date.	None
11	Furniture, Fittings & Equipment	All furniture and fittings were clean, uncluttered and appeared to be in good condition, items were placed appropriately so as not to cause hazards or obstructions.	None

	Area	Strengths	Areas for Consideration
		ICT had recently visited to check equipment and left in good working order. All sockets and data points appeared to be intact.	
12	Toilets	Toilets were clean with sanitary ware firmly fixed to walls and floors and sufficient supplies were available for use. Waste bins were not full and disposal units are replaced regularly under contract arrangement.	None
13	Baby Changing Units	Baby changing units were clean, intact and in good working condition. Nappy disposal bins are replaced regularly under contract arrangement.	None
14	Swimming Pool	N/A	
15	Sports Hall, Gym and Studios	N/A	
16	Libraries	Book shelving was accessible to all users, clean throughout and no posters were attached to end panels. All books on shelving were in good condition tidily arranged and displayed in accordance with collection signage. There were no discarded books offered for sale to the public. The People's Network Computers were all in good working condition with some in use at the time of the visit. Paintings were displayed neatly on walls. Staff were of smart appearance and name badges worn.	The library had no gallery exhibits on display, there was one empty display cabinet near the exit.
17	Income Collection	There are no vending machines or payphones within the facility.	
18	Booking of Facilities	Use of facilities and services provided are of a pay as you go nature, there is no requirement to make a booking.	
19	Floats	The float held at the facility is consistent with the record held by the LiveArgyll accountant. The income and float was counted and found to have an immaterial difference of 25p at the time of the visit.	
20	Banking	Procedures are followed when cashing-up and income received is transferred to the Corran Halls for banking purposes on a weekly basis. Income is stored securely between transfers.	No record of cash differences is maintained at the Library.

## Management Response

Management duly note the favourable opinion and the individuals findings contained within these reports. Where action is required management will ensure appropriate timely intervention / escalation protocols implemented. i.e building repair issues reported to Council via agreed Building maintenance protocol.

## Appendix 1 – Establishment Visit Schedule 2023/24

	2022/23	2023/24	Complete
<b>Leisure</b>			
Aqualibrium	✓	✓	✓
Helensburgh Pool		✓	✓
Riverside Leisure Centre		✓	✓
Rothesay Leisure Pool		✓	✓
Mid Argyll Sports Centre		✓	✓
<b>Libraries</b>			
Campbeltown	✓	✓	✓
Dunoon		✓	✓
Helensburgh		✓	✓
Lochgilphead		✓	✓
Oban	✓	✓	✓
Rothesay		✓	✓
<b>Halls &amp; Community Centres</b>			
Queens Hall, Dunoon		✓	✓
Victoria Hall, Campbeltown		✓	✓
Victoria Halls, Helensburgh		✓	✓
Corran Halls, Oban	✓	✓	✓
Kintyre Community Education Centre		✓	✓
Lochgilphead Community Centre		✓	✓
Moat Centre, Rothesay		✓	✓
<b>Museum</b>			
Campbeltown		✓	✓