

**COMMUNITY LIBRARIES
PUBLIC CONSULTATION EVENT
2nd NOVEMBER 2016
LIBRARY OF BIRMINGHAM**

Numbers in Audience: 12 approx

	QUESTION/COMMENT	RESPONSE
1.	Community group (S.L.A.M.) took Surrey Council to court and won. VF being introduced into libraries which is very unpopular with staff and will change the relationship with users.	Notes
2.	Tier 3 – If no adequate partners come forward to run the library service, what will happen?	A few organisations have already advised that they are interested in working with us but if we aren't successful in finding suitable partners we will look for best solution to run this library service with the budget we have.
3.	What exactly do you mean by partners?	The organisation will take on the building and help run the service, including 3 rd Sector, Private and Community organisations. We will provide 15 hours of staffing support.
4.	Will stock be reduced?	Once the model is in place, the benefit of operating inside the budget is that there will be a guaranteed bookfund. Expect 6000 books for Tier 3 but it does depend on who comes forward and what model would best suit that library.
5.	On the 2 mile radius map there is a huge bias towards the South of Birmingham - why? Sutton Library should not be closing it could be a revenue raiser and an asset. Rates are coming back into the Council, therefore rates shouldn't be included. The public need to see more details about the budget.	We have applied a ranking system.
6.	Some Sutton areas can't be replaced by Mere Green Library as it isn't easily accessible, and Erdington depends on Sutton. We need more information/figures	We have looked at what areas the borrowers come from and taken this into account. All documents are on the Be Heard site.
7.	Mere Green Library is not very big, therefore not a suitable replacement for Sutton. Sutton Library is in the centre of town and you should be looking more closely in how this asset can be kept.	On the Be Heard site there are details of how the decision was made. We are still in talks with Sutton Town Council and we may still end up with a different solution.
8.	Sutton Neighbourhood Office was recently refurbished but is now empty. Could this building be let out?	Attempts have been made but no one has come forward and Sutton Library is the most expensive Library to run.
9.	What does CAT mean?	Transfer the building to an organisation on a long term lease, they take ownership and run the service.

10.	If more than 1 organisation is interested how do you choose?	There is a set of criteria that we work from to find the most suitable organisation to take this service forward for the local community
11.	With Tier 3 please explain how the partnership would work. How can you work in partnership with an organisation when you are running a VF service? It needs the experience of the N.O. staff, the library staff have no training or understanding.	We are not putting a N.O. within the library just the VF service which is the scanning of documentation, which is only the proof required to claim benefit. Although we are looking at introducing more services within libraries it won't be whole services, i.e. link up with Housing Associations etc. All budgets have been reduced drastically, therefore we need to look at all services, not just libraries and this will be the model for the future.
12.	How was this budget decided for libraries?	Senior Officers looked at reductions to all services and when the budget was set by the Council it was felt that this saving should be made within libraries.
13.	It states in the figures that half the budget be spent on self-service, why?	We needed to borrow the money to start self service in order to keep the library services open. The cost of borrowing the money will come from elsewhere. NOTE: The annual cost of self-service at £173,000 is not half of the £3.7 running cost for libraries.
14.	What cuts are due to happen to Library of Birmingham?	LoB savings have already happened and because it runs on 1 shift, LoB and Community Libraries are combining which will provide a more efficient overall service.
15.	Where is self-service being installed?	Tier – 1 All, Tier 2–Some, Tier 3–Some
16.	Why install so many, what will staff do in this spare time?	As staffing is being reduced the self-service technology and remodelling of counter areas will help.
17.	Will the internet service carry on?	There will still be access to the internet. Open+ technology is being looked at. Usage will be monitored through library cards. If other partners come forward to use the building this will also help.
18.	If buildings aren't staffed, how can noise levels be monitored?	We will be looking at the best way this can be managed in community libraries as this is very important. If this happens at LoB it needs to be reported to LoB.
19.	BCC need to reinstate a Chief Librarian. They are professionals and they have a vast knowledge about running libraries. When the Council bought Sutton Library the Conservatives were on board but it's a different story now.	The building is owned by a pension fund and there are restrictions on who the space can be let to. It was bought to get out of the restrictions.
20.	If this is saving money why does it need to close?	It is very expensive to run.
21.	Are there any other nationalised funds that can be applied for, as it's not a huge amount.	We do need to get back to Central Government with proof that these cuts are damaging the library service.

22.	Can we use new West Midlands funds?	This is a national issue not just West Midlands.
23.	Do you think support could be given for a Professional Librarian?	A discussion hasn't taken place yet, but perhaps we do need to have this discussion with library colleagues.
24.	Has the option to re-finance LoB been looked at?	Birmingham City Council are very good at managing finances. Last year we managed to balance the overall budget. It was bold to create a new LoB but we were aware that the old building would have cost a lot more money
25.	Sutton is separate and LoB has a large expenditure, bigger than Sutton	Sutton <i>is</i> part of Birmingham. We had a list of criteria and this was the best option
26.	The information available on Be Heard is not sufficient and the information is difficult to find. Can we have more information?	All of the information is on Be Heard but any issues/questions you can e-mail communitylibraries@birmingham.gov.uk . We will look into trying to make the documents more accessible, but hard copies of the documents are also at individual community libraries.

**COMMUNITY LIBRARIES
PUBLIC CONSULTATION EVENT
4th November 2016
NORTHFIELD Library**

Numbers in Audience: 70 approx

	Question/Comment	Response
1.	You are proposing to reduce staff numbers considerably. How can you maintain the same standard of service?	It is intended to have 3 members of staff in each library. Therefore there will be impact in those libraries where there is a considerable amount of activity, but little impact on others
2.	Will the books be re-distributed from those libraries that are closing?	Yes
3.	If there are only 3 members of staff in each library will the library shut during periods of sickness or leave?	There is a budget that will enable us to bring in cover staff if required
4.	The majority of people who use the Library of Birmingham are not Birmingham Council Tax payers. What is the cost of the Library of Birmingham?	The cost is £20 million per year, but half of this is the repayment on a loan. It is an expensive service and is 7 times more expensive than the community library service. However, there needs to be a reference library in Birmingham. It is the largest cultural space in Europe and the building has become a landmark of Birmingham in the same way that Spaghetti Junction and Selfridges have. It helps to identify Birmingham as a City of culture, knowledge and reading. It now operates on 1 shift of staff but cannot operate below this level so there will be no further reduction in opening hours.
5.	Why could there not be system of voluntary donations? - A number of people would be happy to pay a nominal sum to keep the library service open.	We can explore this idea further
6.	Have the most recent indices of deprivation been	The figures used are those for 2015, which are

	used?	the latest ones
7.	Will there be investment in good, fast IT equipment?	We are not looking to reduce the budget but accept there are issues. IT equipment is refreshed every 5 years and was last refreshed approximately 18 months ago
8.	I cannot imagine people going into an unstaffed library. How do you think this will work?	Birmingham is not the only Local Authority to consider piloting this. It may not work everywhere but we need to consider it as an option in some areas e.g. Mere Green
9.	Can automatic checkouts cater for satellite reading groups?	Yes, they can, but there will also be a staff presence
10.	What happens if the equipment breaks down?	It will be repaired or replaced.
11.	The library should maximise income. Why is it free? People should be prepared to pay for books/IT?	We will be looking to maximise income, but the law does not allow the Local Authority to charge for books.
12.	What is the Benefit Verification system? How will it work in an open library? Will there be data protection issues?	It is basically a scanning procedure. The intention is to move the Neighbourhood Office service into a library. There are currently 4 locations undertaking 90,000 verification checks per year. We are intending to change the way this operates and spread this service across the libraries.
13.	What do staff think of this proposal?	Staff and Trade Unions don't like the proposal but a pilot using the current neighbourhood office staff has been agreed and will test out the issues
14.	Do we get funding from UK On-Line Digital Inclusion	We don't receive any funding from UK On-Line, but there is government funding available which the library service may be eligible for.
15.	How and when will residents receive further information?	There will be further sessions held at libraries with feedback at public sessions or information on public notice boards. The consultation will end at the end of January and a Cabinet Report will follow shortly after with implementation of the new model from 1 April
16.	Will reading groups be charged the £1 reservation fee?	No
17.	Why do you use a 2 mile radius? This is not sensible for people over 65 years old, particularly when they have to carry heavy books. A 1 mile radius would be preferable.	The 2 mile radius is an historic indicator/national statistic
18.	We are already paying for this service. If there is a reduction in the quality of service will there be a reduction in taxes?	The City Council only receives 20% of Council Taxes
19.	What is the effect of your proposals on staff morale?	We are consulting with staff and they will have the opportunity to apply for VR. If there are more staff than the model can afford then they will have to go through a selection process and jobs will be lost. I understand that staff will have concerns
20.	You have said you will use agency staff but who are they?	There is budget set aside for extra staff to support the service. The City Council has a contract with 2 agencies. We have to find a

		way to accommodate the peaks and troughs and this has to be the most cost effective method.
21.	In the presentation you mentioned objectives. How will you develop programmes/activities? It is not just about books	We don't have a clear set of objectives for staff. A piece of work is required around cultural change and staff training
22.	Is a reservation fee going to be applied to children's books?	We are not expecting to charge.
23.	Do you have enough money for infrastructure?	I acknowledge that some of the libraries are in need of repair. It is possible for 'Friends of' groups to donate to the upkeep of libraries.
24.	Is there a large spend on foreign language books?	There is currently a book fund of £520k of which only £130k - £140k has been spent this financial year due to saving requirements. Going forward the book fund has been set at £380k
25.	The Library of Birmingham doesn't open until 11am. Combining the service is worrying as paying off the debt may affect community libraries?	We don't want to make any cuts at all, but we do not have any plans to make any further reduction in the Library of Birmingham or community libraries budgets
26.	You have spoken about CATs (Community Asset Transfers) but who are you planning to hand libraries over to?	A CAT is where the Authority transfers a building over to another group without rental payments. However we can be specific regarding the service they provide. There is a process where the opportunity is advertised and people apply. Applicants will be validated.
27.	Why do you plan to introduce additional automatic checkout machines when the existing ones are not reliable?	We have spoken to the contractors who will not receive any new contracts until they resolve existing issues
28.	If you operate with only 3 staff will they be safe?	We will need to undertake risk assessments on all proposals. We have not yet specified what the hours will be but we are open to views
29.	Will part time staff be moved around libraries?	Yes there will be movement, but there are a range of things to take into account
30.	You are looking into ways of increasing revenue through room hire. Can there be an assurance that there will be lower rates for community groups?	There are currently two bands - one for community groups and one for commercial groups. We will continue to operate this system
31.	Does the council receive any funding for the prison library?	Yes
32.	Is there a staff training budget?	No
33.	How do you intend to capture feedback from children?	We have not yet done this, but we have been asked to develop a questionnaire.
34.	How will those people who are home educating feed in?	Councillor Clancy will contact this group of people
35.	People see libraries as a place to go for information. Is it not possible to charge for marketing leaflets? The tourist information service should be reinstated	There is no funding for tourist information but we should be communicating with Marketing Birmingham
36.	Could Selly Oak library be incorporated into the Sainsbury's re-development? Has this been discussed?	There has been a discussion regarding this in the past, but we can look at this again
37.	There is no context to this conversation. How does it fit in with the rest of the City Council	At the beginning of December BCC will consult on the 2017/18 budget. There will have to be

	proposals?	sizeable cuts in a number of areas of council service delivery.
38.	Are there other services that will lose their funding?	Yes, some will lose all of it
39.	Friends of Northfield Library fund activities at the Library	Noted
40.	It would be good to grow the Friends of Northfield Library	Noted
41.	There is a demographic of 20-64 that should be included	Noted
42.	Libraries are not just about books it would be interesting to see the figures for 16/17 year olds using libraries as this is likely to have increased	Noted
43.	Libraries should work with the DWP who send people to local libraries. We should bill them!	Noted
44.	The staff cuts are higher than identified as a number have already left through fear of redundancy.	Noted
45.	If the Library of Birmingham was sold or privatised the money could be used for community libraries.	Noted
46.	Libraries should be staffed by professional librarians who are able to answer in depth questions. Don't sacrifice the service.	Noted
47.	It is necessary to consider who the future users of the library service are and design a service around the digital agenda.	Noted
48.	The Library of Birmingham is a fantastic opportunity. Community Libraries will benefit when services are brought together.	Noted
49.	As there are limited levels of income resource in Northfield there are some reading issues amongst the community. It is important that Libraries continue to provide a service	Noted
50.	It is some achievement that so many libraries are being kept open when so many have been closed nationally. The main concern is the vision which needs to attract young people.	Noted
51.	Springfield Library is a listed building. It could be opened up on Heritage days and a charge made for people to look round it	Noted
52.	Could libraries consider delivering IT qualifications?	Noted
53.	Children need to be encouraged to use libraries.	Noted
54.	The number of children in home education has doubled – these children need library books	Noted
55.	Libraries need to be more user friendly and become one stop shops with longer opening hours	Noted
56.	Funding for libraries should increase otherwise by 2020 the library service could cease	Noted
57.	There are a number of activities currently taking place in libraries but all the rooms need to be	Noted

	utilised. Libraries need to be a part of the community	
58.	There need to be more 'Friends of' groups.	Noted
59.	The Raspberry Pie group that meets at Selly Oak library would like to be involved in the discussions around its future	Noted
60.	Looking at the proposals I do feel you are doing a good job. I expected it to be much worse	Noted
61.	It should be remembered that the current proposals are in addition to the huge cuts to the library service over the last 10 years. Staffing numbers are approximately 1/6 of what they were 10 years ago. It should not be about what we cut but what we do	Noted
62.	There needs to be a staff training budget	Noted

**COMMUNITY LIBRARIES
PUBLIC CONSULTATION EVENT
8TH NOVEMBER 2016
MERE GREEN COMMUNITY CENTRE**

Numbers in Audience: 30

	Question/Comment	Response
1.	Average cost per visit would be useful on the second budget slide as it appears on the first one. What is the projected visitor figure?	It is assumed that the visits would remain roughly the same.
2.	Have you got footfall figures for various times of the day?	No this isn't available
3.	Can you give examples of organisations interested in working with libraries?	The Pod at Nechells, Witton Lodge Housing Association, Wychall Farm, The Pump, have expressed an interest
4.	Don't understand why Sutton libraries reduced by 50% with staff on minimums and hours reduced compared to Mere Green. Can we have a breakdown as to why it costs £548k to run Sutton?	We can give you a paper handout detailing costs against premises, etc for Sutton and Mere Green Libraries which you can look at now. There is too much detail to respond verbally.
5.	Why when the City Council owns the building is Sutton closing? The library only occupies 1 floor.	The rental for the library applies to the whole building which is why the cost is so high.
6.	Why is the library covering the whole rent? What about Business rates?	The visitor numbers are as outlined on the first slide. As mentioned previously the rent applies to the whole building. The City Council only receives a proportion of business rate income as the rest is reclaimed by the government. Mere Green receives 78,000 visitors costing £2.15 per visit. Sutton has 103,000 costing £5.64 per visit.
7.	Regardless of Government, Birmingham Council drew up its budget and decided where to spend. Would like to see expenses claimed by Councillors and staff and have those cut.	The controlling group for the Council decided to reduce the libraries budget. The council has £800m less money due to government cuts and can no longer deliver services as it has in the past. Regarding expenses, this information is publicly available on the Council's website.

8.	Residents pay a precept to the Town Council for additional services, this is not to be used for services which should be provided by the City Council.	Sutton is receiving more than a fair share of library service per head of population than other parts of the city. It receives 8.8% share of opening hours compared to a population of 8.5%. Mere Green receives 78,000 visitors and issues 122,464 books costing £1.36 per issue whereas Sutton has 103,000 visits, 59,000 issues costing £5.64 per issue. It is not intended that the Town Council would provide a library service but we are engaging with them on the proposals.
9.	Mere Green library doesn't pay rent to the Community Centre so why does Sutton have to pay rent when it's also in a Council building? What are the building costs? Mere Green is not an accessible alternative. Why not find an alternative venue for Sutton which would be cheaper? Extended hours at Mere Green is only a pilot so there's no guarantee these will be retained. Also an element of the provision is non-staffed so not suitable for children nor vulnerable people to visit at those times.	We are piloting technology at Mere Green but are confident it will work. Guaranteed hours are 35 per week which is the same. If the technology is successful the opening hours will increase. We will look into the running costs at Mere Green further.
10.	Are there any remaining Council premises in Sutton from which the library could be run, such as the Town Hall.	It's unlikely. Ownership of the Town Hall is currently being transferred out of the Council.
11.	What's happening to the archives in Sutton?	A solution needs to be identified for the reference and historic collections along with a review of what material is actually owned by Sutton. A work programme to fully catalogue the collections will need to be undertaken.
12.	The City seems to be pushing everything to the Town Council which is not correct. As the City now owns the Red Rose centre can it be honest about its intention to sell off the site?	We are not aware of any proposals to sell the Red Rose site. The local councillors want to regenerate the town centre and the council owning Red Rose should help in this regard. The Town Council is not being seen as a solution to anything but we are seeking their views and any ideas they might have on the library proposals.
13.	It would be outrageous for Sutton centre not to have a library. The council has already removed the courts and now the Town Hall. Users of Sutton library, particularly students, cannot get to Mere Green. I don't believe the impact has been assessed in any depth. The Council is only trying to balance its books due to overspending. Sutton is in danger of becoming a ghost town due to lack of facilities. Last year Sutton retained its Royal status supported by evidence from the Sutton historic collections. The archives cannot be split up without detriment to the collections and future generations who wish to study them.	We have noted concerns and hear that people are not happy with the closure of Sutton. We have tried to keep the maximum number of libraries open given the budget available. All comments will be considered during the consultation and reviewed at the end of the process.
14.	Understand the need for budget reductions and reasons for the cut in hours. However the budget breakdown provided between Mere Green and	We will have another look at the figures and provide an update.

	Sutton is flawed and the figures require further explanation.	
15.	Birmingham has based its reputation on free libraries and education. There are many students in Sutton who benefit from the library. With Sutton's royal status there should be a museum to Benjamin Stone and Bishop Vesey. Such an education centre could be attached to the library. Documents are held in Sutton for Birmingham Warwickshire Battalions and other treasured archives which need to be kept safe.	Noted
16.	Want to voice support for library staff at Aston and Sutton. They do sterling work and are under a great deal of stress currently. Research shows that children who read for pleasure do better academically throughout their life as a result of access to books and reading. The best way for children to find books is via their library, particularly if from a low income family. The current government understands the importance of libraries and has a mission for every child to have access to and enrol in libraries. You need to consider the impact on children if a library is not within a walkable distance.	Fully agree.
17.	What is the timetable for implementation?	A report will be submitted to Cabinet in February and the new model implemented in April.
18.	What is the second phase transformation about?	This is bringing together professionals locally and nationally to discuss the future of libraries and influence government
19.	There is a disagreement between the policy on libraries and costs. Why not put the proposals on hold and make a case for interim funding from the Council until unresolved differences about what is happening are sorted. These won't be resolved by January in time for Cabinet in February.	We will go away and recheck all the figures but the available budget will not change.
20.	<p>CLlr Jenkins feedback comments he had received from constituents:</p> <ul style="list-style-type: none"> • The transfer of the Town Hall was not a done deal yet. Funding issues remained to be resolved particularly around running costs and the building has been allowed to fall into disrepair • Sutton is not receiving a fair share of allocated resources • Skepticism on the method employed to calculate figures for Sutton • Libraries are really important to the community and should be viewed as an investment not a cost burden • There are questions about the future of libraries and how to deliver educational benefit in the future 	Noted

	<ul style="list-style-type: none"> • There is to be a commercial development at Mere Green which will put pressure on parking and increasing opening hours will only make traffic in the area worse • Why build a new library in Birmingham City Centre at great cost and then close Sutton • Agree that the City was right to purchase Red Rose • City Council has to operate within its budget. The Council has decided how to make savings but has had more cuts in funding from government than any other authority 	
21.	Sutton has a huge archive which might be dispersed to other locations. Sutton history should remain in Sutton.	Not all archive materials are up to date in terms of cataloguing and some have covenants on them to remain in Sutton. We are looking for solutions and if it can all stay in Sutton, it will.
22.	What happens on day 1 of Sutton closure? What happens to the cost of rental and business rates to the City Council? What is the true cost saving to the City as it won't make money until it relinquishes the asset.	We will need to look into this as income is borne by a different part of the Council.
23.	Revenue raising – proposal to increase charge for reservations but no information provided. Does this include children? Don't believe this will raise much money as people will just choose not to reserve books. Why not make more efficient use of the bookstock and keep reservations free?	The charge would not be applicable to children. The £1 charge is to cover the cost of delivering books to another branch library for collection.
24.	Libraries are not profit centres and it is not worth implementing a reservation charge	Noted
25.	Sutton closure has been based on footfall but this does not take account of computer use. Sutton pcs are used all the time, many by job seekers who need computers to search for jobs in order to get their allowance. They cannot afford to travel to Mere Green.	We recognise this and are aware of the high computer use at Sutton. We are looking at alternative IT solutions – may be from other providers.
26.	What will happen to book requests for book groups?	Book groups would be exempt from the reservation charge. Reading sets would still be available.
27.	Can you pass any revised figures re costs to Cllr Jenkins and he will provide them to residents?	Agreed
28.	There are 2 options for Sutton – to close or become a tier 4 library. Would you consider an organisation that offers to help deliver a service at tier 2 or 3 level? Tier 4 offers no access to stock in other libraries as in Castle Vale. It is misleading to offer tier 4 provision to Sutton as it won't be a full library service as it is now.	Although Castle Vale is independently run, the library van service does provide book flow so reservations are still available. The Council has provided all of the bookstock there. Tier 3 libraries will receive some staffed support.
29.	Who is providing the bookstock for tier 4 libraries?	This depends on the arrangement made with the provider. Any partnership proposals will be looked at and if tier 2 or 3 is possible this will be reviewed as it will affect the whole model
30.	Why is Sutton ranked 13 th but is being closed?	Cost is a factor. We need to balance library

		provision across the city and if Sutton remains open this would reduce services in other parts of the city
31.	Why are there no rent costs for Mere Green?	The community centre does not charge rent to the library.
32.	Why is Sutton closing due to costs instead of lots of other libraries. Why can't each library be allocated a saving and keep them all open?	The bulk of the £1.9m saving is largely staffing. Premises costs are largely fixed so don't offer scope to make much savings
33.	There is no evidence of that option being looked at?	If we were looking at how many sites to close to keep Sutton open, this would amount to 13
34.	If the costs for Sutton are proved incorrect would Sutton remain open?	We could not commit to that
35.	Are any redundancy and restructuring costs contained within the business plan for the model?	Redundancy costs are met corporately. There is some budget provision in the model for pension strain but we don't know full impact as yet until staff consultation is concluded
36.	Prior to the Sutton refurbishment, the library was on 2 floors, it was then reduced to 1. The building was shared with the neighbourhood office and registrar. Since they left no other tenants have come in. What action has been taken to get the building fully occupied and bring in rental income?	There were previously rigid restrictions on letting the building due to the lease that was in place. Since the Council bought out the lease it has sought to attract other tenants but has not been successful.

**COMMUNITY LIBRARIES
PUBLIC CONSULTATION EVENT
14th NOVEMBER 2016
SOUTH YARDLEY LIBRARY**

No of attendees – approx. 86

	Question/Comment	Response
1.	You have advised that Glebe Farm will be offered as a Community Asset Transfer (CAT) but how confident are you that this will materialise? Will it close if it doesn't?	We have received an approach from an organisation called Welcome Charity in respect of Glebe Farm Library. If we are unable to match an organisation to a library we will need to look at our options within the remaining budget.
2.	Can't the money that will be used for the purchase and maintenance of the self service equipment be used for additional staffing?	This money will be borrowed and therefore cannot be used for staffing. The cost of repaying the loan will be picked up corporately.
3.	Do you think the elderly will cope with the new technology?	We will support people who are unable to use the technology
4.	You state that people will be available to support. Do you mean volunteers? We should be utilising our own professional staff. Cutting staff will cut attendance at libraries.	We are intending to use volunteers, but this doesn't mean the entire service will be run by them. There will be 88 employed staff across 35 libraries, but there is also a role for volunteers.
5.	Volunteers need to be consistent. What happens if they fail to arrive for their session?	We will still continue to employ staff. The volunteer scheme works well in Manchester and Warwickshire and there is no reason why it shouldn't work well in Birmingham.
6.	If 3 rd sector organisations take on libraries could	The library service is about access to

	they place restrictions on the type of books available to the public if these were in contradiction to their own views?	information and knowledge. We would need to reach an agreement with organisations regarding the service they intend to offer, but we would not allow them to restrict access and information. Tier 3 libraries would also have 15 hours per week library support
7.	What are the 11 criteria used to rate libraries?	<ol style="list-style-type: none"> 1. Population of library catchment area 2. Total children and young people aged 0-19 in the library catchment area 3. Total adults aged 65+ in the library catchment area 4. Number of libraries within 2 miles of a library 5. Total books and other items issued 6. Average Index of Multiple Deprivation score 7. Total visits 8. Cost per visit 9. PC Usage 10. Total attendance at activities and events 11. Building performance (sites scored better if they had recent investment or were new build)
8.	Did you weight the criteria? How can small libraries with fewer facilities be expected to compete with larger ones?	We did discuss giving weight to the criteria but in the end we decided to equally weight them
9.	Why is there a reduction in opening hours in those libraries that are situated in poorer areas?	The reduction in hours is because of the budget cuts
10.	Will there be further reductions in the budget?	We have had to reduce the library budget by one third, but this is not as severe as the budget reduction in other services. However, there are no further reductions planned
11.	How can we comply with data protection with the introduction of the verification service? There are risks to this.	The verification service will be introduced at 19 tier 1 libraries. There will be protocols that we will need to sign up to, but we would not expect volunteers to undertake this work.
12.	Is there an alternative model? All tier 3 libraries are situated in deprived areas. They cannot compete with those in affluent areas	We are consulting on a 3/4 tier model which we believe will work and provide a service for the future. The budget is fixed at £3.7 million and this will not change
13.	Glebe and Kents Moat libraries have delivered fantastic work over the past years. The deprivation issue needs to be considered as you will not find areas that need libraries more than these, which are both in tier 3. Kents Moat is being demolished and other locations are being looked into, but if there isn't an alternative location for Kents Moat could the support be transferred to Glebe Farm.	The service has to be delivered but we could look at keeping Glebe Farm if there is no suitable alternative location for Kents Moat. We will also look at giving more weight to deprivation
14.	Glebe Farm is well managed and maintained. I don't accept it as being ranked 28 out of 30 buildings. What other ways are there of delivering the service? There is a lack of infrastructure. The area has already lost its community centre and	I have been a long term advocate of the library service and believe the staff do an excellent job and it is far more than a library service, but it is necessary to make the best use of the available budget.

	doctor's surgery. The library is not just a library it is a centre for families. How can you maintain this if it goes to a 3 rd sector organisation?	
15.	If Glebe Farm closes there will be nothing in the area. It is 1.9 miles to the nearest library at Shard End but this requires two bus journeys. Have you considered the demographics?	It is recognised that more specific mapping may need to be undertaken
16.	It is recognised that more specific mapping may need to be undertaken	Birmingham received the largest cut in its spending power in 16/17. We would need to make a case to take to Central Government to get additional funding
17.	What are the proposed new opening hours?	We need to look at the responses from the Be Heard consultation which should give an indication of opening hours
18.	If a library is only open for a reduced number of hours if affects the criteria used. Also the criteria compared to deprivation doesn't stack up.	We will look further into the deprivation issue
19.	Many local schools have become Academies which seem to be affluent. Have they been approached in respect of support?	Not on a global basis, but there have been some conversations. However this is something that should be explored.
20.	What is the criterion for 3 rd sector organisations taking on a library service? What is the long term impact?	There is a process as to how we transfer a building. The opportunity is advertised and then applicants have to meet a set of criteria.
21.	If community libraries are saving money will this go to the Library of Birmingham?	No
22.	Do you think BCC should take responsibility for spending the entire budget on the Library of Birmingham?	This was a decision taken by the previous administration, but at a time when the economic climate was better. The Central Library was in a poor state of repair and required repairs costing in excess of £100m. The cost of completely rebuilding was £180m.
23.	Can you guarantee the security of the staff undertaking the verification process?	A risk assessment will need to be undertaken. The process is likely to bring in an additional 10 people per day, if distribution was equal across the 19 tier 1 libraries.
24.	Do you feel security will be an issue if there are less staff?	This will need to be factored in. and risk assessments done
25.	Last year the Neighbourhood Offices had over 90,000 customers that needed their documents verifying. How will the reduced staffing numbers cope with this?	The process has changed and we are expecting a reduction of 50% in this figure
26.	Will there be a book fund?	The current book fund is £320k, but due to budget pressures we have only been able to spend £140k. However with the new model the available book fund will be £380k
27.	Are your proposals a foregone conclusion?	No it is a consultation and comments have been recorded and will be considered. There are likely to be changes.
28.	Birmingham needs more money to fund its public services. Would a new incoming Labour government reverse the problems?	Hopefully it would be of benefit and there would be a change of approach. The savings targets are too high.
29.	How do cuts in the Midlands compare with London	The London boroughs have not been as hard

	and the South East?	hit as Birmingham. There was a change in the way spending cuts were allocated last year. The County Councils lobbied the government and received transition funding. Birmingham has never received any transition funding.
30.	Could there be tax relief on the land at Kent's Moat and Glebe Farm?	There has already been a substantial amount of land released for housing development but if you have a proposition we will listen
31.	What will happen to next year's budget?	In 17/18 we have to find £103 million but there are currently no further cuts planned to the library service. However we are awaiting the Chancellor's Autumn statement.
32.	Why do you always try to cut services? Isn't Birmingham worth saving?	The priority should be to keep libraries open and well stocked. The Council has four priorities – Jobs and Skills, Housing, Health and Children. The library service meets the children and health priorities
33.	Do you see any benefit in combining the Library of Birmingham budget with the Community Libraries budget? Is there a hidden agenda?	There is no hidden agenda; it is the most sensible thing to do. The resources available at the Library of Birmingham need to be available to the Community Libraries. There will be no cross-subsidy from the Community Library service budget.
34.	There are issues with Castle Vale library which is managed by a tenant's residents association	Noted
35.	Glebe Farm Library is situated in an area of deprivation with a high percentage of elderly and housebound people. There is nothing else in the area. The library changes peoples' lives.	Noted
36.	Affluent areas need libraries more than deprived areas.	Noted
37.	Paid employees are afraid of volunteers taking their jobs.	Noted
38.	It would be useful to have information on the 3 rd sector model for libraries attached to the Be Heard Consultation database	Noted
39.	3 rd sector organisations should be approached regarding renting space in libraries	Noted
40.	'Friends of Glebe Farm Library' have raised over £25k for the library	Noted
41.	An Equality Impact Needs Assessment should be undertaken on the future proposals	Noted
42.	If you reduce library opening hours in areas of deprivation you are increasing deprivation in these areas.	Noted
43.	There is a rapidly growing community of home educators who rely on libraries. Without them this community will be seriously hampered.	Noted