

Library	Date	Question	Answer
Acocks Green	24/4/24	In option 4 how many are you anticipating being in each of the first 4 bullet points	This will be generated from the outcome of the consultation and the level of interest from communities to help the delivery of community libraries e.g. through volunteering offers.
		Which type of Library do you anticipate Acocks Green Library being (from the 4 bullets)?	Final decisions have not yet been made and will not be taken until the conclusion of the consultation and when the responses have been considered. The Council maintains an open mind at this stage.
		Appreciate no decision has been made but what criteria would you use to decide which Library goes in which category if we go with option 4	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
		If a Library is community run, will the Council commit to maintain the fabric / pay the service costs of the building?	If the provision is retained by the council (i.e. not a Community Asset Transfer) but is maintained by volunteers, the council would still be responsible for building costs.
		What about looking for extra sources of income - not just ways of cutting the budget?	The team are exploring external funding streams e.g. the support of corporate businesses in the city and national led funding streams.
		Is there reliable evidence regarding its use over say - the past 20 years and how that use has changed (i.e. presumably more use of computers for internet access)?	Libraries are now often accessed for information, advice and guidance; use of free Wi-Fi; use of computers; warm spaces; social interaction; wellbeing activities; community based education opportunities and other professional services where agencies or volunteers are co-located. However books are still a key feature within each library and will continue to be.

		What outreach has been done into those deprived - harder to reach and often transient - communities that aren't engaged by libraries?	We are conducting a gap analysis on all our consultation responses to ensure we are hearing the broadest possible range of voices. We are proactively reaching out to any groups which are not represented in responses
		Have you (or will you) engage directly with the Friends of Acocks Green Library as part of this consultation?	We are keen to hear from all stakeholders throughout this consultation process and are keen to hear from Friends of Acocks Green Library through all consultation channels.
		How will the mixed model work in terms of	
		· Training and support for volunteers	This will be provided
		· Clarity of responsibilities	This would be provided as part of any agreement with volunteers or community organisations
Aston Library	16/04/24	No questions	
Balsall Heath	19/4/24	options 2: - How will the council insure that local community who loose their library have free transport to new hubs?	The council cannot provide free transport to new hubs
		option 1, a figure has been provided for the cost of making all 35 libraries "compliant" and it is said this is 3 times the annual community libraries budget. It's not clear to me what "compliant" means, because reference is made to both disability access and state of repair.	

		<p>Isn't it the case that buildings do not need to be proactively made disability-accessible until renovations are being done?</p>	
		<p>Isn't it an option to have a rolling programme over the next (say) 10-15 years to upgrade the buildings, rather than looking at this as an "all 35 must be done now" issue</p>	
		<p>option 3: how will community groups be compensated for their time? Has the capacity of already stretched community groups been assessed? how will they support this new model and deliver their current programming?</p>	<p>There are community groups who are seeking a physical presence in community buildings and therefore can see the advantages of a Community Asset Transfer in order to provide wider wellbeing support and activities. Some community groups have already approached the council and we are currently in the process of pulling together a brochure to support any interested organisations.</p>
		<p>what is "VCS" in the 'advantages' column of option 4? How will they have/get the money to run a library?</p>	<p>There are community groups who are seeking a physical presence in community buildings and therefore can see the advantages of a Community Asset Transfer in order to provide wider wellbeing support and activities. Some community groups have already approached the council and we are currently in the process of pulling together a brochure to support any interested organisations.</p>

		Can you also please define, what you mean by community services? what kind of organisations are the council considering? or will these be council services that support community?	Each community will be assessed and services will be tailored to meet community need.
		How do we find out which of the buildings are deemed 'no longer fit for use' (reference: 'advantages' column of option 4)	This will form part of our needs analysis and communicated out in Phase 2 of our consultation, due to start at the end of June
Bartley Green	10/4/24	What statistics is the decline in usage based on?	This is based on library usage
		What is the process due to the library being in trust?	Where a service operates out of an Asset held in Trust, the Council is effectively the tenant/occupier and the Trust acts in the role as Landlord. As such should any service choose to end its operations and therefore the use and occupation of the asset, the Council may be obliged to exit and hand the asset back to the Trust through some form of 'surrender' process
		Why isn't there someone from the library services here?	The library team will be present for all face to face consultation meeting
		Will we receive any information from the returned feedback forms?	All feedback will be consolidated into the overall analysis
Bartley Green	7/5/24	Who will pay for staffing and utility bills?	For all BCC retained buildings this will form part of the operating budget
		What would be the criteria that BCC use to assess which libraries would become community hubs, which would stay in control of BCC, and which would have to close completely?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.

		Bartley Green Library is in trust, is the process different?	Where a service operates out of an Asset held in Trust, the Council is effectively the tenant/occupier and the Trust acts in the role as Landlord. As such should any service choose to end its operations and therefore the use and occupation of the asset, the Council may be obliged to exit and hand the asset back to the Trust through some form of 'surrender' process. The future of that asset will need to be agreed with the relevant 'owning' Trust
		Verifying qn	
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		Who is going to support and help develop the community hub model? and how much will that cost?	This will be overseen by the BCC Early Intervention and Prevention function
		Do councillors get to see the feedback from the questionnaire?	Everyone will be able to see feedback from the questionnaire
Birchfield	22/4/24	Volunteers - do they need any previous experience or qualifications?	Training will be provided - no previous experience necessary
		How would option 4 work in practice?	As set out in the consultation pack the intention is this would be a mixed delivery model.
		Is Birchfield library going to close or not?	Final decisions have not yet been made and will not be taken until the conclusion of the consultation and when the responses have been considered. The Council maintains an open mind at this stage.
		How will be notified of future engagement sessions?	Via posters in the libraries; BCC social media; BCC consultation website updates https://www.birminghambeheard.org.uk/adults-communities/lc24
		How will be updated on how the consultation is progressing?	Via posters in the libraries; BCC social media; BCC consultation website updates https://www.birminghambeheard.org.uk/adults-communities/lc25

		<p>How will be updated on any decisions that are made?</p>	<p>The Councils Cabinet is the decision maker, once the consultation has closed. The papers for the cabinet meeting will be published to enable members of the public to view the decisions and reasons.</p>
		<p>So basically, you've met the Council since attending your March meeting at the Council House. You've gone on and you've made this as another. Option because what you were presenting at that Council meeting was that that, you know, it was just going to go to 11.</p>	<p>Final decisions have not yet been made and will not be taken until the conclusion of the consultation and when the responses have been considered. The Council maintains an open mind at this stage.)</p>
		<p>Why has the timings of these events been made at 10am? May people are working and so can't attend.</p>	<p>There are future online sessions held at 6-7pm to accommodate working people.</p>
		<p>Once the consultations ends. When will the decisions be made?</p>	<p>We are aiming for a report to cabinet in September with a recommended model.</p>
		<p>Will the libraries close in July?</p>	<p>No decisions will be implemented until after consultation and the cabinet paper has been agreed - currently scheduled for November however could be subject to change.</p>
		<p>Please can I have the consultation email address</p>	<p>\$LibrariesPublicConsultation@birmingham.gov.uk</p>
		<p>How can children give there feedback?</p>	<p>We have developed a children's questionnaire that library staff will be encouraging children to complete. We are also working with the Family Hubs, schools and parent and carer groups to ensure the voice of children is heard in this consultation.</p>

Boldmere	18/4/24	It does look like 4 is the best option. I am wondering what 'early intervention and prevention' entails and how that would fit into a library setting?	We see community libraries as safe universal spaces that offer the earliest opportunity for people to seek help and support. We will use data and insight to help shape a delivery model and range of services that meet the needs and aspirations of local residents
		As the concern for option 1 is the cost of maintaining and repairing older buildings, and the Community Asset Transfer protocol states that organisations take on buildings on a 'fully repairing lease', how will the community organisations be able to afford the cost of the maintenance of these buildings?	This would be the responsibility of any organisation wishing to proceed with a Community Asset Transfer.
		have you looked at alternative locations like churches where buildings are not the best? There may be community spaces that would welcome a tenant and the increased footfall	Yes -we are contacting local organisations who have spaces large enough to accommodate services
Bloomsbury	16/4/24	if BCC closed Bloomsbury Library, can we continue to run the library ourselves and have access to the books even if we no longer have a library assistant?	You can register your interest as a volunteer at LibrariesPublicConsultation@birmingham.gov.uk . If you are interested in a Community Asset Transfer, please contact nick.rhodes@birmingham.gov.uk for more information
		As the concern for option 1 is the cost of maintaining and repairing older buildings, and the Community Asset Transfer protocol states that organisations take on buildings on a 'fully repairing lease', how will the community organisations be able to afford the cost of the maintenance of these buildings?	This would be the responsibility of any organisation wishing to proceed with a Community Asset Transfer.
		Will each Community Centre be operated independently?	No - they would all form part of the wider Library team .

		have you looked at alternative locations like churches where buildings are not the best? There may be community spaces that would welcome a tenant and the increased footfall	Yes -we are contacting local organisations who have spaces large enough to accommodate services
		if BCC closed Bloomsbury Library, can we continue to run the library ourselves and have access to the books even if we no longer have a library assistant?	You can register your interest as a volunteer at LibrariesPublicConsultation@birmingham.gov.uk . If you are interested in a Community Asset Transfer, please contact nick.rhodes@birmingham.gov.uk for more information
Druids Heath	17/04/24	How would option 4 fit with the regeneration plans that are taking place for Druids Heath?	All plans across the city are being taken into account
		How to engage in in communities beyond language barriers? What	We are running a targeted engagement campaign to ensure opinions and feedback is collated from all communities
		Are there any useful expertise that could be shared in terms of how do you engage with communities?	We are conducting focussed engagement to ensure we are reaching all communities
		I renting out the spaces commercially (for certain times in the week) being looked at? As some libraries e.g. Balsall Heath are amazing spaces	Libraries who have the right facilities already rent out space commercially
		How many 'hubs' would Option 4 result in? Will it be at least one per constituency for example? Or the current level1 libraries that will become hubs?	Once data is analysed we will be sharing a citywide proposal

		Does "co-location" mean that libraries will be moved into other buildings (which? where? when?) or that other services will be moved into existing libraries? (which? when?)	Co-location would normally mean that the library will move into an alternative building
		If an organisation expresses an interest in running a library will that make it less likely to remain BCC controlled/run?	All options will be considered for the new library provision
Erdington	11/04/24	Will there be in-person consultation sessions so that those who do not have digital access can still take part?	Yes - in-person sessions took place 22nd April-10th May.
		This consultation was advertised as being specifically about Erdington library, yet other sessions have not said anything about their particular libraries. Will there be anything specific about Erdington today?	Each of the initial online sessions was designed to hear views of the community and gather information. The face to face sessions will be an opportunity to go into more specific library details.
		Will there be additional consultations held during the evening so that working people have an opportunity to attend?	Yes, the timetable is available to view. Each session is from 6-7pm .
		Why is no one from the Library Service here for a consultation on Libraries !	There will be library staff available at all face to face consultations.
		The '27 libraries in operation': is this because some like Spring Hill and Castle Vale are closed indefinitely/out of council ownership, or does it count two part-time libraries as one, even if they currently serve vastly different communities?	27 is a pro rata amount for the hours that all libraries are currently open.

		<p>Has or will any consideration be given to the unique position of Erdington Library situated next to a multi-million pound business hub facilitating joined up working?</p>	<p>The position and location of libraries will be considered as part of the consultation and subsequent decision making process, including the position of Erdington Library.</p>
		<p>When will hard copies of the consultation be available in libraries, for those without IT access/expertise to fill in?</p>	<p>Hard copies are be available at all libraries.</p>
		<p>Has any consideration been given to Erdington being an iconic Carnegie Library - part of Erdington and the City's heritage?</p>	<p>The position and location of libraries will be considered as part of the consultation and subsequent decision making process, including the position of Erdington Library.</p>
		<p>If option 4 is approved, will there be further public consultations as to which libraries will be closed and/or co-located?</p>	<p>There will be a further phase 2 consultation after this consultation has ended where we will share proposals for each site.</p>
		<p>Will there be additional consultations held during the evening so that working people have an opportunity to attend?</p>	<p>Yes, the timetable is available to view. Each session is from 6-7pm .</p>
		<p>The consultation states that no decisions have yet been made, but option 4 is clearly the council's preferred option. How can we trust that this consultation is fair and objective when a decision already appears to have been made?</p>	<p>The Council continues to have an open mind about the future provision of library services in Birmingham and the consultation provides citizens and library users with the opportunity to provide and input into that and respond to some proposals. Our decision makers will consider the responses to the consultation before making final decisions.</p>
		<p>What will happen to the books taken form libraries that will close? Will they be stored to still be within the library catalogue for borrowing or is the reduced selection of</p>	<p>We will attempt to redistribute those books that are still well used and in good condition. There is no planned reduction to book fund.</p>

		<p>books a further cut that has not been mentioned in the presentation?</p>	<p>Current options are:</p> <ul style="list-style-type: none"> • Sending books out to other library sites to refresh their stock • Using to stock a new mobile library • Increased range of e-books, available from the library website 24/7 • Sending to any new community or located library site • Any rare books or reference material that we wish to keep, but do not have space for will be place in the Library of Birmingham, these will be available upon request and can be delivered out to community libraries/hubs • Supporting book collections in homeless hostels and other local community venues
		<p>Would it be possible for councillors or officers to visit our library before making decisions on it?</p>	<p>Yes, officers will be attending all the face to face sessions in each library.</p>
		<p>Where is the consultation with children and young people , major users of the Library Service?</p>	<p>We are conducting focussed consultation with many groups including Children and Young People, Parents and Carers and Faith Groups to ensure we are hearing the broadest range of views.</p>
		<p>Will the Council be contacting all the schools?</p>	<p>We are contacting our education partners and encouraging them to push the survey out to all schools.</p>

		Will any libraries that are to be 'co-located' remain open in their present incarnations until their new premises are ready to move into? When will any libraries closures take place?	Subject to the outcome of the consultation, a paper will be presented to the Council's Cabinet after the summer, with options and recommendations. Depending on the outcome of the decision, we anticipate any changes would commence in the Autumn.
		How will the National Lottery Funded community room affect any plans for Erdington library?	This will be factored into the overall model.
Erdington	10/5/24	How many 'hubs' would Option 4 result in? Will it be at least one per constituency for example? Or the current level1 libraries that will become hubs?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
		Does "co-location" mean that libraries will be moved into other buildings (which? where? when?) or that other services will be moved into existing libraries? (which? when?)	The term 'Co-locations' means services delivered in community settings such as Family Hubs, Community Centres, school, sheltered accommodation, faith & and community settings, residential and nursing homes
		If an organisation expresses an interest in running a library will that make it less likely to remain BCC controlled/run?	No, a scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
		Is there a potential to work with private / commercial sectors within specific areas... thinking of new Waterstones in Harborne?	We are open to co location in both commercial and private setting as well as community venues.

		The consultation asks why people are NOT library members but not why we are. It is therefore negatively biased – where is the space to ask us what we love and value about our libraries?	Any additional comments please share on the Public Consultation mail box LibrariesPublicConsultation@birmingham.gov.uk
Frankley	16/04/24	No Questions	
Glebe Farm	17/4/24	Can residents come together in Glebe Farm library to share ideas on a future proposal ?	Yes, please ensure you provide any feedback to the library staff who can feed into the consultation analysis
		Can someone from the consultation team attend the proposed event?	The consultation team will be visiting each library - dates to be confirmed on https://www.birminghambeheard.org.uk/adults-communities/lc24
		Are the consultation team in contact with other local authority libraries? For example, Lichfield Library? They're learning opportunities from other local authorities, but other voluntary sectors and providers as well.	The Libraries team are part of a national network of Local Authorities library leads where best practice is shared. We are also engaging with specific Local Authorities where they have developed similar delivery models to the one proposed under option 4.
		I would like clarity on the proposal community groups would be involved in managing the library - Who? How?	This will be determined by the level of community interest and will be evolved through consultation
		Q3: Has a consultation been done to gauge what services citizens from deprived communities need or want to be available from the library?	This is being undertaken through the consultation
		What exactly is a CAT? How would we go about gaining one for GFL?	a CAT is a Community Asset Transfer - please contact nick.rhodes@birmingham.gov.uk if you would like more information about this process

Hall Green	10/4/24	How will you ensure volunteers are up to the job?	Training will be provided
		With Option 4 will the community hubs be open for 35hr like tier 1 libraries?	Option 4 has a mixed model with some hubs open full time and some part time.
		Define deprived because deprived could be terms of isolation, could be in terms of loneliness.	We will apply the broadest definition of deprivation
		Have you spoken to Highfield Hall Community Centre, which was a City Council building.	We will engage with Highfield Hall Community Centre
Hall Green	9/4/24	What does a "co-located opportunity" mean?	This means the library would move to an alternative site
		On what evidence do you base the intention to rely on community , volunteer and co-production groups to run 1 let alone numerous libraries?	Evidence through community engagement and working with BVSC

		<p><i>Handover of libraries to outside organisations</i> - the documentation discusses Community Asset Transfers (CAT) as if each one would be a separate entity. But, just as nationally, schools becoming academies were merged into large chains becoming remote from the influence of local authorities, the same could easily happen with libraries on the basis of what BCC is proposing. We are aware that there have been some expressions of interest along these lines. A supplementary consultation should discuss (or explicitly eliminate the possibility of):</p>	
		<p>a) would BCC accept bids for groups of libraries or for the whole service under CAT?</p>	<p>Assuming the building/asset was considered operationally surplus then yes Please email nick.rhodes@birmingham.gov.uk for all information regarding CATs</p>
		<p>b) would BCC accept bids from individuals or groups from outside Birmingham?</p>	<p>assuming the building/asset was considered operationally surplus then yes Please email nick.rhodes@birmingham.gov.uk for all information regarding CATs</p>
		<p>c) would BCC accept bids from private sector or commercial organisations?</p>	<p>assuming the building/asset was considered operationally surplus then yes. Please email nick.rhodes@birmingham.gov.uk for all information regarding CATs</p>
		<p>How would their suitability be assessed?</p>	<p>Please email nick.rhodes@birmingham.gov.uk for all information regarding CATs</p>

		Option 4: Which Communities would be left without a Library? How would that be assessed?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
		If as you said before, that most of the buildings need repairs etc, How do the council propose to keep 25 libraries in this model. Where will the money come from?	Buildings will be assessed alongside the overall provision
		Why not put the relevant Cabinet Member and Senior Officials up to be questioned?	The senior team have been available at all face to face consultation sessions.
		An Opposition Amendment to the recent BCC Budget was deemed "worthy of serious consideration" by the Commissioners and would have kept the current Library Service as it: is _that_ being considered?	The budget for the whole Council has been set by Full Council. The budget setting process that happened at Full Council in March 2024 is separate to this consultation.
Handsworth	15/4/24	The options aren't library specific - so by what measures (financial, usage, range of services currently available, membership etc) will you "select" the mix of ones that remain open?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
		In the estimation of the "25" - how many are estimated to fall into each category in option 4? (e.g. How many do you expect to move into community transfer etc)	Final decisions have not yet been made and will not be taken until the conclusion of the consultation and when the responses have been considered. The Council maintains an open mind at this stage.
		How will mobile offer help those that don't have internet at home or vulnerable groups?	We have developed a children's questionnaire that library staff will be encouraging children to complete. We are also working with the Family Hubs, schools and parent and carer groups to ensure the voice of children is heard in this consultation. All responses are being collated to ensure any groups not represented are proactively contacted.
		The very people, e.g., vulnerable groups, elderly, young children are being excluded from the whole process	
		Would like to know if HL is fit or unfit for purpose?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.

		Would you consider footfall when deciding about which Libraries to close?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
Harborne	11/4/24	Will the face-to-face consultation team have more details as to which hubs/buildings are proposed than this?	The second phase of consultation will have more detail as to what the overall provision will be
		Will there be further consultation, once there are details of WHERE and WHAT the proposed potential Hubs/retained buildings will be?	Yes this will happen in the second phase of consultation
		Evening opening is also important. Will this be available ?	This will be considered in the overall proposal
		I need to ask about digital services(i.e. eBooks and magazines) on all the options. Will this be saved or cancelled?	This service will remain
		I think the hub model has a lot of potential to increase usage. Maybe having neighbourhood offices / sources of advice alongside library facilities?	The community hub model will consider the community in which its in and bring in the most relevant partners
		Will services for children - homework, preschool books etc. be prioritised. Will these be prioritised? so many people struggle with reading/cannot read at all.	This will form part of the overall model
		Access to computers essential . will these be kept.? and with support to use these and printing? will this be kept?	Digital access and inclusion will form part of the overall proposal
		Option 2 - is Harborne library one of the six libraries or will it be closed as well?	Once data is analysed we will be sharing a citywide proposal

		<p>Option 3 - Is Harborne library one of the 11 library hubs? Is Harborne one of those selected libraries and is there any further information on Harborne itself?</p>	<p>Co-location would normally mean that the library will move into an alternative building</p>
		<p>It doesn't say anything here about the consequences for library staff?</p>	<p>Staff consultation will happen separately once a proposal is agreed</p>
		<p>Are you still going to have librarians?</p>	<p>Libraries will still retain appropriate staff</p>
		<p>Option 4 - Mobile offer expanded mobile offer what do we mean by that?</p>	<p>Mobile vans will be more widely used</p>
		<p>Are you going to close down the online option?</p>	<p>The online option will remain</p>
		<p>I wonder which communities they're thinking of for mobile library because the size of this city, there's pockets of intense deprivation? And are these the people who are likely to be deprived of a library and only have a van going?</p>	<p>Once data is analysed we will be sharing a citywide proposal</p>
		<p>With all of this variety in the provision who's going to be responsible for things like chasing overdue book returns and managing book stock levels</p>	<p>The staff will still be responsible for general duties</p>
		<p>In all of these (options), I don't see anything about the budget for, for buying books in their widest sense. You know as well as access to e-books. Where where's it? Where's the budget going for the stock</p>	<p>The book budget is held centrally</p>
		<p>Is the book budget being just wiped out?</p>	<p>The book budget is held centrally</p>

		And the option one reduced hours. So can we keep the libraries on Saturday open? Is there an option like that? So what's the reduced hours?	Once data is analysed we will be sharing a citywide proposal
		And what about the activities in the library? We have store reading on Saturdays, which my daughter enjoys. So what happens to that for example?	Once data is analysed we will be sharing a citywide proposal
Kings Heath	24/4/24	For Option 4, how many full-time and part-time community library hubs does the council propose to have? Why is there no clarity on this?	Once data is analysed we will be sharing a citywide proposal
		The consultation mentions an enhanced digital offer. How is this different from the digital library services we already have?	We are exploring other digitisation offers such as self service pods for advice and information
		why has repair/lack of disability access been allowed to get into this state/high cost, what's happened over the years to the budget, isn't there a running budget for repairs (management)?	There is a budget but unfortunately it has not been sufficient to maintain such a large estate
		Who will manage the volunteers (this in itself is a skilled role)?	We are creating a volunteer framework to ensure we support anyone who does volunteer
		What about communities who do not have the volunteer capacity to run their own libraries? What happens to them? Are these libraries left to close as their communities are unable to support them?	Once data is analysed we will be sharing a citywide proposal

	When it comes to colocation of library and other services, what kind of buildings will allow this? How much space will be given to library services?	This will be generated through the consultation process
	Are the council able to give clear examples of mixed model services in other areas where communities and librarians have been happy with the outcome?	We have spoken to other Local Authorities to understand where successful transformation has taken place
	What actual physical space would the library part of a community hub occupy?	This would be dependant on community need and will vary
	Which council or partner services do you anticipate will co locate in the libraries and how will you evaluate the space needed for them to work alongside library staff and volunteers whilst also maintaining all the library services currently provided in our libraries?	This would be dependant on community need and will vary
	Is Kings Heath in particular scheduled for closure under option 4?	Once data is analysed we will be sharing a citywide proposal
	What will happen to the buildings of libraries that are closed? Will they be sold off? To whom and for what purpose?	This will be determined once cabinet have approved a final model
	Can I ask why the council has the building maintenance bill get so high? Doesn't this constitute cuts by stealth? And were libraries to close, is the council happy to blight high streets and public spaces with disused buildings?	Some of the current community library buildings are extremely old and expensive to maintain.
	How will the libraries handed over to community groups manage to get funding if they are all competing for funding at the same time	Please email nick.rhodes@birmingham.gov.uk for all information regarding CATs

	Does model 4 favour the most engaged/affluent communities are as they are more able to offer support to a mixed model system? I am concerned about protecting every Birmingham child's right to a good library service.	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
	How would book stock be handled for example? And why is there no mention of the book budget? Or similar details?	The book budget is held centrally
	What about opening libraries on Sundays/evenings so that working people can get to them?	Once data is analysed we will be sharing a citywide proposal
	Qn. To be verified	
	Will the book buying budget be protected?	The book budget is held centrally
	Investing in children and education is never a bad choice. We've seen this in the recent press around the lasting benefits to children and communities of the Sure Start initiative. What is BCC proposing fills this gap of providing space for communities to learn and grow?	The new model will still invest in children
	How was the £2 million target decided for library service?	The savings across the council were decided at a strategic level
	Reduce administrative costs: how much has the council spent on the advertising campaign for the library consultation? What funds related to the library consultation have been paid to external consultancy companies?	The consultation costs will be available at the end of the process however the council has taken steps to ensure they are minimised

		<p>I'd be interested to understand the relative benefit of a large 'flagship' central library vs increased investment in local libraries? The central library is maintained in all scenarios. Is there an argument for reducing funding there to provide greater support to satellite libraries that have a greater community benefit?</p>	<p>The Library of Birmingham is not in scope for this project</p>
		<p>Do the figures take into account library opening hours? E.G. where Kings Heath may have more footfall the e.g. Stirchley, it is noted that Stirchley has significantly fewer opening hours?</p>	<p>A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.</p>
		<p>This is an unfair and loaded question. Where are the statistics to support these claims? What methodology did you use to come to this point? What weightings (e.g. the Covid interruption, recent library closures, recent reductions in opening hours) have you factored in to determine whether this is actually true?</p>	<p>Library visits are recorded and uploaded each week onto a system. Even removing the Covid lockdown years this still shows an overall decline.</p>
		<p>Won't your proposal to reduce the number of libraries make it even harder for people who can't afford to drive, pay for a bus ticket, etc, to access libraries?</p>	<p>No final decisions have been made. An equality impact assessment has been undertaken to identify the impact on protected groups of people and this will be continuously reviewed throughout this process and made available to cabinet members before any final decisions are made.</p>
		<p>For instance, if a community group expresses interest in running a library, does that mean that library is less likely to remain a council-run library?</p>	<p>A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.</p>
		<p>It's really hard to imagine how a fragmented library service with mixed ownership would work in practice. Who owns the books, how are they maintained and restocked? who owns the buildings, how are they maintained?</p>	<p>A framework is in the process of being developed which will support the future operating model</p>

		How will this exploration of community lead provisions affect staff cuts?	Community lead provision will help to protect more libraries.
		How are you seeking the views of more disadvantaged groups?	Focus groups are taken place with people who come under the Protected Characteristics outlined in the Equalities Act 2010.
		What do other areas outside Birmingham do, to keep their libraries running, proactive and remain financially stable? Can you get ideas from them?	We are engaging with other local Authorities to discuss other options
		What is the difference between a bcc run community hub & a community hub?	There is no difference to the service offered the difference would be on who has responsibility for the buildings and running the service.
Kings Norton	15/4/24	Concerns would be how is the voluntary sector supported to manage the buildings, what process will be undertaken to have voluntary sector partners involved and how do we find details of costs of maintenance/repairs?	Costs and maintenance repair information can be accessed by emailing nick.rhodes@birmingham.gov.uk ; The library team are currently working with Property Services to ascertain the approach to Community Asset Transfers and will release a brochure to support any interested parties.
		Who has made these recommendations that you're mentioning and how each individual library being subjective assessment on the basis that probably it may not be a good idea for the a single solution to apply throughout the libraries in the city.	The options were generated by internal teams and the Department for Digital, Culture, Media and Sport. The consultation period is an opportunity to comment on these proposals and to provide alternative suggestions. A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.

		To help manage the buildings, what will the process be to look at? Who the voluntary sector partners are that are going to be involved?	Through the consultation we are currently seeking expressions of interest for volunteers across the city. This will enable us to understand the level of interest and will be fed into the final model.
		And how do we find out details of costs for maintenance repairs, etcetera?	Please contact nick.rhodes@birmingham.gov.uk
Kingstanding	25/4/24	Why hasn't the library consultation events been more widely promoted?	Local posters are up in each library; a social media campaign has run; all library users have received an email; all voluntary organisations have received an email. Schools, faith groups, other community groups are all being contacted individually.
		e.g. local posters, local newspapers, email all on the electoral register, tell places of worship/schools/nurseries, etc.	
		What is Libraries at Home?	If you are unable to leave your house (and have been assessed as such), we can drop books off at your home.
		What is a Community Hub?	Please refer to the consultation document on the BCC consultation website which has details of a community hub.
Mere Green	18/4/24	What is it that you are opposing regarding what criteria given, and do you have an idea?,	A framework is in the process of being developed which will support the future operating model
		In what would you retain from the current library in what current form?	Once data is analysed we will be sharing a citywide proposal
		Qn to be verified.	
Northfield	26/4/24	All the library sessions are at 10.00am - how are you going to include library users who work, go to school etc	We are running evening online sessions from w/c 3rd June and face to face sessions in each library (dates to be announced)

		Concerns about option 4 - some parts of the city with more community capacity may end up having better hubs, while other parts of the city miss out. How do you make sure the service stays at the same standard for all?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
		Have you looked at what made Birmingham Libraries one of the most successful and respected in the UK so as to compare with what you have now and what you are proposing? Have you consulted outside the city? Other successful library services, national agencies, DCMS etc?	Yes we are engaging with partners, peers and DCMS
		is there a way you can send to info to citizens rather than expect people to just look at the website?	Yes the information is available in printed form and can be obtained from your local library
Perry Common	18/4/24	Where does the library of Birmingham fit in. Could it be better used?	The Library of Birmingham is not in scope
		So does other services mean things like doctors?	It would vary dependant on community need
		All of these online consultations take place from 10-11am during the working week, which is likely to prevent many people from attending. Only two of the in-person sessions go on into the evening and only the Ladywood session is on a Saturday. Will there be any online evening or weekend sessions for the other libraries or a general in-person session?	Evening online sessions are taking place w/c 3rd June

		So is the expectation that the library buildings are closed and the services moved to hubs which are primarily for other purposes?	Where feasible, the current library buildings would be utilised as hubs
Quinton Library	22/4/24	When will the FAQs document on the website be updated with the questions submitted in these sessions? We were told in the sessions two weeks ago that this will happen but it hasn't yet.	The FAQs have to go through a vetting process hence the delay
		Most of the questions on the consultation are meant to be answered about the library you use the most. If you use two libraries equally, can you fill in the consultation twice, once for each library?	Yes
Selly Oak	25/4/24	Does the Council have information about how many community organisations might be willing in principle to take on a library via asset transfer?	This information is being gathered during consultation
		How many staff would lose their jobs in the option 4 scenario?	There will be a separate staff consultation to determine the impact upon library staff.
Shard End	11/04/2024 & 10/5/24	No Questions	
Sheldon	17/04/2024	No Questions	
Small Heath	26/4/24	Option 2. Would these be based in the current library buildings or would new buildings/locations be sought?	Ideally within current library buildings.

		What is the criteria for making the decisions?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
		How would the selection be made as to which buildings would be kept open?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
South Yardley	23/4/24	Are there any investments available to libraries (i.e. local businesses), not so businesses/groups could run it, but invest in the community?	The team are exploring external funding streams e.g. the support of corporate businesses in the city and national led funding streams.
		Can we attend both face-to-face and online consultations?	Yes
Sparkhill	23/4/24	I want to know when you're picking your library selected, are you looking at? I'm also thinking from, you know, an equality impact assessment. So you know what the end users, the community, is that going to be a factor? And if that information going to be shared?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
		Why change something that's working	Community libraries has had a substantial savings target for 2 years. The current financial pressures increased the target for 25/26. The budget for the Council for 24/25 was set by the elected members at full Council. Further information about this decision can be found at (insert link to council papers)
Spring Hill	24/04/2024	No Questions	
Stirchley	15/04/2024	Does the recommended model indicate that you believe that community-run libraries cannot work?	No, it indicates we would have less BCC run community libraries

Sutton Coldfield	19/4/24	Could BCC match funding from crowd sourcing for any major costs e.g. repairs?	We are open to all suggestions. Please provide further details by emailing LibrariesPublicConsultation@birmingham.gov.uk
		Are the face to face consultations any different to this apart from being face to face?	The face to face consultations are an opportunity to explore all options in detail, speak to library staff and to share any ideas and suggestions
		The questionnaire is long. Please could there be a shorter version for key points?	If you would prefer to feedback an alternative way, you can attend an online evening session (details available on the consultation website) or a daytime library session (timetable will be released shortly).
		Are you promoted the be heard questionnaire to internet users at libraries	Yes - we are promoting it at all libraries
Tower Hill	9/5/24	Option 1 refers to 27 libraries in operation in real terms - which are the ones that are closed, please?	Currently Spring Hill is closed full time. The rest close on short notices due to heating issues/staff shortages
		Where does the mobile library currently serve?	Timetable Mobile library service Birmingham City Council
		Has any planning been done on where the 6 hubs might be?	We are currently not recommending this proposal
		Is there any information about where the 11 / 16 library buildings might be?	Once data is analysed we will be sharing a citywide proposal
		For libraries transferred via CAT, where would the community groups obtain funding to pay for building/staffing issues?	This would have to form part of a community groups proposal
		Has any agreement around the role of volunteers vs paid staff been reached?	A volunteering framework is currently being drawn up

		Talk with people from the areas that use libraries less to see what would encourage them to visit. What do they need? Can the library service help provide that?	Yes we are conducting focussed engagement to ensure we are reaching all communities
		Do you have any details about the you know which libraries are in the state of disrepair and any information about the costs of those?	Yes we have current building repair costs for each of the community libraries
		I just wanted to check are there any of the buildings that are that the libraries are in? Are there any of them been gifted to Birmingham?	Selly Oak (old site). Sturchley, Bartley Green, Spring Hill, Northfield, Aston, Kings Norton and Kings Heath
		So one of the questions do you want me to take back as well the feedback will all be captured, but is the impact on those communities and like you've said, if those needs are already published, we've got data around those. What considerations have been given to those?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
		So I want to have proper information about which libraries are looking at to be transferred?	Once data is analysed we will be sharing a citywide proposal
		Have you got any consultations or any engagements with the colleges or the places like GP surgeries where you support or you support?	Yes we are conducting focussed engagement to ensure we are reaching communities
		Has consideration been given to the multiple consultations that are happening in Birmingham? And what the impact on access to services are for people?	We are in dialogue with other teams undertaking consultations to minimise impact on communities

	But also just in terms of finances as well, we pay for the library services, we pay for the people to work in the library services. And I'm also considering the fact that if they are going to be coming, if they become community assets, who is going to manage the utilities, the insurances, the dbs, who is going to manage that?	Any community group who wishes to take over a building as a Community Asset Transfer will need a business plan outlining how they can run the service	
	With a Community asset transfer who then manages administration and the costs of running those going forward and also the processes?	This would be the responsibility of the Community Group	
	Has consideration been given to the impact on other services, both BCC and NHS, by closing libraries as they are a haven for people with poor mental health, illiteracy and other issues? And the impact on the cost to those services?	Yes this is being considered as part of the model	
	Where will I get my large print books from?	Large print books will be available from the remaining community libraries	
	Have both the visually impaired and other vulnerable groups being given consideration in this consultation?	Yes we are conducting focussed engagement to ensure we are reaching all communities	
	How have you got the statistics to prove that people from deprived communities are less likely to access the services	Yes these can be made available	
	Information is needed on how they've quantified the decline in library usage as well?	Yes this can be made available	

Walmley	10/4/24	Would be helpful to know which libraries are on the list to be retained in each scenario.	Final decisions have not yet been made and will not be taken until the conclusion of the consultation and when the responses have been considered. The Council maintains an open mind at this stage.
		There is no specific information regarding "community interest" - we need to see particulars rather than bland statements	if you would like to volunteer, please use the consultation email address - LibrariesPublicConsultation@birmingham.gov.uk; If you would like more information about a Community Asset Transfer, please contact nick.rhodes@birmingham.gov.uk
		The consultation is very adult focused. What attempts have/will be made to engage children and young people in the process, given how vital library services are to this age group?	We have developed a children's questionnaire that library staff will be encouraging children to complete. We are also working with the Family Hubs, schools and parent and carer groups to ensure the voice of children is heard in this consultation.
		Does the council have the staff and knowledge to actually process community asset transfers?	Yes - the council has previous experience of undertaking asset transfers
		Am I correct in thinking that option 4 will require locations that are big enough to accommodate meeting rooms so that advice from other services can be provided in private	Option 4 is a mixed delivery model. Some hubs would require meeting rooms, others may not
		These options and the consultation don't actually relate specifically to Walmley library. As these options are saving driven does the council maintain cost centres for each library and thus be able to make a proper evaluation on staff/running costs for each?	Yes - this information will be fed into the overall consultation

		Why are these consultations advertised as being library specific when there is no mention of the library they relate to?	The initial online consultations are to gather community feedback. Other face to face sessions have been taking place in constituencies with further face to face sessions at each library in June (dates to be confirmed)
		Will any face to face consultation actually address the question of our local library or just be a replay of this pretty useless exercise?	Face to face sessions at each library will take place in June (dates to be confirmed)
		So what is the outlook for Walmley in particular in each of your 4 options??	Final decisions have not yet been made and will not be taken until the conclusion of the consultation and when the responses have been considered. The Council maintains an open mind at this stage.
Walmley	8/5/24	Does the council have the staff and knowledge to actually process community asset transfers?	Please email nick.rhodes@birmingham.gov.uk for all information regarding CATs
		Am I correct in thinking that option 4 will require locations that are big enough to accommodate meeting rooms so that advice from other services can be provided in private	Community Hub buildings will require rooms for private meetings and community activities to take place.
		Why are these consultations advertised as being library specific when there is no mention of the library they relate to?	This is to give people the opportunity to share views on all Libraries they use. Face to race consultation will be taking place in each Library and will be advertised shortly.
		Will any face to face consultation actually address the question of our local library or just be a replay of this pretty useless exercise?	Face to face consultation will be taking place in each Library and have been advertised on https://www.birmingham.gov.uk/info/50306/commissioners_in_tervention_and_improvement/2903/consultations_to_help_us_reshape/2

		We have asked questions in the Chat do we need to resubmit these questions again or will you lift from here?	We have recorded all questions and will answer them in this document.
		So what is the outlook for Walmley in particular in each of your 4 options??	A proposal of what this could look like for all Libraries, including Walmley library, is being shared in the final phase of consultation.
		Where does the mobile library currently serve?	Timetable Mobile library service Birmingham City Council
		Has any planning been done on where the 6 hubs might be? I think the access issue would be very dependent on their location.	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
		Is there any information about where the 11 / 16 library buildings might be?	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library. More information about where the proposed Libraries will be will be shared in the final phased on consultation.
		For libraries transferred via CAT, where would the community groups obtain funding to pay for building / staffing issues?	This would form part of the Community Asset Process. If you would like further detail please contact nick.rhodes@birmingham.gov.uk
		Has any agreement around the role of volunteers vs paid staff been reached?	A volunteering framework is currently being drawn up
		Would it be possible for library services to be accommodated in other (commercial) properties? I'm thinking of the Gracechurch Centre in Sutton Coldfield which is under new ownership - might it be possible to reach an agreement with them?	This would form part of the Co-location of sites. Any potential opportunities can be shared via the Be Heard questionnaire or contacting the Libraries Public Consultation mail box LibrariesPublicConsultation@birmingham.gov.uk

		So what is the outlook for Walmley in particular in each of your 4 options??	A scorecard is in the process of being developed that will enable a consistent and balanced approach to the outcome of each library.
Ward End	24/4/24	Which hubs are being kept?	Final decisions have not yet been made and will not be taken until the conclusion of the consultation and when the responses have been considered. The Council maintains an open mind at this stage.
		It states that you "might" secure 25 buildings. Is there a minimum that you will definitely have?	Final decisions have not yet been made and will not be taken until the conclusion of the consultation and when the responses have been considered. The Council maintains an open mind at this stage.
		How will access to physical books for children be protected?	There will still be a library service offer across the city which includes physical access to books.
		What exactly are the community hubs? Will they be made from existing libraries or will they be purpose built?	Ideally they would be in existing libraries where the building is fit for purpose
		How can community groups can approach BCC to show expression of interest?	You can express interest on the Behead consultation questionnaire or contact on LibrariesPublicConsultation@birmingham.gov.uk
		Children need physical books, how will this be protected?	There will still be a library service offer across the city which includes physical access to books.

		Have other options for funding been explored Lottery, cutting councillor numbers?	Local Authorities are prohibited from accessing lottery funding, however we regularly apply for any eligible central government funding.
Weoley Castle	24/04/2024	No Questions- only comments	
Yardley Wood	24/4/24	You know full time, does that mean it's not going to be open at weekends or will it be open at weekends?	Once data is analysed we will be sharing a citywide proposal
		Will books be marginalised in the community hubs or will there still be the same availability of books?	It is likely there will be the same availability of books