**Frequently Asked Questions**

**Partnership Libraries:**

**Q: What will the Partnership Libraries deliver?**

**A:** Community organisations running Partnership libraries will be responsible for delivering a range of services which, as a minimum, will include:

* Open to the public for 15 hours each week;
* Resources available for loan and reference by registered Barnet Library users;
* Wi-Fi internet access;
* PC access;
* Selected literacy, learning and community events;
* Customer reservations; and
* Some space for study.

Partnership libraries will contribute to the Barnet libraries vision by providing:

* A minimum of 15 hours of free public access library opening hours each week
* Literacy schemes and reading events for children and adults
* Educational visits, facilitated and un-facilitated
* Learning resources and reading materials for loan, reference
* Digital learning resources and reading material
* Signposting to trained library staff, where appropriate
* Cultural activities and access to information about cultural activities
* Specialist resource collection point
* Information about local area and services , promotional space for local businesses, groups and organisations
* Library space for community use
* Volunteering opportunities
* Health and well-being events and health information

Core activities (baby rhyme-time; class visits and IT sessions for example) currently taking place now in what will become Partnership libraries will be expected to continue with the support of the community body. The Partnership library will be asked to develop an indicative timetable and calendar of activities and events as part of its business case. This will form the basis of a negotiated service level agreement.

**Q: Which libraries are going to be run as Partnership libraries?**

**A:** Childs Hill, East Barnet, Mill Hill, South Friern

**Q: What is a Partnership library?**

**A:** A local library service that is managed by the community with support from the Council. The Council would be responsible to provide the library space; grant funding; books; and other resources whilst the community groups would need to commit to providing library services to the public for at least 15 hours per week.

**Q: How does a Partnership library differ from a Community library (e.g. Friern Barnet)?**

**A:** Partnership libraries will remain part of the Barnet library network. Customers will still be able to use their library card to borrow, renew and reserve books as well as use public PCs and wifi. The Partnership libraries will receive some financial and operational support from the Council and will work according to a defined service level agreement.

**Q: Where can people find out more information?**

A: Those interested in running a Partnership library or getting more information are invited to attend an information session on:

* 15 June 2016 – 7-9pm at Mill Hill Library
* 30 June 2016 – 10am-12noon at South Friern Library

To register interest in attending and for further details, email partnershiplibraries@barnet.gov.uk

Further information and information packs can be found at: www.barnet.gov.uk/libraries

**Q: When will these changes happen?**

A: The management of these 4 libraries will transition to the organisation/group on April 2017

**Overall changes to the Library Service**

**Q: Why are the Council changing the model for the library service?**

**A:** We are re-shaping our library service to make sure we can maintain a network of libraries whilst making the required savings.

**Q: Isn’t this really just about saving money?**

**A:** In common with many local authorities, Barnet Council faces the challenge of managing increasing demand for its services, with fewer resources.

In Barnet, the Library Service is required to save £2.85m by April 2017 (almost 63 perc cent of the current budget). These changes are therefore about making the service affordable and sustainable.

However, we believe that the re-shaping of our library service is the best possible way to achieve the savings required whilst maintaining a network of 14 libraries.

**Q: How have you managed to keep all 14 libraries open whilst making the savings required?**

**A:** We are re-shaping our library service to make savings whilst maintaining a network of 14 libraries. The libraries in Barnet’s network will form a new locality model that includes:

Six ‘Core’ libraries and four ‘Core Plus’ libraries that will continue to be managed by the Council. They will be staffed for a reduced number of hours with new technology being installed to increase accessibility and opening times so that residents can use these libraries before and after the normal working day.

Four community-run, Partnership libraries which will be supported by the council and which will be recognised as an integral part of the council’s library network.

In addition an enhanced online digital library that will continue to be available 24 hours per day, 365 days per year; and we are retaining the home and mobile library services to support the network of static sites, providing services to vulnerable residents.