

Q.	Agenda Item	Raised by	Question Raised	Answer
1	<a href="#">11</a>	Theresa Musgrove	<p>In regard to section 1.23, Libraries:</p> <p>There are so many extraordinary claims within this statement it is difficult to know where to begin.</p> <p>The 'offer', as you put it, of self service technology enabled opening is in fact not being implemented, as security and other staff are present at these libraries, although the library staff are not allowed to help members of the public, and the security guards are effectively acting as library workers, obliged to deal with the concerns of those attempting to use the library at these times. How much in monthly outgoing costs are being spent on security staff for library premises?</p>	<p>During the transition phase of the library programme, the council has provided a range of help, support and assistance. This has included 'here-to-help teams' on hand to register library users for self-service opening (SSO) and to help residents become familiar with the new offer. Part of this transition phase is the deployment of security staff whilst the building programme is being completed. Whilst on site, security guards are offering assistance to residents where required. By the end of September, the cost of security was £70k and this amount will increase over the coming months by circa £25k per month until we reduce the support as the transition phase ends.</p>
2	<a href="#">11</a>	Anne Clarke	<p>How have library usage figures changed in terms of footfall and loan rates compared with a year ago, before the implementation of the library strategy?</p>	<p>Hendon library re-opened on the 24<sup>th</sup> October 2017 so a full month of usage of the new library offer has not yet been completed. Statistics will be available at the end of the financial year.</p>
3	<a href="#">9</a>	Barbara Jacobson	<p>In reference to section 1.7:</p> <p>A - Why are libraries not included in references to art and culture?</p> <p>B - In what ways do libraries not contribute to the objectives set out here?</p>	<p>Paragraph 1.7 reports the outcome of the discussion at the workshop to identify the benefits that arts and culture brings to Barnet. As reported in paragraph 1.7, the participants adopted a strategic approach as opposed to listing particular services such as libraries, schools, museums, festivals etc.</p>
4	<a href="#">9</a>	Gerrard Roots	<p>Please give me a complete list of those 100 or so individuals and organizations invited to the workshop held in July, and the names of those who actually attended. Please tell me, too, the name of the 'outside facilitator' who convened the workshop. In addition, please give me a complete list of the</p>	<p>The request for information will need to be assessed through the Information Management Team due to the provisions in legislation, Freedom of Information Act 2000 and the Data Protection Act 1998.</p> <p>For further information and to make a freedom of</p>

			individuals and organizations who participated in the follow-up workshop held on 9 November.	information request please visit the following webpage: <a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/data-protection-and-freedom-of-information/freedom-of-information-act.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/data-protection-and-freedom-of-information/freedom-of-information-act.html</a>
5	<a href="#">11</a>	Theresa Musgrove	In regard to section 1.23, Libraries:  Why is the council too frightened to run the unstaffed hours as designed, i.e. unstaffed? Is it due to the very valid concerns regarding health and safety, access, and the political impact of the libraries being left with no one for members of the public to see? Or is it because the impact of the cuts is currently the subject of review by the DDCMS?	The deployment of security guards during the transition phase is for a variety of reasons including providing an on-site presence whilst construction staff are on site, availability to host construction and other contractors during self-service hours, being available during the opening and closing of buildings whilst new routines are embedded and providing a reassuring presence whilst residents become familiar with self-service opening.
6	<a href="#">11</a>	Anne Clarke	How many children took part in the Summer Reading Challenge in 2016 and 2017?	1,566 children took part in Summer 2017 during which the library building programme was underway with some libraries closed for refurbishment. In summer 2016, 4,216 children took part.
7	<a href="#">9</a>	Barbara Jacobson	In reference to section 1.8:  A - How is it possible to exclude libraries from the means to achieve the objectives stated here and from any consideration of culture?  B - Why are libraries not considered a part of the infrastructure that, until their recent evisceration, helped <ul style="list-style-type: none"> <li>• supporting residents to gain skills to improve employability</li> <li>• improve health outcomes, for example through activities for the elderly, people at risk of isolation, people experiencing poor mental health</li> </ul>	Again, this paragraph reports on the outcome of the discussion at the workshop on ways to promote and deliver the benefits of arts and culture. As reported in paragraph 1.8, the participants adopted a strategic approach.
8	<a href="#">11</a>	Theresa Musgrove	In regard to section 1.23, Libraries:  Part of the library cuts plan was focused on ripping out children's libraries, and reducing the size of other	Each library (excluding Burnt Oak) has retained a community room for hire, the income from which is not included in the £500k income to be delivered through commercial spaces. In some cases as in Finchley Church

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			library areas within the footprint of their own buildings to a nominal service, supposedly in order to create office space for income generation of around £500,000 per annum. This has not happened: in fact income and community space have been lost from letting, to give only one example - at East Finchley library. Is this not a serious miscalculation by the council, and does it not prove the point that these cuts were based not on any sound business model, but on an obsession with cutting public services as a point of ideological principle?	End and Golders Green libraries rooms for hire by library users have been created where none previously existed. All libraries have retained a children's library. In the case of East Finchley, Burnt Oak and Edgware libraries these areas are based in the same location and are the same size as previously. In Finchley Church End and Chipping Barnet libraries the space allocated to children has increased.
9	<a href="#">11</a>	Anne Clarke	How much has the council spent on security during unstaffed opening hours?	Please see answer to question 2 above.
10	<a href="#">11</a>	Barbara Jacobson	In reference to section 1.23:  Why are people aged 16 and 17, who are liable for taxes if they work, can join the armed forces and might soon be given the right to vote, not allowed free access to unstaffed libraries?	Self-service opening is accessible to young people aged 16 and 17 with parental/carer permission. By requiring parental permission, parents and carers are made aware of the late opening hours which self-service opening will offer.
11	<a href="#">11</a>	Theresa Musgrove	In regard to section 1.23, Libraries:  How many library buildings are now going to be used to accommodate council or Capita staff? Where this is planned, please explain the financial implications, for example, will revenue from letting to the council or Capita generate or demand any rental income, and will Capita gain in terms of any free accommodation, fees or gainshare payments?	This is yet to be determined
12	<a href="#">11</a>	Anne Clarke	What was the expected cost for securing libraries during unstaffed hours?	The cost of security varies each year within the library service. As a proxy, in 2016/17, the library service spent circa £20k on security in addition to £20k for the cost of security at Edgware library during the self-service opening pilot.

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13	<a href="#">11</a>	Barbara Jacobson	<p>In reference to sections 1.4 - 1.7:</p> <p>How are the objectives stated here, particularly 'the ambition of Barnet to be the most Family Friendly Borough by 2020' attainable when the committee has made it between difficult and impossible for children to access all the libraries when it suits their family rather than during extremely limited staffing hours?</p>	<p>The council has had to make some difficult decisions and the issues relating to the Library Strategy, agreed in April 2016, were fully explored through consultation events, council meetings, council questions etc during the 18 month to 2 year period leading up to the decision. As discussed during this process, the opening hours take into account the differing needs among library users; the elderly, families, working residents etc. For some, the extended hours will offer an opportunity for families to take their children to libraries at times that were previously not available.</p>
14	<a href="#">11</a>	Theresa Musgrove	<p>In regard to section 1.23, Libraries:</p> <p>Please list the additional 'income-raising opportunities' within the library service that were considered unachievable.</p>	<p>The council has considered the potential to raise additional income from library events and the letting of space in 2019/20 and concluded any further savings in this area are not achievable.</p>
15	<a href="#">11</a>	Theresa Musgrove	<p>In regard to section 1.23, Libraries:</p> <p>As the hugely unpopular library cuts have been put in place, Tory members and local MPs have moved from describing the assault on the library service as 'reconfiguration', to 'refurbishment', and now claim they have made an 'investment' of £14 million in libraries. Bearing in mind the minimal library budget savings set against the massive amount of money spent on this cockeyed scheme, there is very clearly no benefit to local tax payers in terms of 'savings', but only a net amount of huge levels of expenditure. Is it not the truth that best value for tax payers' money would have been to leave the libraries as they were, and not run up a bill of £14 million for a huge loss in standard of service?</p>	<p>The capital cost of the library programme refurbishment and remodelling programme are circa £7m-£8m. This has funded the remodelling of library spaces, the provision of new technology, new fixtures and fittings, flooring, redecoration and the addition of public toilets. This capital investment supports the proposal to generate year-on-year revenue savings for the council.</p>