

## **FAQs – Frequently Asked Questions**

### **Will the library remain at Cleobury Country Centre?**

Yes the intention is for the library to remain at its existing location at Cleobury Country Centre.

### **Will the opening hours of the library change?**

Yes, if option one is adopted and Cleobury Country takes over the running of the library, staffed opening hours will increase. It will be fully open and staffed every weekday and on Saturday mornings until 12pm. If the option 2 proposal is adopted the library will only be fully open and staffed on Mondays, Wednesdays, half a day on Fridays and Saturday mornings with the rest of the time being open for self-service only. For either option, the library will no longer open between 5.00pm and 7.00pm on Mondays.

### **Will it still be possible to request books from other libraries and from libraries outside Shropshire?**

Yes these services will continue as they do now.

### **What support will the Library Service still provide if Cleobury Country take over the running of the library?**

Shropshire Council's Library Service will support the library by providing a regular supply and exchange of books, access to countywide services and the support of a librarian based in Ludlow.

### **How will the library be staffed?**

The Cleobury Country Centre staff will take over the day to day running of the library.

### **Will there still be self-service?**

Yes, the self-service machine will remain and customers can continue to use self-service in the same way.

### **Will the size and layout of the library change?**

No, the library will continue to occupy the same amount of space in the same location.

### **What assurances are there that if Cleobury Country can't continue to run the library?**

There will be a 3 year Service Level Agreement which will provide Cleobury Country with security over that period and the intention is to extend the agreement beyond that period. Cleobury Country and Shropshire Council are keen to work together to establish a viable and sustainable model for running the library in Cleobury. However, if Cleobury Country cannot run the service for any reason the library would revert back to Shropshire Council who would explore the option of running the library with another local partner.

### **Are other libraries in Shropshire changing too?**

Yes, this is part of a wider process across the county. Shropshire Libraries must save £1.3 million over a 3 year period and we are reviewing how services are delivered at all Shropshire libraries. Consultations are taking place at a local level through conversations with community groups and organisations. Nationally, the way libraries are run is also changing, with the community taking a bigger role in the running of libraries, so this process isn't unique to Shropshire.