

Library redesign vision

Summary of Redesign of "Shropshire Council "face to face" customer services

Modern sustainable libraries achieved by a mixture of self-service facilities and the involvement of community partners in the day to day operation of the library.

Ongoing “back office” support provided by Shropshire Council.

Co-location with other services and partners to create synergies where appropriate.

Flexible space to allow for library events such as Rhyme Time, Time to Listen, author events, local history sessions etc.

Public access computer facilities and WiFi provision

Customer Service Point redesign vision

Encourage as many customers as possible to use alternative methods of conducting their business with Shropshire Council such as using the telephone or online services wherever and whenever practicable.

Commission local organisations to provide low level face to face advice and support alongside other face to face services such as the library. Customers will be steered towards alternative ways of doing business with the council and where they have needs that cannot be met in this way will be booked on to prearranged appointments with specialist advisors.

How are we going to do this?

Local community based conversations guided by local governance arrangements and local stakeholder (including Town and Parish Councils and the VCS) engagement to identify possible new local management arrangements

Alongside this we will publish and regularly review a list of Assets for Community Transfer, see www.shropshire.gov.uk/doing-buisness-with-shropshire-council

Should there be no local proposal / proposals we will seek wider engagement, opportunities and potentially offers” from within the “Shropshire community” including via the VCSA.

a. Transferred to community management

| Location | Library redesign opportunity | Community Asset Transfer register | Customer Service Point |
|--|--|-----------------------------------|------------------------|
| Craven Arms, Craven Arms Community Centre | Managed by the South Shropshire Furniture Scheme within the Craven Arms Community Centre | N/A | Yes |
| Highley, The Severn Centre | Managed by Halo Leisure (under contract to the trustees of the Severn Centre) within the Severn Centre | N/A | No |

b. Confirmed proposals for community management

| Location | Library redesign opportunity | Community Asset Transfer register | Customer Service Point |
|---|---|-----------------------------------|------------------------|
| Bishops Castle, Enterprise House | Proposed transfer to community management by Enterprise South West Shropshire within Enterprise House (existing library location) | N/A | Yes |
| Broseley, The Old School | Proposed transfer to management by Broseley Town Council within the existing library location | Yes | Yes |
| Church Stretton, Church Rd | Proposed transfer to management by the South Shropshire Academy within a new location at the school | No | Yes |
| Cleobury Mortimer, Cleobury Country | Proposed transfer to management by Cleobury Country within the Cleobury Country Centre (existing library location) | N/A | No |

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| Shifnal , Broadway | Proposed transfer to management by Shifnal Town Council | Yes | Yes |
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c. Proposals for community management under development

| Location | Library redesign opportunity | Community Asset Transfer register | Customer Service Point |
|------------------------------------|--|-----------------------------------|------------------------|
| Albrighton , Station Rd | Exploring potential opportunities through a soft market testing exercise | No | Yes, High Street |
| Bayston Hill , Lythwood Rd | Discussions taking place at a local level | No | No |
| Gobowen , St. Martin's Rd | Discussions taking place at a local level | Yes | No |
| Ellesmere , Victoria Street | Exploring potential opportunities through a soft market testing exercise | No | Yes |
| Much Wenlock , High Street | Discussions to take place at a local level | N/A | No |
| Pontesbury , Bogey Lane | Discussions taking place at a local level | Yes | No |
| Shawbury , Parish Hall | Discussions taking place at a local level | N/A | No |
| Wem , High Street | Discussions to take place at a local level | N/A | Yes, Edinburgh House |

d. Principal "Community Hub" sites

| Location | Library redesign opportunity | Community Asset Transfer register | Customer Service Point |
|------------------------------------|--|-----------------------------------|------------------------|
| Bridgnorth , Listley Street | Currently exploring possible opportunities | No | Yes |

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|--|--|-----|----------------|
| Ludlow, Parkway | Currently exploring possible opportunities | No | Yes |
| Market Drayton, Cheshire Street | Currently exploring possible opportunities | No | Yes |
| Oswestry, Arthur Street | Currently exploring possible opportunities | No | Yes |
| Shrewsbury, Central Library | Currently exploring possible opportunities | No | Yes, Guildhall |
| Shrewsbury, The Lantern | Currently exploring possible opportunities | N/A | |
| Whitchurch, Whitchurch Civic Centre | Currently exploring possible opportunities | N/A | Yes |