Dear mobile library service user,

I am writing to all our customers who currently use the Mobile Library Service provided by Kent County Council, as we want to hear your views on proposals to re-design and improve the service across the county.

The document accompanying this letter includes the following information:

- Why we are re-designing the mobile library service
- The criteria we are proposing to use when reviewing stopping locations
- The impact this will have on the current service

We are sending one information pack to each household potentially affected by our proposals. I hope you will be able to read the enclosed document and send us your feedback.

If you want to return more than one response then you can do this either by completing the questionnaire online via our website (www.kent.gov.uk/mobilelibraries) or collecting additional paper copies of the questionnaire from your mobile library.

If you do have any queries about the consultation please speak to your Mobile Library driver, email us at LRAconsulation@kent.gov.uk, or telephone us on 03000 413131 (Monday to Friday, 8am-6pm).

We will review all the responses we receive to our proposals, and they will be used to help inform the decision we make. The consultation closes at 5pm on Friday 4th March 2016.

If you would like to receive any of this information in an alternative format, please contact us on 03000 421553 (text relay service number: 18001 03000 421553) or email alternativeformats@kent.gov.uk. This number is monitored during office hours, and there is an answer machine at other times.

We look forward to hearing from you.

Yours sincerely

Michael Hill, OBE
Cabinet Member for Community Services