Making best use of the Mobile Library Service

Have your say
Tell us your views about the Mobile Library Service across Kent

Easier to read version
Kent.gov.uk/mobilelibraryservice
Tell us what you think before 4 March 2016
Hello

This easy read document is written by Kent County Council (KCC), when we say ‘we‘ in this document, we mean the council.

Difficult words are written in bold.

There is a list of what these words mean at the end.

It is a shorter version of the full document which you can see on our website: www.kent.gov.uk/mobilelibraryservice

What this document is about

We would like to know what you think about our ideas to make the best use of our Mobile Library Service.

You can tell us what you think by filling in the form at the back or on the internet at: www.kent.gov.uk/mobilelibraryservice

You can do this from Friday 22 January to 5pm Friday 4 March 2016.
What is the Mobile Library Service?

In Kent we have 11 mobile libraries and 99 library buildings.

Our mobile libraries are vans which visit 651 places across the county.

They lend books to people when they can not get to a library building.

Why does it need to change?

The way people use the service has changed. Some stops are not used as much.

This could be because:

• More people can drive into town to use the library

• People use the internet to access library services.

We need to make sure our Mobile Libraries stop in the places where people use them most.
By changing our service we can make it work better and save money.

We would like to hear what you think of our ideas.

What you tell us will go in a report. This will be used by council to decide if this is the best thing to do.

**Key facts**

The average number of visitors across all mobile library stops was just over two.

The busiest mobile library stop averaged 27 visitors.

The number of items taken out of a mobile library has dropped in the last 3 financial years.
How we decided on our plan

We looked at information on:

• the number of visitors at each stop

• the number of items borrowed at each stop

• how long the mobile library stays at each stop

• how often the mobile library visits each stop

• who our customers are

• the current routes that the mobile library travels

• which days of the week the service is currently offered.
Our plan

This was the best way we thought to check how useful each stop was.

If a stop had, on average, 2 or less visitors from October 2014 - September 2015 it would be withdrawn.

Using this to decide will reduce the number of stops from 651 to 283.

This means we will keep stops where they are needed most. And make the service better for those stops.
By having less stops we can make sure:

- each stop would be on a new, fortnightly schedule
- the mobile libraries will be able to stay for longer at stops - this would be an improvement for over half of the stops
- Changing the days we operate to Tuesday through to Saturday to lessen the impact of Bank Holiday Mondays on current schedules and increase opportunity for greater use
- As well, we expect the redesigned routes will result in better fuel efficiency and improve the environmental impact of the Mobile Library Service
- It will also save money.
What difference will the changes make?

We think that most of the current visits (80%) and most (77%) of the current book issues would still be delivered through the proposed mobile network.

To see if your stop is affected see the A-Z list of stops sent with this document or download it from www.kent.gov.uk/mobilelibraryservice

If we follow this plan we estimate that we would be able to deliver the service with 5 mobile libraries.

This could save £150,000 per year.

Other ways to access library services

There are other ways to access library services. These could be expanded, they include:
Home library service

This brings library loans straight to your door.

Books can be recommended for you or you can choose the ones you want.

A volunteer will deliver and collect these at a time that is right for you.

Touch a new world

This scheme helps people who use the ‘home library service’ to get online. They then can use library services on the internet.

You can choose and order the books you would like. They are delivered and picked up from your door.

Library buildings and online services

We have 99 library buildings across Kent.

The main libraries are in town centres and are open a minimum of 6 days per week and 1 in each district is open until 8pm one evening per week.

You can find a full list of libraries and how to use our service on the internet at: www.kent.gov.uk/libraries
Tell us what you think

We want to make sure that the Mobile Library Service continues to be the best it can be.

We plan to check our routes every year, so we can see which ones are being used and those that are not.

To tell us what you think you can fill in the form on page 12 or on the internet at www.kent.gov.uk/mobilelibraryservice

Send your completed form to Freepost LRA Consultation (this is all the detail you do need to put on the envelope)

You can also contact us by:
Telephone: 03000 41 31 31 Monday to Friday, 8am to 6pm or by Email: LRAconsultation@kent.gov.uk

You can do this from 22 January until 5pm 4 March 2016.

What you tell us will help us to complete our review of the Mobile Library Service.

The KCC cabinet Member will use this information to decide if it is the best option.
List of difficult words

These are a few words that might need to be explained.

Financial year
This is 12 months which goes between April to March. Not January to December which is a calendar year.

Withdrawn
Taken away or stopped.

Efficiency
Making something work better.
Questions

Please tell us your postcode. This will help us understand who is responding.

1. Please tick a box if you are filling in this questionnaire:

☐ For yourself.

☐ As a friend or relative of a Mobile Library User.

☐ As a member of KCC staff

☐ A District/Town/Parish Council

☐ A Business

☐ A voluntary or community sector organisation (VCS)
1. (a) If you are filling in the form for an organisation or business, please tell us its name.

☐ Other (please write below).

☐

2. Do you currently use the Mobile Library Service?

☐ Yes

☐ No

2(a) If Yes, please tell us the name of the stop you use.

☐

3. When did you last use the Mobile Library Service (please tick one)

- [ ] In the last month
- [ ] In the last 3 months
- [ ] In the last year
- [ ] More than a year ago

4. Our plan to check if a stop should continue.

If a stop had, on average, 2 or less visitors from October 2014 - September 2015 it would be withdrawn.

Can you tell us how much you agree or disagree with this (Please circle)

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5. How many times the Mobile Library Service visits a stop.

We would like to have the mobile libraries visit a stop every two weeks.

Can you tell us how much you agree or disagree with this (Please circle)

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6. Changing the days we visit.

We would like to change the days we visit from Monday to Friday to Tuesday to Saturday.

Can you tell us how much you agree or disagree with this (Please circle)

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7. Increasing the stopping time

We would like to change the stopping time from a minimum of 10 minutes to 30 minutes.

Can you tell us how much you agree or disagree with this (Please circle)

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7. (a) Could you tell us the reasons for your answers to questions 5, 6 and 7.
8. Having read about the different ways to access KCC library services (on pages 8 & 9), which do you think would be best for you?

Tick as many as you want.

- [ ] Home library service
- [ ] Touch a New World
- [ ] Online Library Service
- [ ] Visit to a library building
- [ ] None of the above
9. **Equality Impact Assessment**
We have completed an Equality Impact Assessment on the review of the Mobile Library Service. You can view it at your local library or on the internet at: www.kent.gov.uk/mobilelibraryservice. You can tell us what you think here.

10. **Please tell us if you have any worries about the changes to the service or any comments.**
These questions are about you.

You do not have to fill them in if you do not want to.

We want to make sure that everyone is treated fairly and equally, and that no one gets left out.

That’s why we are asking you these questions.

We won’t share the information you give us with anyone else. We’ll use it only to help us make decisions, and improve our services.

11. Are you…?

☐ Male

☐ Female

☐ I prefer not to say

12. How old are you?

☐ I prefer not to say
13. What ethnic groups do you belong to? (Your ethnic group is about lots of things, such as where your family comes from and the language you speak).

14. Do you have a disability? (A disability is if you have a problem or an illness to do with your mind or body, and it makes it hard for you to do everyday things)

- [ ] Yes
- [ ] No
- [ ] I prefer not to say

14(a). If you have answered Yes to the question above, please tell us the disability or the impairment you have. You can tick more than one box.

- [ ] Learning disability
- [ ] Mental health condition
- [ ] Physical impairment
15. Do you belong to a religion or belief?

☐ Yes
☐ No
☐ I prefer not to say

15(a). If you have answered Yes to the question above, which religion or belief is it?

Other (please write)
16. Are you

- [ ] Heterosexual
- [ ] Gay/Lesbian
- [ ] Bisexual
- [ ] I prefer not to say

17. Would you like to receive updates from us about the library service or more information about other ways to use library services (as on pages 8 and 9)?

Your name

Email address

Postal address if no email
Thank you for taking the time to give us your views.

Kent County Council (KCC) collects and processes personal information in order to provide a range of public services. KCC respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the Data Protection Act 1998.

What do I do with this form?

Freepost LRA Consultation

This is all you need to put on the envelope.

Or you can return it to your mobile library driver.

Alternative formats

If you would like this document in any other format or language, please email: alternativeformats@kent.gov.uk or call 03000 421553. Text relay 18001 03000 421553.