Mobile Review FAQs

1. Will this mean that our local library will also close?

   There are no proposals for any of Kent’s ninety-nine libraries to close. As made clear in the KCC Cabinet decision in June 2015 the focus will be to maximise use of these key community buildings.

2. How did you decide on a criterion of 2 or less visitors on average?

   When looking at all the different criteria that could be used actual visits seemed the fairest and most customer focused criteria to use that recognised actual use at that stop.

   In deciding on the criteria of two or less visitors we took into account not only the potential number of stops that this would affect but also the potential number of customers affected, as well the potential number of customers that we would need to serve through alternative means. Two or less visitors is proposed but we welcome your views.

3. You have sent me a list of the mobile stops for the district I live but I use a mobile in another district how can I see a list of the impact of the proposal on this stop?

   There will be a full list of all Kent districts available on our website; kent.gov.uk/mobilelibrarieservice or on the mobile libraries. Alternatively you can request a printed copy of the proposal for other districts by emailing LRAconsultation@kent.gov.uk or telephoning 03000 41 31 31.

   The lists show all of the current stops in the county and the proposal for each stop.

4. Why has the stop in my village been cancelled yet the next village has more than one stop?

   We have focussed on a criterion based on current use of each stop. Stops that have had an average of 2 or less visitors are being proposed to be withdrawn.

5. The new day / time is not convenient for me. Can this be changed?

   We will consider all feedback during the public engagement, but clearly in devising more efficient and logical routes it will not be possible for every stop to be adjusted to personal preference. We hope that you will be able to adjust
to the new times or that one of the alternative options will be suitable to ensure that you can still access the library service.

At the present time the routes are indicative and these will be developed taking into account feedback we receive to ensure they are as practical as possible.

6. **You state that there are a number of stops that are not being used. How long has this been the case and why have you not stopped having them sooner?**

The mobile library service has not been fully reviewed since 2004 and in that time usage has changed. For this review we have looked at data over the last year.

7. **What information did you use to work out the cost per issue quoted in the document? How did you work out the average visit figure?**

The cost per visit was calculated by dividing the cost of maintenance, fuel and salaries for 2014/15 by the total mobile visits for the same period. Average visits were calculated by totalling the actual number of recorded visits and dividing it by the number of stops - therefore if a mobile missed a visit for any reason it was not included in the number of stops.

8. **As the mobile redesign saving is only part of the 1.3m Libraries, Registration and Archives is required to save where are the rest of the savings going to come from?**

The mobile redesign will only deliver part of the savings LRA needs to find, in the context of the fact that KCC as a whole has significant savings targets. The LRA service is also looking at maximising the income that it generates, the staffing model that supports the service ensuring that the focus is on customer service delivery, and new ways of delivering the service which meet changing customer demand. This is a challenging time for all KCC services but difficult choices do need to be made as savings must be delivered.