

Cabinet

22 November 2012

Mobile Library Service Reconfiguration

Recommendations

It is recommended that Cabinet:

- 1) Approve the strategy for reconfiguring the Mobile Library Service (MLS) as outlined in Section 2 of this report.
- 2) Authorise the Strategic Director for Resources to reconfigure the Mobile library Service following appropriate consultation on the proposals.

1.0 Purpose of the Report

- 1.1 This report outlines the current service and updates members on progress made over the past year (Section 1), and presents proposals for reconfiguring the MLS when the current fleet of vehicles is due for renewal (Section 2). The objective is to deliver positive change and customer benefits within a reduced budget framework, achieving required savings of £95,000 as part of Warwickshire County Council's medium-term financial plan.

2.0 Section 1: Current Mobile Library Service

- 2.1 Warwickshire's mobile libraries provide a much-valued service to people in outlying areas and deprived neighbourhoods, particularly older customers and those without transport. Currently 73% of the mobile library stops in Warwickshire are rural and 27% urban. Around one quarter of all stops are at sheltered housing for older people. The MLS is our main offer to rural communities.
- 2.2 The current review builds on the outcomes of a previous MLS review undertaken in 2006/7. Stops, routes and schedules were revised to ensure maximum benefit from the resources available. At the same time Warwickshire Library & Information Service (WLIS) recognised that the mobile service could not - and should not try to - be all things to all people. Target audiences should be clearly identified, including those who would be around to use the service when the mobile library calls - retired people, parents, and carers with children under school-age and unemployed job-seekers.
- 2.3 In 2011, following extensive public consultation, Cabinet approved a set of measures designed to achieve savings across WLIS of more than £2 million. These included a £95,000 reduction in the MLS budget by 2014, and reducing the mobile fleet from five vehicles to three. Cabinet instructed WLIS officers to undertake a

review of the service to maximise available resources and reach more people. Cabinet also approved the closure and/or transfer to community management of 16 of the county's 34 static libraries from April 2012. Mobile libraries were required to make additional stops at places losing their library.

2.4 Current mobile library fleet

2.5 The present fleet of five 7.5 tonne vehicles was commissioned in 2005 to provide improved disabled access, better fuel economy (a 50% improvement on the previous 14 tonne mobiles), increased manoeuvrability and easier parking, a compact but user-friendly layout with sufficient room for stock, and onboard computers. The mobiles offer public access to the internet, via 3G telephone technology, and allow drivers to access WCC systems. The lease on these vehicles expires in October 2013.

2.6 Mobile Stops

2.7 Between them the five vehicles currently make 453 stops on a three-weekly cycle, covering locations from Newton Regis in the north of the county to Long Compton in the south. Geographically, 36% of all stops are in Stratford District, 17% in Warwick District, 18% in Rugby Borough, 11% in North Warwickshire Borough, 7% in Nuneaton & Bedworth Borough and 10% in Solihull.

2.8 Stop times are determined by the number of people regularly using the service. The average number of regular customers at each stop varies from four to 20. Take-up is continually monitored to ensure stops remain relevant to customer needs and local demand.

2.9 Stock is refreshed every three weeks, during off-road days, at the Mobile Depot, and includes fiction, non-fiction, large print and talking books, together with books for the under-5's and a selection of jigsaws.

2.10 Extra stops

2.11 As well as their regular routes, in 2011/12 the mobiles provided temporary weekly cover for interim library closures, during transfer to community management, at Henley and Kineton, Harbury, Hartshill and Keresley, where customers commented favourably on the range and quality of stock on board. The mobile service now also provides a permanent weekly service to Kingsbury, Binley Woods, and Bedworth Heath where there were no successful community library takeover bids. This is going well with an average of 10-20 people at each stop, although numbers are higher at Kingsbury Primary School and lower at Bedworth Heath.

2.12 Customers

2.13 There are currently 3,650 registered MLS customers, the majority of whom are over retirement age. Mobile libraries are used by an increasing number of parents and carers of pre-school children who are at home when the mobiles call. Visits are also made to a growing number of children's centres and nurseries in Warwickshire.

2.14 Customer feedback

- 2.15 Consultation roadshow events held on the mobile libraries in 2011 again attracted praise for the staff and service - and deep concern at the prospect of cuts, notably from older customers who don't drive and/or would struggle to carry heavy books any distance, and nurseries who highlighted the positive influence on children of being able to choose books. Other concerns voiced were about the mobile library being a social focus and, in some cases, one of the few remaining services in their community - and the need for more mobiles, not fewer, if static libraries were to close.
- 2.16 The latest National Library Survey undertaken during September 2012 showed an overall satisfaction level of 94.4%. The survey also highlighted that using the Mobile Library Service helps customers with health and wellbeing, meeting people and enabling their independence. At the same time the opportunity was taken to ask customers about whether they would use additional services provided in partnership with other agencies – 32% would use mobiles to access other Council Services, 25% for health promotions and health checks, and 45% for contacts with other community and voluntary services.

2.17 Shared Services

- 2.18 Since April 2011, WLIS has also been successfully providing a mobile library service to Solihull under a two-year renewable service level agreement (SLA). The commitment takes up an average of six days a month and will generate a net income of £25,000 for each of the two years. The majority of the Solihull routes are close to existing Warwickshire routes, hence there is minimal impact on Warwickshire customers. Issues to Solihull customers have been steadily rising since Warwickshire took over their routes, and extra stops have now been requested. Negotiations are currently taking place about renewing the contract.

2.19 Improved performance

- 2.20 Over the past year routes have been further rationalised and stops with only one or two regular customers removed from the schedules. New stops have been added to serve 48 nurseries and children's centres following a promotional campaign.

	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12
VISITS	50,325	44,619	38,421	39,511	37,047	39,325
LOANS	250,449	216,598	227,804	232,033	219,279	221,807

- 2.21 The relative performance of mobiles has been affected by the closure or transfer to community management of 16 static libraries in April 2012. However, the number of mobile visits and loans has increased, significantly at Kingsbury and Binley Woods where it has not been possible to establish a community library. Mobile stops have been introduced to replace the former branch libraries. As a result, the previous

downward trend for mobile visits and loans has been reversed, as shown in the table above.

- 2.22 The cost per visit compared to static libraries has also improved. For 2010/11 the average cost per mobile visit was £8.60. One year later the figure was £6.23, compared with £2.77 per visit for the whole library service. However, the cost base has improved due to a combination of factors, such as the reduction in under-performing stops and other ongoing efficiencies.
- 2.23 In 2010/11 mobiles accounted for 1.8% of all visits to libraries and 8.8% of total WLIS loans during the financial year. The figures for 2011/12 were 1.9% and 9.4% respectively.
- 2.24 It should be noted that that it is not a true comparison between last year and the previous one due to the major changes to community libraries and associated branch closures and it will be necessary to continue to monitor which way the trend goes.
- 2.25 The following proposals for reconfiguring the service would not only reduce costs but also set the scene for further performance improvements.
- 2.26 See Appendix A – Mobile Library Summary Sheets, this appendix reflects the costs and performance associated with each vehicle.

2.27 Legal Obligations

- 2.28 Cabinet is reminded that under Section 7 of the Public Libraries and Museums Act 1964 the Council is under a duty to provide a comprehensive and efficient library service, the provision of a mobile library service is part of the provision which the Council makes towards fulfilling that statutory duty. In addition, the Council must under the Equality Act 2010, have due regard to the need to:
- a) Eliminate discrimination, harassment and victimization, etc
 - b) Advance equality of opportunity and
 - c) Foster good relations.
- 2.29 The particular protected characteristics dealt with by the Act are, age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

3.0 Section 2: Reconfiguring the Mobile Library Service

3.1 Methodology

- 3.2 The current mobile library fleet of five leased vehicles is due for replacement in October 2013, presenting an opportunity to reconfigure the service. A long lead-in time is required when programming the design, tendering, build and commissioning of mobile libraries. A scoping exercise therefore commenced in 2011. Staff attended the 2011 National Mobile Meet and a workshop in 2012 delivered by the Mobile

Manager from Kirklees Libraries, and have been networking and benchmarking with other library authorities that have recently undertaken service reviews.

- 3.3 Customer insight data will continue to be used to more effectively target services within both specific customer groups and deprived communities. We are also considering the potential to operate mobile services on evenings and weekends to ensure that existing vehicles are working at their potential capacity.
- 3.4 The Strategy is based on operating the fleet with a reduction of two vehicles to ensure that the required savings, as part of the Library Services medium term financial plan, is achieved whilst maximizing the capacity of the remaining three vehicles.
- 3.5 The Library Service will follow the Council's change management protocols regarding any changes to the Service and ensure full consultation takes place with both staff and recognized Trade Unions.

3.6 Context

- 3.7 Mobile libraries are the only way some customers can access library services. These include people living in rural areas and disadvantaged urban communities, and residents of accommodation for older people. The service on offer should therefore form an effective link into the appropriate range of services provided by the authority and other agencies.

3.8 Bigger picture

- 3.9 Mobiles reach people and places that other local services do not. The mobiles, therefore, play a key role in achieving the vision for our library service and in the WLIS contribution to other local priorities - by actively supporting:

Knowledge information, advice and signposting

Language and learning skills according to the National Literacy Trust children who use libraries are twice as likely to be above-average readers

Lifelong learning from hobbies to work-related skills

Employment special services for job-seekers and resources to help employers develop their businesses

Culture and heritage working closely with museums and arts services to stimulate interest in past and present

Health and wellbeing through programmes like Bookstart and Books on Prescription

Social inclusion spaces where all sorts of people and ages can comfortably come together

Community and a sense of place a venue and focus for local events and activities

The independence and wellbeing of older people who are heavy library users

E-government free internet access and helpful staff in every library, including mobiles

- 3.10 The Society of Chief Librarian's summary of the 'Value of the Public Service' is attached as Appendix B, providing more information on the wider role and contributions of the Library Service.

4.0 Desired outcomes from a Mobile Library Service

- A free core mobile library service for those able to access the vehicle, meeting the needs of individuals at all stages of their lives.
- A network of stops which reflect local needs and can respond effectively to changes in demand.
- A mobile library and home delivery service which supports vulnerable people and groups, aiming to 'close the gap' by working with other partners as part of the personalisation and choice agenda.
- Delivering high quality information that is not easily available because of barriers to access through, for example, age, infirmity and/or rural location.
- Promoting the benefits of books, reading and information as a means to foster literate communities who can help themselves.
- Supporting improved health and emotional wellbeing and increased life chances through the promotion of the benefits of reading and learning, and access to information.
- Forming part of a wider network of services contributing to the delivery of wider social and community benefits. These include providing a 'One Front Door' through which people can access a range of council, community and partner agency provision.
- Facilitating access to informal learning through the provision of books and information, and by working with partners and signposting learners to their services.
- Creating further opportunities for volunteering to develop the Home Library Delivery Service in partnership with Age UK and to establish mobile library champions within communities.

5.0 Achieving these outcomes

5.1 The proposed reconfiguration strategy supports the wider Library Transformation Programme (2010 - 2014) and corporate priorities, and proposes a library service that encompasses revised delivery mechanisms:

- Reconfigured network of stops to include more areas of deprivation (narrowing the gap)
- Working with Early Years to target children's centres and nurseries in deprived areas
- Services targeted to support vulnerable and older people
- Continued engagement with communities and volunteers to inform the service offer
- Development of library champions in communities
- Development of partnerships with other agencies
- Development of One Stop Shop referral service
- Promotion of the new Mobile Library Service offer
- Revised operating times to include evenings where appropriate
- Synchronised stops with other community events to maximize impact
- Attends promotional events e.g. supermarkets/carnivals and fetes to raise awareness of the Service

5.2 WLIS work programmes are ongoing and progress is outlined in this report.

6.0 Reconfiguring the network of library stops

6.1 The Service is currently reviewing all stops and their duration, and checking routes to ensure mobile libraries spend minimal time travelling and maximum time with the public. Account is being taken of the information that has been gathered and analysed in order to reinforce our criteria. The Service is liaising with Parish Councils about best locations and reaching the target audience.

6.2 The Service also plans to assess stops using a combination of factors including mosaic, book loans, geographical spread, census information, indices of deprivation. These give a snapshot of the village/urban area, and whether the stop is in the correct place or reaching the target audience. Ways of mitigating against the loss of mobile stops in some communities will also be considered. This could include replacing lost mobile stops with book collections in village halls or pubs etc. – using our vans to change stock at appropriate intervals

7.0 Targeting services

7.1 The service needs to move forward and has recently put new initiatives in place to more effectively target specific customer groups including:

7.2 Working with Early Years

7.3 One of these initiatives is extending the MLS to more children's centres and nurseries, focusing on areas of deprivation and offering the children the experience of visiting a mobile library and choosing their own books. Feedback from both parents and workers shows how valuable this service is in enhancing children's learning and development – See Appendix C Case Studies.

7.4 The ongoing programme therefore includes further close working with Early Years colleagues to target children's centres and nurseries in deprived wards, supporting nursery workers with books for study, and a link with Bookstart. This initiative links to the County Council priority for supporting young families.

7.5 Services to support vulnerable and older people

7.6 The existing traditional mobile services still plays an important role in supporting other County Council priorities especially helping to keep older people active and independent. The majority of existing mobile library customers are over 65 and, where stops meet the agreed criteria (attached as Appendix D), the mobile library service will continue to deliver to these customers.

7.7 Mobiles also provide a home library delivery service to rural parts of Warwickshire, taking a selection of books to elderly and disabled users living in isolated communities in their own homes. This service is operated in partnership with Age UK and is staffed by a team of more than 50 volunteers who both deliver and select the books for the customers. The book stock and vehicle is provided by WLIS. A

similar home library delivery service is operated by library staff in some urban areas of the county.

- 7.8 Mobile library drivers visit sheltered housing complexes where customers are able to make personal selections from vehicle stock. In addition drivers leave book collections in the lounge or quiet room for customers who miss the mobile visit. The drivers also provide home library visits to individual customers who, due to mobility issues or illness, are unable to access the mobile library.
- 7.9 Exchange collections are provided to nursing and care homes in the county. Books are selected by staff and volunteers based on the reading requirements of individual residents. These are delivered by WLIS staff and exchanged on an eight-weekly basis.
- 7.10 There is potential to build on this work and incorporate Mosaic analysis to identify target customers and communities that are not receiving the service and adjust stops and service delivery accordingly.

8.0 Engagement with communities and volunteers

- 8.1 Further consultation roadshows will be held if proposals to reduce the existing fleet are confirmed, to explore the best ways to achieve the changes to avoid hardship and mitigate the effects for the existing customer base.
- 8.2 Mobiles provided library services, on a temporary basis, to communities taking over the running of their local library - during alterations for example. Mobiles now visit communities where there was no successful takeover bid and the local library closed. There may be opportunities to support additional communities in the future.
- 8.3 The MLS has considerable experience working with volunteers via the home delivery service and has a clear framework for the recruitment, training and recognition of volunteers. Volunteers have already helped us to extend the home library service and additional opportunities for volunteering will be created by further expansion.
- 8.4 There are opportunities to work with the Area Teams and use Community Fora to improve ways to engage and involve communities. The Service could set up Community Champions who know the members of their communities well and recognise their needs. These champions could advise of the range of services they need locally and help us refine our service delivery and perhaps assist with the delivery of items to those that find it difficult to reach us. This will be done in liaison with appropriate partners.

9.0 Library Link – Mobile Library Champion

- 9.1 The service recognises that some potential customers are at work or not around when the mobile library calls. However, they could perhaps use the mobile service via a 'Library Link' volunteer. The Library Links could be the same people as the Community Champions or may be different. Library Link volunteers would be mobile library users willing to both champion the service and to collect requested

books on behalf of customers who have reserved them online using the WLIS virtual library service.

- 9.2 Library Link volunteers could also help with promoting the mobile service - for example, by giving any new person moving into the village a mobile library timetable and details of the service.
- 9.3 The ongoing work programme includes plans to recruit Library Link volunteers, publicity to encourage volunteering and take-up of the service, and monitoring of both take-up and customer satisfaction.

10.0 Partnership working

- 10.1 The mobile service has worked successfully with a wide range of partners, including Warwickshire Police, Trading Standards and Beeline Community Transport in North Warwickshire – See Appendix C Case Studies. The service has recently extended its offer to work with health and social care partners, including Preventative Health Care teams who are able to carry out health checks on our vehicles, the Warwickshire Affordable Warmth Group who are planning to deliver energy advice sessions on the mobiles, and with Crossroads Care to extend the areas where they offer services.
- 10.2 Organisations have also been invited to send a representative out on a mobile library where they are able to talk to customers/local residents, and to brief the driver and leave publicity materials for on-going promotion. Those who have so far taken up the offer have found this to be an ideal and cost-effective way of reaching rural communities or residents of sheltered housing complexes.
- 10.3 The Service also has a significant partnership project with Age UK to deliver the Housebound Library Service.

11.0 One Stop Shop referral service

- 11.1 Another new proposed development on the more traditional smaller vehicles will be a One Stop Shop referral service, similar to that offered by Bob the Bus in North Warwickshire. Drivers will receive training to be able to offer a service similar to that offered in some libraries.
- 11.2 A manual will be produced with useful phone numbers, and signposting information to help the drivers deliver One Stop Shop-type advice to mobile library customers. A dedicated mobile phone line will be available for users to contact the relevant agencies themselves if they prefer.
- 11.3 If the driver is not able to help the customer he or she will have the option to pass the enquiry on to mobile library depot staff who will 'own' the enquiry and endeavour to help.
- 11.4 The ongoing work programme for this project includes:
- Training for mobile drivers and depot staff

- Publicity to encourage take-up of the service
- Linking with the corporate One Front Door programme
- Plans to monitor take-up and customer satisfaction
- Assessing the need for a vehicle with a dedicated confidential area

12.0 Promoting mobile library services

12.1 Increasing footfall at all stops, particularly to the target audiences, is a key priority. Attracting more customers would also reduce the average cost per visit. A series of publicity campaigns are planned to improve take-up of mobile library services, including:

- Letters to parish councils and other relevant local organisations
- Leaflet drops to targeted areas
- 'Use it or lose it' articles in local magazines and newsletters
- Drivers promotion
- Library Link volunteers promotion (dependent on recruitment)

13 Reconfigured fleet

13.1 Decommissioning two mobile libraries will require the remaining three to work harder - covering more miles, over a longer working day and week. The Service will therefore continue to rationalise stops, in accordance with the agreed criteria, and if/as appropriate offer current mobile customers a housebound reader service instead.

13.2 It is estimated that in the region of 60 – 80 mobile stops will be affected by combining stops which are in close proximity and ceasing underused stops. With more effective route planning this will help to lessen the impact on affected communities.

13.3 It would be no longer possible to deliver a service to mobile stops where regular use has fallen below the minimum criteria of four customers.

13.4 A public consultation exercise and Equality Impact Assessment, which included the mobile service, was conducted as part of the Facing the Challenge Library Transformation reported to Cabinet in July 2011. The analysis is detailed in Appendix E which is attached for information.

13.5 Impact on customers

13.6 From analysis travelling distances to other mobile stops or static libraries would impact on rural users, people on low income, and those with a disability or mobility issue – further exacerbated by the reduction in rural bus services in Warwickshire. Some, but not all, could be eligible for the housebound/home delivery service.

13.7 In terms of equality, the changes would have a disproportionate impact on females who make up the greater percentage of mobile library users.

13.8 As part of the review process, library customers, Members and local organisations potentially affected by the changes, will be consulted and informed regularly regarding all the proposed changes.

13.9 Financial Implications

13.10 The mobile library service budget is approximately £250,000 with each vehicle costing approximately £50,000 to run. (See appendix E for individual costs). The redesigned service will achieve the required savings of £95,000 as part of Warwickshire County Council’s medium-term financial plan. The revised operating budget will be approximately £155,000. This required savings target of £95,000 is broken down as below:

	Driver Salary	Leasing Cost	Maintenance	Fuel	License	Insurance	ICT Connectivity	PC Sustainability	Mobile Phone	Cleaning	Equipment	Total
Mobile 1	23880	14000	3140	3150	230	710	600	1600	100	200	300	47910
Mobile 2	23880	14000	3140	3150	230	710	600	1600	100	200	300	47910
Total	47760	28000	6280	6300	460	1420	1200	3200	200	400	600	95820

14.0 Reconfigured stops and timetables

14.1 Library services form part of a wider network of services, including those of council and partner agencies, which bring about sustainable and active communities. The aim is for the library mobiles to become mobile ‘One Stop Shops’ providing an access-point to other services. In order to achieve this, the Service is revisiting the pattern of three-weekly visits and also looking at the timing of the stops.

14.2 The biggest challenge in attracting new mobile customers is that working and young people cannot attend stops operated before 4.00pm. The Service therefore envisages that the One Stop Shop vehicles will work through a full day - morning, afternoon and evening.

15.0 Conclusion

15.1 By pursuing the above initiatives, it is envisaged that the Service will evolve from being simply a traditional mobile library service, to one offering One Stop Shop council services, health information to outlying communities, specific customer groups and target areas.

16.0 Supporting Documents

Report to Cabinet 17 March 2011: Warwickshire Library & Information Service - Facing the Challenge

Report to Cabinet 14 July 2011: Warwickshire Library & Information Service - Facing the Challenge

Report to Cabinet 10 October 2011: Warwickshire Library & Information Service - Facing the Challenge

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APPENDIX Cxxxvi: LIBRARY INFORMATION SUMMARY SHEET - ATHERSTONE MOBILE LIBRARY
WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11

Atherstone Mobile Library		Mobile																																		
Location	Current opening hours																																			
Mobile Library Base Atherstone	<div style="border: 1px solid black; padding: 2px; display: inline-block;">14.1</div> per week <div style="border: 1px solid black; padding: 2px; display: inline-block;">732.2</div> per annum Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request Sunday																																			
Premises	Performance																																			
WCC Owned	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center; border: 1px solid black;">Annually</th> <th style="text-align: center; border: 1px solid black;">Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td style="text-align: right;">4,987</td> <td style="text-align: right;">6.81</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: right;">325</td> <td style="text-align: right;">0.44</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>			Annually	Per Hour*	Visits	4,987	6.81	Enquiries	325	0.44	Loan Issues	Not Available		Computer Sessions	N/A	N/A																			
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Customer Information		Nearest Library																																		
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Age Profile (Years)</th> <th colspan="2">*Registered Borrowers</th> <th colspan="2">*Who Borrowing Items (Last 12 Months)</th> </tr> <tr> <th>No.</th> <th>%</th> <th>No.</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>0-4</td> <td style="text-align: right;">199</td> <td style="text-align: right;">4%</td> <td style="text-align: right;">106</td> <td style="text-align: right;">3%</td> </tr> <tr> <td>5-15</td> <td style="text-align: right;">556</td> <td style="text-align: right;">10%</td> <td style="text-align: right;">155</td> <td style="text-align: right;">5%</td> </tr> <tr> <td>16-64</td> <td style="text-align: right;">3,107</td> <td style="text-align: right;">59%</td> <td style="text-align: right;">2,257</td> <td style="text-align: right;">67%</td> </tr> <tr> <td>65+</td> <td style="text-align: right;">1,445</td> <td style="text-align: right;">27%</td> <td style="text-align: right;">834</td> <td style="text-align: right;">25%</td> </tr> <tr> <td>Total:</td> <td style="text-align: right; border: 2px solid blue;">5,307</td> <td style="text-align: right; border: 2px solid blue;">100%</td> <td style="text-align: right; border: 2px solid blue;">3,352</td> <td style="text-align: right; border: 2px solid blue;">100%</td> </tr> </tbody> </table> <p>* Customer information data is for whole Mobile Library Service Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.</p>		Age Profile (Years)	*Registered Borrowers		*Who Borrowing Items (Last 12 Months)		No.	%	No.	%	0-4	199	4%	106	3%	5-15	556	10%	155	5%	16-64	3,107	59%	2,257	67%	65+	1,445	27%	834	25%	Total:	5,307	100%	3,352	100%	Library Survey Data
Age Profile (Years)	*Registered Borrowers		*Who Borrowing Items (Last 12 Months)																																	
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Would Use Weekend Mobile Service	0.0%																																			
Would Use After School Mobile Service	2.4%																																			
Would Not Use A Mobile Service At All	0.0%																																			
Annual Revenue Budget																																				
Expenditure Type	£	Comments																																		
Employee	30,759	Management support costs are held separately within Library Headquarters Budget																																		
Property																																				
Transport	14,410																																			
Supplies & Services	2,290																																			
Income																																				
Net Budget:	47,459																																			

APPENDIX Cxxxvii: LIBRARY INFORMATION SUMMARY SHEET - BEDWORTH MOBILE LIBRARY
WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11

Bedworth Mobile Library		Mobile																																		
Location	Current opening hours																																			
Mobile Library Base Bedworth	<div style="border: 1px solid black; padding: 2px; display: inline-block;">14.1</div> per week <div style="border: 1px solid black; padding: 2px; display: inline-block;">731.1</div> per annum Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request Sunday																																			
Premises	Performance																																			
WCC Owned	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center; border: 1px solid black;">Annually</th> <th style="text-align: center; border: 1px solid black;">Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td style="text-align: center;">5,729</td> <td style="text-align: center;">7.84</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: center;">1,484</td> <td style="text-align: center;">2.03</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>			Annually	Per Hour*	Visits	5,729	7.84	Enquiries	1,484	2.03	Loan Issues	Not Available		Computer Sessions	N/A	N/A																			
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Age Profile (Years)	*Registered Borrowers		*Who Borrowing Items (Last 12 Months)																																	
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APPENDIX Cxxxviii: LIBRARY INFORMATION SUMMARY SHEET - KENILWORTH MOBILE LIBRARY
WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11

Kenilworth Mobile Library		Mobile																																																										
Location	Current opening hours	Performance																																																										
Mobile Library Base Kenilworth	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">16.7 per week</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">867.9 per annum</div> <p>Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request. Sunday</p>	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Annually</th> <th style="text-align: center;">Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td style="text-align: center;">5,432</td> <td style="text-align: center;">6.26</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: center;">793</td> <td style="text-align: center;">0.91</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>		Annually	Per Hour*	Visits	5,432	6.26	Enquiries	793	0.91	Loan Issues	Not Available		Computer Sessions	N/A	N/A																																											
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APPENDIX Cxxxix: LIBRARY INFORMATION SUMMARY SHEET - SOUTHAM MOBILE LIBRARY
WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11

Southam Mobile Library		Mobile																																		
Location	Current opening hours																																			
Mobile Library Base Southam	<div style="border: 1px solid black; padding: 2px; display: inline-block;">14.3</div> per week <div style="border: 1px solid black; padding: 2px; display: inline-block;">741.0</div> per annum Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request. Sunday																																			
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The Society of Chief Librarian's summary of the 'Value of the Public Service'



Value of the Public Library Service

Libraries in Use

- 40% of the population uses their local library.
- There are more than 4500 library service points in the UK.
- Compared to other cultural facilities, libraries are used by a high percentage of people from deprived areas (39.8%).
- The modern library service is crucial in helping people be more self-sufficient.
- 40 new or refurbished public libraries will open in 2012.
- Five libraries had more than one million visitors in 2010/2011 - Norfolk and Norwich, Birmingham Central, Croydon Central, Newcastle-CITY Library and Huddersfield.¹

Libraries Offer Value for Money

- Libraries cost just 5p per person/per day to run, on average.
- Cost is 35p per week/per person: less than a bag of crisps or a pint of milk.

Libraries are Inclusive

- Libraries are free to use.
- Libraries are a unique public space, open to all.
- Libraries provide accessible reading and information for everyone.
- Libraries provide space for gathering, studying and learning.

Library Staff are Knowledge Experts

- Library staff provides a free professional service to customers, helping them to choose reading material, assist in research and study, learn how to use the internet and make the most of the resource their library offers.
- Library staff is trained to help customers pinpoint the information and resources they need to accomplish their goals.
- Library staff understands how to recognise reliable sources of information and guide customers in their search.

¹ (CIPFA, October 2011)

Libraries Help Children Learn

- Children who use the library are twice as likely to be above average readers.²
- Nationally children's issues are going up year on year.
- 76% of 5 to 10 year olds use their library.
- Over a third (38%) of young people who use the library believe it will help them to do better at school.³
- Bookstart has helped over 90% of parents to get their babies and toddlers started on the reading path.

Libraries are a "One-Stop Shop" Window to Councils

- 40% of the population uses their local library, providing a unique opportunity for Councils to connect with their local communities.
- Customer satisfaction in public libraries is consistently 91% or higher.
- Libraries are a recognized international brand and a trusted venue for information.

Libraries, Jobs and the Economy

- Library staff assists people to find employment by helping with CV writing, job searches, and researching how to acquire new skills.
- Libraries offer skills and development training for people both in and out of work.
- Job Clubs: Many libraries run job clubs that help people set up email accounts, search and apply for jobs online and more.

Libraries Boost Business

- Libraries and library staff offer entrepreneurs a wealth of resources on how to start, grow and make a business profitable. Many libraries have business centres and tailored professional advice.
- Libraries have helped people start thousands of new businesses in the UK.

Libraries Help Digitally Excluded People

- Public Libraries helped 1.5 million customers who had never used the internet (or never used it confidently) to go online in the past year--more than any other group or organisation in the UK.
- Use of public libraries' online resources is going up, with library web visits up by 79% since 2008.

Libraries Improve Adult Literacy

- 7 million people in the UK lack basic literacy skills.
- Libraries contribute to the increase of numbers of literate adults in the UK through reading groups, mentoring programmes and promoting partnerships with literacy organisations.

² National Literacy Trust research, http://www.literacytrust.org.uk/news/2984_children_who_use_the_library_are_twice_as_likely_to_be_above_average_readers, February 2011

³ National Literacy Trust research, http://www.literacytrust.org.uk/news/2984_children_who_use_the_library_are_twice_as_likely_to_be_above_average_readers, February 2011

Libraries offer a vast range of informal and formal learning opportunities.

Libraries Help the Elderly

- More older people are visiting libraries. 43% of adults aged 65-74 visited the library in 2010/11 compared to 39% in 2009/10. 37% of people over 75 visited the library compared to 33% in 09/10.
- Libraries help older people connect in their communities and learn through regular reading groups, online learning sessions and social groups.
- The number of people aged 60 or over in the UK is predicted to rise by more than 50 percent in the next 25 years. Libraries are a safe, free and friendly place for older people.
- Libraries encourage older people to live independently.

Libraries Promote Reading

- There are 98,243 million books in the public library service. Of these, 74,157 million are available to borrow. (*CIFFA, October 2011*)
- Public libraries lent 300.2 million books in 20010/2011. (*CIFFA, October 2011*)
- Libraries have 11.9 million active borrowers (and bring books to a further 111,000 housebound readers). (*CIFFA, October 2010*)
- Libraries offer a free, friendly atmosphere to enjoy reading.
- There are at least 10,000 library linked reading groups.

Libraries Improve Health

- Libraries offer an extensive range of health and well being services.
- Reading is a proven stress buster, reducing stress by as much as 67%⁴.
- Reading helps prevent the onset of dementia by 35%⁵.
- Social activities available in libraries combat isolation and loneliness.
- Library staff helps customers find medical information that is reliable and relevant, a much safer way of seeking health information than simply searching the internet.

Libraries are a Comprehensive and Efficient Service

SCL believes that a comprehensive and efficient library service for the twenty-first century should:

- Be designed to meet the needs of local communities and wherever possible involve those communities in their planning and delivery.
- Be a professionally delivered service.
- Be a key delivery mechanism for local solutions to the problems faced by disadvantaged communities, in partnership with other providers.
- Not overlook the importance of the traditional elements of the service: quality book stock, current and historical information sources; expert staff to support customers; and safe and neutral community space.
- Be led nationally and locally.

⁴ Mindlab Research commissioned by Galaxy, 2009 reported in www.telegraph.co.uk/health/healthnews/5070874/Reading-can-help-reduce-stress, March 2009

⁵ *Leisure Activities and the Risk of Dementia in the Elderly*, New England Journal of Medicine 2003, 348:2508-2516

- Do all this efficiently by ensuring that the best possible services are available at a cost that is acceptable to local taxpayers.

Case Studies

Early Years

Little Stars, Mancetter

The Mobile has been visiting for several years now. The children love going out to visit the library and choosing their own books. It gives them a sense of independence; they go in a small group and they then sit and use the books in the nursery afterwards. It's also good for them to be interacting with the Mobile Driver, who is so helpful, kind and brilliant with the children. The Mobile library really adds to the variety of resources we have, and the Driver can bring books linked to our themes. The library [Atherstone Library] is only a pram push away, but we can't always manage to get there, given the distance and using triple pushchairs. Reading is the foundation of the curriculum, and is so important for communication and language. The Driver has also helped five of our staff with their Early Years Foundation Course, checking reading lists and bringing recommended reading books. The Mobile is brilliant and we have a really good partnership.

Hurley Nursery

Our visits are roughly every three weeks and this is a good length of time for changing our books. The Driver allows the children plenty of time to choose books and have a look around the bus. He provides an excellent service and is perfect for the role, always cheerful and patient with our children who now feel comfortable with him. He makes the library visit fun. The main benefit for our children is that unfortunately today, there are not many children who get the opportunity to visit a library and choose their own books. Parents often do not have the time or inclination. Books are an expensive but vital resource, in order to cover every theme or topic we would have to spend an enormous amount of money. By using the bus we have a never ending supply of new ideas. Thank you for helping to provide us with such an excellent service, we would miss our library bus visiting and I cannot think of any improvements that you could make.

Peter Pan Day Nursery, Bramcote

The Mobile has come now for about four months now, and it's really working well. We bring the children in three groups; it's something special for them to come out for. The children really look forward to the library coming and choosing a book to take home and share with mummy, daddy, nan, granddad, or even big brother or sister. Also it's a great way of getting them to appreciate books and what they can get from them. Even our younger children love coming out of nursery to choose a book. The range of books is good, with different ones every time the Mobile visits, and requested books brought next time. The nursery staff also take the opportunity to select books for themes we are working on. The children love books and reading, and the Mobile visiting us is brill! It would be good to have story sacks on board as well.

Partnership working

Affordable Warmth Campaign, a partnership between Public Health and Borough and District Councils in Warwickshire

Act on Energy recently went out on the Alcester Mobile to deliver energy advice sessions to older people in remote parts of the county, and are planning to go out on 15 more routes across the county before the end of December. It went really well; we talked to people who came on the Mobile and gave out lots of information and cards. Although we were told this was one of the 'quieter' routes, we saw a good number of people and, for us, what was really important we were hitting our target group. Most of the Mobile Library customers we saw were older people and they would not otherwise have had access to energy advice sessions. We will also be able to brief the Drivers on all the Mobile routes and leave a poster / leaflets so that they can help in promoting 'Affordable Warmth' across all of the Mobile routes in Warwickshire.

Beeline Community Transport, North Warwickshire

Beeline is consulting with people about transportation issues in North Warwickshire, and the Mobile Library Service has proved an invaluable way of reaching people in really isolated parts of the borough. As well as going out on the Mobile to talk to people in places like Piccadilly, Austrey and Wood End, the Mobile Library Driver has also encouraged people to fill in surveys for us, and provided local information and contact details for organisations we wish to link up with. Both partners have been able to promote services for each other.

Stratford and Shipston/Stour Community Forums

Staff in the Stratford-on-Avon Area Office of Warwickshire County Council have been out on various mobiles routes in the South of the county to promote the Community Forums. The visits provided the following benefits:

An opportunity to access members of the community, and to talk to local residents about issues of concern to them and how Community Forums can help resolve these. On each occasion the mobile library has been of great help in reaching those residents who may have not have previously been aware of the forums, talking to c30-50 people who may well 'spread the word' to their neighbours. Helping resolve problems as they arise, for example, a resident of Stratford upon Avon with an issue with scaffolding outside her flat, owned and maintained by a housing association, which was resolved on that day as a result of the contact. Promotion of the Forums by taking advantage of any opportunities that arose, for example, by doing leaflet drops in surrounding properties during "low use" stops, tapping into groups meeting community venues, arranging for leaflets to be taken home by pupils at the local school and playgroups.

I believe the mobile library provides a lifeline for some people, living often in rural villages, where there are no (or very few) permanent or regular service providers.

Criteria for Mobile Library Stops

Length of Stop

The length of stop will be determined by the number of people using the service. The minimum length of stop will be 15 minutes to allow sufficient time for use of the on board public access internet/email facilities.

Average No of Users	Minimum Stop Time
4 – 6 Users	15 minutes
7 – 10 Users	25 minutes
11– 15 Users	30 minutes
Over 15 users	45 minutes + (up to a maximum of one hour)

A minimum stop time of 15 minutes will apply where a stop is the only one in a village.

Extra time will be allocated at sheltered housing stops for delivery to housebound readers. This will be calculated based on the needs of those users.

Distance between stops

No mobile stops within 1.5 miles of a static library

Mobile stops will not normally be within 0.5 miles of each other – (this equates to about 10 minutes walk)

These criteria exclude sheltered and neighbourhood stops in deprived communities.

Exceptions will be made where there are distinct communities where natural barriers exist (busy roads, steep hills etc), where there is limited pedestrian access and in areas identified as having high scores in the index of Multiple Deprivation.

Monitoring and evaluation

These criteria will be evaluated after six months and annually thereafter.

Average visitor numbers for each stop will be reviewed quarterly and stop times adjusted accordingly.

Procedure for withdrawal of stops:

Where there is no use of the service for 3 consecutive visits or where the average customer count falls below the minimum required the Mobile and Community Services Manager will be alerted and steps will be taken to promote the stop locally.

If this is unsuccessful the service will be withdrawn and the Home Delivery Service will be offered to those individuals who meet the criteria.

Applications for new stops

Applications for new stops will be considered only where they indicate the potential to be used regularly by an average of at least four people. The Home Delivery Service may be offered as an alternative if the customer meets the criteria.

Priority will be given to those places deemed to be in areas of greater social deprivation based on the Government figures in force at the time of application.

Where timetables allow, new stops will come into operation within nine weeks after agreement to provide the service has been reached. This will allow sufficient time for the planning and publication of a new timetable and for other users to be informed of any changes.

Community Analysis on the Public Consultation

Library: Alcester Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 33 Meeting – N/A
	Number of survey responses received % online % paper	81 12 – 14.8% 69 – 85.2%
	Number (and %) responding on this library only	30 – 37.0%
	Number responding on other Libraries (multiple responses)	51 – 63.0%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> • Library Customer – 73 – 96.1% • Friend or relative of a library customer – 1 – 1.3% • Work in a library location – 0 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 1 – 1.3% • Responding on behalf of an organisation – 1 – 1.3%
	Number of comments made from survey (impact)	32
	Number of letters/emails received	N/A
Formal response by organisations	None	
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> • Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable - disabled
	Themes from letters/emails	N/A
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> • Unable to use - Due to distance (28%) • Impact on vulnerable - Elderly/infirm (25%) • Restrict my use - Distance/Travel to another library (16%) • Restrict my use – Other (16%) • Educational Impact - Access to information/ reference/borrow books (13%) • Personal Impact - Denied access to hobby/ pleasure (13%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 34 – 47.2% Some – 23 – 31.9% No – 9 – 12.5%

Section	Information Required	Information
		Don't Know – 6 – 8.3% (No reply – 9)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 35 – 48.6% Neither – 11 – 15.3% Strongly Disagree & Disagree – 26 – 36.1% (No reply – 9)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 28 – 43.1% Neither – 8 – 12.3% Strongly Disagree & Disagree – 29 – 44.6% (No reply – 16)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 15 – 24.6% Neither – 9 – 14.8% Strongly Disagree & Disagree – 37 – 60.7% (No reply – 20)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 22 – 36.7% Neither – 17 – 28.3% Strongly Disagree & Disagree – 21 – 35.0% (No reply – 21)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 13 – 25.0% Neither – 16 – 30.8% Strongly Disagree & Disagree – 23 – 44.2% (No reply – 29)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 9 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 2 Contact details left – 2
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 8 Contact details left – 6
	Q11a – Number of hours	2 – 4 hours – 8 5 – 8 hours – 2 9 – 16 hours – 1 16 or more – 0 Any day – 1 Weekends – 1 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 19 Contact details left – 6
	Q13 – Number interested for mobile library	Yes – 7 Contact details left – 5
	Q13a – Number of hours for mobile	2 – 4 hours – 6 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends – 0 Evenings – 0

Section	Information Required	Information
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 2 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 2 A mobile Library – 13 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 3
	Left Any Contact Details	18
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 69 – 98.6% Representing a public service provider – 0 Representing a private business – 0 Representing a voluntary group/organisation – 1 – 1.4%
	Equality data from survey – Gender (count & %)	Male – 12 – 16.9% Female – 59 – 83.1%
	Equality data from survey – Age (count & %)	Under 17 years – 0 17 – 24 years – 0 25 – 44 years – 6 – 8.1% 45 – 64 years – 8 – 10.8% 65 – 74 years – 24 – 32.4% 75+ years – 36 – 48.6%
	Equality data from survey – Disability (count & %)	Yes – 28 – 44.4% No – 35 – 55.6%
	Equality data from survey – Ethnic Group (count & %)	White – All – 74 – 100%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 7 – 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 9 – 100% Gay or lesbian – Bisexual – Other – Prefer not to say –

Community Analysis on the Public Consultation

Library: Atherstone Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 14 Meeting –
	Number of survey responses received	78
	% online	7 9.0%
	% paper	71 91.0%
	Number (and %) responding on this library only	51 94.7%
	Number responding on other Libraries (multiple responses)	27 34.6%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> • Library Customer – 72 94.7% • Friend or relative of a library customer – 2 2.6 % • Work in a library location – 0 0.0% • Work voluntarily in library location – 0 0.0% • Represent partner/ potential partner – 0 0.0% • Represent/own a local business – 0 0.0% • Represent a community group – 1 1.3% • Responding on behalf of an organisation – 1 1.3%
Number of comments made from survey (impact)	24	
Number of letters/emails received	0 impact letters	
Formal response by organisations	None	
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> • Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable - disabled
	Themes from letters/emails	<ul style="list-style-type: none"> • No letters received
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> • Impact on vulnerable - Elderly/infirm (50%) • Personal Impact - Denied access to hobby/ pleasure (25%) • Unable to use – Other (21%) • Impact on vulnerable – Disabled (21%) • Personal Impact – Other (17%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 40 - 58.0% Some – 13 - 18.8% No – 11 - 15.9% Don't Know – 5 - 7.2% (No reply – 9)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 31 - 44.3% Neither – 11 - 15.7%

Section	Information Required	Information
		Strongly Disagree & Disagree – 28 - 40.0% (No reply – 8)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 26 - 41.9% Neither – 2 - 3.2% Strongly Disagree & Disagree – 34 - 54.8% (No reply – 16)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 9 - 15.0% Neither – 5 - 8.3% Strongly Disagree & Disagree – 46 - 76.7% (No reply – 18)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 18 - 32.1% Neither – 18 - 32.1% Strongly Disagree & Disagree – 20 - 35.7% (No reply – 22)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 8 - 14.0% Neither – 16 - 28.1% Strongly Disagree & Disagree – 33 - 57.9% (No reply – 21)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	Area demographics (Locality profiles – NB will cover more than 1 library), library catchment profiles.	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 8 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 2 Contact details left – 0
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 4 Contact details left – 3
	Q11a – Number of hours	2 – 4 hours – 3 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 1 Any day – 2 Weekends – 1 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 13 Contact details left – 7
	Q13 – Number interested for mobile library	Yes – 5 Contact details left – 4
	Q13a – Number of hours for mobile	2 – 4 hours – 4 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends 0– Evenings – 0
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0 Rugby – 0

Section	Information Required	Information
		Stratford –0 Warwick – 0 Any district - 0
Financial Support	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 12 Alternative Library/building – 2 Maintaining current opening hours – 1 Contact details left – 3
	Left Any Contact Details	19
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 65 97.0% Representing a public service provider – 0 0.0% Representing a private business – 0 0.0% Representing a voluntary group/organisation – 2 3.0%
	Equality data from survey – Gender (count & %)	Male – 13 18.8% Female – 56 81.2%
	Equality data from survey – Age (count & %)	Under 17 years – 0 0.0% 17 – 24 years – 0 0.0% 25 – 44 years – 8 11.0% 45 – 64 years – 9 12.3% 65 – 74 years – 18 24.7% 75+ years – 38 52.1%
	Equality data from survey – Disability (count & %)	Yes – 40 61.5% No – 25 38.5%
	Equality data from survey – Ethnic Group (count & %)	White – All – 73 100.0% Mixed – All – 0 0.0% Asian – All- 0 0.0% Black – All – 0 0.0% Other –All – 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 1 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 1 100.0% Gay or lesbian – 0 0.0% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 0 0.0%

Community Analysis on the Public Consultation

Library: Bedworth Mobile

Section	Information Required	Information										
Level of local interest	Number of petitions received	1 – 182 signatures										
	Level of attendance at public meetings/road shows	Roadshow – 46 Meeting – N/A										
	Number of survey responses received	50										
	% online	3 6.0%										
	% paper	47 94.0%										
	Number (and %) responding on this library only	32 64.0%										
	Number responding on other Libraries (multiple responses)	18 36.0%										
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> • Library Customer – 44 93.6% • Friend or relative of a library customer – 1 2.1% • Work in a library location – 1 2.1% • Work voluntarily in library location – 0 0.0% • Represent partner/ potential partner – 0 0.0% • Represent/own a local business – 0 0.0% • Represent a community group – 1 2.1% • Responding on behalf of an organisation – 0.0% 										
Number of comments made from survey (impact)	13											
Number of letters/emails received	None											
Formal response by organisations	None											
Impact on Customer	Themes from Public Meetings	N/A										
	Themes from Road Shows	<ul style="list-style-type: none"> • Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable – disabled • Impact on vulnerable - children 										
	Themes from letters/emails	<ul style="list-style-type: none"> • No impact letters received 										
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> • Personal Impact - Denied access to hobby/pleasure (31%) • Unable to use - Due to lack of public transport (15%) • Impact on Community – Other (15%) • Impact on vulnerable - Elderly/infirm (15%) 										
	Q5 – % will not affect/significant impact (Count & %)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Significant – 29</td> <td style="width: 50%; text-align: right;">64.4%</td> </tr> <tr> <td>Some – 9</td> <td style="text-align: right;">20.0%</td> </tr> <tr> <td>No – 2</td> <td style="text-align: right;">4.4%</td> </tr> <tr> <td>Don't Know – 5</td> <td style="text-align: right;">11.1%</td> </tr> <tr> <td>(No reply – 5)</td> <td></td> </tr> </table>	Significant – 29	64.4%	Some – 9	20.0%	No – 2	4.4%	Don't Know – 5	11.1%	(No reply – 5)	
	Significant – 29	64.4%										
Some – 9	20.0%											
No – 2	4.4%											
Don't Know – 5	11.1%											
(No reply – 5)												

Section	Information Required	Information
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 23 48.9% Neither – 6 12.8 % Strongly Disagree & Disagree – 18 38.3% (No reply – 3)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 11 26.8% Neither – 7 17.1% Strongly Disagree & Disagree – 23 56.1% (No reply – 9)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 3 7.9% Neither – 3 7.9% Strongly Disagree & Disagree – 32 84.2% (No reply – 12)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 12 31.6% Neither – 13 34.2% Strongly Disagree & Disagree – 13 34.2% (No reply – 12)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 6 18.2% Neither – 7 21.2% Strongly Disagree & Disagree – 20 60.6% (No reply – 12)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People’s network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 7 Businesses – 1 Local Organisations – 0 Charitable Organisations – 1 Other Public Organisations – (1)
	Q8 – Number of organisations offering space to house library	Yes - 2 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 3 Contact details left – 3
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 7 Contact details left – 4
	Q11a – Number of hours	2 – 4 hours – 5 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 1 Weekends - 0 Evenings – 0
	Q12 – Number interested in supporting activities	Yes - 8 Contact details left – 4
	Q13 – Number interested for mobile library	Yes – 7 Contact details left – 3
	Q13a – Number of hours for mobile	2 – 4 hours – 6 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends - 0 Evenings – 1
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0

Section	Information Required	Information
		Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 0 A mobile Library – 10 Alternative Library/building – 1 Maintaining current opening hours – 0 Contact details left – 5
	Left Any Contact Details	19
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 45 95.7% Representing a public service provider –2 4.3% Representing a private business – 0 0.0% Representing a voluntary group/organisation – 0 0.0%
	Equality data from survey – Gender (count & %)	Male – 9 20.0% Female – 36 80.0%
	Equality data from survey – Age (count & %)	Under 17 years – 0 0.0% 17 – 24 years – 1 2.2% 25 – 44 years – 3 6.5% 45 – 64 years – 13 28.3% 65 – 74 years – 13 28.3% 75+ years – 16 34.8%
	Equality data from survey – Disability (count & %)	Yes – 18 40.0% No - 27 60.0%
	Equality data from survey – Ethnic Group (count & %)	White – All – 43 100% Mixed – All – 0 0.0% Asian – All – 0 0.0% Black – All – 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 1 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 1 100% Gay or lesbian – 0 0.0% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 0 0.0%

Community Analysis on the Public Consultation

Library: Kenilworth Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 28 Meeting –
	Number of survey responses received % online % paper	71 9 – 12.7% 62 – 87.3%
	Number (and %) responding on this library only	33 – 46.5%
	Number responding on other Libraries (multiple responses)	38 – 53.5%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> • Library Customer – 64 – 92.8% • Friend or relative of a library customer – 1 – 1.4% • Work in a library location – 3 – 4.3% • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 0 • Responding on behalf of an organisation – 1 – 1.4%
	Number of comments made from survey (impact)	37
	Number of letters/emails received	None
Formal response by organisations	None	
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> • Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable – disabled
	Themes from letters/emails	<ul style="list-style-type: none"> • No impact letters received
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> • Impact on vulnerable - Elderly/infirm (26%) • Restrict my use – Other (27%) • Personal Impact - Denied access to hobby/ pleasure (16%) • Impact on vulnerable – Disabled (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 29 – 43.9% Some – 23 – 34.8% No – 6 – 9.1% Don't Know – 8 – 12.1% (No reply – 5)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 39 – 60.0% Neither – 7 – 10.8% Strongly Disagree & Disagree – 19 – 29.2%

Section	Information Required	Information
		(No reply – 6)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 32 – 56.1% Neither – 7 – 12.3% Strongly Disagree & Disagree – 18 – 31.6% (No reply – 14)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 16 – 28.6% Neither – 15 – 26.8% Strongly Disagree & Disagree – 25 – 44.6% (No reply – 15)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 12 – 24.0% Neither – 1 – 2.0% Strongly Disagree & Disagree – 24 – 48.0% (No reply – 21)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 7 – 15.9% Neither – 10 – 22.7% Strongly Disagree & Disagree – 27 – 61.4% (No reply – 27)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 14 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 6 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 1 Contact details left – 1
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 4 Contact details left – 2
	Q11a – Number of hours	2 – 4 hours – 4 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends – 0 Evenings – 0
	Q12 – Number interested in supporting activities	Yes - 20 Contact details left – 6
	Q13 – Number interested for mobile library	Yes – 4 Contact details left – 4
	Q13a – Number of hours for mobile	2 – 4 hours – 4 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends – 0 Evenings – 0
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0

Section	Information Required	Information
		Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 7 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 0
	Left Any Contact Details	11
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 65 – 98.5% Representing a public service provider – 0 Representing a private business – 0 Representing a voluntary group/organisation – 1 – 1.5%
	Equality data from survey – Gender (count & %)	Male – 12 – 18.2% Female – 54 – 81.8%
	Equality data from survey – Age (count & %)	Under 17 years – 0 17 – 24 years – 0 25 – 44 years – 6 – 9.1% 45 – 64 years – 23 – 34.8% 65 – 74 years – 18 – 27.3% 75+ years – 19 – 28.8%
	Equality data from survey – Disability (count & %)	Yes – 35 – 54.7% No – 29 – 45.3%
	Equality data from survey – Ethnic Group (count & %)	White – All – 64 – 100.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 3 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 4 – 66.7% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 2 – 33.3%

Community Analysis on the Public Consultation

Library: Southam Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 35 Meeting – N/A
	Number of survey responses received % online % paper	111 20 – 18.0% 91 – 82.0%
	Number (and %) responding on this library only	48 – 43.2%
	Number responding on other Libraries (multiple responses)	63 – 56.8%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> • Library Customer – 100 • Friend or relative of a library customer – 1 • Work in a library location – 1 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 2 • Responding on behalf of an organisation – 3
	Number of comments made from survey (impact)	54
	Number of letters/emails received	0
Formal response by organisations	Shotswell Parish Council	
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> • Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable – disabled
	Themes from letters/emails	<ul style="list-style-type: none"> • 1 impact letters received (Cleopatra mobile) The correspondent mentioned: <ul style="list-style-type: none"> • Restrict my use - Distance/Travel to another library • Impact on Community - Loss of meeting place/community focus • Impact on Community - Rural isolation/village cut off
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> • Impact on vulnerable - Elderly/infirm (26%) • Restrict my use – Other (22%) • Personal Impact - Denied access to hobby/ pleasure (13%) • Restrict my use - Distance/Travel to another library (11%)

Section	Information Required	Information
		<ul style="list-style-type: none"> Impact on vulnerable – Disabled (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 33 – 32.7% Some – 44 – 43.6% No – 14 – 13.9% Don't Know – 10 – 9.9% (No reply – 10)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 63 – 66.3% Neither – 16 – 16.8% Strongly Disagree & Disagree – 16.8% (No reply – 16)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 52 – 56.5% Neither – 17 – 18.5% Strongly Disagree & Disagree – 23 – 25.0% (No reply – 19)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 34 – 43.6% Neither – 11 – 14.1% Strongly Disagree & Disagree – 33 – 42.3% (No reply – 33)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 38 – 46.3% Neither – 25 Strongly Disagree & Disagree – 19 – 23.2% (No reply – 29)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 13 – 19.1% Neither – 25 – 36.8% Strongly Disagree & Disagree – 30 – 44.1% (No reply – 43)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 16 Businesses – 0 Local Organisations – 2 Charitable Organisations – 0 Other Public Organisations – (1)
	Q8 – Number of organisations offering space to house library	Yes - 0 Contact details left – 0
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 7 Contact details left – 2
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 14 Contact details left – 12
	Q11a – Number of hours	2 – 4 hours – 9 5 – 8 hours – 5 9 – 16 hours – 0 16 or more – 0 Any day – 3 Weekends – 3 Evenings – 3
	Q12 – Number interested in supporting activities	Yes - 30 Contact details left – 10
	Q13 – Number interested for mobile library	Yes – 16 Contact details left – 13
	Q13a – Number of hours for mobile	2 – 4 hours – 10 5 – 8 hours – 4 9 – 16 hours – 1 16 or more – 0 Any day – 5

Section	Information Required	Information
		Weekends – 3 Evenings – 4
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 2 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 2 A mobile Library – 20 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 8
	Left Any Contact Details	30
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 92 – 95.8% Representing a public service provider – 1 – 1.0% Representing a private business – 0 – 0.0% Representing a voluntary group/organisation – 3 – 3.1%
	Equality data from survey – Gender (count & %)	Male – 27 – 27.8% Female – 70 – 72.2%
	Equality data from survey – Age (count & %)	Under 17 years – 1 – 1.0% 17 – 24 years – 0 – 0.0% 25 – 44 years – 12 – 11.8% 45 – 64 years – 20 – 19.6% 65 – 74 years – 33 – 32.4% 75+ years – 36 – 35.3%
	Equality data from survey – Disability (count & %)	Yes – 25 – 28.1%
	Equality data from survey – Ethnic Group (count & %)	White – All – 91 – 100.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 6 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 8 – 100.0% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 0