



Have your say:

**The future of mobile library services
in Suffolk**

www.suffolk.gov.uk/sld

Introduction

People of all ages use their libraries in many different ways, to learn new things, take part in activities and enjoy the many books, DVDs and other resources available.

Suffolk is a rural county, and provides mobile libraries as part of its provision to people living in areas which are not directly served by a static (building based) library.

However, the county council has to make significant savings over the coming years and therefore we need to find different ways of delivering services in more cost effective ways.

Between 18 January and 30 April 2011 we consulted with library users and the wider community about how to deliver library services in the future.

The main areas you commented on/raised were:

- Libraries are community hubs, used and valued by people of all ages, abilities and social backgrounds. They are particularly valued by and for children and vulnerable and older people.
- Whilst reading and books remain the priority, a shared space for social interaction, help with learning and skills, activities which support health and well being, information and use of the internet and hiring films and music are all seen as integral parts of the service.
- The countywide nature of the network of libraries is highly valued.

The results of this consultation informed a Review of Library Services and recommendations which were presented to the Cabinet of Suffolk County Council on 19 July 2011.

At its meeting, Cabinet agreed a number of actions, including that there would be a further consultation relating to potential savings that could be made by reviewing and reorganising aspects of the mobile library service.

Suffolk County Council remains committed to providing library services through a combination of static libraries, mobile libraries and outreach services.

The mobile library service

There are currently six mobile libraries and one reserve vehicle in the fleet. Between them, they make 630 stops at 361 communities, calling at each stop fortnightly. The duration of stops range from 10 minutes to 2 hours 45 minutes.

Use varies between individual mobile library stops, with registered users per stop ranging from 1 to 92. An estimated 76,433 visits to mobile libraries are made per year.

Visits to mobile libraries have declined by 36,744 (32.46%) over the last ten years, and loans have also decreased by 123,090 (37%). However, statistics for the past three years show a rise in borrowing.

The budget for 2010/11 set out a budget of £588,889 for running the service. This equates to £7.70 per customer visit to a mobile library, compared to an average £2.51 per visit for a static library.

Proposal for the future

To help meet the required savings the county council has to make, it is proposed that mobile library stops are removed from locations that are also served by a static library.

The locations would be defined as stops which fall within the same parish or town boundary as a static library.

It is important to be clear that this proposal will not leave anybody who currently uses the mobile library service without any level of library provision..

The proposal would reduce the fleet of operational mobile library vehicles from six to three. The annual cost of the service would be reduced by an estimated £225,000.

Full details of the stops potentially affected can be found on page 4. Full details of all current mobile library stops in Suffolk can be found at www.suffolk.gov.uk/sld.

The service that currently offers support for individuals who cannot get to a library, the At Home Library Service, would be made available to those residents who can no longer physically access library services.

For all remaining stops, we propose to reduce the frequency of mobile library visits from two weekly to monthly or four weekly. A four weekly schedule operates in Norfolk's mobile library service and a monthly schedule operates in Cambridgeshire.

Four weekly: A four weekly schedule would mean the mobile library visits each stop on a regular day and time once every four weeks.

Monthly: A monthly schedule would mean the mobile library visits once a month, e.g. on the third Tuesday of each month. This would mean that the time between visits would vary from 4-5 weeks depending on the calendar.

In order for the new schedules to work most efficiently the current day and time of mobile stops in any location may need to change.

We would also like to hear your ideas for alternative or additional ways, including community solutions, in which the Mobile Library Service could be managed differently to achieve significant savings.

Other alternatives we have considered, but are not currently proposing include:

- the reduction of mobile library stops where usage is very low
- the reduction of mobile library stops where more than one stop occurs in a village
- the reduction of mobile library stops based on a minimum distance (e.g. 3 miles) from a static library

We believe that compared to the alternatives, the changes proposed will allow us to achieve the savings required while maintaining the most acceptable level of access to library services.

How to have your say

Please fill out the questionnaire on our website at: www.suffolk.gov.uk/sld

Alternatively complete the printed questionnaire in this booklet and return it to any mobile or static library in Suffolk.

If you need further information please either email librariesconsultation@suffolk.gov.uk or telephone: **01473 265086**.

All information relating to this consultation is available on the county council's website: www.suffolk.gov.uk/sld

All responses must be received no later than 16 October 2011.

What happens next?

All responses received during the consultation period will be analysed and the results reported to Suffolk County Council's Cabinet when it meets on 8 November 2011.

Subsequently the consultation response and the decisions taken by Cabinet will be reported to the meeting of Full Council on 15 December 2011.

Any changes approved will not come into effect before 1 April 2012.

Appendix 1: Proposed List of Mobile Library Stops to Cease

Brandon	Manor House Close Pond Lane	Kesgrave	The bell
Bury St Edmunds	Chestnut Court Glastonbury Court Hanover Close Moreton Hall Community Centre Raedwald Drive	Lakenheath	Quayside Court
Debenham	Bridge House Coopersfield Sackville Street	Leiston	Old Abbey
Ipswich	Ballater Close Brockley Crescent Bromeswell Road Brunswick Road Cavan Road Cedarcroft Road (Thomas Eldred car park) Chilton Road Downside Close Drop-in Centre Queens Way Foxhall Road (Heathlands Pub) Garrick Way (Castle Court) Glenavon Road Gleneagles Road Inverness Road Lambourne Road Margaret Catchpole/Cliff Lane Mayfield Road Meadowvale Close Moffat Avenue Murrills Road, Warren Heath Newbury Road Penshurst Road Ravenswood School Rushmere Road Sherbourne Road Sidegate Avenue The Cottage, Old Norwich Road Ulster Avenue Waterford Road (Mayo Court) West Meadows	Long Melford	Westgate Street
		Lowestoft	Arbor Lane, Pakefield Faversham Court/Silverwood Close, Pakefield Lansdowne Road, Pakefield Stradbroke Road, Pakefield Westwood Avenue/Suffolk Punch
		Mildenhall	Milden Court Ship Gardens St Catherine's Close St Mary's Close Wamil Court
		Newmarket	Fielding Way Hanover Close
		Oulton Broad	Burnt Hill Way Holly Hill, Camps Heath Whiting Road
		Stowmarket	Resource Centre Just Learning Nursery
		Thurston	Cavendish Hall Community Centre Furze Close Planche
Kessingland	Romany Lane	Woodbridge	Morley Avenue

Questionnaire

1. Do you use the mobile library service in Suffolk?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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2. Do you currently use a mobile library in one of the following locations?

Brandon	<input type="checkbox"/>	Lowestoft (including Pakefield)	<input type="checkbox"/>
Bury St Edmunds	<input type="checkbox"/>	Mildenhall	<input type="checkbox"/>
Debenham	<input type="checkbox"/>	Newmarket	<input type="checkbox"/>
Ipswich (within Ipswich Borough – including Westbourne, Whitehouse, Whitton, Castle Hill, Warren Heath, Stoke Park, Priory Heath, and Gainsborough)	<input type="checkbox"/>	Oulton Broad	<input type="checkbox"/>
Kesgrave	<input type="checkbox"/>	Stowmarket	<input type="checkbox"/>
Lakenheath	<input type="checkbox"/>	Thurston	<input type="checkbox"/>
Leiston	<input type="checkbox"/>	Woodbridge	<input type="checkbox"/>
Long Melford	<input type="checkbox"/>	No, I don't use a mobile library in these locations	<input type="checkbox"/>
		Don't know	<input type="checkbox"/>

3. How regularly do you use a mobile library?

Every 2 weeks	<input type="checkbox"/>	Less often	<input type="checkbox"/>
Every 4 weeks	<input type="checkbox"/>		

4. If your mobile library service stop was removed, how would you access library services? (you may tick more than one box)

I would use my nearest static library instead	<input type="checkbox"/>
I would look to use the home library service instead	<input type="checkbox"/>
I would consider using the online library service more	<input type="checkbox"/>
I would consider using the Ebook facility	<input type="checkbox"/>
I would use the library service less	<input type="checkbox"/>
I would not use the library service at all	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

5. If your current mobile stop was reduced to a four weekly or monthly service how would this affect your usage of the overall libraries network?

I would continue to use the service based on its new rota	<input type="checkbox"/>	I would consider using the online library service more	<input type="checkbox"/>
I would use my nearest static library instead	<input type="checkbox"/>	I would consider using the Ebook facility	<input type="checkbox"/>
I would look to use the home library service instead	<input type="checkbox"/>	I would use the library service less	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	I would not use the library service at all	<input type="checkbox"/>

6. Do you use your local static library (ie your local town centre, suburb or village library)? If yes, which static library or libraries do you frequently use?

Aldeburgh	<input type="checkbox"/>	Great Cornard	<input type="checkbox"/>	Needham Market	<input type="checkbox"/>
Beccles	<input type="checkbox"/>	Hadleigh	<input type="checkbox"/>	Newmarket	<input type="checkbox"/>
Brandon	<input type="checkbox"/>	Halesworth	<input type="checkbox"/>	Oulton Broad	<input type="checkbox"/>
Bungay	<input type="checkbox"/>	Haverhill	<input type="checkbox"/>	Rosehill	<input type="checkbox"/>
Bury St Edmunds	<input type="checkbox"/>	Ipswich County	<input type="checkbox"/>	Saxmundam	<input type="checkbox"/>
Capel St Mary	<input type="checkbox"/>	Ixworth	<input type="checkbox"/>	Southwold	<input type="checkbox"/>
Chantry	<input type="checkbox"/>	Kedington	<input type="checkbox"/>	Stoke	<input type="checkbox"/>
Clare	<input type="checkbox"/>	Kesgrave	<input type="checkbox"/>	Stowmarket	<input type="checkbox"/>
Debenham	<input type="checkbox"/>	Kessingland	<input type="checkbox"/>	Stradbroke	<input type="checkbox"/>
Elmswell	<input type="checkbox"/>	Lakenheath	<input type="checkbox"/>	Sudbury	<input type="checkbox"/>
Eye	<input type="checkbox"/>	Lavenham	<input type="checkbox"/>	Thurston	<input type="checkbox"/>
Felixstowe	<input type="checkbox"/>	Leiston	<input type="checkbox"/>	Westbourne	<input type="checkbox"/>
Framlingham	<input type="checkbox"/>	Long Melford	<input type="checkbox"/>	Wickham Market	<input type="checkbox"/>
Gainsborough	<input type="checkbox"/>	Lowestoft	<input type="checkbox"/>	Woodbridge	<input type="checkbox"/>
Glemsford	<input type="checkbox"/>	Mildenhall	<input type="checkbox"/>		
Other (please specify)	<input type="checkbox"/>				

7. In the accompanying document the proposals to move from a bi-weekly service to a monthly or four weekly service were outlined. Please tell us which of these options you would LEAST support?

Moving to a four weekly service	<input type="checkbox"/>	Moving to a monthly service	<input type="checkbox"/>
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8. Do you have any further or alternative suggestions which you feel would help maintain the mobile library service on a reduced budget?

Please note that this section is optional and you don't have to complete these questions if you don't want to. If you choose not to answer these questions, please tick the 'Do not want to say' option so that we are aware of your choice.

The information you provide will be used for monitoring purposes only and your anonymity is assured. Any information provided is governed by the Data Protection Act 1998 and will be treated as strictly confidential.

9. If you choose not to answer any of these questions, please tick the 'Do not want to say' option so that we are aware of your choice.

Do not want to say <input type="checkbox"/>

10. Are you:

Male <input type="checkbox"/>	Female <input type="checkbox"/>	Do not want to say <input type="checkbox"/>
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11. Which age group do you fit into?

Under 16 <input type="checkbox"/>	35-44 <input type="checkbox"/>	65-74 <input type="checkbox"/>
16-24 <input type="checkbox"/>	45-54 <input type="checkbox"/>	75+ <input type="checkbox"/>
25-34 <input type="checkbox"/>	55-64 <input type="checkbox"/>	Do not want to say <input type="checkbox"/>

12. Do you have any long-standing illness, disability or infirmity? (Long standing illness means anything that has troubled you over a period of time or that is likely to affect you over a period of time).

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Do not want to say <input type="checkbox"/>
If yes, please specify		

13. If Yes, does this illness or disability limit your activities in any way?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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14. To which of these groups do you consider you belong?

Asian or Asian British: Indian	<input type="checkbox"/>	Mixed: White and Black Caribbean	<input type="checkbox"/>
Asian or Asian British: Pakistani	<input type="checkbox"/>	Mixed: White and Black African	<input type="checkbox"/>
Asian or Asian British: Bangladeshi	<input type="checkbox"/>	Mixed: White and Asian	<input type="checkbox"/>
Any other Asian background – please specify in the box below.	<input type="checkbox"/>	Any other Mixed background – please specify in the box below.	<input type="checkbox"/>
Black or Black British: Caribbean	<input type="checkbox"/>	White: British	<input type="checkbox"/>
Black or Black British: African	<input type="checkbox"/>	White: Irish	<input type="checkbox"/>
Any other Black background – please specify in the box below.	<input type="checkbox"/>	Any other White background – please specify in the box below.	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Do not want to say	<input type="checkbox"/>
Other ethnic group (please specify)	<input type="checkbox"/>		

Thank you for completing this survey.

If you have any questions about the survey, please email librariesconsultation@suffolk.gov.uk or telephone **01473 265086**

Please complete this four page questionnaire, and return it to any mobile or static library in Suffolk by 16 October 2011.

If you need help to understand this information in another language please call **08456 066 067**.

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Portuguese

بەم زانیاریە شتەنی ئە ب ت گەهتە هە یارمەر پ و ی ستیت بەگەئە بکە. وە ی خوارەم ژمارەنی دی بەهێو بەزمان کێ نر نکایە

Kurdish

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer.

Polish

如果你需要其他語言來幫助你了解這些資訊，請撥以下電話。

Chinese

এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন

Bengali

اگر شما نیاز دارید که این اطلاعات را به زبان دیگری دریافت کنید لطفاً به شماره زیر تلفن کنید.

Farsi

If you would like this information in another format, including audio or large print, please call **08456 066 067**.



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