

Buckinghamshire Mobile Library Service Consultation 2017

Introduction

The County Council's budget has been steadily reducing in recent years, and there is now much less money available to us for funding all of the services that we have previously provided to our residents.

The library service has generated savings of £2,350,000 over the last eight years and this represents a reduction to our budget of approximately 40%. We have saved money through a combination of measures including management and staffing reviews, reducing back-room costs, making systems and processes more streamlined and the introduction of community libraries.

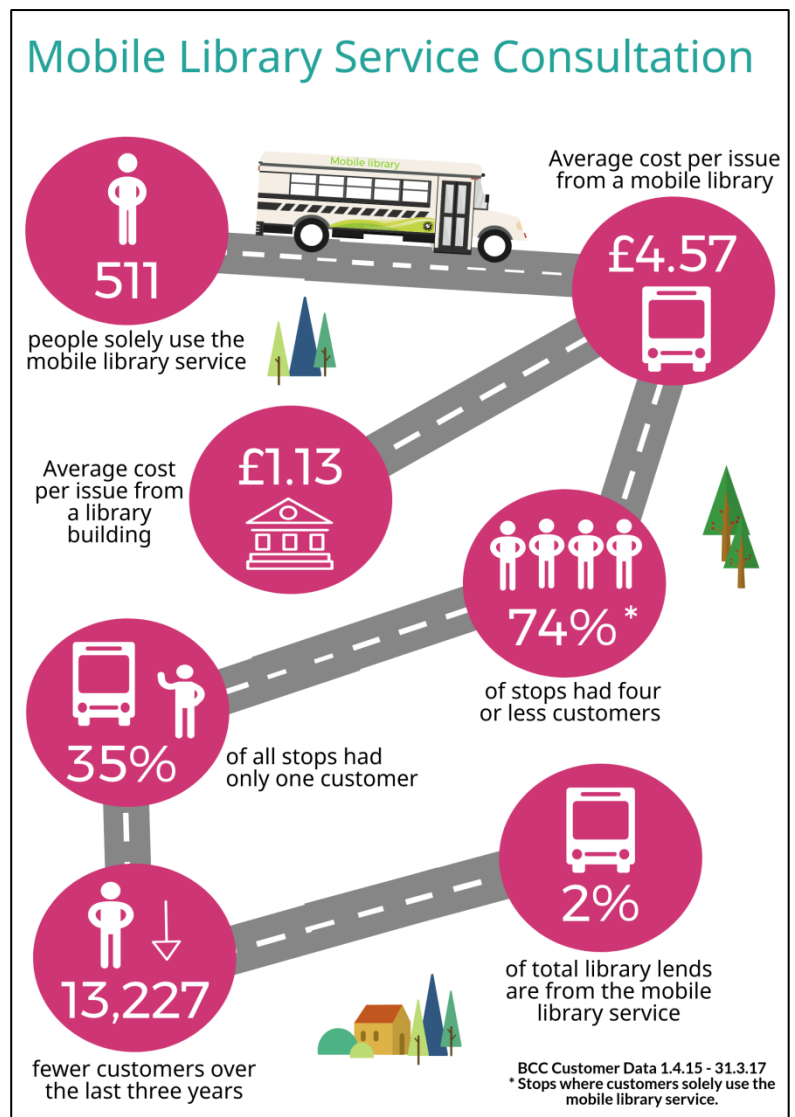
The library service still has a challenging savings target, with over £500,000 needed to be saved over the next two years, and so we need to continue to look critically and creatively at every aspect of the service we provide.

When we reviewed mobile library usage over the last two years we looked at the number of customers using our library services. We found that 511 customers solely use mobile libraries and do not visit a library building. We also found that at one third of the service stops made by our mobile library vehicles there was only one mobile customer using the service. The cost of running the mobile service is also high and increasing, with the average cost per item issued at a mobile library being substantially higher than items issued at library buildings.

We are proposing that from May 2018 the current mobile library service is discontinued. However, we are committed to ensuring that all of our mobile library customers will still be able to access library services and so we are proposing to put in place alternative community-based options.

Why are we consulting?

We would like to know what you think of our proposals for discontinuing the current mobile library vehicle service and for your views on alternative options that we could develop. Under our proposals, mobile library customers could be served by a range of different options including the



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Home Library Service, wider provision of online library lending services and working with interested local communities to develop community-based options such as 'click and collect' schemes.

We want to provide a more flexible, community-based library service that is still easily accessible for all of our library customers, and a service that can be adapted to suit the differing needs of local communities.

We want you to get involved and let us know your views through this consultation – this is your opportunity to have your say on our proposals and share your own ideas. We hope that as many people as possible will take part in the consultation so that together we can shape a library service for the future.

How to have your say:

The consultation is available online until the closing date of 31 December 2017 at www.tinyurl.com/bucksmobile. You can also complete the consultation online in any of the main libraries. Paper copies of the consultation are also available at main libraries and at mobile library service stops.

For more information on Buckinghamshire's mobile library service visit <https://www.buckscc.gov.uk/services/libraries/community/mobile-libraries/> or www.buckscc.gov.uk/libraries

Questions:

Q1. Do you agree with the proposal to stop offering a mobile library service in Buckinghamshire?

Yes

No

Q2. Are you currently a Buckinghamshire Library member?

Yes

No

Q3. Have you borrowed any items from a Buckinghamshire mobile library during the past 2 years?

Yes

Which stop?

No

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Q4. Have you borrowed any items from any Buckinghamshire library building during the past 2 years?

Yes Please indicate which building location(s) below:

No

Amersham	<input type="checkbox"/>	Chesham	<input type="checkbox"/>	Little Chalfont	<input type="checkbox"/>
Aylesbury	<input type="checkbox"/>	County Reserve Stock	<input type="checkbox"/>	Long Crendon	<input type="checkbox"/>
Aylesbury Study Centre	<input type="checkbox"/>	Farnham Common	<input type="checkbox"/>	Marlow	<input type="checkbox"/>
Beacon Villages	<input type="checkbox"/>	Flackwell Heath	<input type="checkbox"/>	Micklefield	<input type="checkbox"/>
Beaconsfield	<input type="checkbox"/>	Gerrards Cross	<input type="checkbox"/>	Princes Risborough	<input type="checkbox"/>
Bourne End	<input type="checkbox"/>	Great Missenden	<input type="checkbox"/>	Stokenchurch	<input type="checkbox"/>
Buckingham	<input type="checkbox"/>	Haddenham	<input type="checkbox"/>	Wendover	<input type="checkbox"/>
Burnham	<input type="checkbox"/>	Hazlemere	<input type="checkbox"/>	West Wycombe	<input type="checkbox"/>
Castlefield	<input type="checkbox"/>	High Wycombe	<input type="checkbox"/>	Wing	<input type="checkbox"/>
Chalfont St Giles	<input type="checkbox"/>	Iver Heath	<input type="checkbox"/>	Winslow	<input type="checkbox"/>
Chalfont St Peter	<input type="checkbox"/>				

Q5. Have you downloaded any free electronic services - eBooks, eAudiobooks or eMagazines from the library?

Yes

No

**Q6. If you've never downloaded any electronic library services please say why not:
*You can choose as many as you want.***

I didn't know about these

I wouldn't know how to use them

I prefer paper books

I don't have the technology

I'd need help with the technology

Other (please say why)

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Q7. To ensure that mobile library service customers are still able to access library services, we are proposing to put in place alternative community-based options. Which of these options, listed below, would you consider using in the future? Choose as many as you want.

Visit a library building

There are library buildings across the county, as listed in Q3

Home Library Service

A named volunteer visits you at home each month at a convenient time with a selection of books to match your interests

Library Buddy

A scheme where your trusted friend, neighbour or family member visits a library to borrow and return items on your behalf

Click and Collect

You reserve books over the phone or online to be collected from a nearby venue, subject to sufficient demand in each area and the availability of a suitable venue

Local community book collections

A small selection of books provided to an accessible local building for you to borrow from, subject to sufficient demand in each area and the availability of a suitable venue

None of these / alternative option (please say below:)

Q8. What venues in your local area do you think would be good for 'Click & Collect' or 'Local Book Collections'?

About you

This information helps us understand the views of different people. Please be assured that all the information you give will be kept completely confidential.

What is your age?

Under 16

35-44

65-74

16-24

45-54

75 or older

25-34

55-64

Prefer not to say

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Do you have any children aged under 16 in your household?

- Yes No

What is your gender?

- Female
 Male
 Prefer not to say

Do you consider yourself to have a disability?

- Yes
 No
 Prefer not to say

Which race/ethnicity best describes you?

- White/White British
 Black/Black British
 Asian/Asian British
 Mixed race
 Prefer not to say
 Another race or ethnicity (please specify)

What is your postcode?

Which of the following categories best describes your employment status?

- Employed, working full-time
 Employed, working part-time
 Not employed, looking for work
 Not employed, not looking for work
 Retired from work
 Permanently unable to work for health reason
 In education or training (including apprenticeships)
 Looking after the home
 Other
 Prefer not to say

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How did you find out about this consultation?

- Council website
- Other website
- Facebook
- Twitter
- Email
- Local press or other publication
- Leaflet or poster
- Through a local group or venue
- Other (please specify)

Thank you

Thank you for completing our survey.

Please hand this in at the mobile library, any other library building in Buckinghamshire or you can post it back to us at: Buckinghamshire Libraries, County Hall, Walton Street, Aylesbury HP20 1UU.

This consultation ends on **31st December 2017**. A summary of the responses will be available on the County Council's website and in all libraries and mobile libraries by the end of February 2018.

Please note that, unfortunately, we are unable to respond to your comments individually. If you have any questions please email library@buckscc.gov.uk or ask a member of library staff.
