

REPORT TO: Employment, Learning and Skills PPB

DATE: 23rd June 2008

REPORTING OFFICER: Strategic Director Health and Community

SUBJECT: Update on the Mobile Library Service

WARDS: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To update Members on the progress of the Mobile Library Service following the implementation of new timetable in March 2007.

2.0 RECOMMENDATION: That

- (1) The report be received
- (2) Members comment on the progress of the revised mobile library service.

3.0 SUPPORTING INFORMATION

3.1 Halton Libraries shared a mobile with Warrington Libraries under a Service Level Agreement between 1998 and 2004. A dedicated service was introduced in Halton 4 years ago and provision was immediately increased by 2.5 days a fortnight. In April 2007 further changes were implemented following a fundamental review of the service.

3.2 The aim of the review was to increase the number of stops, the length of stopping times, achieve the best-located stops and increase the total operating time. The overall aim was to increase use by 25% within 12 months of operation.

3.3 On March 26th 2007 the service moved to a 3-week rota and more than 60 new stops were introduced at times when people were most likely to be in their community, for example on Saturdays and late afternoons. These changes resulted in an increase in operating times by an average of 7.5 hours each week and have been highly successful.

3.4 We reported to PPB in June 2007 on the first six weeks of the revised service. The PPB asked for further reports to be brought to the Board to monitor the effect of the changes over a longer period. Twelve months after the implementation of these new routes the Mobile Library Service is still sustaining and increasing use and all the targets have

been far surpassed; issues have increased by 45%, visits by 137% and active members by 155%.

3.5 Mobile Library Statistics

	2006-07	2007-08	% Increase
Visits	5,969	14,117	137%
Issues	16,145	23,476	45%
Active members	628	1,600	155%
Number of stops Achieved by moving from a two week to a three week timetable	67	118	76%
Weekly time at stops Includes Saturdays and changes to week days	16 hours	23 hours	43%

3.6 The most successful of the new stops include, 8 Nurseries, 3 Link Clubs, 5 Sheltered Housing/Elderly Persons Homes, 9 stops outside schools after closing, 2 traveller sites and the 3 stops in the Parks on Saturdays. The least successful have been those introduced in the large supermarket car parks.

3.7 During the year the Library Service plans to review and promote the less successful stops, add in new stops where possible especially to meet the demand from Nurseries and to attend more community events especially on Saturday afternoons.

3.8 The service is greatly valued by it's customers and has received the following comments:

"I don't know what we'd do without the Mobile Library", "Getting talking books from the Mobile Library is a godsend", "I don't know what we'd do without you", "It's a good place to talk with other people and library staff" and from children who use the service in Moore – "We love the atmosphere on the bus"

4.0 POLICY IMPLICATIONS

None

5.0 OTHER IMPLICATIONS

None

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

The Library Service improves individuals quality of life and contributes to achieving a broad range of social issues including education and lifelong learning, social inclusion and community cohesion and contributes to the agendas of all the Boards

7.0 RISK ANALYSIS

None.

8.0 EQUALITY AND DIVERSITY ISSUES

None

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

Document

Place of Inspection

Contact Officer