

**REPORT TO:** Cabinet

**MEETING DATE:** 12 April 2016

**BY:** Depute Chief Executive (Partnerships and Community Services)

**SUBJECT:** Mobile Library Service

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## **1 PURPOSE**

- 1.1 The purpose of the report is to advise Cabinet Members of a reprovision of the mobile library service within East Lothian.

## **2 RECOMMENDATIONS**

- 2.1 That Cabinet notes the reprovision of a proposed new mobile library service within East Lothian by Midlothian Council Library Service and the new Scottish Borders Trust – Live Borders – Library Service.

## **3 BACKGROUND**

- 3.1 East Lothian Council has operated a mobile library service for many years to its more rural communities.
- 3.2 In 2013 the large mobile library HGV 12-ton vehicle was coming to the end of its life and was removed from service (MLS Report 242/13 refers). The remaining mobile library 7.5-ton vehicle also required replacement within the next couple of years.
- 3.3 As part of that service review, routes were configured to concentrate on village centres and each village received a fortnightly service from the mobile library vehicle. The HGV vehicle had previously visited nursery and primary schools.
- 3.4 In the summer of 2015, a Mobile Library Service Review was undertaken and whilst the service continued to be well used in a number of the villages, it was noted that many of the borrowers also used other branch libraries (70%).

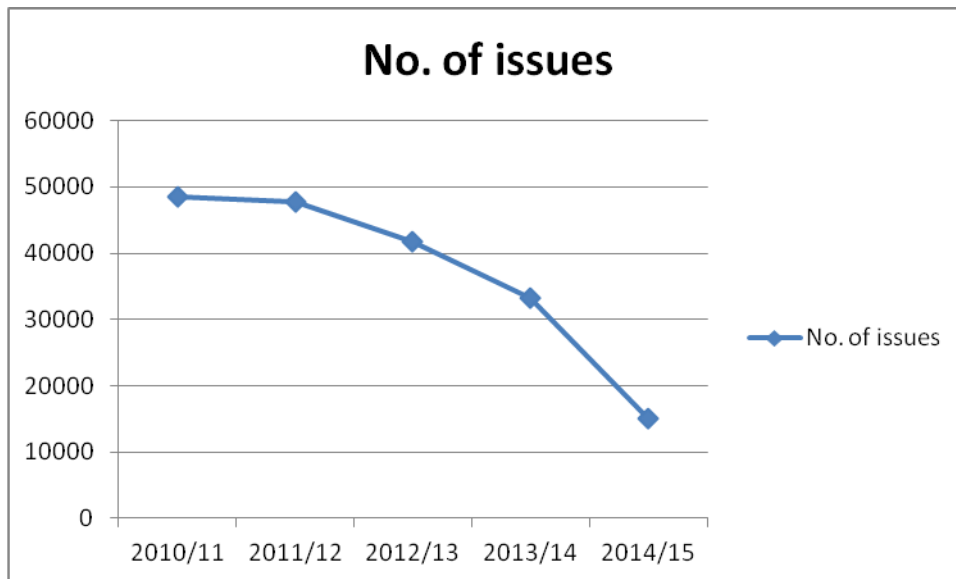
3.5 Since reducing to one vehicle, the number of visits to the mobile library has decreased quite dramatically. This has been compensated by the number of class visits increasing to the branch libraries.

	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
No. of visits	14985	13387	17428	11666	4199



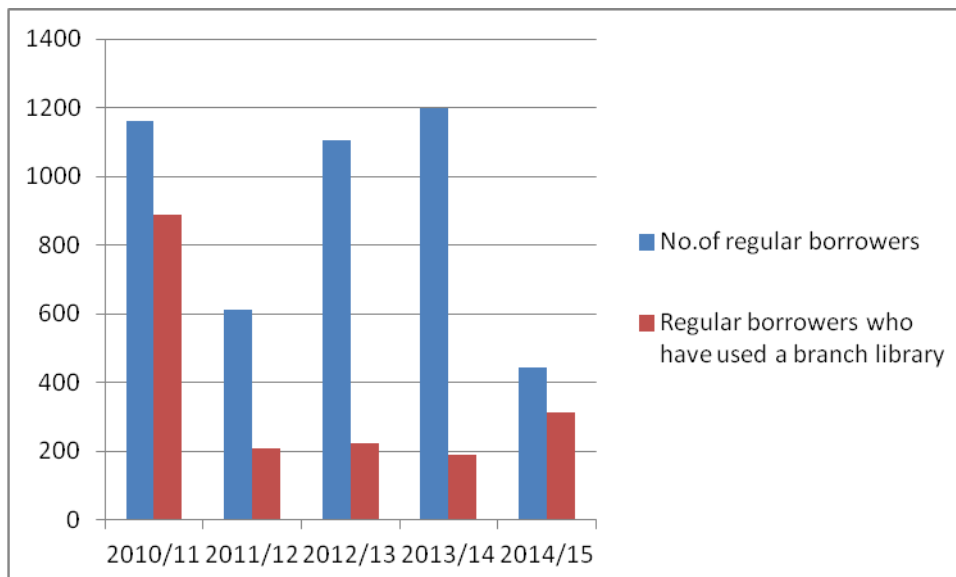
3.6 The number of issues has also been steadily decreasing, which is in line with what is happening with borrowing figures nationally.

	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
No. of issues	48482	47760	41828	33215	15020



3.7 The number of regular borrowers ie those borrowers who have borrowed books 3 times or more in a year has also decreased. The % of regular borrowers who have used a branch library has also increased:

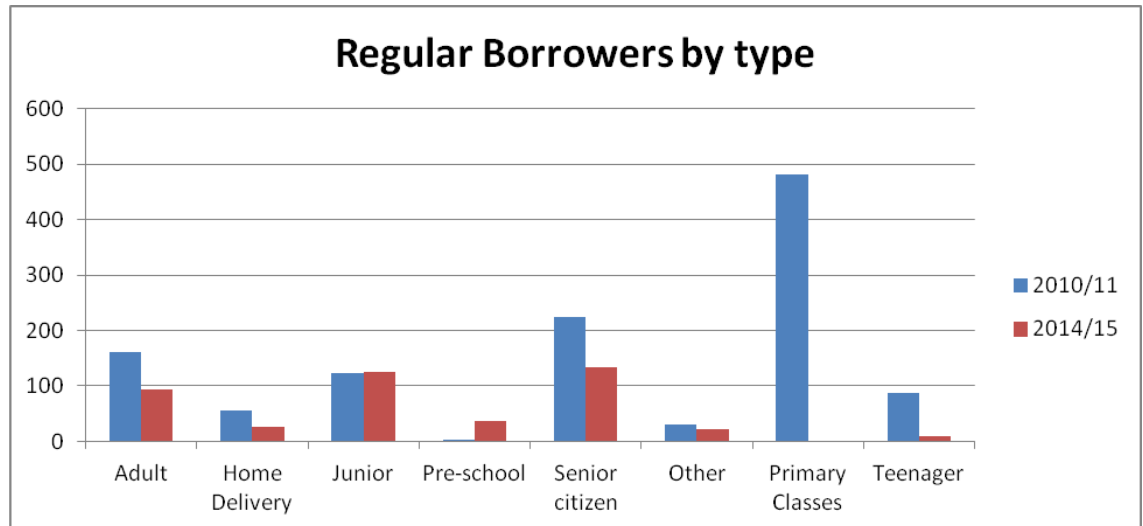
	2010/11	2011/12	2012/13	2013/14	2014/15
No. of regular borrowers	1162	611	1105	1199	444
Regular borrowers who have used a branch library	890	207	224	190	312



3.8 However, when we look at the regular borrower type and the change which has occurred between 2010/11 and 2014/15, the main borrowers have nearly halved in 5 years.

## Regular Borrowers by type

	Adult	Home Delivery	Junior	Pre-school	Senior citizen	Other	Primary Classes	Teenager
2010/11	160	56	122	3	224	31	482	87
2014/15	93	27	125	36	133	21	0	9



It was clear that this was no longer a sustainable service as the regular borrowers were reducing and the existing vehicle also needed replaced.

- 3.9 The replacement cost of the mobile library service was likely to be between £100,000 and £120,000 which would come from Capital. The ongoing revenue costs to Customer Services for the vehicle and fuel costs alone would be around £20,000 per annum.
- 3.10 We consulted other councils on the provision of their mobile library service in October 2015. Of the 15 councils which responded, 3 did not provide a mobile library service.
- 3.10.1 Of the 12 councils who did have a mobile library service, 4 had 1 vehicle, 3 had 2 vehicles and 5 had 3 or more vehicles. Of the 5 councils who operated 3 or more vehicles, 1 was considering withdrawing their mobile library service altogether, and 2 were considering reducing the number of vehicles.
- 3.10.2 Three of the councils were considering reducing their frequency of visits or moving customers from the mobile library service to home delivery service.
- 3.10.3 Three councils had either recently replaced a vehicle or had gained funding to replace a vehicle.
- 3.10.4 Four councils required to replace vehicles.

- 3.11 As it was clear that library book borrowers were moving from the mobile library service to either the home delivery service or using branch libraries, there could be no business case to continue to directly provide a mobile library service for the next 8 years.
- 3.12 The Library Service has also been promoting the use of eResources and encouraging people to use and come into the branch libraries by the provision of a variety of initiatives and events, i.e. craft sessions, knit and natter sessions, Lego Clubs, Homework Clubs, Sport reminiscence groups, dementia friendly groups and library events.
- 3.13 Approaches were made to Midlothian Council and Scottish Borders Council to see if they could assist in the provision of a mobile library service to East Lothian Council residents and both library services were interested. Midlothian Council had recently purchased a new mobile library vehicle and Scottish Borders Council had reviewed their mobile library service in 2014 and had amended routes. They could provide a service to Oldhamstocks and Innerwick.
- 3.14 Unfortunately, due to staff illness and the mobile library vehicle in East Lothian having regular mechanical problems, a decision was taken by the Service Manager – Customer Services to cease the service prior to Christmas 2015.
- 3.15 The Mobile Library User Survey was undertaken during November/December 2015 (Appendix 1) and the majority of users advised that if there was no mobile library service provided that they would go to a branch library (77%).
- 3.16 Whilst there was a high satisfaction with the service, there was gratitude from those who used the service that the Council had been able to maintain the service for so long and they would be sad to lose the mobile library service.
- 3.17 Discussions took place with respective service managers in both Midlothian and Scottish Borders Councils and it was agreed that the new Scottish Borders Trust would extend one of their routes to cover Oldhamstocks and Innerwick and Midlothian Council would cover Whitecraig, Pencaitland, Humbie, Macmerry, East Saltoun and Gifford.
- 3.18 Midlothian Council Library Service has taken the opportunity to review their mobile library routes and remove stops where there was little usage of the mobile library which freed up time to provide a service to East Lothian villages.
- 3.19 It is anticipated that a mobile library service from Midlothian Council will be provided to East Lothian villages every second Thursday and part of the day every second Friday. A mobile library service will be provided to the villages of Oldhamstocks and Innerwick every third Friday afternoon.

- 3.20 A service level agreement (SLA) is being drawn up between Midlothian Council and East Lothian Council and between the new Scottish Borders Trust and East Lothian Council. These SLAs will be for one financial year and will be reviewed annually.
- 3.21 The Midlothian Council Mobile library will have livery to reflect partnership working with East Lothian Council.
- 3.22 Mobile library members in East Lothian Council will become members of Midlothian Council library service and the new Scottish Borders Trust respectively, depending on which mobile library is servicing their village. They will be subject to the policies of the respective Library Services.
- 3.23 Regular meetings will be held between all three library services and communication arrangements have been made between the councils.
- 3.24 It is proposed to begin this new service during April and May 2016.
- 3.25 It is proposed to have a joint launch of this Service with Elected Members at a time convenient to all three councils.
- 3.26 This new service will mean that some East Lothian residents will still receive a mobile library service.
- 3.27 Where we cannot provide a mobile library service in those villages that used to receive this service, we will pilot pop-up libraries.
- 3.28 Some mobile library users have requested transfer to the Home Delivery Service.

#### **4 POLICY IMPLICATIONS**

- 4.1 Mobile library members in East Lothian Council will become members of Midlothian Council Library service and Live Borders – Library Service and they will be subject to the policies of the respective Library Services when they use their mobile libraries.

#### **5 INTEGRATED IMPACT ASSESSMENT**

- 5.1 The subject of this report has been through the Integrated Impact Assessment process and some negative impacts have been identified.

These relate to the possible increased cost of travel to library buildings for service users where routes are changing if they are having to make specific journeys just to gain access to the library service.

There will also be a loss of service in some areas particularly to elderly people but a Home Delivery Service can be provided.

The Integrated Impact Assessment will be published shortly.

## **6 RESOURCE IMPLICATIONS**

- 6.1 Financial - There will be charges made by Midlothian Council and Live Borders – Library Service which have been budgeted for.

The cost of the provision of a mobile library service has reduced from £129,334 in 2012/13 to £15,000 in 2016/17.

- 6.2 Personnel - The member of staff involved in the provision of the mobile library service has been managed through the policy and procedure related to redundancies.

- 6.3 Other - None

## **7 BACKGROUND PAPERS**

- 7.1 MLS Service Review Report – Mobile Library Service Review – November 2013 – 242/13

- 7.2 Appendix 1 – Mobile Library User Survey – December 2015

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<b>DESIGNATION</b>	Service Manager – Customer Services
<b>CONTACT INFO</b>	01620 827211
<b>DATE</b>	31 March 2016

Copy of Customer Survey for Mobile Library Users

**Q1 Please advise the Mobile Library stop  
which you use**

Answered: 93 Skipped: 1

#	Responses	Date
1	Athelstaneford Nursery Class	12/24/2015 8:29 AM
2	Humbie	12/22/2015 8:41 AM
3	Humbie	12/22/2015 8:40 AM
4	Hunbie	12/22/2015 8:39 AM
5	East Saltoun	12/22/2015 8:38 AM
6	Bolton	12/22/2015 8:37 AM
7	East Saltoun	12/22/2015 8:37 AM
8	Oldhamstocks	12/22/2015 8:36 AM
9	Innerwick	12/22/2015 8:35 AM
10	Innerwick	12/22/2015 8:34 AM
11	Stenton	12/22/2015 8:33 AM
12	Innerwick	12/22/2015 8:33 AM
13	Stenton	12/22/2015 8:32 AM
14	East Saltoun	12/18/2015 12:42 PM
15	Camptoun	12/16/2015 1:19 PM
16	Dirleton	12/16/2015 1:17 PM
17	Drem	12/16/2015 1:16 PM
18	Drem	12/16/2015 1:15 PM
19	Ballencrieff	12/15/2015 4:47 PM
20	Aberlady	12/15/2015 4:46 PM
21	Ballencrieff	12/15/2015 4:46 PM
22	Aberlady	12/15/2015 4:45 PM
23	Aberlady	12/15/2015 4:44 PM
24	Aberlady	12/15/2015 4:43 PM
25	Aberlady	12/15/2015 4:41 PM
26	Aberlady	12/15/2015 4:40 PM
27	Aberlady	12/15/2015 4:39 PM
28	Aberlady	12/15/2015 4:05 PM
29	Aberlady	12/15/2015 4:03 PM
30	Monksmuir Park	12/15/2015 4:02 PM
31	Monksmuir Park	12/15/2015 3:50 PM
32	Monksmuir Park	12/15/2015 3:49 PM
33	Monksmuir Park	12/15/2015 3:48 PM
34	West Barns	12/15/2015 3:47 PM



Copy of Customer Survey for Mobile Library Users

35	West Barns	12/15/2015 3:44 PM
36	West Barns	12/15/2015 3:42 PM
37	Whitekirk	12/15/2015 3:41 PM
38	Whitekirk	12/15/2015 3:40 PM
39	Crauchie	12/15/2015 3:34 PM
40	Whitekirk	12/15/2015 3:34 PM
41	Crauchie	12/15/2015 3:33 PM
42	Crauchie	12/15/2015 3:27 PM
43	Crauchie	12/15/2015 3:25 PM
44	Gifford	12/15/2015 3:22 PM
45	Gifford	12/15/2015 3:21 PM
46	Garvald	12/15/2015 3:20 PM
47	Garvald Mains	12/15/2015 3:19 PM
48	Garvald Mains	12/15/2015 3:18 PM
49	Garvald	12/15/2015 3:17 PM
50	Lempockwells	12/15/2015 3:15 PM
51	MacMerry	12/15/2015 3:15 PM
52	Glenkinchie	12/15/2015 3:13 PM
53	Lempockwells	12/15/2015 3:13 PM
54	Pencaitland	12/15/2015 3:12 PM
55	Pencaitland	12/15/2015 3:11 PM
56	Pencaitland	12/15/2015 3:10 PM
57	Pencaitland	12/15/2015 3:09 PM
58	Pencaitland	12/15/2015 3:08 PM
59	Pencaitland	12/15/2015 3:03 PM
60	Pencaitland	12/15/2015 3:02 PM
61	Pencaitland	12/15/2015 3:01 PM
62	Gladsmuir	12/15/2015 3:00 PM
63	Gladsmuir	12/15/2015 2:59 PM
64	Gladsmuir	12/15/2015 2:58 PM
65	Gladsmuir	12/15/2015 2:57 PM
66	Gladsmuir	12/15/2015 2:56 PM
67	Oldhamstocks	12/15/2015 2:55 PM
68	Old hamstocks	12/15/2015 2:55 PM
69	Innerwick	12/15/2015 2:54 PM
70	Innerwick	12/15/2015 2:52 PM
71	Whitecraig	12/15/2015 2:51 PM
72	Whitecraig	12/15/2015 2:51 PM
73	New Winton	12/15/2015 2:50 PM
74	Elphinstone	12/15/2015 2:48 PM
75	MacMerry	12/15/2015 2:47 PM

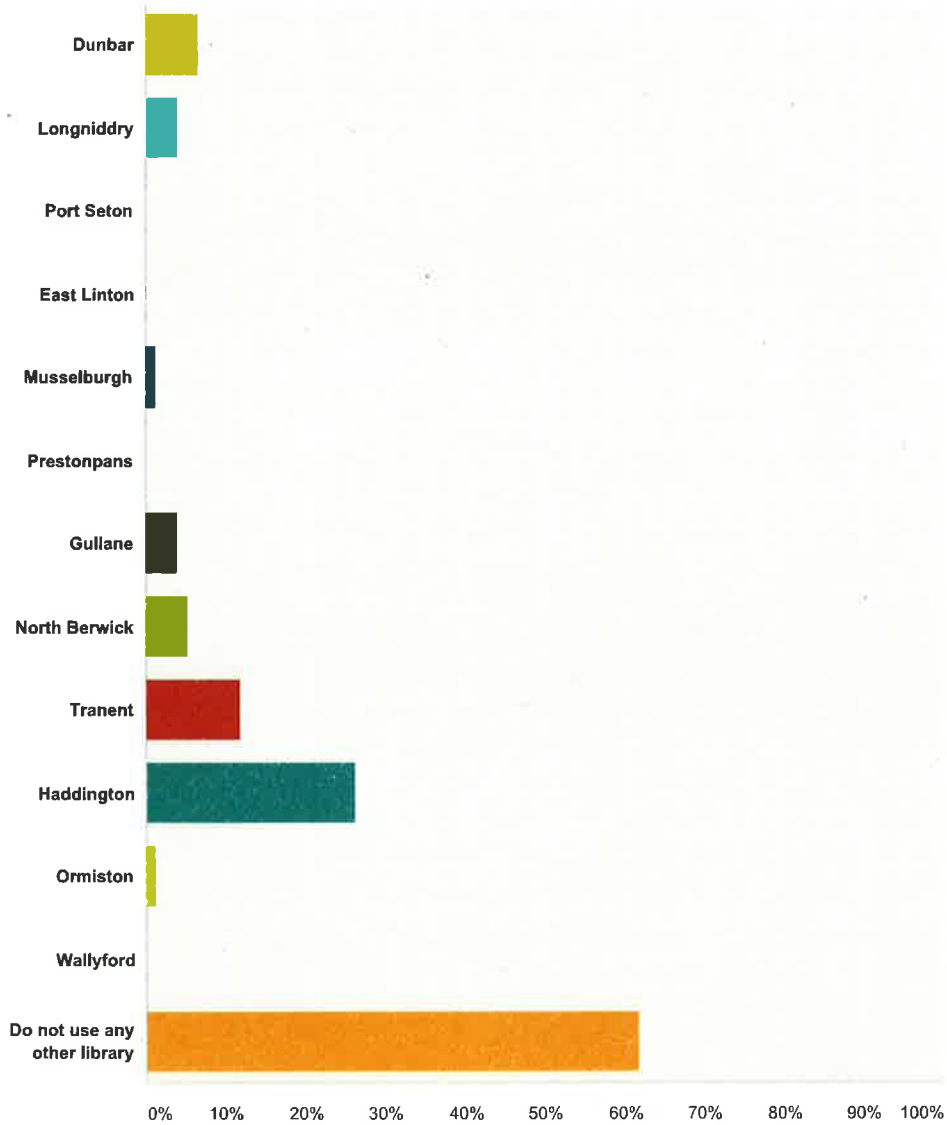
Copy of Customer Survey for Mobile Library Users

76	MacMerry	12/15/2015 2:46 PM
77	MacMerry	12/15/2015 2:45 PM
78	MacMerry	12/15/2015 2:44 PM
79	MacMerry	12/15/2015 2:42 PM
80	Garvald Mains	12/15/2015 2:41 PM
81	Humbie	12/15/2015 2:38 PM
82	West Saltoun	12/15/2015 2:37 PM
83	Humbie	12/15/2015 2:36 PM
84	Dirleton	12/15/2015 2:35 PM
85	Dirleton	12/15/2015 2:34 PM
86	Dirleton	12/15/2015 2:33 PM
87	Gifford	12/15/2015 2:30 PM
88	Gifford	12/15/2015 2:26 PM
89	Gifford	12/15/2015 2:25 PM
90	Gifford	12/15/2015 2:24 PM
91	Gifford	12/15/2015 2:23 PM
92	Humbie	12/15/2015 2:21 PM
93	Bolton	12/15/2015 2:20 PM

Copy of Customer Survey for Mobile Library Users

**Q2 Do you use any other library in addition to the Mobile Library (circle all that apply)**

Answered: 76 Skipped: 18



Answer Choices	Responses
Dunbar	6.58% 5
Longniddry	3.95% 3
Port Seton	0.00% 0
East Linton	0.00% 0
Musselburgh	1.32% 1

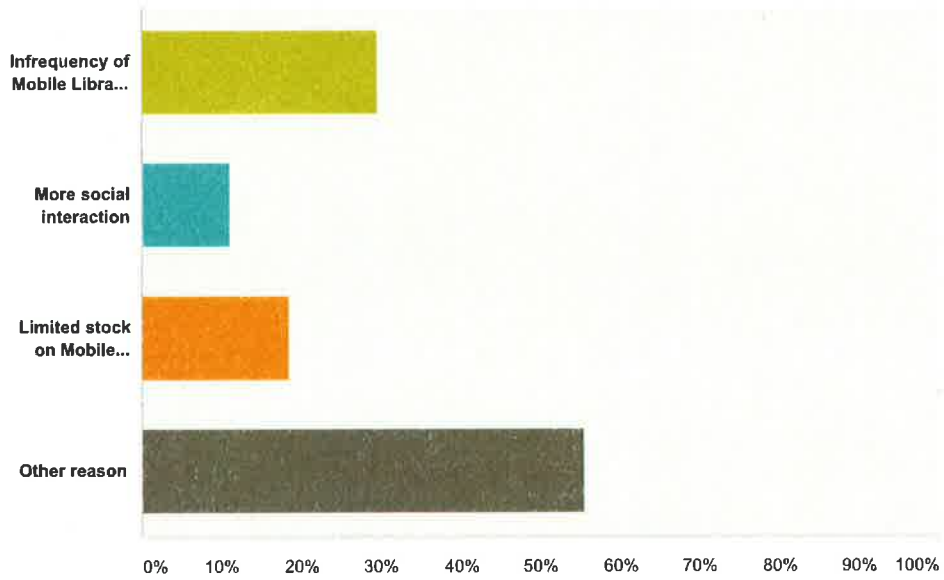
### Copy of Customer Survey for Mobile Library Users

Prestonpans	0.00%	0
Gullane	3.95%	3
North Berwick	5.26%	4
Tranent	11.84%	9
Haddington	26.32%	20
Ormiston	1.32%	1
Wallyford	0.00%	0
Do not use any other library	61.84%	47
<b>Total Respondents: 76</b>		

Copy of Customer Survey for Mobile Library Users

**Q3 If you use other libraries in East Lothian, why do you use them?**

Answered: 27 Skipped: 67

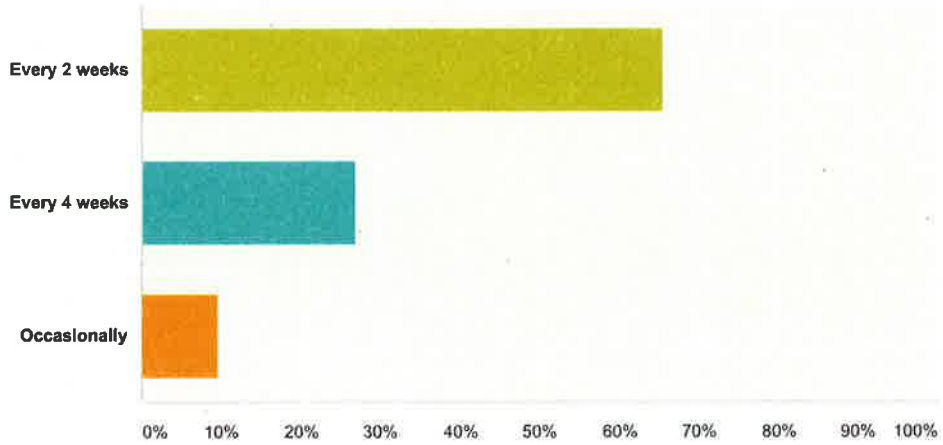


Answer Choices	Responses
Infrequency of Mobile Library visits	29.63% 8
More social interaction	11.11% 3
Limited stock on Mobile Library	18.52% 5
Other reason	55.56% 15
<b>Total Respondents: 27</b>	

Copy of Customer Survey for Mobile Library Users

**Q4 How often do you use the Mobile Library service (circle all that apply)**

Answered: 93 Skipped: 1

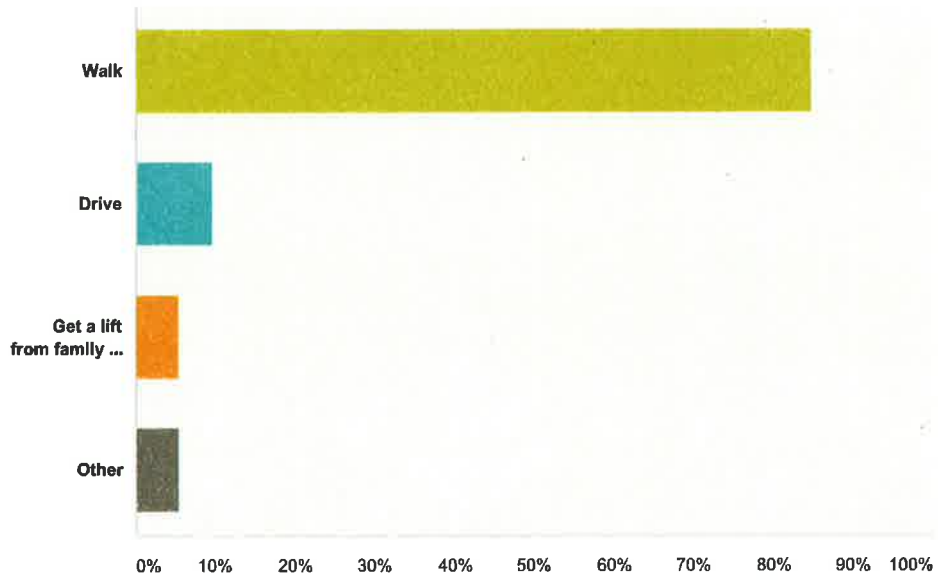


Answer Choices	Responses
Every 2 weeks	65.59% 61
Every 4 weeks	26.88% 25
Occasionally	9.68% 9
<b>Total Respondents: 93</b>	

Copy of Customer Survey for Mobile Library Users

**Q5 To get to the Mobile Library, do you?**

Answered: 93 Skipped: 1

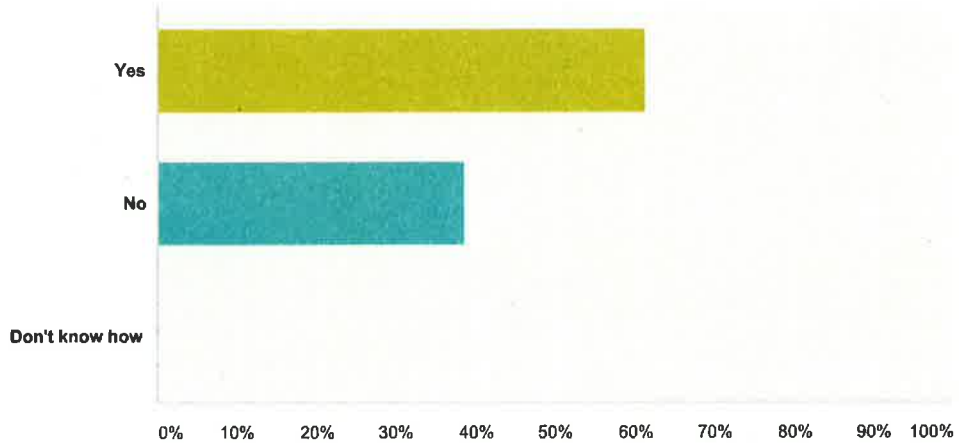


Answer Choices	Responses
Walk	84.95% 79
Drive	9.68% 9
Get a lift from family / a friend / a neighbour	5.38% 5
Other	5.38% 5
<b>Total Respondents: 93</b>	

Copy of Customer Survey for Mobile Library Users

**Q6 Do you use internet access at home**

Answered: 93 Skipped: 1



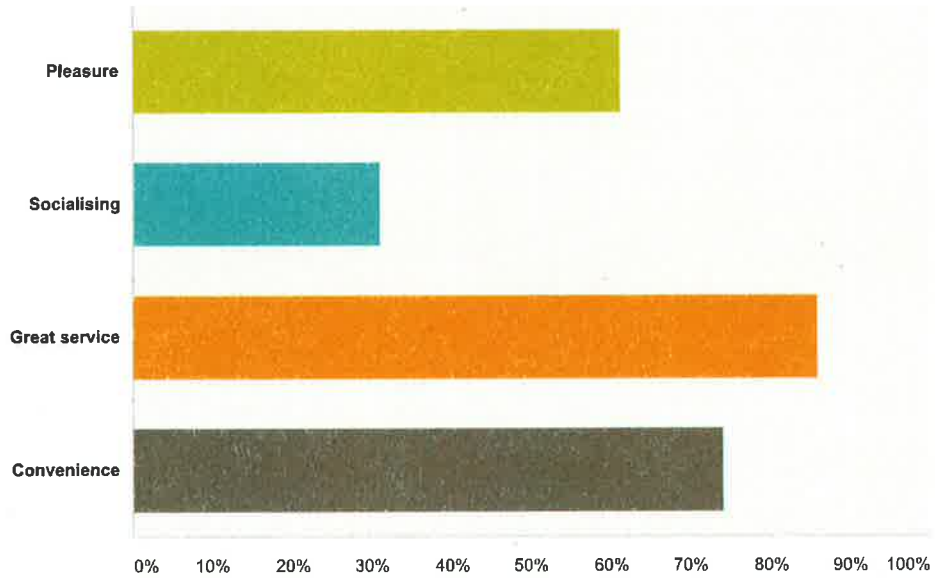
Answer Choices	Responses
Yes	61.29% 57
No	38.71% 36
Don't know how	0.00% 0
<b>Total Respondents: 93</b>	



Copy of Customer Survey for Mobile Library Users

**Q7 What are your main reasons for using the Mobile Library Service?**

Answered: 93 Skipped: 1

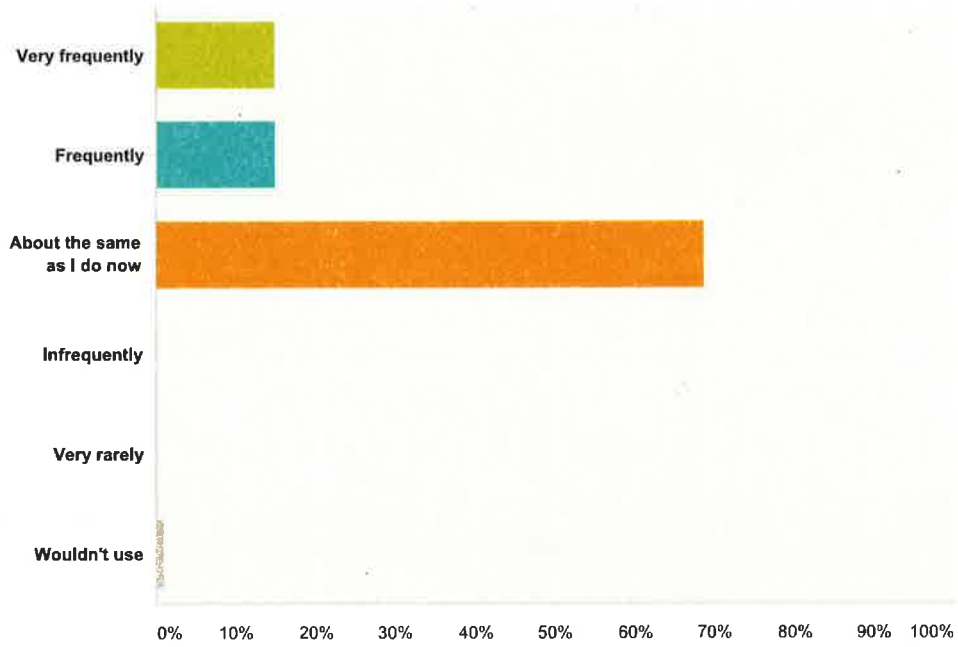


Answer Choices	Responses	
Pleasure	61.29%	57
Socialising	31.18%	29
Great service	86.02%	80
Convenience	74.19%	69
<b>Total Respondents: 93</b>		

Copy of Customer Survey for Mobile Library Users

**Q8 There is a possibility that the existing mobile library is partially replaced by another Council using their library vehicle. If this were to happen would you use the service?**

Answered: 93 Skipped: 1

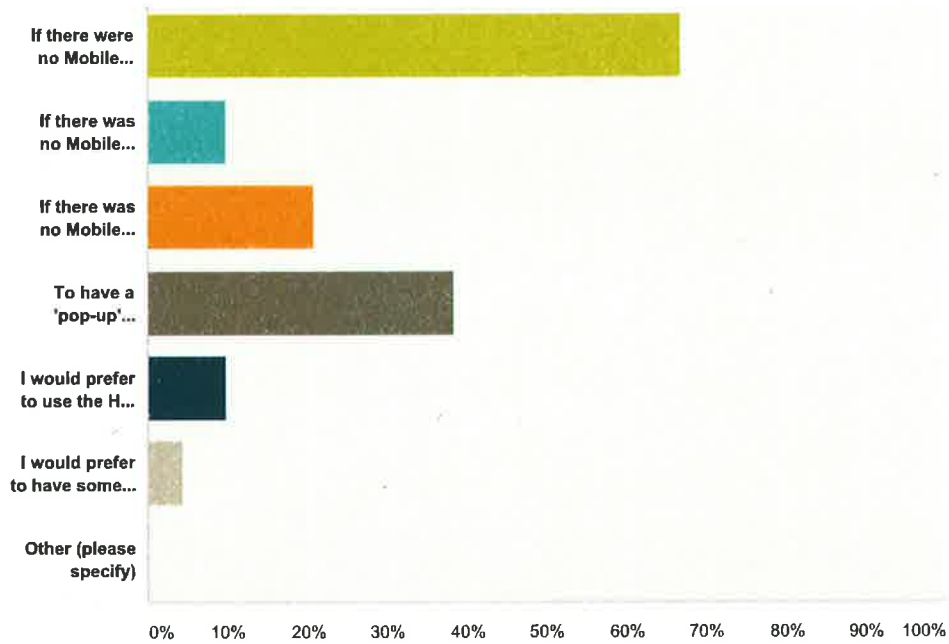


Answer Choices	Responses	Count
Very frequently	15.05%	14
Frequently	15.05%	14
About the same as I do now	68.82%	64
Infrequently	0.00%	0
Very rarely	0.00%	0
Wouldn't use	1.08%	1
<b>Total Respondents: 93</b>		

Copy of Customer Survey for Mobile Library Users

**Q9 If the above option wasn't possible, please circle all of the questions below that apply to you or whoever you are borrowing on behalf of**

Answered: 91 Skipped: 3



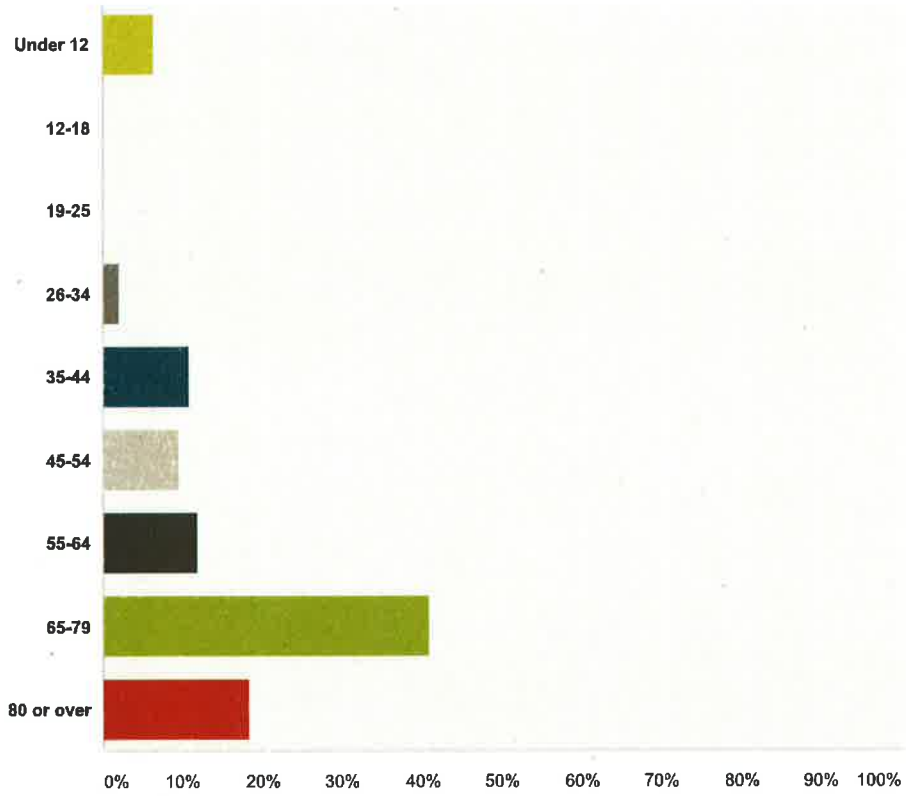
Answer Choices	Responses
If there were no Mobile Library Service I would visit a branch library and would travel there by my own transport / public transport	67.03% 61
If there was no Mobile Library Service I know someone who could take me to one of the branch libraries	9.89% 9
If there was no Mobile Library Service, I just wouldn't use the Library Service	20.88% 19
To have a 'pop-up' library in our village hall / community centre with a limited range of items from which to borrow	38.46% 35
I would prefer to use the Home Delivery and Collection service where a volunteer would deliver me books and collect them from me as I am either not fit / able to get about and / or I find carrying books too heavy for me	9.89% 9
I would prefer to have someone come and take me to my nearest library where I can choose my own books and then take me home but I don't feel I can ask anyone to do this on a regular basis	4.40% 4
Other (please specify)	0.00% 0
<b>Total Respondents: 91</b>	

#	Other (please specify)	Date
	There are no responses.	

Copy of Customer Survey for Mobile Library Users

**Q10 What age group are you?**

Answered: 93 Skipped: 1

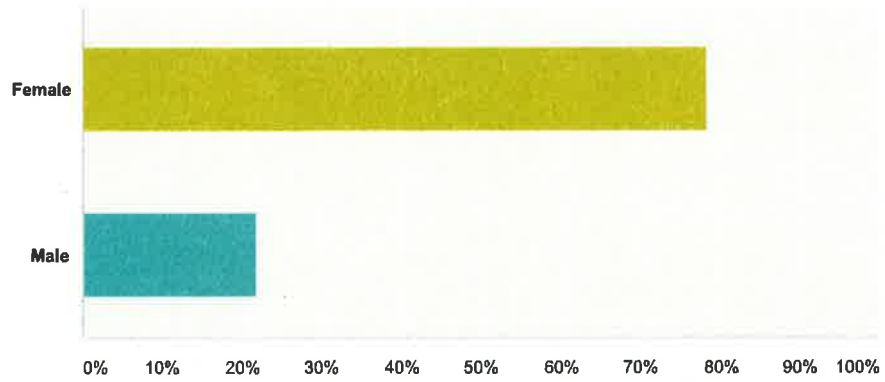


Answer Choices	Responses
Under 12	6.45% 6
12-18	0.00% 0
19-25	0.00% 0
26-34	2.15% 2
35-44	10.75% 10
45-54	9.68% 9
55-64	11.83% 11
65-79	40.86% 38
80 or over	18.28% 17
<b>Total</b>	<b>93</b>

Copy of Customer Survey for Mobile Library Users

**Q11 What gender are you?**

Answered: 92 Skipped: 2



Answer Choices	Responses	
Female	78.26%	72
Male	21.74%	20
<b>Total</b>		<b>92</b>

## Copy of Customer Survey for Mobile Library Users

### Q12 Comments

Answered: 18 Skipped: 76

#	Responses	Date
1	Both male and female respondents	12/24/2015 8:29 AM
2	Please notify me if you use another council, thank you.	12/22/2015 8:41 AM
3	I have used the Mobile Library Service for 40 years. the Librarians, especially Cecilia, have been brilliant. Thank you Mobile Libraries for a wonderful service.	12/16/2015 1:19 PM
4	Use the mobile for pleasure: I have done so since a small child with grandparents.	12/15/2015 4:43 PM
5	I would use another branch if able because of work times.	12/15/2015 3:25 PM
6	Reason for using branches: They are near the places I play hockey.	12/15/2015 3:22 PM
7	Reason for using a branch: Near hockey pitches	12/15/2015 3:21 PM
8		12/15/2015 3:19 PM
9		12/15/2015 3:18 PM
10	Reason for using a branch: maps	12/15/2015 3:15 PM
11	Reason for using other libraries: Passing by.	12/15/2015 3:03 PM
12	How do you get to the Mobile Library: Husband goes to the library for me as it stops just outside my door.	12/15/2015 2:54 PM
13	Reason for using branch: Maybe at work when mobile calls.	12/15/2015 2:50 PM
14	Pop up Library: would consider using this if it offered the same level of service. Level of Service: This one is great because of the selection and suggestions that the staff made for our family. Our family: 2 adults and 3 children.	12/15/2015 2:41 PM
15		12/15/2015 2:33 PM
16	I know someone who can take me to a branch library - occasionally.	12/15/2015 2:23 PM
17	Pop up Library - Maybe I would use this service.	12/15/2015 2:21 PM
18	Pop up Library: I would be happy to help run this at Bolton Village Hall.	12/15/2015 2:20 PM