

# Help us shape the future of Conwy's Home and Mobile Library

In 2013 we carried out a consultation on our Home and Mobile Library services. Following feedback, we increased the number of Mobile Library stops within rural areas and in our more disadvantaged communities. The Home Library remained largely unchanged.

The Home and Mobile Libraries provide a service to many vulnerable or isolated members of our communities. However, the cost of running these services is high, our vehicles are old and unreliable and our funding is reducing. In light of this, we are asking Conwy residents how we should provide the services in future.

A public consultation is being undertaken between January 28 and 10 March 2019, and we would like to hear your views and ideas.

The Library and Information Service in Conwy is currently provided through:

## 5 Area Libraries:

Abergele  
Colwyn Bay  
Conwy  
Llandudno  
Llanrwst

## 5 Community Libraries:

Cerrigydrudion  
Kinmel Bay  
Llanfairfechan  
Penmaenmawr  
Penrhyn Bay

**Home Library**

**Mobile Library**

**On-line Library**

## Mobile Library

Conwy Mobile Library brings books, audio books and information to communities throughout Conwy. It currently makes 120 stops, calling at each stop every 4 weeks.

Although the number of stops was increased following previous consultation, visits to the Mobile Library have remained fairly constant over the past 5 years, with 6,338 visits in 2017/18. Some stops have 1 or no regular customers.

Annual book loans are 20,180 (2017/18): a 17% decrease over 5 years.

The Mobile Library is now 13 years old, the vehicle is unreliable and needs replacing.

The cost of providing the Mobile Library service in 2017/18 was £36,240, or £5.72 per visit, compared with an average of £2.41 across Conwy's libraries.



## Home Library

This is the service for Conwy residents who, due to age or infirmity, are unable to visit an area or community library or use the Mobile Library. The Home Library visits customers in their own home every 4 weeks. It offers access to the complete range of Conwy libraries' stock based on customers' individual reading preferences.

In November 2018 there were 141 Home Library customers.

The number of visits (1,718 in 2017/18) has reduced by 28% in the past 5 years, although loans (27,082 in 2017/18) have remained consistent.

The van which delivers the service is now 9 years old and will need replacing soon.

The cost of the Home Library service in 2017/18 was £27,548.74, or £16 per visit.

## Options

There are a number of options available to us, including:

- 1 Take no action and continue to provide existing Mobile and Home Library routes. As the vehicles become more unreliable, this results in loss of services.
- 2 Withdraw Mobile Library provision and identify customers who meet the criteria and can be served through the Home Library, or can visit library buildings / use the On-line Library.
- 3 Amalgamate Mobile and Home Library service provision. Concentrate Mobile Library stops in communities which are remote from library buildings and have limited public transport. See Appendix for stops which may be retained or withdrawn if Option 3 is chosen.

## Proposed criteria for the Mobile Library

- The Mobile Library will provide an information and reading service to communities at least 3 miles from the nearest library or where there is limited / no public transport
- The frequency of visit will be once every 4 weeks
- Longer stops at central community locations will be provided to allow more time for information provision
- Following the closure of the Schools Library service, if capacity allows, a service will be provided to schools located at least 3 miles from the nearest library
- Mobile stops will be reviewed if there are less than 2 regular customers.

## Eligibility criteria for the Home Library

- Those who are unable to leave their home for physical / health reasons
- Those who are housebound and have no family or friends who can collect books for them
- Those who may be prevented from using library facilities while caring for the housebound
- Applications will continue to be assessed on an individual basis.

## What can I do?

Please take 5-10 minutes to complete the attached questionnaire and tell us what you think.

## What happens next?

By using your feedback we will have a better understanding of how we can continue to provide Mobile and Home Library services with reduced funding within the communities which need them most.