Appendix D - Alternative selection criteria from mobile redesign

Part I- Suggested Developments considered

Alternative criteria suggested	Results upon consideration
Age/mobility/disability	All of these were considered as part of the EQIA. Alternative access to a library service via home library service will be available to all customers whose stop is withdrawn.
Proximity to a static library	It is proposed to keep stops that have received over 2 visitors on average irrespective of the distance to the nearest static library. In this review it was decided to focus on actual usage which is a more customer focused criterion.
Better promotion of the service/potential users unaware	Promotion of the mobile library service will be reviewed at as part of our launch of the newly designed service.
Access to public transport/ regular bus services	Alternative access to library services, in particular the home library service will be made available. This does not rely on access to public transport which is subject to ongoing changes. KCC does offer the Kent Karrier Service. This is a dial a ride service that will take you from your home to set locations such as town centres. There is a library in all town centres in Kent. The Kent Karrier service may be suitable for some library users who do not have a regular bus service. The eligibility for this service is; • people with a medical condition that makes travelling on public transport difficult • people who live in a rural area more than 500 meters from a bus route or railway station • aged 85+. More information can be found at; http://www.kent.gov.uk/roads-and-travel/travelling-around-kent/community-transport/kent-karrier
Monthly or less frequent visits for underused stops to preserve stops	It is proposed to keep stops that have received over 2 visitors on average irrespective of the distance to the nearest static library. A two weekly rota has been put in place to ensure we deliver a consistent service across the County.
Potential access by schools/children/clubs	As a result of customer feedback school stops will be retained where they meet the usage criterion and will stop during the hours of the school day.
New housing	A built in annual review of the mobile library service will

	allow us to target the service to those communities where it is most needed and will be used. A mobile stop will not necessarily be the solution for all new communities.
Number of books issued per person at each stop	This criterion was considered. However it was proposed to keep stops that have received over 2 visitors on average. In this review it was decided to focus on actual usage which is a more customer focused criterion. Due to the fact that people borrow a range of books e.g. 1 person borrows 1 book another borrows 5, book issues is not an equitable measure for evaluation.
Combine underused stops so each community is visited once	As a result of customer feedback we have looked at those communities where this applies. This criterion has been accepted. More detail about this is available in section 2 of this document.
Re- evaluate after days and times are changed	An annual review of the service has been built in as part of the redesigned mobile library service. Following the initial launch of the routes as well we will also allow an 'initial settling in period' where following the first month's operation small local changes can be made for practical reasons. We have also at this stage not changed the locations of the stops but where a small change is requested by a community this can be looked at locally.
Different evaluation needed for isolated, rural and poor communities	Where individuals cannot access alternative library services, the home library service will be offered. This will allow access to books and reading and social interaction with the home library service volunteer.
Proximity to other mobile library stops	It is proposed to keep stops that have received over 2 visitors on average irrespective of the distance to the nearest mobile stop.
Eligibility to HLS	Where stops have been withdrawn all customers unable to access a library service in that location will be eligible for the home library service.
Criterion should be reduced/ only remove if zero people using	The criterion Kent proposes is very fair in comparison with other local authorities. KCC is required to make significant savings and LRA must contribute to this. Poorly used mobile stops do not represent good use of tax payer's money.
Reliability of the service/breakdown and off road time	The newly designed service will allow us to retain the newest vehicles with the least mileage. We anticipate that off road time will be reduced and lower maintenance costs will contribute to the required savings.
Assessment period not current/wider time frame needed	This is accepted and is outlined in section 2 of this document.
Consult with service users on a stop by stop basis	All households who have a resident who is a mobile library user were sent a copy of the mobile library consultation and questionnaire.

Don't believe statistics – figures are not correct	The published figures are from data that is routinely collected by LRA. Data such as borrower information and book issues is collected via our library management system. The number of users at each stop is collected daily by our mobile library driver assistants. Our data collection team collated all of the relevant data used to inform our proposals. If the mobile could not visit a stop due to mechanical or other issue this was not counted in the statistics.
Utilise school libraries/church/shops as a replacement for services that are cut	The criterion of an average of 2 visitors or less was used to propose which stops will be withdrawn. There is a range of alternative ways that customers can access library services. This includes our 99 static libraries, online services and the home library service. LRA is not proposing to deliver a service to every community. LRA will ensure that where stops are withdrawn everyone will have access to one of the alternatives.

Part II- Accepted Developments rationale

1) Data period does not cover new usage beyond September 15

- Maximum we can extend the data period to is the end of December as the proposal in the public domain from January
- Selection Criteria becomes over the period January 2015-December 2015
- No additional stops withdrawn

2) Some locations are penalised by having more than one stop and propose that they should have a single average score

- We would only apply this criterion in communities where there is more than one stop and that community is losing all those stops under the proposals.
- This would not apply where there is a static library and the stop is within a mile of that library
- The methodology to work out the average performance is total of visitors at all stops divided by the number of visits
  - Community A has 2 stops, visitors total 30 + 50 = 80
  - Mobile has called 40 times at one of the stops and 30 times at the other (average number of stops = 35)
  - Divide total visitors by average number of stops – 80 visitors / 35 visits = 2.28 average visitors.
- To count more than one stop together we have looked at distance between stops and assumed that a maximum distance people would be prepared to walk from one to another would be half a mile. If over this distance the stops would continue to be judged as separate stops. Distance has been calculated as the crow flies as opposed to road travel distance.

- The busiest of the stops in a community has been selected to be the one to continue.

Potential impact if either or both of these criteria were to be accepted- potential additional stops (if all criteria above are accepted)

Multiple community stops	District
Tanyards, Sandhurst	Tunbridge Wells
Beacon Way, Lympne	Shepway
Chislet Gardens, Hersden	Canterbury
Woodlands Way, Woodnesborough	Dover
Fiveways Rise, Sholden	Dover
Prestedge Avenue, Dumpton	Thanet
Park Avenue, Birchington	Thanet
Station, Martin Mill	Dover
Goulston Bungalows, West Farleigh	Maidstone
Village Hall, Southfleet	Dartford
Orlick Road, Chalk	Gravesend
Oak Road, Five Oak Green	Tunbridge Wells
Meets both criteria	
Black Horse, Pluckley	Ashford
Lingfield Avenue, Stone	Dartford
Extending data period	
Nr Greenfields, Sellindge	Shepway
Church, Hoath	Canterbury
Crabble Avenue, River	Dover
Post Office/Daimler Avenue, Studd Hill	Canterbury
The Green, Boughton Monchelsea	Maidstone
Woodcut, Sandling	Maidstone
Woolley Road, Senacre	Maidstone
Brookbank, Brook (Wye)	Ashford
The Green, Leigh	Sevenoaks

Multiple community stops considered that did not meet the criteria	District
Addington	Tonbridge
Appledore	Ashford
Aycliffe	Dover
Bean	Dartford
Brookfield	Ashford
Deal	Dover
Detling	Maidstone
Dungeness	Shepway
East Malling	Tonbridge
Eastchurch	Swale
Egerton Forstal	Ashford
Goudhurst	Tunbridge Wells
Hothfield	Ashford
Hunton	Maidstone
Lynsted	Swale
Mill Hill	Dover
Milton Regis	Swale
Monkton	Thanet
Newington	Swale
Sandwich	Dover
Selling	Swale
Woolage	Canterbury
Wrotham	Tonbridge

Impact on the number of Mobile Stops

District	Current number of static libraries	Current number of mobile stops	Proposed number of stops during consultation	Additional stops proposed	New (post consultation) number of Mobile stops
Ashford	6	92	50	2	52
Canterbury	5	86	42	3	45
Dartford	9	20	5	2	7
Dover	6	80	30	4	34
Gravesham	10	17	5	1	6
Maidstone	11	85	43	4	47
Sevenoaks	11	39	17	1	18
Shepway	8	58	30	2	32
Swale	7	55	23	0	23

Thanet	8	42	11	2	13
Tonbridge	9	47	15	0	15
Tunbridge Wells	9	30	12	2	14
Total	**99**	**651**	**283**	**23**	**306**