Appendix C - Alternative ideas for including in the strategy

Suggested additions considered

Alternative idea suggested	Results upon consideration
Using rooms for other purposes (e.g. events)	This is something we have done for many years but do propose to refresh our approach. We will also link this into our new marketing strategy to promote the availability of our rooms and charges.
Improve marketing/promotion to increase footfall	This is a key proposal in our strategy and will be an area to focus some of our initial strategy implementation work.
Use of volunteers (e.g. community-run libraries)	KCC is committed to having paid staff running our libraries with our volunteers adding value to the service. We are interested to hear from local parish/town councils or other bodies who are interested to explore different ways to deliver services in partnership, for example at Sandgate library.
Provide more/better facilities (e.g. café/food/faster Wi-Fi/toilets parking)	This will be a consideration and will link into the work making best use of our buildings. Café spaces are a possibility providing a good business case can be established. This is to ensure we have the foundation for a successful operation that can be sustained as quite a few cafes we have had in the past have not lasted. We have Wi-Fi in all our libraries but will explore how we can develop this which will include the potential for Wi-Fi printing. We will continue to review what we can provide in our libraries with our property team although in regard to parking we are often restricted by the sites we have and offer customer parking where it is possible.
Ensure opening times are convenient/meet demand/ideas for revised opening hours	The next stage of the tiering model is to engage with local people to shape the opening hour patterns at each library
More visible mobile libraries	We propose to explore a new smaller mobile vehicle and will look at its external livery at the same time.
Sponsorship or partnerships with local businesses/other funding	We will continue to look at opportunities where they arise and will do further work on our offer to businesses in Kent. We also propose to make good use of bids to national funds where appropriate and have had some success in recent years with Arts Council England funding for example.
Improve links with school, care homes	We have last year launched a new offer for schools and are keen to continue to forge/develop local links with them.
	Care homes is an area we want to review our offer, and

	this will form part of the strategy (Library direct) and engaging with care homes directly around what their residents would like.
Charge for some services/raise money/donations	LRA does review its fees and charges and will continue to l exploit commercial opportunities as well as exploring other ways of generating money.
Improve online/improve online accessibility/develop online offer	This is another part of our proposed strategy to progress (digital strategy). We are working with other parts of KCC to improve the online accessibility of our services and this will continue.
Update/review/rotate library stock	This is an ongoing area of work for the service which we propose to build on with the tiering model. The aim is to develop and shape stock in libraries that is more focused on that place.
Make better use/increased visibility of librarians	We focus our staff on being visible in libraries and will take this forward through regular meet the manager style drop-ins.
Review charges for LRA services	We are committing to a yearly review of our fees and charges. We reviewed them last year.
Close/reduced hours of less used libraries/use mobile libraries instead	LRA strategy is committed to maintaining all 99 libraries. We have looked at reduction of opening hours, based on the usage criteria in the strategy.
Need to consider library facilities in growing areas	The tiering model and library usage will be reviewed in two years time and the issue of new growth communities will be considered as part of the next steps of work on the strategy.
Look at needs of individual libraries/review on case by case basis	This is what the strategy proposes.
Pay/job cuts amongst highest paid Council officers/councillors	This feedback is noted and KCC does look at its Pay and structures on a yearly basis.
Out of hours collection/drop off service/self-service options	There are out of hours drop off boxes in some of our libraries and we will look to see where we may be able to expand this. We already have self-service in a number of our libraries, and we are piloting Library Extra in three libraries. We will review the results from the pilots in considering any future expansion.
Cut some services (e.g. DVD/CD loans) save money in other areas	LRA does review its services regularly and we do make changes. DVDs and CDs are still a source of income for the service but are keeping these under review in terms of how customers continue to use. We are looking less at CDs now as have concentrated our collections into specific places. All parts of LRA have contributed savings over recent financial years.

Improve accessibility (e.g. public transport) to libraries	We will keep the locations of our libraries under review and take opportunities where they arise to better locate.
Spread cuts more proportionally across all libraries/areas	We have taken a use-based approach to reviewing the opening hours of our libraries across Kent.