

Appendix 4a – Additional comments received during the consultation period

Ref	Comment	Response
1	<p>Enquiry stating that:</p> <ul style="list-style-type: none"> - the service should remain weekly even if this means reducing stops; - Stops with little/no users should be eliminated from the timetable; - Places and times of stops should focus on the convenience of its likely users; - Turnover of books is not frequent enough; and - Trying to do too much, i.e. offer CD's, children's books. Do they all 'pay their way'? Do the users want these things? 	<p>We are prioritising the maximum number of stops and the service needs to move to 3 weekly in order to maintain services across Essex.</p> <p>Support for eliminating unused stops is noted.</p> <p>We note comments on quality of mobile library service which are not directly relevant to survey, however we do keep service under review.</p>
2	<p>Resident responded to say that they appreciate mobile library service visiting flats and hopes it can continue.</p>	<p>We appreciate the service is valued by recipients. Many stops will be retained. The Council is committed to the provision of library services in this type of scheme and if the stop is withdrawn then we will work with the provider to have community libraries if the provider will support this.</p>
3	<p>Comments received regarding the impact the withdrawal of the mobile library would have on a rural community, and the potential social isolation it will bring.</p>	<p>Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service. Ebooks are also available over the internet from the library service.</p>
4	<p>Comments received regarding the frequency of visits and suggested alternative mobile stop locations.</p>	<p>Results from the consultation show that when asked, people preferred a 3 week cycle to a 4 week cycle. We are satisfied that three weekly visits provide sufficient service across all stops and allows for extended time of at those stops.</p> <p>The Council is keen work with communities to find the best place for them and for us to stop in the community.</p>
5	<p>Comments received regarding :</p> <ul style="list-style-type: none"> - the lack of public transport in areas mean an increased difficulty in accessing library services, unless bus routes were reinstated. - the adequacy of proposed frequency of the mobile library visits. - whether there would be sufficient volunteers to run a community library; 	<p>Provision of other transport services is outside the scope of this consultation. However where a community highlights the need, and is able to demonstrate volunteers and a suitable location, we would be looking to establish a community library, or if suitable provide home library services in the area.</p> <p>Results from the consultation show that</p>

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	<ul style="list-style-type: none"> - the isolation a reduction in service could bring to residents; and - the impact walking in the dark, with no street lights would have on accessing the mobile library. 	<p>when asked, people preferred a 3 week cycle to a 4 week cycle. We are satisfied that three weekly visits provide sufficient service across all stops and allows for extended time of at those stops.</p> <p>The community libraries pilot established that volunteers that can successfully run such services, and proved popular with the community. The consultation asked for people to come forward and volunteer. We have enough interest to provide more than sufficient resources for our current plans.</p> <p>Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p> <p>The revised timetable is still operating within the time parameters of the current service.</p>
6	<p>Concerns raised by a community group around;</p> <ul style="list-style-type: none"> - The local of a community library, and the type of premises it might occupy. - Who would be running community libraries, and any potential lack of expertise; and - How the community libraries would exercise discretion around peoples selection of reading material. 	<p>Location of the community library will be assessed on its own merits. The revised timetable is still operating within the time parameters of the current service.</p> <p>Local volunteers will be supported by the ECC Library Service as suitable. Community Library volunteers will be encouraged to develop links with their community to help deliver the service required.</p> <p>The online service will continue to allow people to order books discretely, and these can be picked up from an ECC library building if they prefer.</p>
7	<p>A resident raised concerns relating to the potential isolation the changes may cause in individuals, and the relationship between volunteers and the communities.</p>	<p>Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p> <p>Community Library volunteers will be</p>

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		encouraged to develop links with their community to help deliver the service required.
8	A nursery school recommended potential changes to mobile library stop locations.	As part of the revised timetable, mobile library stops are located in prominent, accessible locations, to the community. We of course are willing to work with the community to ensure that a location does meet this criteria to the best of our knowledge.
9	A nursery school recommended potential changes to mobile library stop locations.	As part of the revised timetable, mobile library stops are located in prominent, accessible locations, to the community. We of course are willing to work with the community to ensure that a location does meet this criteria to the best of our knowledge.
10	<p>Group raised concerns around:</p> <ul style="list-style-type: none"> - evening stops in unlit villages; - combining stops that serve different areas of the same village; - Access to stops for the elderly where pavements are not available; - The expertise of volunteers; and - Social Isolation issues 	<p>As part of the revised timetable, mobile library stops are located in prominent, accessible locations, to the community. We of course are willing to work with the community to ensure that a location does meet this criteria to the best of our knowledge.</p> <p>The community libraries pilot established that volunteers that can successfully run such services, and proved popular with the community. The consultation asked for people to come forward and volunteer. We have enough interest to provide more than sufficient resources for our current plans.</p> <p>Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p>
11	A pre-school raised potential changes to mobile library stops.	<p>These points have been considered as part of the revision to the timetable.</p> <p>As part of the revised timetable, mobile library stops are located in prominent, accessible locations, to the community. We of course are willing to work with the community to ensure that a location does</p>

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		meet this criteria to the best of our knowledge.
12	Comments regarding the historical growth of the service, and how the withdrawal would result in isolation for some. I would like to make the following comments for which there is no space on the survey.	<p>The current network of stops has grown up piecemeal over many years and has not been the subject of a comprehensive review within recent memory. There are no formal criteria for providing or withdrawing mobile library stops which means that we have, in general, provided stops if a stop can be fitted in, and stops have not been withdrawn even if they receive little or no custom.</p> <p>Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p>
13	General observation regarding the location of mobile stops within 2 miles of library buildings.	<p>The current network of stops has grown up piecemeal over many years and has not been the subject of a comprehensive review within recent memory. There are no formal criteria for providing or withdrawing mobile library stops which means that we have, in general, provided stops if a stop can be fitted in, and stops have not been withdrawn even if they receive little or no custom.</p>
14	Expressions of interest in community libraries in their area and as a volunteer.	<p>The community libraries pilot established that volunteers that can successfully run such services, and proved popular with the community. The consultation asked for people to come forward and volunteer. We have enough interest to provide more than sufficient resources for our current plans.</p> <p>Local volunteers will be supported by the ECC Library Service as suitable. Community Library volunteers will be encouraged to develop links with their community to help deliver the service required.</p>
15.	Comments received regarding the impact a loss of stops will have in an area.	<p>We appreciate the service is valued by recipients. Many stops will be retained. The Council is committed to the provision of library services in this type of scheme. If the stop is withdrawn the Council is keen to work with parish councils or other local</p>

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		organisations to help them provide community libraries and to support the ECC home library service.
16.	The impact a loss of a stop will have on the community and the isolation that will bring to the elderly.	Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.
17.	Playground requesting stops in their location.	As part of the revised timetable, mobile library stops are located in prominent, accessible locations, to the community. We of course are willing to work with the community to ensure that a location does meet this criteria to the best of our knowledge
18.	Parish council requesting consideration of new stops or moving current stops within their area.	As part of the revised timetable, mobile library stops are located in prominent, accessible locations, to the community. We of course are willing to work with the community to ensure that a location does meet this criteria to the best of our knowledge.
19	General comments received regarding social isolation caused by the removal of stops in communities and lack of public transport is not helping, whilst expressing support for the removal of those stops which are not visited.	<p>Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p> <p>Support for eliminating unused stops is noted.</p> <p>Provision of other transport services is outside the scope of this consultation.</p>
20	Expression of interest in community libraries in the area	We appreciate the service is valued by recipients. Many stops will be retained. The Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.
21	General support for community libraries	Your support for community libraries is noted.

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22	Discussion around the potential relocation of a stop within their area.	As part of the revised timetable, mobile library stops are located in prominent, accessible locations, to the community. We of course are willing to work with the community to ensure that a location does meet this criteria to the best of our knowledge.
23	Expression of interest in hosting a community library	Your interest is noted.
24	General feedback on the frequency of visits to areas.	We are prioritising the maximum number of stops and the service needs to move to 3 weekly in order to maintain services across Essex.
25	General comments on potential isolation through reduced number of stops.	<p>Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p> <p>The home library service will be promoted where stops are withdrawn.</p>
26	General comments on the frequency of visits to an area.	We are prioritising the maximum number of stops and the service needs to move to 3 weekly in order to maintain services across Essex.
27	General comments on isolation resulting from the proposed changes for those that are less mobile due to age, infirmity or the constraints of looking after children.	Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.
28	Expression of interest in a community library if the mobile library stop is withdrawn in their area.	<p>Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p> <p>Local volunteers will be supported by the ECC Library Service as suitable. Community Library volunteers will be encouraged to develop links with their</p>

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		<p>community to help deliver the service required.</p> <p>The home library service will be promoted where stops are withdrawn.</p>
29	Parish Councils proposal for alternative stop locations in their area.	<p>As part of the revised timetable, mobile library stops are located in prominent, accessible locations, to the community. We of course are willing to work with the community to ensure that a location does meet this criteria to the best of our knowledge.</p>
31	Parish Council proposals for additional stops/or retention of stops in their area, where bus services are not sufficient.	<p>We appreciate the service is valued by recipients. Many stops will be retained. The Council is committed to the provision of library services in this type of scheme and if the stop is withdrawn then we will work with the provider to have community libraries if the provider will support this.</p> <p>Provision of other transport services is outside the scope of this consultation.</p>
32.	Concerns that withdrawal of services in an area will cause social isolation	<p>Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p> <p>The home library service will be promoted where stops are withdrawn.</p>
32	Concerns expressed over the viability of community libraries, and how these would work for schools.	<p>The community libraries pilot established that volunteers that can successfully run such services, and proved popular with the community. The consultation asked for people to come forward and volunteer. We have enough interest to provide more than sufficient resources for our current plans.</p> <p>Essex County Council also runs a School Library Service to which schools subscribe, that provides curriculum and literacy based resources for school libraries and classrooms.</p>
35	General comments regarding parking at library buildings.	<p>Comments raised around parking at fixed library buildings are noted. These buildings</p>

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		are selected to ensure that they are central to the community.
36	General comments regarding the collection of personal data during the consultation and on opening library cards.	<p>Under Section 149 of the Equality Act 2010, Essex County Council (ECC) must have regard to the Public Sector Equality Duty when making decisions of this nature.</p> <p>To clarify, we ask people to give information about their identity at the end of the survey to help us identify the needs of different sections of the community and whether our proposals are likely to have a disproportionate impact on any group who share a protected characteristic. Whilst individuals may not feel that their sexual orientation (or indeed other characteristics) has any bearing on their use of libraries, analysis of all the responses may show that some groups have greater need for the service or will be more affected, either positively or negatively, if it is changed.</p> <p>Answers to these questions are completely voluntary and are kept confidential. They are not used to identify any individuals. An equalities impact report was published in draft form with the consultation documents and will be updated to take on board the responses to the survey.</p>
37	A Parish Council concerns regarding social isolation if the stops in their area are removed, and general comments regarding the expertise and suitability of volunteers in community libraries.	<p>Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p> <p>Local volunteers will be supported by the ECC Library Service as suitable. Community Library volunteers will be encouraged to develop links with their community to help deliver the service required.</p> <p>The home library service will be promoted where stops are withdrawn.</p>
38	A Parish Council concerns regarding social isolation if the stops in their area are removed, and general comments regarding the	Comments on isolation noted, but mobile library services will be retained in some locations. Where mobile library stops are

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	expertise and suitability of volunteers in community libraries.	<p>withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p> <p>Local volunteers will be supported by the ECC Library Service as suitable. Community Library volunteers will be encouraged to develop links with their community to help deliver the service required.</p> <p>The home library service will be promoted where stops are withdrawn.</p>
39	General comments regarding the criteria and its applicability to the stops.	<p>The consultation set out proposed criteria for redrawing mobile library routes:</p> <ul style="list-style-type: none"> • Remove mobile library stops if the stop is less than two miles from a library building • Withdraw or remove mobile library stops that consistently has no visitors over at least six months • Merge stops which service the same community <p>In drawing up the list of potential stops which accompanied the consultation survey, officers looked at location (in relation to library buildings) and usage of the stops, not stop type.</p>
40	General feedback on the value of the library service, and concerns over its withdrawal	<p>We appreciate the service is valued by recipients. Many stops will be retained. The Council is committed to the provision of library services in this type of scheme and if the stop is withdrawn the Council is keen to work with parish councils or other local organisations to help them provide community libraries and to support the ECC home library service.</p> <p>The home library service will be promoted where stops are withdrawn.</p>
41.	<p>General request for there not to be a:</p> <ul style="list-style-type: none"> - cut the number of stops to less than half the present number; - reduction in the vehicle fleet from seven to two - no reduction of service to schools, old people's homes and sheltered 	<p>We appreciate the service is valued by recipients. Many stops will be retained. The Council is committed to the provision of library services in this type of scheme and if the stop is withdrawn then we will work with the provider to have community libraries if the provider will support this.</p>

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	<p>housing; and</p> <ul style="list-style-type: none"> - To ensure that any volunteer-run libraries are adequately supported by paid staff; and - To promise to spend the whole of any savings from reorganisation within the library service 	<p>As part of the revised timetable, mobile library stops are located in prominent, accessible locations, to the community. We of course are willing to work with the community to ensure that a location does meet this criteria to the best of our knowledge.</p> <p>Local volunteers will be supported by the ECC Library Service as suitable. Community Library volunteers will be encouraged to develop links with their community to help deliver the service required.</p> <p>The home library service will be promoted where stops are withdrawn.</p>
42.	Town Council confirming that the loss of mobile libraries in their area would not lead to an impact on their residents.	Noted