



## Northamptonshire County Council

Please ask for: Anne Lovely or Melanie Khan  
Tel: 0300 126 1000  
Ref: Mobile Library Review 2012  
Date: 04 July 2012

Dear Town / Parish Clerk

### **ANNUAL REVIEW OF THE MOBILE LIBRARY SERVICE**

I am writing to inform you about changes to the Mobile Library Service which will come into effect from 1 August 2012.

As you know, the Mobile Library Service was transformed in August 2011 resulting in an increase in evening and weekend visits, focussing the service on meeting the needs of those people who rely on the mobile library. As the new routes were implemented we promised you we would log customer comments which would then feed into the next annual review.

Working with our two drivers and their insight, and reviewing all of your comments and suggestions during the year, we have now completed the latest review. We have added time at busier stops, added a few new stops and adjusted the times of other stops to make the routes really cost effective and fuel efficient. We have paid particular attention to any stops with low usage. Stops with two or more users will be kept active; however stops with sole users have been removed. The users of these stop will be notified.

I have enclosed the new route/s relevant to your town or parish council.

#### **Is the service being cut?**

No. The two mobiles and drivers remain the same. This is about adjusting the routes to make the most of our mobile service.

#### **Can I help?**

It is increasingly costly to provide the service with escalating fuel prices. If you want to make a financial contribution to support the mobile service, or any other aspect of the library service such as the supply of large print books, you are welcome to do so. Just contact the driver or donate online by using the link below:

[www.northamptonshire.gov.uk/en/councilservices/leisure/libraries/pages/make-a-difference-fund-the-future.aspx](http://www.northamptonshire.gov.uk/en/councilservices/leisure/libraries/pages/make-a-difference-fund-the-future.aspx)

Northamptonshire Libraries and Information Service  
Second Floor  
John Dryden House  
8 - 10 The Lakes  
Northampton  
NN4 7DD

w. [www.northamptonshire.gov.uk](http://www.northamptonshire.gov.uk)  
t. 0300 126 1000



Northamptonshire  
County Council

**What next?**

The changes resulting from our current review will come into effect on 1 August 2012. We review the routes every year. If you have further suggestions for change in the year ahead please contact my colleague Melanie Khan; [mkhan@northamptonshire.gov.uk](mailto:mkhan@northamptonshire.gov.uk). Melanie will log suggestions for consideration in the next review, in 2013. Please ensure we receive your comments before 31 December 2012.

Yours sincerely



Grace Kempster  
Customer and Library Services Manager

Northamptonshire Libraries and Information Service  
Second Floor  
John Dryden House  
8 - 10 The Lakes  
Northampton  
NN4 7DD

w. [www.northamptonshire.gov.uk](http://www.northamptonshire.gov.uk)  
t. 0300 126 1000