

# Cheshire West & Chester Council

## Mobile Library Service Consultation



### Background

There are currently 135\* Mobile Library stops across Cheshire West and Chester. Following a Library Service Review in 2014, and a reduction in the number of mobile library vehicles, it has been necessary to review the current service provided by the Mobile Library.

Currently, there are approximately 550 library customers actively using the Mobile Library Service in Cheshire West.

\*not counting duplicate stops

### Services

The Mobile Library offers a current and wide range of stock including adult and junior books and also audiobooks.

With internet connectivity and access to the web based Library Management System, customers have access to stock across the authority and are able to make reservations and update their accounts. Mobile Library staff can also provide online council information and an enquiry service.

There is also free access for library members, to a wide range of online resources, including eBooks, via the Libraries' webpage.

### The Proposal

The proposal is to maintain 100 stops and improve accessibility to the service by implementing a three week rota (see pages 4-5). This would be instead of the current four week rota (see pages 2-3) and would bring the service in line with loan periods at static libraries. Wherever possible, at the busier locations, stop times would be increased.

Any residents affected by the proposed changes, with restricted mobility, would be entitled to the Home Library Service. This service (provided in partnership with the Royal Voluntary Service) would deliver books to each resident's home.

The offer for schools, pre-schools and nurseries would be standardised through the offer of a paid subscription to the Education Library Service (ELS). This would enable these organisations to have access to a wider range of books, tailored to their needs, as well as materials and curriculum support. These are not available through the Mobile Library Service.

It is proposed that routes would be reviewed on a six monthly basis to maintain effective service provision.

CURRENT ROUTES: Chester & Ellesmere Port – Week 1			
Day	Village	Stop	Time
Mon	Van Service Day		
Tues	Tarvin	Sunshine Nursery	9.50 – 10.05
	Bickley	St Wenefreds Green	11.00 – 11.20
	Malpas	Mates Lane	11.30 – 11.40
		Alms Houses	11.45 – 12.05
		Craddock Court	12.10 – 12.25
	No Mans Heath	Cross O'th Hill	12.35 – 12.55
Waverton	Shops	14.30 – 17.30	
Wed	Boughton	Ingham Close	10.00 – 10.20
	Huntington	Post Office	10.30 – 11.15
	Saighton	Village	11.30 – 11.45
	Waverton	Village Hall	12.10 – 12.25
		Stepping Stones Nursery	12.30 – 12.50
	Broxton	The Sandstone	14.15 – 14.30
	Harthill	Harthill Square	14.35 – 14.50
	Burwardsley	Post Office	15.00 – 15.45
	Tattenhall	Ravensholm Court	15.30 – 15.45
	Caldy Valley	Cedar House	16.00 – 16.30
Thurs	Farndon	Strawberries Preschool	9.50 – 10.05
		Memorial Hall	10.15 – 12.00
		Quarry Hill	12.05 – 12.20
	Clutton	Lay By	12.30 – 12.50
	Christleton	The Square	14.30 – 15.00
Quarry Lane		15.15 – 17.30	
Fri	Mollington	Mollington School	10.00 – 10.30
	Ness	Woodfall School	11.15 – 11.30
	Burton	Village Hall	11.40 – 12.00
	Puddington	Village Green	12.10 – 12.30
	Woodbank	Yacht Inn	12.40 – 13.00
	Ledsham	Village	14.15 – 14.30
	Hooton	Hooton Hotel	14.45 – 15.00
	Great Sutton	Shops	15.30 – 16.00
	Backford	Church	16.25 – 17.00

CURRENT ROUTES: Chester & Ellesmere Port – Week 2				
Day	Village	Stop	Time	
Mon	Littleton	Garth House	9.30 – 9.45	
	Rowton	Holly Cottage	9.55 – 10.15	
		Hargrave	Church	10.25 – 10.40
		Huxley	School	11.00 – 11.15
		Tiverton	Village Green	11.30 – 12.00
		Hoofield	Smithy	12.15 – 12.30
		Duddon	Back Lane	12.40 – 12.55
		Cotton St Edmunds	Smarties	14.05 – 14.30
		Littleton	Bunnies	14.45 – 15.00
		Guilden Sutton	Moorcroft Crescent	15.15 – 15.30
			Village Hall	16.00 – 17.30
	Tues	Tilston	Playgroup	10.15 – 10.25
		Cuddington	Post Box	10.45 – 11.00
		Higher Wyche	Chapel by the Brook	11.15 – 11.35
		Malpas	Springfield Road	12.15 – 12.30
		Threapwood	Oldcastle Road	14.00 – 14.15
			Holy Land	14.20 – 14.30
Shocklach		Bull Inn	14.40 – 14.30	
Horton		Village Green	15.00 – 15.15	
		Tilston	Rookery Road	15.20 – 15.30
		Inveresk Road	15.40 – 16.15	
Wed	Lache	Ashgrove Farm Nursery	9.40 – 10.00	
	Dodleston	St Mary's Road	10.10 – 10.25	
		Red Lion	10.30 – 10.50	
		Playgroup	10.50 – 11.05	
	Pulford	Old Lane	11.30 – 11.50	
	Eccleston	Benisons Nursery	12.00 – 12.20	
		Post Office	12.25 – 12.45	
	Pulford	Spinney Nursery	13.00 – 13.20	
	Aldford	School	14.25 – 14.35	
		Church	14.35 – 14.50	
	Churton	White Horse	15.00 – 15.15	
	Farndon	Speeds Way	15.25 – 15.50	
		Memorial Hall	16.00 – 17.30	
Thurs	Saughall	Vernon Institute	9.50 – 10.10	
		Winery	10.15 – 10.35	
	Mollington	Mollington Court	11.20 – 11.35	
		Grove Road	11.40 – 11.55	
	Moston	The Dale Nursery	12.00 – 12.10	
	Mickle Trafford	Pre school	12.20 – 12.30	
		Holly Close	12.35 – 12.45	
		Plemstall Way	12.50 – 13.00	
		Springfields	13.05 – 13.15	
	Wimbolds Trafford	Ince Lane	14.10 – 14.25	
Hob Lane End		14.30 – 14.45		
Dunham	Bus stop	14.50 – 15.15		
Fri	Christleton	Preschool	9.30 – 9.45	
	Waverton	Shops	10.00 -11.00	
		Preschool	11.10 – 11.25	
	Christleton	Quarry Lane	11.30 – 12.15	
Caldy Valley:	Cedar House	12.30 – 12.50		

<b>CURRENT ROUTES: Northwich, Winsford and Rural – Week 3</b>			
<b>Day</b>	<b>Village</b>	<b>Stop</b>	<b>Time</b>
<b>Mon</b>	<b>Manley:</b>	Post Office	9.30 – 9.50
		The Common	10.50 – 11.15
	<b>Delamere</b>	Eddisbury Hill	11.40 – 12.00
		Watling Drive	12.05 – 12.20
	<b>Delamere Park</b>	Community Centre	12.30 – 12.45
	<b>Moss Farm</b>	Car Park	14.30 – 17.00
<b>Tues</b>	<b>Lower Peover</b>	General Stores	9.30 – 9.45
	<b>Clive</b>	Pear Tree Farm	10.25 – 10.45
	<b>Ashton</b>	Ashton House Nursery	11.15 – 11.45
		Peel Hall Lane	11.50 – 12.30
	<b>Kelsall</b>	Community Centre	13.45 – 14.30
	<b>Little Budworth</b>	Booth Avenue	15.10 – 15.40
	<b>Eaton</b>	Edgewell Lane	16.15 – 16.50
<b>Wed</b>	<b>Lower Whitley</b>	Village Hall	9.15 – 9.45
	<b>Acton Bridge</b>	Community Centre	9.55 – 10.10
	<b>Norley</b>	School Car Park	11.00 – 11.15
		Nursery Park	11.20 – 11.35
	<b>Hatchmere</b>	Fortune Palace	11.40 – 12.00
	<b>Delamere</b>	Firth Avenue	12.05 – 12.15
	<b>Davenham</b>	Hartford Road	14.00 – 14.25
	<b>Castle</b>	Highbank Road	14.45 – 15.05
	<b>Hartford</b>	Riddings Lane	15.35 – 16.20
		Booth Road	16.25 – 16.50
Village Hall		17.15 – 18.00	
<b>Thurs</b>	<b>Davenham</b>	Firth Fields	10.50 – 11.20
		Fountain Court	11.25 – 12.05
	<b>Comberbach</b>	Post Office	14.00 – 14.55
	<b>Little Leigh</b>	Brakeley Lane	15.05 – 15.25
	<b>Frandle</b>	Quaker House	16.00 – 16.30
<b>Antrobus</b>	Village Hall	16.35 – 17.00	
<b>Fri</b>	<b>Utkinton</b>	Farm Shop	9.45 – 10.15
	<b>Willington</b>	Lay by	10.35 – 10.55
	<b>Barrow</b>	Village Pump	11.35 – 12.10
	<b>Kelsall</b>	Hallows Gate	13.45 – 14.15
		Old Coach Road	14.25 – 14.50
		Community Centre	15.00 – 16.30
	Community Centre	17.10 – 19.00	

<b>CURRENT ROUTES: Northwich, Winsford and Rural – Week 4</b>				
<b>Day</b>	<b>Village</b>	<b>Stop</b>	<b>Time</b>	
<b>Mon</b>	<b>Northwich</b>	Queen Elizabeth House	9.30 – 9.50	
	<b>Castle</b>	Barber Lane (Ryders Street)	10.05 – 10.30	
	<b>Allostock</b>	Princess Road	11.35 – 12.15	
	<b>Lach Dennis</b>	Lay by	13.40 – 14.15	
	<b>Rudheath</b>	Heathbrook	14.35 – 15.00	
		Comboy Drive	15.05 – 15.20	
		Spar Shop	15.40 – 16.10	
	<b>Lostock Gralam</b>	Langford Road	16.30 – 17.00	
	<b>Tues</b>	<b>Frodsham</b>	Eversley Close	10.05 – 10.35
			Kingsley Green	10.40 – 11.00
<b>Kingsley</b>		Community Centre	11.20 – 11.50	
<b>Moulton</b>		Monument	14.05 – 15.30	
		Weaver Road	15.35 – 16.00	
	Fairholme Road	16.30 – 17.00		
<b>Wed</b>	<b>Hartford</b>	Booth Road	9.15 – 9.45	
		Riddings Lane	9.50 – 10.50	
		Village Hall	11.10 – 12.00	
	<b>Wincham</b>	Ash Wood Park	15.35 – 14.00	
		Green Lane	14.10 – 15.15	
	<b>Great Budworth</b>	Church	15.45 – 17.00	
<b>Thurs</b>	<b>Kelsall</b>	Playgroup	9.20 – 9.35	
	<b>Winsford</b>	Hazlemere	11.20 – 11.50	
	<b>Kingsmead</b>	Dukes Way	13.45 – 14.15	
	<b>Davenham</b>	Mount Pleasant Road	14.30 – 15.00	
		Firth Fields	15.20 – 17.00	

PROPOSED ROUTES: Cheshire West Mobile Library Service – Week 1			
Day	Village	Stop	Time
Mon	Little Sutton	Joan Bartlett Close	9.45 – 10.00
		Naylor Court	10.10 – 10.40
		Smithy Court	11.00 – 11.30
		Jessop Court	11.40 – 12.10
	Willaston	Cannell Court	13.35 – 13.55
		Memorial Hall	14.00 – 17.00
Tues	Malpas	Alms Houses	10.10 – 10.30
		Prospect House	10.35 – 10.55
		Old Hall	11.00 – 11.20
		Springfield Road	11.35 – 11.50
		Craddock Court	11.55 – 12.10
	No Man's Heath	Cross O'th Hill	12.20 – 12.35
	Bickley	St Wenefred's Green	14.00 – 14.20
	Tiverton	Village Green	14.40 – 15.05
	Duddon	Back Lane	15.20 – 15.35
	Barrow	Village Pump	16.10 – 16.35
Wed	Little Budworth	Booth Avenue	9.45 – 10.05
	Winsford	Hazlemere	10.20 – 10.40
	Moulton	Fairholme Road	11.00 – 11.30
		Monument	11.35 – 12.15
	Davenham	Fountain Court	12.25 – 12.55
	Rudheath	Heathbrook	14.20 – 14.45
		Comboy Drive	14.50 – 15.05
	Kingsmead	Duke's Way	15.20 – 16.10
	Thurs	Frodsham	Meadow Court
Ashley Court			10.25 – 10.45
Helsby		Loxley Hall	11.05 – 11.35
Dunham		Bus Stop	11.45 – 12.05
Mickle Trafford		Holly Close	12.10 – 12.25
		Plemstall Way	12.30 – 12.40
Wimbolds Trafford		Ince Lane	13.50 -14.00
		Hob Lane End	14.05 – 14.20
Elton	TBC	14.30 – 17.00	
Fri	Ledsham	Village	9.50 – 10.20
	Puddington	Village Green	12.10 – 12.25
		Chapel House/Plessington Court	12.30 – 12.40
	Burton	Village Hall	13.15 – 13.45
	Little Neston	The Court	14.00 – 14.30
	Neston	Churchill Court	14.50 – 15.10
	Parkgate	Deeside Court	15.20 – 15.50

PROPOSED ROUTES: Cheshire West Mobile Library Service – Week 2				
Day	Village	Stop	Time	
Mon	Ashton	Peel Hall Lane	10.10 – 10.30	
	Manley	Post Office	10.40 -11.10	
	Upton	Greenacres & Orchard Manor	11.55 – 12.20	
		Newton House	12.30 -13.00	
	Elton	TBC	14.30 -17.00	
Tues	Antrobus	Village Hall	10.10 – 10.35	
	Comberbach	Post Office	10.55 – 11.40	
	Great Budworth	Parish Church	11.50 – 12.50	
	Wincham	Green Lane	14.00 – 14.45	
	Lower Peover	General Stores	15.15 – 15.35	
	Allostock	Princess Road	15.45 – 16.15	
Wed	Eccleston	Post Office	10.00 – 10.20	
	Dodleston	Red Lion	10.35 – 11.00	
	Huntington	Post Office	11.35 – 12.15	
	Aldford	Church	11.40 – 11.55	
	Churton	Opposite White Horse	13.00 – 13.15	
		Speeds Way	13.20 – 13.50	
	Farndon	Memorial Hall	13.55 – 15.25	
		Caldy Valley	Retail Outlet Car Park	15.55 – 16.45
	Thurs	Saughall	Memorial Hall	9.50 – 10.20
			Chapel Close	10.40 – 11.00
Winery			11.10 – 11.30	
Mollington		Mollington Court	13.00 – 13.20	
		Crabwell Hall	13.25 – 13.45	
		Oak Grange	13.50 – 14.20	
Lea by Backford		Grove Road	14.40 – 15.00	
Backford		Church	15.10 – 15.45	
Fri	Castle	Barber Lane (Ryders Street)	10.15 – 10.45	
		Riddings Lane	10.55 – 11.55	
	Hartford	Booth Road	12.05 – 12.35	
		Greenbank	Community Hub	14.15 – 16.15

<b>PROPOSED ROUTES: Cheshire West Mobile Library Service – Week 3</b>			
<b>Day</b>	<b>Village</b>	<b>Stop</b>	<b>Time</b>
<b>Mon</b>	Van Service Day		
<b>Tues</b>	<b>Hoole</b>	Hoole House	9.45 – 10.05
		Crawford Walk	10.15 – 10.35
	<b>Chester</b>	Bowling Green Court	10.55 – 11.20
		Kingfisher Court	11.30 – 11.55
	<b>Threapwood</b>	Oldcastle Lane	14.00 – 14.15
	<b>Shocklach</b>	Bull Inn	14.25 – 14.40
	<b>Horton</b>	Village Green	15.00 – 15.15
	<b>Tilston</b>	Inveresk Road	15.20 – 15.55
<b>Clutton</b>	Lay By	16.10 – 16.30	
<b>Wed</b>	<b>Lower Whitley</b>	Village Hall	10.10 – 10.40
	<b>Acton Bridge</b>	Community Centre	10.55 – 11.15
	<b>Norley</b>	Outside Primary School	11.40 – 12.10
	<b>Kingsley</b>	Community Centre	12.25 – 12.50
	<b>Elton</b>	TBC	14.30 – 17.00
<b>Thurs</b>	<b>Great Boughton</b>	Tweedsmuir	9.50 – 10.20
		Marlborough Court	10.25 – 10.55
		Vicars Cross Court	10.55 – 11.25
		Arkle Court	11.40 – 12.10
		Kings Lea House	12.20 – 12.50
	<b>Waverton</b>	Shops	14.20 – 15.10
	<b>Christleton</b>	Quarry Lane	15.20 – 16.20
Birch Heath Lodge		16.25 – 16.45	
<b>Fri</b>	<b>Delamere</b>	Community Centre	10.10 – 10.25
		Eddisbury Hill	10.40 – 11.10
	<b>Utkinton</b>	Farm Shop	11.35 – 12.05
	<b>Willington</b>	Lay By	12.15 – 12.50
	<b>Kelsall</b>	Hallows Gate	14.10 – 14.45
Community Centre		14.50 – 16.30	

To give us your views please complete this form by the closing date of 13<sup>th</sup> July 2016. You can return it to any Cheshire West Library, the Mobile Library Service or by post to:

Library Services Manager, Chester Library, Northgate Street, Chester, CH1 2EF

Alternatively, you can complete the form online at [www.cheshirewestandchester.gov.uk/mobilelibraryconsultation](http://www.cheshirewestandchester.gov.uk/mobilelibraryconsultation)

If you would like any further information or have any questions, please send an email to [libraries@cheshirewestandchester.gov.uk](mailto:libraries@cheshirewestandchester.gov.uk) or contact your local library. Please note if you are aged under 16 you will need the permission of a responsible adult to take part in this survey. A responsible adult could be a parent, guardian or teacher.

### How to complete this questionnaire

- Please use a black or blue pen
- Please read each question carefully and follow the instructions by each question
- If you make a mistake, just shade in the box and put a cross in the one you want
- If there are any questions you do not wish to answer, please leave them blank
- Some questions will ask you to write in a box, please feel free to leave boxes blank if you do not wish to comment or do not have any comments to make.

Completing the questionnaire is voluntary and all the information you provide will be treated in the strictest of confidence. No information will be released that could

## SECTION 1 - Mobile Library Service

**Q1 Which Mobile Library stop do you currently use?** (In the space below, please write the name of the stop and the village – refer to pages 2-3)

**Q2a During the last twelve months how often have you used the Mobile Library Service?** (please cross (X) one box only)

About once a month	
About every 3 months	
About every 6 months	
About once in the last 12 months	
Never in the last 12 months	

**Q2b If the Mobile Library Service no longer visited your stop, how would this affect your library use? (please cross (X) all that apply)**

I would use another mobile library stop (please write the stop or stops you would use, from the proposed list, in the box below – refer to pages 4-5)	
I would use a static library (please specify which library or libraries below)	
I would use the Library Service less	
I would not use the Library Service at all	
I would use the Home Library Service (volunteer-run delivery service to people with mobility problems)	
I would use the Education Library Service (for schools, preschools and nurseries)	
I would use the Library Service’s Online (Digital) Resources	

**Q3 Do you use any other libraries? If yes, which library or libraries do you frequently use? Frequently means six times a year or more (please cross (X) all that apply)**

None		Great Boughton Library		Tarporley Library	
Home Library Service		Helsby Library		Tarvin Library	
Online (Digital) Library		Hoole Library		Tattenhall Library	
Barnton Library		Hope Farm Library		Upton Library	
Bishops High Library		Lache Library		Weaverham Library	
Blacon Library		Little Sutton Library		Wharton Library	
Chester Library		Malpas Library		Willaston Library	
Ellesmere Port Library		Neston Library		Winsford Library	
Elton Library		Northwich Library			
Frodsham Library		Sandiway Library			

**Q4 If you have any comments about the proposed changes to the service, please write them in the box below.**

## SECTION 2 – About You

All questions are voluntary and will be treated in the strictest confidence. This information will be held only for the purposes of this consultation and will not be used for any other purpose. **No personal data will be released to a third party or to the public.** Please feel free to leave blank any questions that you do not wish to answer. We will still use the answers that you have given us so far.

**Q5 This survey is confidential but we would like to collect postcodes for research purposes.** Please enter your postcode in the boxes below

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**Q6 Are you?** (please cross (X) all that apply)

Local resident	
An employee of Cheshire West and Chester Council	
An Elected Member of Cheshire West and Chester Council	
An Elected Town or Parish Councillor of Cheshire West and Chester Council	
A local business	
A member of a voluntary or community organisation	
Other (please tell us in the box below)	

**Q7. Please tell us which age group you belong to** (please cross (X) one box only)

Under 16	
16 – 24	
25 – 44	
45 – 54	
55 – 64	
65 – 74	
75 and over	

Signature of Parent / Guardian if under 16



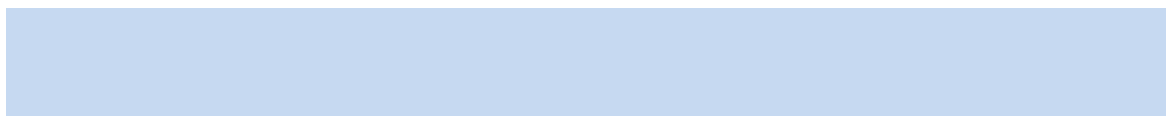
**Q8 Which gender are you?** (please cross (X) one box only)

Male

Female

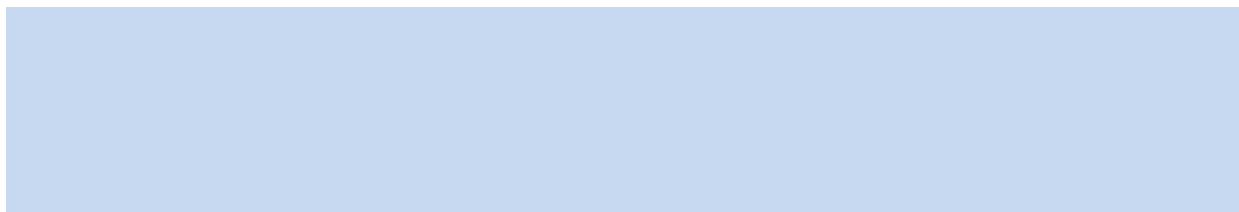
**Q9 Please tell us if you find it difficult to use facilities, such as libraries, because of any of the following?** (Please cross (X) all that apply)

Mobility (e.g. walking short distances or climbing stairs)	
Carrying (e.g. carrying items home from the library)	
Hearing (e.g. deafness or partial hearing)	
Eyesight (e.g. blindness or partial sight)	
Dexterity (e.g. lifting or reaching)	
Learning difficulty (e.g. dyslexia)	
Mental health problem (e.g. depression)	
None of the above	
Other (please specify in the box below)	



**Q10 The Home Library Service is available to those who have restricted mobility and find it difficult to travel to a library. If you would like to be contacted by the Home Library Service please put a cross (X) in the 'Yes' box and leave your name, address and contact number in the space provided.**

Yes



Thank you for taking part in this survey. Please return it to any **Cheshire West Library, the Mobile Library Service** or by post to **The Library Services Manager, Chester Library, Northgate Street, Chester, CH1 2EF** by 13 July 2016.

## Accessing Cheshire West and Chester Council information and services

Council information is also available in Audio, Braille, Large Print or other formats. If you would like a copy in a different format, in another language or require a BSL interpreter, please email us at

**[equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)**

**Tel:** 0300 123 8 123

**Textphone:** 18001 01606 867 670

**email:** [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)

**web:** [www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)