

Frequently asked questions

When will the changes to the mobile library service take place?

The new routes will begin week commencing 26 October 2015. New timetables will be available in September from the mobile library and online at www.wiltshire.gov.uk/libraries

My stop is being withdrawn and I believe I am eligible for the home library service, how can I organise this?

Customers who are unable to access a library because of a disability, frailty or ill health, and have no one who can visit on their behalf, will be offered the Home Library Service as an alternative. Please request the Home Library Service on the consultation document and include your contact details. A member of library staff will be in touch after the closing date to arrange the service for you.

Will I be able to take more books to ensure I have enough to read between visits?

Yes, we will increase the amount of items mobile library customers can borrow.

If customers borrow more will there be enough mobile stock for everyone?

We will work hard to ensure sufficient stock is available for customers of all ages and interests. New stock will continue to be purchased regularly and subsequently swapped between mobiles and branch libraries to ensure a continuous supply of new material.

What happens if my stop falls on a bank holiday, the vehicle needs maintenance or breaks down, will I have to wait 8 weeks for a visit?

We understand this is a major concern to our customers and therefore we plan to use a spare mobile vehicle to provide a back up service during these times.

Could we be notified in advance of a mobile visit?

We are looking at ways to promote the mobile stops ahead of each visit. If you would like to be reminded when the mobile is due to call please check the mobile manager has your details on their contacts list.

The mobile library stop currently coincides with our coffee morning, will this still be the case on the new timetable?

We recognise the important social role the mobile has in the community and we will do our best to ensure activities that currently coincide with the mobile continue to do so. Please share this type of detail in your consultation reply, and also any days when activities in the village might make it difficult for the mobile to call i.e. lack of parking/access problems

Some people in the village are unaware of the mobile library service, can more be done to publicise the new routes?

We regularly share the new timetables with parish councils and other local organisations. They will also be available on our website at www.wiltshire.gov.uk/libraries. If you would be willing to display a small poster advertising the mobile stop or distribute timetables to residents please let your mobile manager know.