

HAMPSHIRE COUNTY COUNCIL**Report**

Committee:	Culture and Communities Select Committee
Date:	2 September 2014
Title:	Proposed Changes to Three Small Libraries and the Mobile Library Service
Reference:	6064
Report From:	Director of Culture, Communities and Business Services

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1. Executive Summary

- 1.1. The Library and Information Service has been required to reduce its revenue budget by 2015/16 by £300,000. In order to do this the Service undertook a large consultation exercise on a number of proposals involving changing service provision in specific areas.
- 1.2. This report sets out the reasons behind these proposals, the results of the consultation and Equality Impact Assessments and makes a series of recommendations, bearing in mind that the County Council has a duty under Section 7 of the Public Libraries and Museums Act 1964 to provide 'a comprehensive and efficient library service for all persons desiring to make use thereof'.

2. Background

- 2.1. In order to reduce the budget by £300,000 by 2015/16 the Library and Information Service (LIS) started a three month consultation on 3 February 2014 on proposals to:
 - Provide a library service to the villages of Grayshott, Kingsclere and Milford-on-Sea in a different way by transferring the running of the library to a local community group or replacing the library with a weekly mobile library service.
 - Reduce the Mobile Library Service by ceasing 115 of the least well used stops.

- Close the Family Library Link Service.

3. Grayshott Library - Background

3.1. The proposal to transfer the running of Grayshott Library to a local group or replace it with a weekly Mobile Library Service was made because it is one of Hampshire's smallest and poorest performing libraries. More details are set out in Appendix 1, but key facts are:

- On average only 15.5 people visit the library per opening hour. This represents 0.20% of all visits across Hampshire's LIS.
- On average only 21 items are issued per opening hour. This represents 0.22% of all issues in LIS.
- Issues of books and other items decreased by 27% between 2008/09 – 2012/13.
- The library is within the catchment area of the bigger libraries in Bordon, Liphook and Haslemere.
- The library's lease is up for renewal in 2014 and the cost is likely to increase.

3.2. Grayshott Library is located within Grayshott's Village Hall on the outskirts of Grayshott and, with its lease being up for renewal, it is a good time to review its operation.

4. Grayshott Library – Consultation

4.1. Public consultation on the future of the library started on 2 February 2014 and ran for three months. The consultation included library customers, staff and unions, the Parish Council, Village Hall Management Committee, District Council and County Councillors. Consultation forms were available in the library for library customers to complete throughout the three month consultation period and there was an online form too. At the end of the consultation:

- There were 68 responses.
- Of these, 85% said they would use the library if it was run by a local group.
- 53% said they would use a mobile library.

4.2. During the consultation period a member of the Library Management Team was available on two separate occasions in Grayshott Library to answer questions and accept feedback on the proposal. At these sessions eight people left contact details as they expressed a willingness to be a volunteer in the library, should it be taken up by a community group.

- 4.3. Two members of the Library Management Team then set up a meeting with the members of the public who had expressed willingness to be volunteers at Grayshott library on 25 June. One of the volunteers expressed an interest in leading on the formation of a group to run the library, but changed their mind when only one other volunteer turned up.
- 4.4. Separate discussions were held with the Village Hall Management Committee, the landlords of the building the library is housed in, and the local County Councillor, Councillor Cowper. The Committee made it clear that they were pleased to house the library but, if the current arrangement should come to an end, then the Committee would refurbish the library space and make it available for community use. This would be of benefit to the local community as potential bookings are frequently turned away due to lack of capacity, and would help to ensure the future viability of the Village Hall as a whole.

5. Grayshott Library – Equalities

- 5.1. An Equalities Impact Assessment (EIA) was undertaken to assess the impact of all the proposed changes to LIS and a link to the assessment is included in Integral Appendix B. Compared to the population of Grayshott ward, more older people and children use the library. The customer profile of the library also shows that the majority of customers are female (69%), whilst 52% of the population of Grayshott ward are female.
- 5.2. The EIA identifies the replacement of a library with a mobile library as a mitigating action. It has been agreed with the Village Hall Management Committee, that if the library was to close and be replaced by a Mobile Library Service, then the mobile library vehicle would be allowed to park directly outside the Village Hall. All mobile library vehicles are fully accessible so all the existing library customers would be able to visit the mobile vehicle to select books and other resources.
- 5.3. In addition LIS has a large digital library, providing a growing collection of ebooks and audio books which library customers can download onto a computer, ebook reader, ipad etc. Currently Grayshott has basic broadband provision, but it is in BT's delivery plans to be upgraded by BT in autumn 2014. Whilst it is acknowledged that accessing library services online will not be suitable for everyone, it is the fastest area of growth in LIS and this is likely to continue for the foreseeable future.
- 5.4. The children in Grayshott mostly attend Grayshott Primary School which has its own library and pays to belong to Hampshire's highly regarded School Library Service.

6. Grayshott Library – Conclusion

- 6.1. LIS has undertaken an extensive consultation exercise on its proposals for Grayshott Library. As no group has come forward to run Grayshott Library

and, bearing in mind, the identified budget pressures and the mitigating measures identified in the Equalities Impact Assessment, it is considered that the County Council has given due regard its equality duties. The replacement of the library with a Mobile Service will enable the County Council to continue to operate a comprehensive and efficient library service for the purposes of Section 7 of the Public Libraries and Museums Act 1964. It is therefore recommended that the library is closed on 31 December 2014, that the property is handed back to the landlord and that the library service be provided by a weekly Mobile Library visit, starting in January 2015.

7. Kingsclere Library – Background

7.1. The proposal to transfer the running of Kingsclere Library to a local group or replace it with a weekly Mobile Library Service was made because it is one of Hampshire's smallest and poorest performing libraries. More details are set out in Appendix 1, but key facts are:

- On average only 12 people visit the library per opening hour, the lowest in Hampshire. This represents 0.13% of all visits across Hampshire's LIS.
- On average only 51 items are issued per opening hour. This represents 0.25% of all issues in LIS.
- The library is within the catchment area of a bigger library in Newbury.
- The library's lease is up for renewal in 2014.

7.2. Kingsclere Library is located in Kingsclere's Village Club, a community building in Kingsclere and, with its lease being up for renewal, it is a good time to review its operation.

8. Kingsclere Library - Consultation

8.1. Public consultation on the future of the library started on 2 February 2014 and ran for three months. The consultation included library customers, staff and unions, the Parish Council, the Village Club, District Council and County Councillors. Consultation forms were available in the library for library customers to complete throughout the three month consultation period and there was an online form too. At the end of the consultation:

- There were 68 responses.
- Of these, 56% said they would use the library if it was run by a local group.
- 31% said they would use a mobile library.

8.2. During the consultation period a member of the Library Management Team was available on three separate occasions in Kingsclere Library to answer questions and accept feedback on the proposal. Three people put their names forward to be a volunteer in the library, if it was run by a local group.

- 8.3. In addition to this the Parish Council set up a public meeting on 12 March, 7-9pm. Approximately 75 people attended the meeting along with three officers from the Library Service. Following the meeting two members of the Library Management Team met with a local volunteer who had collected names of people willing to volunteer to work in the library, should a community group be formed. Contact was also made with another volunteer who expressed an interest in being involved.

9. Kingsclere Library - Conclusion

- 9.1. Discussions are still ongoing with some volunteers and a local community group in Kingsclere and, in view of this, it is recommended that a decision on Kingsclere Library is delayed. A further report will come to the Select Committee on 20 November 2014, with a view to going on to the Executive Member for Culture, Recreation and Countryside for a decision on the future of Kingsclere Library on 4 December 2014.

10. Milford-on-Sea Library – Background

- 10.1. The proposal to transfer the running of Milford-on-Sea Library to a local group or replace it with a weekly Mobile Library Service was made because it is one of Hampshire's smallest and poorest performing libraries. More details are set out in Appendix 1, but key facts are:

- On average only 18 people visit the library per opening hour. This represents 0.15% of all visits across Hampshire's LIS.
- On average only 25 items are issued per opening hour. This represents 0.18% of all issues in LIS.
- Issues of books and other items decreased by 5% between 2011/12 – 2012/13.
- The library is in the catchment area of the bigger libraries in Lymington and New Milton.
- The library's lease is up for renewal in 2014.

- 10.2. Milford-on-Sea Library is located in Milford's Village Hall. When the library is not open, the room is hired out by the Village Hall to local groups. As the library's lease is up for renewal it is a good time to review its operation.

11. Milford-on-Sea - Consultation

- 11.1. Public consultation on the future of the library started on 2 February 2014 and ran for three months. The consultation included library customers, staff and unions, the Parish Council, the Village Hall Trust, District Council and County Councillors. Consultation forms were available in the library for library customers to complete throughout the three month consultation period and there was an online form too. At the end of the consultation:

- There were 107 responses.
- Of these, 81% said they would use the library if it was run by a local group.
- 21% said they would use a mobile library.

11.2. During the consultation period a member of the Library Management Team was available on three separate occasions in Milford-on-Sea Library to answer questions and accept feedback on the proposal. At these sessions a number of people left contact details as they expressed a willingness to be a volunteer in the library, should it be taken up by a community group.

11.3. The Assistant Director, Community, the Head of Library Operations and Councillor Rice attended a meeting with Milford-on-Sea Parish Council on 28 February to discuss the future of the library.

11.4. On the 16 May, two members of the Library Management Team attended a meeting of the Village Hall Trust. At this meeting the Trustees expressed a willingness to support volunteers in continuing to deliver a library service from Milford-on-sea. The Village Hall Trust is the landlord for the current library and appear to be willing to absorb any loss of rent and to act as the “umbrella” organisation for the volunteers. A meeting with the volunteers, the Trustees and members of LIS staff has been set up for the evening of the 27 August to explore a way forward.

12. Milford-on-sea Library - Conclusion

12.1. In view of the ongoing discussions it is recommended that a decision on Milford-on-Sea library is delayed. A further report will come to the Select Committee on 20 November 2014, with a view to going on to the Executive Member for Culture, Recreation and Countryside for a decision on the future of Milford-on-sea Library on 4 December 2014.

13. Mobile Library Service – Background

13.1. The Mobile Library Service provides a service to rural communities across Hampshire. Ten to fifteen years ago it was a busy service but, over recent years, use has declined. There was a major review of the Mobile Library Service in 2011 with a smaller review a year later. However, use of the service has continued to decline and a further review is required. The service is currently operated via 4 vehicles visiting 345 stops..

13.2. Based on the criteria of at least 10 customers per short stop (4 weekly) and over 50 customers per longer 2 to 3 hour stop (weekly) over half of the current 345 mobile library stops are underused. Almost a quarter have fewer than five customers per visit. In addition the service is expensive to run. The average cost per book issued from a mobile library is £2.52 compared to £1.05 from a library or Discovery Centre.

13.3. A review was undertaken of the mobile library stops using the following criteria to identify the most poorly used stops:

- Number of issues of books etc. per stop.
- Number of customers per visit.
- Driver knowledge of stops

13.4. At the end of the review 115 out of the 345 stops were identified as being the least well used with little prospect of improvement. Of these 115 stops, 80 usually have less than three customers coming on board per visit.

14. Mobile Library Service – Consultation

14.1. Public consultation on the proposal to cease 115 mobile library stops started on 2 February 2014 and ran for three months.

14.2. Customers of the Mobile Library Service, Parish Councils, District Councils, County Councillors, library staff and unions amongst others, were consulted on these proposals. There were 74 responses, 29 of which came from Councillors, Parish Councils and organisations such as Over 55s Forums. Many of the responses from Councils and Councillors were requests for information on the use of specific stops. The majority of comments from customers were requests that stops should be retained, although a few were in favour of closure. Out of the 115 stops, only 44 had feedback and the most comments received about any one stop were three.

14.3. As a result of the feedback received from the consultation exercise, 17 of the 115 stops will no longer be withdrawn. The list of the stops to be withdrawn and those that will now be kept can be found in Appendix 2. The number of books etc. issued from the proposed withdrawn stops is 0.06% of issues across LIS.

15. Mobile Library Service – Equalities

15.1. An Equalities Impact Assessment (EIA) was undertaken to assess the impact of all the proposed changes to the Mobile Library Service and a link to the assessment is included in Integral Appendix B. The customers using the Mobile Library Service are mainly older people, the majority of whom are women.

15.2. The EIA identifies that, if a mobile library customer is unable to access their nearest library, then there are three mitigating actions:

- i. The Good Neighbour scheme whereby a friend or relative can exchange books on someone's behalf. Registration with the scheme means that no fines are incurred if a book is returned late back to a library.

- ii. The Home Library Service scheme whereby LIS can arrange for books etc. to be selected and delivered to someone's home by a trained Home Library Service volunteer. There are already over 330 volunteers providing this service across Hampshire.
- iii. LIS has a large digital library, providing a growing collection of ebooks and audio books which library customers can download onto a computer, ebook reader, ipad etc. from their home if they wish to do so.

16. Mobile Library Service - Conclusion

16.1. The extensive consultation exercise with a wide range of people and organisations on the future of 115 mobile library stops did not result in many responses. The responses received have been analysed and, taking in account that analysis, the previously identified budget pressures and the mitigating actions identified above, it is considered that the County Council has given due regard its equality duties and that the proposed reduction in mobile library stops will not prevent the County Council from operating a comprehensive and efficient library service for the purposes of Section 7 of the Public Libraries and Museums Act 1964. It is therefore recommended that 98 of the original 115 mobile library stops cease to exist on 31 December 2014.

17. Family Library Link Service - Background

17.1. The Family Library Link service (FLL) is a mobile service for the under 5s which was set up 30 years ago. It operates in Havant, Portchester and Gosport and visits 36 nurseries, playgroups and children's centres about 10 times a year. The staff lead storytime and rhymetime activities with the children and take the children to visit the FLL vehicle to select books. Each visit lasts about 2 hours.

17.2. The FLL service was included in the Mobile Library review of 2011 and the response to the consultation then demonstrated that is much loved and valued by its customers. At that time the Service was continued due to £60,000 extra funding from the budget of the then Leader of Hampshire County Council. FLL is a specialised service, operating in a few small parts of Hampshire and is in addition to what LIS needs to provide in terms of 'a comprehensive and efficient library service'.

17.3. Key facts relating to the FLL service are:

- It is an addition to the core Library Service and only operates in a few parts of Hampshire.
- Issues decreased by 45% between 2008/09 – 2012/13.
- Local libraries (open 5 or 6 days a week) are available in Leigh Park, Portchester, Elson, Bridgemary, Waterlooville and Gosport.

- The libraries hold a wide range of stock for the under 5's and weekly rhyme or story times.
- The lease of the FLL vehicle comes to an end in May 2016 and it would be expensive to replace.

18. Family Library Link Service – Consultation

- 18.1. Public consultation on the proposal to close the FLL service at the end of 2014 started on 2 February 2014 and ran for three months. Consultation forms were given to all the 'settings' visited by the FLL service for the staff there to complete themselves and to hand out to the parents.
- 18.2. There were nine responses to the consultation, seven of which were received online. All the responses were against any closure of the Service.
- 18.3. One of the consultation responses was from Councillor Keast. He then invited the Executive Member for Culture, Recreation and Countryside and the Assistant Director, Community, to visit the FLL vehicle, talk to the FLL staff and sit in on a story time session in a nursery in Leigh Park on 18 June 2014.
- 18.4. Following the visit, the Executive Member asked the Assistant Director, Community to work with the FLL team to see if the service could work across more 'early years settings' and empower the staff at the settings to do more themselves, including encouraging the parents to use their local library, bearing in mind that FLL vehicle's lease expires in May 2016.
- 18.5. A meeting was held with the FLL staff team on 18 August 2014. It became apparent at the meeting that the FLL service and the vehicle are integral to each other. This is because the opportunity for the children and staff to choose their own books (from the vehicle) is a major part of the Service. The FLL staff do encourage the children to visit their local library too, which does happen, but only for a few of the children. So, for many children, their only experience of a 'library' is the vehicle and its books until the child starts at school.
- 18.6. However, 10 of the settings visited by the FLL service are in a primary school site or very close to one. It may be that at least some of these schools would be interested, in principle, in the idea of sharing their library resources, where appropriate, with the nearby pre-school establishment. There are some logistical challenges around issues such as the lack of age appropriate books for toddlers; but there is time to find ways to overcome these.
- 18.7. In addition the FLL team can work with staff at the settings to ensure that every parent fills in a library joining form when their child starts at that setting. LIS can then pro-actively follow this up, inviting the parents to the local library etc.

19. Family Library Link Service – Equalities

- 19.1. An Equalities Impact Assessment (EIA) was undertaken to assess the impact of the proposed withdrawal of the FLL service. FLL's customers are the under 5's and their carers in some of Hampshire's more deprived areas.
- 19.2. If the FLL service was withdrawn, the EIA identifies that the impact could be mitigated by ensuring that all the children currently receiving the FLL service are issued with their own library card and a welcome pack from their nearest library. All the 'settings' that the FLL service currently visits would also have group membership cards and the staff would be encouraged to borrow books from their nearest library. Local libraries are open 5-6 days a week and are good venues for children to experience and to benefit from social interaction with others beyond their peer group. In addition, local library staff will have refresher training for the range of services for young families.

20. FLL Service – Conclusion

- 20.1. Whilst there is no doubt that the FLL service is highly valued by the settings and the children it visits, it is relatively specialised and can only work in 36 settings in Hampshire because there is not the capacity to expand it. Taking this into account and considering the previously identified budget pressures and the mitigating actions identified above, it is considered that the County Council has given due regard its equality duties and that cessation of the service will not prevent the County Council from operating a comprehensive and efficient library service for the purposes of Section 7 of the Public Libraries and Museums Act 1964.
- 20.2. It is therefore recommended that the FLL continues until May 2016 when the lease of the FLL vehicle expires and then ceases to operate from May 2016.

21. Financial Implications

- 21.1. The costs for running Grayshott, Kingsclere and Milford-on-Sea libraries for a year are as follows:

	£
Grayshott	25,700
Kingsclere	23,500
Milford-on-Sea	20,700

The costs include IT and management support.

- 21.2. If Grayshott Library was to close and be replaced with a Mobile Library Service, then £25,700 would be saved.
- 21.3. If the number of mobile library stops has reduced by 98, then one of the four mobile library vehicles would be withdrawn, saving £70,000 a year.

21.4. If the recommendations set out in this report are agreed, then the Library and Information Service would save £25,700 from the closure of Grayshott Library and £70,000 from the reductions in the Mobile Library Service, totalling £95,700.

21.5. This leaves £204,300 to make the £300,000 revenue budget saving required by the end of 2014/15 and it is intended that this will come from the staffing structure of LIS which is in the process of being implemented.

21.6. A further £60,000 would be saved in 2016/17 when the FLL service is closed.

22. Recommendation(s)

22.1. That the Culture and Communities Select Committee recommend to the Executive Member for Culture, Recreation and Countryside that:

- i. The provision of a library service to Grayshott is changed and the library is closed on 31 December 2014 and replaced with a weekly mobile library stop.
- ii. Discussions continue with community groups in Kingsclere until the end of October, with a further report to the Executive Member, Culture, Recreation and Countryside at his Decision Day on 4 December 2014.
- iii. Discussions continue with the Trustees of the Village Hall at Milford-on-Sea until the end of October, with a further report to the Executive Member, Culture, Recreation and Countryside at his Decision Day on 4 December 2014.
- iv. The number of stops made by a mobile library is reduced by 98 and one vehicle is taken out of service.
- v. The FLL service continues until May 2016 when the FLL vehicle's lease expires.

CORPORATE OR LEGAL INFORMATION:**Links to the Corporate Strategy**

Hampshire safer and more secure for all:	no
Corporate Improvement plan link number (if appropriate):	
Maximising well-being:	yes
Corporate Improvement plan link number (if appropriate):	
Enhancing our quality of place:	yes
Corporate Improvement plan link number (if appropriate):	

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;

Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;

Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

The purpose of this project is to achieve a £300,000 cost reduction by March 2015 through the re provision of 3 libraries, a reduction of around 115 mobile stops by the withdrawal of one mobile library vehicle and the withdrawal of the Family Library Link service and vehicle.

The equality groups affected most by the changes are age, gender and disability. Rurality is also a factor to be taken into account with poverty in areas of deprivation.

Age/Gender

The customer profiles for the 3 libraries are very similar in that they are mostly used by older people. The older age profile is dominated by the female population and so there is an inevitable gender bias.

Age/Disability

Older people using mobile stops welcome the opportunity to choose their reading material independently but the decrease in use reflects the increasing difficulties linked with getting out and about.

Age/Poverty

The under 5s and their carers, who are the Family Library Link customers, engage with this service whilst attending local preschool groups mainly in the Leigh Park area (including Havant and Waterlooville) but also Portchester, Gosport and Wecock Farm. Some children also gain from the experience of visiting the local library at special times of year such as Christmas. The aim will be to encourage more families to use their local library to access reading and exchange their books, at the same time taking the opportunity to become a part of the wider community. It can be argued that libraries are the ideal venues to experience and benefit from social interaction with people beyond a peer group. The main impact on the older people and young families is that either they will need to travel further to access library services or they will access services differently e.g. going online to the library website, using the Home Library Service or engaging with the library offer when they first start school.

Potential Mitigating Actions

For the 3 libraries, the initial option will be to offer them to a community group to run with help and support from the library service. This will ensure that the community still has access to a library service and, experience elsewhere in

Hampshire suggests that this is likely to result an increase in the number of opening hours and more community activities taking place in the building. If the transfer to a community group proves impossible then, once suitable parking has been identified, the library service could provide a mobile library stop. Otherwise the use of a library in relatively close proximity to the customers affected could be promoted. The nearest library is probably located somewhere that customers visit anyway, by public transport or other means, for the purpose of shopping, banking or attending medical appointments.

For older people, carers or those with disabilities who are not able to access other libraries then they have the option to apply for Home Library Service where a volunteer selects books and visits customers at least once a month to exchange them. Often this activity also provides invaluable social interaction for people who feel isolated with the volunteer staying longer than just a few minutes to chat about reading. There is also the Good Neighbour scheme designed for relatives or friends who exchange books on someone's behalf. Registration with the scheme means that no fines are incurred in the event of late returns to the library.

To ensure that young children and their families continue to receive a high quality service, the children engaging with Family Library Link will be registered with their own library card and receive a welcome pack from their nearest library. All preschools, nurseries and toddler groups will retain their membership cards so that they can continue to borrow books for use at their setting. Local libraries are open 5 or 6 days a week whereas the FLL visit occurs once a month. Local library staff will have refresher training for the range of library services for young families. For those who are able to access and use IT, there is a fast evolving online library service, or virtual library, which includes access to download ebooks and audio books. The Learning in

Libraries offer provides workshops and classes in the use of IT for beginners and improvers. There is a growing number of ebook surgeries held in libraries around the county.

The full assessment can be viewed at <http://documents.hants.gov.uk/equality-impact-assessments/2015SavingsLibrariesandMobileLibraries-EIA-2014-03-26.pdf>

2. Impact on Crime and Disorder:

2.1.No Impact identified.

3. Climate Change:

a)How does what is being proposed impact on our carbon footprint / energy consumption?

b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

3.1 The proposed reduction in mobile library stops will mean that the mobile library vehicles will, in total, drive fewer miles per year.

Grayshott, Kingsclere and Milford-on-Sea Libraries

These libraries have been selected for possible transfer to the community or to be replaced with a mobile library stop because they are Hampshire County Council's smallest and poorest performing libraries.

	Grayshott	Kingsclere	Milford-on-Sea	Comment
Opening Hours per week	15	13.5	10	These are three of the four lowest numbers of opening hours in Hampshire. There is no money available to increase opening hours
Visits 2012/13	12,132	8,720	9,342	These are the lowest in Hampshire
Book issues 2012/13	16,074	17,659	12,484	These are three of the four lowest in Hampshire
Number of issues per opening hours	21	25	25	
Active borrowers 2012/13 i.e. used their library card in 2012/13	659	581	571	These are the lowest in Hampshire
Average no. of customers borrowing items at least once a month	247	191	197	These are three of the four lowest in Hampshire
% of people living in the ward using the library	9%	11%	12%	These are amongst the lowest in Hampshire
Distance to nearby libraries	<5 miles to Liphook and Haslemere	6 miles to Tadley	<5 miles to Lymington and New Milton	
Overlapping catchment areas with bigger libraries	Yes, Bordon and Haslemere	Yes, Newbury	Yes, Lymington and New Milton	
Potential for developing the libraries	Low	Low	Low	All libraries are in part of a shared building
Leasehold/Freehold	Leasehold	Leasehold	Leasehold	All leases are up for renewal in 2014, rents likely to rise
Costs (including staffing, premises, IT, management & logistical/HQ support)	£25,700	£23,500	£20,700	Total saving £69,900

2012/13 figures were used because the consultation started in February 2014, before the figures for 2013/14 were available.

Mobile library stops to be withdrawn - updated August 2014 following consultation

Stops to be retained following consultation

Community	Stop	District	Stop frequency
Bramley	Campbell Road	Basingstoke & Deane	4 weekly
Litchfield		Basingstoke & Deane	4 weekly
Newnham	Village Green	Basingstoke & Deane	4 weekly
Rooksdown	Moved to Community Centre	Basingstoke & Deane	4 weekly
Weston Patrick	Corner House	Basingstoke & Deane	4 weekly
Ditcham	Sunwood farm	East Hampshire	4 weekly
Rowlands Castle	The Green	East Hampshire	4 weekly
Catisfield	The Limes Pub	Fareham	4 weekly
Crookham	Grange Estate	Hart	4 weekly
Mattingley	Church	Hart	4 weekly
Cowplain	Herriott House, Padnell Ave	Havant	4 weekly
Ashurst	Dene Way	New Forest	4 weekly
Woodlands	Community Hall	New Forest	4 weekly
Ampfield	Crampmoor Lane	Test Valley	4 weekly
Anna Valley	Highbury Road	Test Valley	4 weekly
Linkenholt	Post Office	Test Valley	4 weekly
Middle Wallop	Army Camp	Test Valley	4 weekly

Stops to be withdrawn from 1 January 2015

Community	Stop	District	Stop type
Basingstoke	Hanover Gardens	Basingstoke & Deane	4 weekly
Basingstoke	Pemberley House	Basingstoke & Deane	4 weekly
Bradley	Village Pond	Basingstoke & Deane	4 weekly
Cliddesden	Headstart Nursery Farleigh Rd	Basingstoke & Deane	4 weekly
Crux Easton	Telephone Box	Basingstoke & Deane	4 weekly
Deane	Manor Farm entrance	Basingstoke & Deane	4 weekly
East End	War Memorial	Basingstoke & Deane	4 weekly
Pamber Heath	Wakeford Court	Basingstoke & Deane	4 weekly
Rooksdown	Moved to Community Centre	Basingstoke & Deane	4 weekly
Sherfield on Lodden	Nr Village Hall	Basingstoke & Deane	4 weekly
Stratfield Saye	New Street, Estate Bungalows	Basingstoke & Deane	4 weekly
Woolton Hill	North End	Basingstoke & Deane	4 weekly
Bentworth	School	East Hampshire	4 weekly
Catherington	The Pond	East Hampshire	4 weekly
Chalton	The Red Lion	East Hampshire	4 weekly
Four Marks	Belford House	East Hampshire	4 weekly
Headley	Church Hall	East Hampshire	4 weekly
Headley Down	Eddeys lane	East Hampshire	4 weekly
Holt Pound	Fullers Road	East Hampshire	4 weekly
Lasham	Camoy's Mead	East Hampshire	4 weekly

Community	Stop	District	Stop type
Lindford	Lansdowne	East Hampshire	4 weekly
Medstead	Goatacre	East Hampshire	4 weekly
Oakhanger	Village Green	East Hampshire	4 weekly
Selborne	Selborne Arms	East Hampshire	4 weekly
Upper Farringdon	Parsonage Close	East Hampshire	4 weekly
Upper Wield	Village Green	East Hampshire	4 weekly
Weston	Opp Trinity Barns	East Hampshire	4 weekly
Whitehill	Mobile Home Park	East Hampshire	4 weekly
Bursledon	Manley Road, Rodbard House	Eastleigh	4 weekly
Bursledon	Peewit Hill	Eastleigh	4 weekly
Hedge End	Grange Caravan Park	Eastleigh	4 weekly
Hiltingbury	Richmond Close	Eastleigh	4 weekly
Horton Heath	Community Centre	Eastleigh	4 weekly
Lower Swanwick	Bye Road	Fareham	4 weekly
Titchfield	Community Centre	Fareham	4 weekly
Bramshill	Police College	Hart	4 weekly
Cron dall	Clare Park	Hart	4 weekly
Crookham Village	The Exchequer Pub (opp.)	Hart	4 weekly
Eversley	Oaklea Drive	Hart	4 weekly
Frogmore	Frogmore Hall	Hart	4 weekly
Hartley Wintney	Rosefield Court	Hart	4 weekly
Hook	Gregory House	Hart	4 weekly
Long Sutton	Chaffers Close	Hart	4 weekly
North Warnborough	Queens Road	Hart	4 weekly
Winchfield	Vista Healthcare	Hart	4 weekly
Ashurst	Oakhurst Lodge, Lyndhurst Rd	New Forest	4 weekly
Ashurst	Ryedale	New Forest	4 weekly
Ashurst	Woodlands Road	New Forest	4 weekly
Beaulieu	Marvins Garage	New Forest	4 weekly
Bickton	Village Centre	New Forest	4 weekly

Community	Stop	District	Stop type
Blackfield	Priestcroft Drive	New Forest	4 weekly
Bramshaw	Bramble Hill Hotel	New Forest	4 weekly
Bramshaw	Brook Corner	New Forest	4 weekly
Burley Street	Randalls Lane	New Forest	4 weekly
Copythorne	Village Hall	New Forest	4 weekly
East Boldre	Masseys Lane	New Forest	4 weekly
Fawley	Charles Ley Court	New Forest	4 weekly
Furzley	Cross roads	New Forest	4 weekly
Hardley	Cadlands Est	New Forest	4 weekly
Hyde	School	New Forest	4 weekly
Marchwood	Army Camp	New Forest	4 weekly
Marchwood	Old Malthouse	New Forest	4 weekly
Martin	Central	New Forest	4 weekly
North Gorley	Royal Oak	New Forest	4 weekly
Pilley	Post Office	New Forest	4 weekly
Sandleheath	Post Office	New Forest	4 weekly
Whitsbury	The Cartwheel	New Forest	4 weekly
Winsor	James Farm	New Forest	4 weekly
Wootton	Farm Estate	New Forest	4 weekly
Aldershot	North Town, Denmark Street	Rushmoor	4 weekly
Farnborough	Pyestock Shops	Rushmoor	4 weekly
Amport	Sarson Close	Test Valley	4 weekly
Andover Down	Harewood caravan site	Test Valley	4 weekly
Braishfield	Village Hall	Test Valley	4 weekly
Carters Clay	Hatchers Farm	Test Valley	4 weekly
Dunbridge	Mill Rise	Test Valley	4 weekly
East Cholderton	Bus Stop	Test Valley	4 weekly
East Tytherley	Manor Farm	Test Valley	4 weekly
Enham Alamein	Cedar Park	Test Valley	4 weekly
Houghton	Village Hall	Test Valley	4 weekly

Community	Stop	District	Stop type
Kimpton	Village Hall	Test Valley	4 weekly
Leckford	Stores	Test Valley	4 weekly
Nether Wallop	Old Butchers Arms	Test Valley	4 weekly
Picket Piece	Village Hall	Test Valley	4 weekly
Upper Clatford	Above Town	Test Valley	4 weekly
Upton	Old Post Office	Test Valley	4 weekly
Wherwell	White Lion	Test Valley	4 weekly
Denmead	Turvey King Court / White Wings House combined	Winchester	4 weekly
Hambledon	West Street	Winchester	4 weekly
Hursley	Pelican Court	Winchester	4 weekly
Kings Worthy	Fraser Road	Winchester	4 weekly
Knowle Village	Community Hall	Winchester	4 weekly
Owslebury	Beech Grove	Winchester	4 weekly
Soberton	Chapel Road	Winchester	4 weekly
Sutton Scotney	Victoria Hall	Winchester	4 weekly
Swanmore	Springvale	Winchester	4 weekly
Wickham	Station Close	Winchester	4 weekly

Stop to change in frequency

Bursledon, Lowford	St Pauls	Eastleigh	Weekly to become every 2 weeks
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