

# Community Managed Mobile Library Service Information Pack

For groups and organisations interested in running  
a community managed mobile library service  
in Derbyshire



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## **Summary of information included in this pack**

This information pack has been developed to support organisations and groups who are interested in managing the entire mobile library service or part of it with support from Derbyshire County Council (DCC).

The information included in this pack will provide a detailed overview of a Community Managed Mobile Library Service (CMMLS) in Derbyshire: how they will work; what is expected from them; and what groups can expect from DCC. It also includes details about the current service.

## **Other information available**

As static libraries operate very differently to mobile libraries, information on Community Managed Libraries is separate. There is a *Community Managed Libraries Information Pack*, individual *Library Information Packs* for each of the 20 libraries, and a *Community Managed Libraries Expression of Interest Pack*.

All information and other resources are available on the dedicated Libraries for Derbyshire website: [www.derbyshire.gov.uk/librariesforderbyshire](http://www.derbyshire.gov.uk/librariesforderbyshire)

You can print this pack at your local library free of charge or you can request a printed copy to be sent to you, or if you require the documents in another format, by contacting us at [community.libraries@derbyshire.gov.uk](mailto:community.libraries@derbyshire.gov.uk) or telephone on 01629 536166.

Alongside this pack, we have also produced a *Community Managed Mobile Library Service Community Engagement Questionnaire*. If you are interested in running a CMMLS, and would like a copy of this questionnaire, please contact us by email or telephone as above.

## **Contacting Us**

If you would like to get in touch with us please email [community.libraries@derbyshire.gov.uk](mailto:community.libraries@derbyshire.gov.uk). Alternatively, you can telephone our call back number on 01629 536166. Staff who monitor this number will not be able to answer any questions, but can take your details and arrange for the appropriate person to call you back.

## Section 1: Introduction

### 1:1 Background to changes

All local authorities have a statutory responsibility to provide a public library service. The reducing levels of Government funding, and growing demands on local authority services mean that we are faced with real challenges to providing services, and need to look at new and financially sustainable ways of working.

On the 20<sup>th</sup> December 2018, DCC's Cabinet approved the implementation of 'Libraries for Derbyshire: A Strategy for the Public Library Service'. This Paper is available on our dedicated webpages [www.derbyshire.gov.uk/librariesforderbyshire](http://www.derbyshire.gov.uk/librariesforderbyshire)

### 1:2 Libraries for Derbyshire

The *Libraries for Derbyshire* strategy sets out the future vision and new delivery model for library services in the county.

*"Derbyshire Libraries will provide people focussed services at the heart of local communities, enabling access to books and reading, information, digital skills, technology, cultural and lifelong learning opportunities for all".*

The future library service will be delivered through:

- 25 Derbyshire County Council funded libraries and 20 Community Managed libraries
- A 24 hour/365 days a year Digital Library providing free access to e-books, e-audio, e-magazines, a virtual portal to the library catalogue and library transactions, and a range of other online resources.
- An outreach library service through the Home Library Service, Bookstart and a Community Managed Mobile Library Service (CMMLS).

DCC is seeking enterprising organisations that are interested in taking on the management of all or part of the mobile library service currently provided by Derbyshire Libraries. The service is made up of 4 vehicles which cover all districts of Derbyshire.

The CMMLS will remain part of Derbyshire Libraries' statutory library network. Organisations will be provided with funding, training and support to ensure that the CMMLS will be viable and sustainable for the long-term.

### 1:3 Why manage a Community Mobile Library Service?

A CMMLS could be better placed to tailor services to benefit some of our most isolated communities. Taking on a CMMLS enables a continuation of a highly valued service, and could lead to expansion and improvement.

Organisations may be able to access funding streams which are not available to DCC, and be enterprising in developing sustainable and income generating services.

Volunteering in a CMMLS offers the opportunity to use a wide range of skills, and to develop new ones. Volunteers can contribute to communities, and with the range of tasks involved in running a mobile library service there are a variety of roles available which can attract new and different people to volunteering.

#### **1:4 Who Can Run a Community Managed Mobile Library Service?**

Applications to run a CMMLS are open to any interested organisation, which has the capacity to deliver a CMMLS as outlined below. The organisation may already exist as a charity, community enterprise, business or non-profit organisation, or it may be a group of individuals who have come together specifically for this purpose.

The ability of the organisation to deliver a CMMLS will be assessed as part of the application process. Please see the Expression of Interest Pack for more information.

Any organisation taking over a CMMLS will be required to become formally constituted, or an incorporated organisation (if they are not already) before they can sign the Service Level Agreement. Useful guidance about what this means is available on the My Community website:

<https://mycommunity.org.uk/resources/types-of-organisational-structure/>

There are legal requirements an organisation must comply with in order to operate a mobile library service. These are outlined in this pack. Any organisation interested in running a CMMLS must demonstrate an understanding of, and ability to comply with, relevant legislation.

#### **1:5 An Overview of the Key Features of the Support and Provision from Derbyshire County Council**

Full details of the support and provision for the CMMLS are included in this pack. The key features of the support and provision on offer are:

- Vehicle(s) will be transferred to the ownership of the organisation.
- A tapered annual grant to the CMMLS, or the option of equivalent services subject to discussion, for five years from the date of handover.
- The CMMLS can continue to base the vehicles at their current library locations, or can negotiate moving the mobile libraries to alternative premises.

- If the CMMLS remains in the current location, they will benefit from buildings insurance provided by DCC.
- The CMMLS will remain part of Derbyshire's statutory library network. This means that CMMLS users will continue to be able to access stock and services countywide.
- Derbyshire Libraries will provide initial training for volunteers and training packages and updates to ensure training is filtered to all volunteers in the long-term.
- Derbyshire Libraries will provide support to the CMMLS by trained staff at agreed levels
- The CMMLS will be provided with stock at agreed levels

### **1:6 Benefits of Being Part of the Wider Derbyshire Libraries Network**

By ensuring that CMMLSs are part of the statutory network, all library users can be reassured that they will retain the same access to services that they currently enjoy, including using any Derbyshire Library to request and collect books and accessing online resources such as eBooks, eAudiobooks and eMagazines. DCC will continue to provide a regular van service to the CMMLSs to collect and deliver book requests.

Library users visiting a CMMLS will still have access to library staff based in other locations, and volunteers in CMMLSs will be trained in signposting queries when required.

Eligible users of the CMMLS can be referred to the Home Library Service, and volunteers will be trained to ensure that they can signpost people to this service.

### **1:7 An Overview of the Key Commitments a Community Managed Mobile Library Service Will Have to Provide**

The key commitments required from a CMMLS are:

- To operate as a mobile library with access to books and information for an agreed timetable of visits.
- To comply with legal guidelines and DCC policies, for example around Equality and Diversity, Data Protection and Safeguarding.
- To recruit and maintain a sufficient number of trained volunteers to run the library, and trained and qualified volunteers to drive the vehicles.
- To cover the cost of petrol, maintenance, insurance, tax and repairs for the vehicles.
- The CMMLS's volunteers will be responsible for cleaning the vehicle.
- To operate in a safe manner and to follow Health and Safety guidelines.
- To keep records and provide feedback and statistics as agreed.

- To provide high quality customer service to library users by complying with our Customer Charter; handling complaints and compliments as agreed; and communicating with DCC where appropriate to ensure that user needs are met.
- To retain an agreed range of stock and facilities, and to agree that stock remains the property of DCC and therefore may be requested by other libraries.

### **1:8 Service Level Agreement**

Any organisation who takes over the running of the CMMLS will be expected to sign a Service Level Agreement (SLA) which will detail exactly what they can expect from DCC, and what is expected from them. A SLA is a legal contract, in this case between DCC and the organisation who take over the running of all or part of the CMMLS. A specific 5 year SLA will be drawn up for each CMMLS after an agreement on content is reached. The SLA will be reviewed annually.



## Section 2: Current Mobile Library Provision in Derbyshire

### 2:1 Vehicle details

There are currently 4 mobile library vehicles.

Registration	Chassis Number	Date Registered	Age (years)	Body	Make	Model	Derivative	Engine Size
FN56EBG	XLRAE45B F0L322578	01/02/2007	11.75	Baileys, Bidulf	DAF	FA LF45- 170	4 x 2 Rigid chassis 10 tonne GVW	3920cc
FP08PWO	XLRAE45F F0L340075	10/06/2008	10.40	Baileys, Bidulf	DAF	FA LF45- 180	4 x 2 Rigid chassis 10 tonne GVW	4461cc
FJ13XPG	XLRAE45F F0L418570	01/04/2013	5.70	A G Bracey, Bristol	DAF	FA LF45- 180	4 x 2 Rigid chassis 10 tonne GVW	4461cc
FJ13XPH	XLRAE45F F0L418569	01/04/2013	5.70	A G Bracey, Bristol	DAF	FA LF45- 180	4 x 2 Rigid chassis 10 tonne GVW	4461cc

The vehicles are currently fitted with a vehicle tracking and telematics system as they are part of the DCC fleet. Details of this will be discussed with the group prior to handover.

All vehicles can be accessed via stairs or a lift. All have the necessary fixtures and fittings including a library counter and shelving. They also have a built in fridge. The 2 newer vehicles have toilets, but their use is subject to specific practices being put in place which would be discussed with any group prior to handover.

### 2:2 Base Locations

Two vehicles are currently based at Buxton Library, and two are based at Long Eaton Library (one of these is garaged at a separate site in Derby).

The mobile staff currently have a small amount of dedicated space within the staff area of these libraries. Staff also have use of toilets and kitchens, as well as access to ICT including printing and photocopying facilities.

It is expected that this would continue to be available to a CMMLS after transfer within library opening hours, but this will be subject to negotiation and agreement by both parties. If an organisation is interested in running the mobile service from different premises, this may be possible. Please talk to library officers at the Open Day or contact us at [community.libraries@derbyshire.gov.uk](mailto:community.libraries@derbyshire.gov.uk) for a discussion.

## 2:3 Communities served

The mobile library service visits around 150 communities across the county where there is no library building. These places are currently visited once every 4 weeks. They are:

- Ambergate
- Ashover
- Aston on Trent
- Bamford
- Barlborough
- Barlow
- Barrow
- Baslow
- Belper Whitemoor
- Biggin
- Birchover
- Birdholme
- Blackwell
- Bonsall
- Bradley
- Bradwell
- Brassington
- Breadsall
- Breaston
- Broadmeadows
- Buxton Park
- Calow
- Castle Gresley
- Castleton
- Charlesworth
- Clay Cross
- Holmgate
- Codnor
- Corbriggs
- Cotmanhay
- Coton in the Elms
- Cowdale
- Crich
- Crich Carr
- Cromford
- Cutthorpe
- Danesmoor
- Darley Dale
- Denby
- Denby Village
- Dove Holes
- Doveridge
- Draycott
- Duckmanton
- Earl Sterndale
- Edale
- Elton
- Eyam
- Fairfield
- Findern
- Flagg
- Fritchley
- Glapwell
- Grangewood
- Grassmoor
- Grindleford
- Hady
- Hartington
- Hartshorne
- Hasland
- Hathersage
- Hatton
- Heage
- Hilton
- Hognaston
- Holbrook
- Holloway
- Holme Hall
- Holmsfield
- Holymoorside
- Hope
- Horsley
- Horsley
- Woodhouse
- Hulland Ward
- Inkersall
- Ironville
- Kilburn
- Kirk Hallam
- Kirk Langley
- Kniveton
- Langley Mill
- Langwith
- Linton
- Little Eaton
- Long Eaton
- Wilsthorpe Tavern
- Loscoe
- Loundsley Green
- Low Leighton
- Marsh Lane
- Marston
- Montgomery
- Mastin Moor
- Matlock Hackney Road
- Mickley
- Middlecroft
- Middleton
- Monyash
- Morley
- Morton
- New Houghton
- New Whittington
- Newhall
- Newton
- North Wingfield
- Openwoodgate
- Overseal
- Parwich
- Peak Dale
- Pilsley
- Pleasley
- Poolsbrook
- Renishaw
- Repton
- Riddings
- Ridgeway
- Rosliston
- Sawley
- Scarcliffe
- Shirland
- Shuttlewood
- South Wingfield
- Stanley
- Stanley Common
- Stanton
- Stanton by Bridge
- Stanton by Dale
- Stonebroom
- Stretton
- Swanwick
- Tansley
- Temple
- Normanton
- Thornhill
- Tibshelf
- Tintwistle
- Tupton
- Unstone
- Walton

- Walton on Trent
- Wessington
- West Hallam
- Westhouses
- Wigley
- Willington
- Winster
- Wormhill
- Yeaveley
- Youlgreave

To see the current mobile stops on a map, visit the Derbyshire Mapping Portal here <https://www.derbyshire.gov.uk/council/partnerships/derbyshire-mapping-portal/derbyshire-mapping-portal.aspx>

For the timetable of mobile library stops, please see <https://www.derbyshire.gov.uk/leisure/libraries/services/mobile-libraries/mobile-libraries.aspx>

Each mobile library vehicle is currently on the road for approximately 113 days per year (452 days in total).

## **2:4 Current mobile library use**

On the mobile libraries in 2016-2017 there were

- 14,482 visits
- 64,375 issues

External groups who use the mobile library service:

- Citizens' Advice travel out on the vehicles based at Buxton library on an ad hoc basis.

## **2:5 Current staffing**

There are currently 4.6 Full Time Equivalent staff in the mobile library service. This includes cleaning time. No paid staff will be retained by DCC once the mobile library service is transferred to community management.

## **2:6 Current volunteers**

There are currently no volunteers in the mobile library service.

## **2:7 Current materials (as at December 2018)**

The mobile library service currently houses approximately 44,200 items in total. Books and audiobooks in stock or on loan will remain the property of the council, but they will be retained in the CMMLS for use by their customers.

After the mobile library service is transferred to community management, DCC will continue to provide stock at agreed levels.

## **2:8 Running costs**

The average annual running costs per vehicle in 2016-2017 were £12,384.

This includes petrol and maintenance including repairs, tax and MOTs. This does not include costs linked to the base location such as utilities, waste, or printing.

## **2:9 Income from the mobile library service**

The average income per vehicle in 2016-2017 was

Audiobook Rental	£35
Reservation Fees	£176
<b>Total</b>	<b>£211</b>

## **Section 3: Management of a Community Managed Mobile Library Service**

### **3:1 Overview**

A CMMLS must operate primarily as a library with access to books and information for an agreed timetable of visits. Vehicles must be on the road for an average of 100 days per year. Each stop must be visited for at least 10 minutes, a minimum of once every 4 weeks. The CMMLS will have to provide quarterly timetables in advance using agreed guidelines. CMMLSs must operate in a way that satisfies the duties set out in this document.

Any changes to timetables will have to be discussed and agreed with DCC in writing. Any significant changes to current services will require consultation with users and other stakeholders.

It is recommended that organisations undertake Business Continuity Management (BCM) and produce a Business Continuity Plan<sup>1</sup>. Any significant problems affecting the delivery of the service, for example if weather conditions mean that the mobile library cannot deliver the agreed timetable of stops, must be reported to DCC immediately using agreed procedures.

Although a CMMLS's primary activity must be as a library, organisations can expand their offer in line with the needs and requirements of the communities served. Any significant or major change to a CMMLS's offer will require discussion and agreement with DCC officers, as well as written permission. The organisation must also seek clarification from the Traffic Commissioner about the effect this will have on their Goods Vehicle Operator Licence. This is because there may be implications with regards to the legality, health and safety or insurance considerations.

### **3:2 Licences and Qualified Personnel**

CMMLSs will be responsible for obtaining necessary licences to cover their activities and would need to cover any associated cost. Failure to do so will leave the organisation liable, and DCC would not accept any liability. The following **may** not be an exhaustive list, and organisations should seek their own legal advice.

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<sup>1</sup> Business Continuity Management (BCM) is a process that identifies and assists in managing the risks to the operation of an organisation. BCM helps to ensure the continuity of critical functions and the delivery of essential services in the event of a disruption, whatever the cause. A Business Continuity Plan (BCP) should also contain procedures to ensure an effective recovery following the disruption. BCM is a process that is valid across all of the public, private and voluntary sectors.

Any organisation operating a mobile library service has to have a Goods Vehicle Operator Licence from the Traffic Commissioner. Details are available here <https://www.gov.uk/being-a-goods-vehicle-operator>. Applications for this licence require information on the proposed operating centre (base location(s)), information about the organisation's plans for maintaining the vehicles, information on their financial situation, and a named transport manager. Organisations must advertise their application, including details of the proposed operating centre, in a local newspaper. This is to give people an opportunity to object to the application. Decisions on the application may take up to 9 weeks, and organisations can apply for an interim licence while awaiting this decision. The cost of the application, five year licence, and any future changes or continuation of the licence must be covered by the organisation.

Please note that an application to the Traffic Commissioner must be made whether the vehicles continue to be based at their current locations or move to an alternative premises.

The organisation must have a named transport manager with a certificate of professional competence (CPC).

Anyone who drives the vehicle must be qualified to do so with a current HGV Category C Driving Licence and up to date CPC qualification. Details on the requirements are available here <https://www.gov.uk/become-lorry-bus-driver>. This requires regular training, which DCC can provide but the organisation will be responsible for any costs.

There are regulations around the number of hours drivers can work before they are required to take a break, and these must be adhered to and considered when timetables are put together. Information is available here <https://www.gov.uk/drivers-hours>. For the purpose of solely lending books/media, CMMLSs may decide to take the exemption (Derogation) to operate the vehicle under the UK Domestic Drivers Hours Rules. Organisations should obtain their own legal advice on this matter.

If a CMMLS chooses to expand their offer, appropriate licences will need to be obtained by the CMMLS e.g. if showing films, playing music or selling alcohol.

### 3:3 Finance

#### Grants for the Community Managed Mobile Library Service

Grants will be awarded to the successful organisation by DCC for five years from the date of transfer to community management. The grant will reduce each year and has been calculated on the 2016-17 running costs (excluding staffing). They are non-negotiable. If a group took over the entire CMMLS (4 vehicles operating countywide), they would be awarded the grants in the bottom row in the table below. If they are only taking over part of the service, they would receive the appropriate proportion of the overall figure.

No. of vehicles		Year 1	Year 2	Year 3	Year 4	Year 5
1		£13,700	£10,000	£7,500	£5,000	£3,800
2		£27,400	£20,000	£15,000	£10,000	£7,600
3		£41,100	£30,000	£22,500	£15,000	£11,400
4		£54,800	£40,000	£30,000	£20,000	£15,200

Please be aware that costs may change, for example, there may be an increased cost of fuel if a CMMLS decides to change the timetable. The grants will not be changed to reflect this.

It is anticipated that grants will be paid monthly in advance, however alternative arrangements can be discussed on case-by-case basis. Grants can only be paid for the year in question. For example, an organisation cannot request all 5 years of their grant in year one.

As part of the transition process, organisations can request support with managing their grant for up to 2 years, to be agreed annually. An example of this may be that DCC continue to pay some bills on behalf of the CMMLS, deducting this amount from the grant awarded to them. This can be discussed on a case-by-case basis, to find an approach which is most suitable for the organisation.

If a SLA is terminated for any reason, by either organisation, DCC will seek to recover any unspent grants or any monies given in advance.

## **Management of Finances**

Organisations will be responsible for their own finances including accounting and banking. They will have to comply with the relevant financial regulations. Records including accounts will need to be made and retained as per DCC's retention schedule. Guidance will be provided.

The CMMLS may or may not be liable for VAT depending on the nature of the organisation running it. It is the responsibility of the organisation to ascertain and organise this. DCC have no liability for any tax matters on behalf of a CMMLS.

If an organisation incurs debts or a loss of income, DCC will not be liable. If a CMMLS fails to repay its debts, DCC reserve the right to terminate the agreement.

A CMMLS cannot accept any non-library payments on behalf of DCC. For example, no payments for Adult Care services can be taken by a CMMLS.

## **Insurance and Tax**

Insurance will be discussed and agreed with the organisation prior to handover, and details will be included in the SLA.

If the CMMLS remains based in the current locations, DCC will continue to cover buildings insurance for up to five years.

Although the CMMLS will need to arrange their own public liability insurance, DCC will pay these costs for the first year. This will then be reviewed with the organisation moving forwards.

The CMMLS will be responsible for ensuring that drivers and vehicles are adequately insured, and that road tax is paid, and will need to provide DCC with proof of this.

If a CMMLS chooses to expand its operations in a way that might change their insurance needs, then DCC reserves the right to alter the agreement around insurance.



If a CMMLS has any paid staff it is a legal requirement to have Employers' Liability Insurance.

DCC will need to see proof of adequate levels of insurance at an agreed frequency.

### **3:4 Vehicles for the Community Managed Mobile Library Service**

Derbyshire County Council will transfer the vehicles on the day of handover to the CMMLS, who will take on the responsibility for their legality, roadworthiness, maintenance and repair or replacement. Should an organisation prefer to pay DCC to maintain the vehicles, and/or for DCC to retain ownership, this can be discussed.

Furniture, fixtures and fittings in the vehicles will be included on transfer to the CMMLS.

The CMMLS will be expected to keep vehicles, their contents and any vehicle keys safe. All vehicles must be locked and parked safely when not in use within the designated Operating Centre(s) identified in their Goods Vehicle Operator Licence.

### **Maintenance and Servicing**

After handover, to ensure the vehicles are maintained at all times in a legal and roadworthy condition, the CMMLS will be responsible for ongoing vehicle maintenance. This will include MOTs, vehicle and fitted equipment manufacturer routine servicing, tachograph<sup>2</sup> and passenger lift testing, planned maintenance inspections and routine safety inspections, and that daily vehicle 'walkaround checks' and defect reporting is undertaken.

To remain compliant under the terms of their Goods Vehicle Operator Licence, MOT tests must be undertaken annually by DVSA<sup>3</sup>. Planned maintenance inspections and routine safety inspections must be carried out every 8 weeks, as a minimum. Tachographs must be calibrated every 2 years. Passenger lift inspections and LOLER<sup>4</sup> tests must be undertaken every 6 months.

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<sup>2</sup> A tachograph is a device fitted to a vehicle that automatically records its speed and distance, together with the driver's activity selected from a choice of modes.

<sup>3</sup> Driver and Vehicle Standards Agency

<sup>4</sup> Lifting Operations and Lifting Equipment Regulations

Legally, organisations must keep records of all safety inspections for 15 months. DCC will require records to be held for the duration of the agreement. DCC will require annual condition reports, which the CMMLS will be responsible for obtaining.

Decoration will be the responsibility of the CMMLS. Any work undertaken must be completed to an acceptable standard and within legal and health and safety guidelines.

If a CMMLS wishes to undertake any remodelling of the vehicle(s), they must submit their suggestion in writing, confirming that the work will be done to an appropriate standard, and receive agreement and written approval from DCC. DCC will not be liable for any issues arising from this remodelling work. Any external remodelling of the vehicles may fall under the requirements of a 'notifiable change' with the DVSA, and so will also require the organisation to follow the DVSA process.

### **Cleaning and Caretaking**

Organisations will be responsible for keeping their vehicles (internal and external) clean and tidy. Any cleaning products and equipment which are on site when the service is handed over will become the property of the CMMLS, but DCC will not maintain or replace these.

DCC do not use any cleaning products in their libraries or mobile libraries which require a COSHH<sup>5</sup> assessment, such as bleach. The organisation may not wish to continue with this policy, but must be aware of the COSHH requirements before any substances are brought onto the premises or vehicles. DCC can provide guidance for this, but are not liable for any issues which arise from the use or storage of hazardous substances.

### **Electrical equipment**

All electrical equipment used on the vehicles or at the base premises will need to be kept in good working order. The arrangement of and payment for regular visual inspections alongside annual portable appliance testing (PAT) by qualified individuals will be the responsibility of the organisation. If any electrical equipment is brought into premises or vehicles, it must be tested before being plugged in, or new items must be CE marked<sup>6</sup>. This

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<sup>5</sup> COSHH stands for 'Control of Substances Hazardous to Health'

<sup>6</sup> CE marks indicate conformity with health, safety and environmental protection standards for products sold within the European Economic Area

includes any equipment being used by someone coming onto the mobile library for a one-off activity, or partners, so CMMLSs must ensure that these requirements are set out very clearly to anyone using the space.

### **3:5 Base Locations for the Community Managed Mobile Library Service**

#### **Staying in the current location(s)**

After discussion between both parties, an agreement of terms for continued use of the present premises would be agreed and laid out in detail in the Service Level Agreement. It is likely that CMMLS volunteers will only have access to the building when library staff are on site.

DCC will retain responsibility for internal and external building repairs and maintenance, including lightning conductors where applicable. Except in an emergency, any maintenance and repairs DCC are responsible for will be undertaken as part of the standard maintenance schedule of all DCC buildings. DCC will also retain responsibility for cleaning, window cleaning and internal decoration, but the organisation will be expected to keep their areas clear and tidy.

Organisations must make reasonable efforts to keep premises and contents safe and free from damage, and they will be liable for the cost of repair or replacement for any damage caused by failing to do so.

If the CMMLS are provided with building keys, they will be expected to keep them safe, and not to create unnecessary duplicates.

The CMMLS will not be responsible for any grounds maintenance, and DCC will retain the responsibility for maintaining this. Except in an emergency, any repairs or maintenance DCC are responsible for will be undertaken as part of the standard maintenance schedule of all DCC properties. However no works to change or improve the grounds will be covered by DCC.

If a CMMLS wishes to undertake any additional grounds work, they must submit their suggestion in writing confirming that the work will be done to an appropriate standard, and receive agreement and written approval from DCC. DCC will not be liable for any issues arising from this additional work.

Any work undertaken by either party must consider Tree Protection Orders where these are in place, and if so should follow the relevant District Council guidelines.

Responsibility for gritting and clearing paths in the advent of winter weather may be shared between DCC and the CMMLS. This will be discussed with the organisation prior to handover. If agreed, CMMLSs will be expected to create and review a winter maintenance plan working alongside DCC staff which will need to be approved by DCC, and document any maintenance undertaken. DCC can offer guidance for this, but are not liable for any issues which arise from winter weather. DCC will continue to provide grit at an agreed level.

Adequate Transport Management Plans are in place. CMMLSs will need to liaise with library staff to ensure these are agreed by both parties, and are adhered to and kept up to date.

### **Moving Base(s) to Different premises**

If an organisation is interested in running a CMMLS from a different base, this will need to be discussed on a case by case basis.

The proposed location would have to be assessed by DCC to ensure that it is fit for purpose. DCC may be able to arrange for any necessary work to be undertaken, but the CMMLS will have to pay for the work. A change of premises may delay the date of handover to a group.

If a CMMLS moves to different base premises, there will be no adjustment to the grants awarded by DCC. If the premises are outside of DCC property, the organisation is likely to have more responsibility for the grounds and premises, but again, this would be discussed on a case by case basis.

## **3:6 Health and Safety**

### **Compliance**

There are a number of statutory and legal requirements governing health and safety, which the CMMLS will need to comply with. Each CMMLS will receive full training in the appropriate areas to ensure compliance.

DCC will ensure that compliance and testing, for example of lifts and fire extinguishers, are up to date before any handover to community management.

Mobile libraries and space in library buildings must be kept clean and tidy. Access and egress must be clear for the safety of users and volunteers. The location of exit signs, alarm points, and fire extinguishers cannot be changed.

All mobile library operations must be risk assessed on a regular basis by the organisation, and separate assessments must be undertaken for any planned events. Detailed emergency evacuation plans must be agreed with DCC, and guidance will be provided. Any change of use may have implications for health and safety, and will require discussion and agreement with DCC in writing and updated risk assessments.

CMMLSs must be aware of the COSHH requirements before any substances are brought onto the premises and/or vehicle, and must undertake COSHH assessment where relevant. DCC can provide guidance for this, but are not liable for any issues which arise from the use or storage of hazardous substances.

Some training will be provided which is compulsory for volunteers undertaking certain roles, and for this reason named volunteers with responsibility for specific areas will be requested. This will be discussed with the organisation. DCC will make Health and Safety and compliance requirements, including training needed, very clear to organisations. Some training will require updates or refreshers, which DCC will provide.

CMMLSs will need to keep written records of compliance checks, risk assessments, etc. Again, DCC will make requirements very clear including setting out exactly how long different types of records need to be kept for.

Any breach of Health and Safety compliance by a CMMLS will give DCC the right to terminate the SLA, if it cannot be safely resolved by working with the organisation.

Any incident that causes personal injury or damage to property which could give rise to personal injury, must be recorded and records kept securely. It must also be reported to DCC in writing via [community.libraries@derbyshire.gov.uk](mailto:community.libraries@derbyshire.gov.uk) within 48 hours.

*The Health and Safety Executive* website provides lots of useful information for voluntary and community organisations, which it may be useful to refer to <http://www.hse.gov.uk/voluntary/index.htm>

### **First aid**

No first aid supplies will be handed over to a CMMLS. If a CMMLS wants to keep first aid kits, they must consider any COSHH or training implications, and are responsible for identifying and addressing this. DCC will not provide First Aid training to CMMLS volunteers, but an organisation may wish to consider sourcing and providing this training to some of its volunteers.

If an organisation employs any staff, they will be legally required to comply with First Aid at Work regulations. It will be their responsibility to ensure that adequate measures are put in place.

### **Waste and Recycling**

If the mobiles continue to be based in the same locations or in another DCC run library, the CMMLS will not be responsible for the cost of any waste services, and DCC will retain the responsibility for this.

If the CMMLS move to a different location, they will be responsible for the cost of appropriate trade waste services, including specialist services such as sanitary disposal.

Any confidential waste must be disposed of securely. DCC will provide guidelines to the CMMLS as part of training, and they must adhere to these.

## **3:7 Volunteer Recruitment and Management**

The CMMLS will be responsible for recruiting and managing their own volunteers. If a CMMLS requires some assistance initially, or training or guidance around this, it may be available, subject to discussion with DCC. The organisation must have a sufficient number of volunteers, and DCC recommends ensuring at least 2 people are on duty whenever the library is on the road.

All volunteers will be required to undertake an appropriate level of training for their role. This will be organised and provided by DCC in the initial induction period. For new starters after this time, the CMMLS will be responsible for ensuring they receive all required training at an appropriate

time, some of which will be before they can commence their role. This will include cascading some elements of training and arranging access to any online training with DCC.

All volunteer management including the creation of rotas and a system for organising time off will have to be managed by the CMMLS. Organisations will be responsible for handling volunteer dispute resolution.

If DCC has any concerns about a volunteer, the organisation will be approached to discuss these concerns and to find a way forward. If DCC decide that a volunteer has failed to carry out their duties with reasonable skill and care, and there is no way to overcome this, the CMMLS can be asked to remove a volunteer from duty and recruit a replacement.

If a CMMLS decide to employ any staff at any time, they must inform DCC by an agreed method. They must also comply with any relevant employment laws, and have relevant insurance as set out above.

### **3:8 Communication and staff support**

No DCC staff will be retained in the CMMLS. However, Derbyshire Libraries' staff will be working with and supporting the CMMLS both initially and in the long term. A central team will be the first point of call for any CMMLS, and they will be contactable on [community.libraries@derbyshire.gov.uk](mailto:community.libraries@derbyshire.gov.uk). There will also be a call back telephone service on 01629 536166, to enable CMMLSs to leave a message with the Library Service and staff will call them back. Staff answering the telephone will not be able to answer queries.

Library staff will meet regularly with the CMMLS to provide support and guidance. There will also be a formal annual visit and review process as detailed below. Organisations will be required to agree to regular meetings at a mutually convenient time, and also to any extra meetings deemed necessary by DCC, for example if there are concerns that need to be addressed. Organisations will also be encouraged to contact DCC between meetings if something important arises.

DCC require accurate contact information for the CMMLS. If any contact details change, organisations are required to inform DCC in writing via [community.libraries@derbyshire.gov.uk](mailto:community.libraries@derbyshire.gov.uk) within 48 hours.

### **3:9 Stationery and equipment**

DCC will provide branded stationery items to the CMMLS, such as date labels, which are needed to run the library. Any equipment and stationery on the vehicles or at their current office space when the service is transferred will become the property of the CMMLS organisation, who will take on the responsibility for their maintenance and repair or replacement and disposal. CMMLSs may acquire supplies from their preferred sources.

### **3:10 Courtesy to Neighbours and Others**

The CMMLS must ensure that any activity undertaken does not cause a nuisance to neighbouring premises.

The mobile libraries are currently based at premises which are shared by libraries and other services. DCC will support the organisation initially to establish working relationships and agreements, for example over the shared use of facilities. In the longer term, the CMMLS would be expected to maintain this relationship to ensure that it is workable.

Vehicles should only deliver a mobile library stop at pre-agreed locations. Any stops on private land must be agreed between the organisation and landowner prior to timetables being produced. Decisions on stops must be made which ensure no obstruction of the highway or access, and with the safety of users in mind as part of a risk assessment process.

### **3:11 Bribery and Corruption**

CMMLSs must comply with all applicable anti-bribery and anti-corruption legal regulations. Any failure to do so will give DCC the right to terminate the agreement.



## **Section 4: Library Services**

### **4:1 Books and Resources**

DCC will continue to provide stock to the CMMLS. All stock will continue to belong to DCC. Stock is purchased for the whole county, not for individual libraries, which means that it must be available to all users, and must reflect the diverse needs and requirements of Derbyshire residents. Users can request any item in stock to collect at their local library, including community managed mobile libraries.

If a CMMLS wishes to provide newspapers they will be responsible for supplying and paying for these.

### **Lending Books and Resources**

Books and resources must only be borrowed by registered Derbyshire Libraries borrowers. Full training and guidance notes will be given covering how to issue, return and renew stock, and this must always be followed. Full training and guidance notes on the Online Public Access Catalogue (OPAC) will also be provided.

There are legal requirements outlined in the *Public Libraries and Museums Act* (1964) which require local authority libraries to “lend books and other printed material free of charge for those who live, work or study in the area”. This is reiterated in *The Library Charges (England and Wales) Regulations* (1991). This means that CMMLSs, as part of our statutory libraries network in Derbyshire, cannot charge people to be a member of the library or borrow books. CMMLSs must also adhere to Derbyshire Libraries’ Charging Scale, including any future changes. Full details of the current charging scales are available at [www.derbyshire.gov.uk/librariesforderbyshire](http://www.derbyshire.gov.uk/librariesforderbyshire), the charges are reviewed on an annual basis and are subject to change in the future. Income from the above charges on community managed mobile libraries can be kept by the CMMLS.

### **Stock Maintenance**

New stock will be ordered centrally, and will be processed and catalogued making it ‘shelf-ready’ before it arrives at a CMMLS.

The CMMLS will have stock-related tasks to undertake on a regular basis, including placing and receiving user requests. Full details, guidelines, and training will be provided, and library staff can be contacted for support.

To enable the movement of stock between libraries, DCC will continue to provide a regular van service for CMMLSs. This service will also deliver and collect internal mail. A CMMLS must allow the van service access for this purpose at a frequency and time to be agreed, and ensure that items for collection are packed and clearly labelled and left in the agreed place.

## **Donations**

Derbyshire Libraries welcomes donations of books and other materials. All donations which are suitable for lending must be added to our library catalogue by a member of staff. Full details, guidelines, and training will be provided, and library staff can be contacted for support. Donations which are not suitable for lending can be sold by the CMMLS, and income from these donations can be kept by the CMMLS.

## **Overdue, lost and damaged stock**

The CMMLS is expected to keep resources as safe from loss, theft or damage as practically possible.

CMMLSs will be expected to inform borrowers of overdue items or outstanding charges, and encourage them to be returned or renewed. Any outstanding overdues should be reported to DCC, and will be followed up centrally. CMMLS will not be involved in chasing overdue items. This will be covered by training and guidelines.

There will be guidelines for the CMMLS to follow if users report a lost or damaged item, or if a book goes missing. Any income from lost stock must be recorded by the CMMLS, and DCC may recharge the CMMLS as part of their annual review.

## **Replacement library cards**

If a library user has lost their library card, they can request a replacement from DCC. CMMLS must adhere to Derbyshire Libraries' Charging Scale, including any future changes. This is currently: £1 per card. Not all categories of user pay this charge. Any income from lost cards must be recorded by the CMMLS, and DCC may recharge the organisation as part of their annual review.

## **4:2 Information and Communication Technology (ICT)**

### **Telephony**

Mobile Libraries will need to carry a mobile telephone which is kept charged and is answered. This must be a dedicated phone for the mobile library, and not a personal number. The CMMLS will be responsible for providing this.

### **4:3 Library Initiatives**

The CMMLS will be required to take part in national initiatives such as the annual Summer Reading Challenge scheme for children using their mobile library. Full support, details, resources and training will be made available from DCC. As this is a national campaign, statistics relating to the Summer Reading Challenge must be recorded and shared with DCC, using agreed guidelines

CMMLSs will also be asked to participate in other national and countywide programmes including Reading Well schemes, the Six Steps Promise and other national Universal Offers. For more information on Universal Offers please see information on the Libraries Connected website:

<https://www.librariesconnected.org.uk/page/universal-offers>

Training and guidance around existing and new initiatives will be on offer to the CMMLS.

Only DCC volunteers, who have been recruited and trained in line with DCC policies, are able to deliver the Home Library Service. No CMMLS volunteers shall visit library users at home as part of their mobile library volunteering.

### **4:4 Customer Care**

CMMLSs will be expected to comply with DCC's *Customer Care Charter*. Training on this and customer service, including how to signpost users to staff and services, will be provided.

### **Dealing with compliments, comments and complaints**

The CMMLS will be responsible for dealing with compliments, comments and complaints from the public which relate specifically to that service. Timeframes and regulations for responding are included in the *Customer Care Charter*, and will need to be adhered to. CMMLSs should keep a record of the comments and responses, and provide information on the number received to

DCC using agreed guidelines. A CMMLS can share more details if they wish. If comments relate to the wider library service such as stock, or need escalating, they should be forwarded to [community.libraries@derbyshire.gov.uk](mailto:community.libraries@derbyshire.gov.uk) within 48 hours.

#### **4:5 Marketing and Promotion**

The signage in place on the vehicle on handover may be retained by the CMMLS. If they wish to replace signage they may do so, but they will be responsible for the costs involved, and will need to obtain agreement and written consent from DCC. Signs must acknowledge the support of DCC using agreed logos or wording.

DCC will include the CMMLS in some of the promotion of general library services, for example in the contact list of libraries on our website. Some generic marketing material will also be provided to the CMMLS where possible, for example for Derbyshire's online library services.

Basic information about the CMMLS, including contact details and timetables, will continue to be included on the Derbyshire Libraries section of the DCC website. DCC will allow organisations to create their own website if desired, and they can discuss with library staff the possibility of including a link to it from Derbyshire Libraries' pages.

CMMLSs may wish to create their own social media profiles but these will need to comply with DCC's *Social Media Policy*. The CMMLS may ask Derbyshire Libraries to promote events or highlight their activities on their social media platforms.

The CMMLS will be responsible for promoting their own services and any events and activities they organise. DCC's logo or the phrase "This mobile library service is supported by Derbyshire County Council" will need to be included in posters, flyers and web content. Details of this will be discussed and agreed with the organisation and will be included in the SLA. Other guidelines will be provided as part of the training, but will not be overly restrictive. For example the CMMLS must remain non-political, and this applies to publicity materials too. All publicity material including online content and social media must abide by copyright regulations.

#### **4:6 Library Data**

Data will need to be collected in relation to CMMLS's performance. As part of the training provided, DCC will provide details of what is required.

As an overview: Issue and renewal figures; visitor numbers; and issue figures specifically for the Summer Reading Challenge will need to be counted by the CMMLS and shared with DCC as a minimum using agreed guidelines.

CMMLSs will also be asked to provide the number of compliments, comments and complaints received using agreed guidelines.

On top of the minimum requirements outlined, DCC will encourage a CMMLS to identify and record the wider impact they have on their communities, and will set in place a simple process by which this can be done, if desired.

Derbyshire Libraries will share details with the CMMLS about annual strategies and priorities to enable them to plan work which ties in to wider library plans.

## Section 5: Policies and Guidelines

### 5:1 Overview

There will be a number of policies and guidelines which CMMLSs will need to consider, some of which have been highlighted throughout this document. This section outlines some of the key policies which organisations will need to adhere to. More information on the policies themselves can be found on [www.derbyshire.gov.uk/librariesforderbyshire](http://www.derbyshire.gov.uk/librariesforderbyshire)

### 5:2 Equality and Diversity

CMMLSs must continue to be open to all who wish to use them, and to consider the needs of the whole community. They should be a friendly and welcoming space which people want to use. Legally, CMMLSs must comply with *The Equality Act* (2010) which protects people from discrimination. DCC also require the CMMLS to abide by their *Equality and Diversity Policy* and training and guidance will be provided in this area. Any breach of *The Equality Act* or DCC's *Equality and Diversity Policy* by a CMMLS will give DCC the right to terminate the SLA, if it cannot be resolved by working together with the organisation.

Accessibility should be considered carefully in terms of volunteers as well as mobile library users. Dates of Open Days at both current base locations are included in this pack. These provide an opportunity for interested parties to have a tour of the mobile libraries and current base locations, which may help in considerations of access.

The mobile libraries have hearing loops at the counter. DCC will provide equipment for CMMLS to periodically test that these are in good working order. Guidance notes for carrying this out will be provided. If a hearing loop breaks, the CMMLS should inform DCC who will organise a replacement. The CMMLS must make reasonable efforts to prevent damage to hearing loops, and they will be responsible for the cost of repair or replacement for any damage caused by failing to do so. In all other circumstances, the replacement will be paid for by DCC.

Derbyshire Libraries are signed up to the Six Steps Promise for blind and partially sighted people, which is a national scheme to ensure that libraries are accessible and support people with reduced vision. Organisations will be expected to understand and support this promise as part of their role in DCC's statutory offer, and training and guidance will be provided to enable this.

### **5:3 Safeguarding**

DCC will provide training and guidance to ensure that any CMMLS complies with our *A Safe Place for Children and Young People in Derbyshire Libraries Policy*, and with legal safeguarding requirements. Any breach of Safeguarding Policy will give DCC the right to terminate the SLA, if it cannot be resolved by working together with the organisation.

Volunteers in a CMMLS do not require criminal record checks from the Disclosure and Barring Service (DBS). It is recommended that volunteers will not be on duty alone. However, if CMMLSs expand their offer to include services where they will require DBS checks, it will be their responsibility to identify and arrange this, and cover any costs.

### **5:4 Data Protection and Freedom of Information**

Organisations must comply with General Data Protection Regulation (GDPR). Training and guidance will be provided in this area by DCC to cover both the regulations and day to day operations and the importance of confidentiality. Systems will be in place to ensure that volunteers do not have access to personal data. All volunteers will be required to complete annual data protection training. Any breach of GDPR or confidentiality guidelines provided by DCC will give DCC the right to terminate the SLA, if it cannot be resolved by working together with the organisation.

DCC's information retention schedule, which details exactly how long different types of records must be kept for, will need to be followed by the organisation. CMMLSs may also be subject to internal or external audit, in which case auditors will need access to records.

As the CMMLS will make up part of Derbyshire Libraries' statutory offer, they will be subject to requests from any member of the public for information under the *Freedom of Information Act* (2000). DCC have a limited time to respond to requests, and so CMMLSs must co-operate in a timely fashion if required.

## **Section 6: Training**

Derbyshire staff will provide initial training to enable the delivery and management of a CMMLS. This will be in the form of an induction which covers areas such as: building information (if applicable); library routines; data protection; health & safety; finances; customer service; equalities; and safeguarding.

A specific training package will be developed at a later date covering the induction and further training. This package will be developed after discussion with the organisation, to ensure that it addresses needs they have identified. CMMLSs will be expected to cascade information to volunteers who start at a later date. All volunteers must commit to undertaking training. It is suggested that the CMMLS assigns different roles to named volunteers, to ensure appropriate training can be provided.

Some training will be compulsory for all volunteers, and some for those undertaking certain roles, and DCC will make requirements very clear. Some training will require updates or refreshers, which DCC will provide. Any changes to DCC policies and procedures in future will be shared with CMMLSs as appropriate. It is expected that volunteers will commit to undertake future training as and when required.

CMMLSs will be provided with guidelines and step-by-step guides and templates to help them to run their service successfully and cascade training to other volunteers. Staff will also signpost them to the wide range of guidance and training available from other organisations.



## **Section 7: Other Support**

If Derbyshire Community Managed Libraries and CMMLSs are interested in setting up a network to enable them to support each other and share ideas, DCC will support this. There is also a national CML Network which you may be interested in finding out more about at

<https://communitylibrariesnetwork.wordpress.com> as much will be relevant to a CMMLS.

If you would like some support, for example with becoming a constituted group, advice around writing a business plan, or how to run your organisation successfully, DCC will soon be commissioning services across the county to provide this. This means organisations could be signposted to support as requested.

A list of useful websites can be found on the Libraries for Derbyshire webpages.

[www.derbsyhire.gov.uk/librariesforderbyshire](http://www.derbsyhire.gov.uk/librariesforderbyshire)

## **Section 8: Service Level Agreement**

### **8:1 Performance and Review**

Derbyshire Libraries staff will undertake an annual review with the CMMLS at a pre-agreed time. This meeting will be an opportunity to review the past year and to agree the CMMLS's business plan for the following year, and discuss changes either party would like to make to the SLA. The CMMLS will be required to submit a report to DCC prior to this meeting for discussion. Full guidelines will be provided.

Subject to agreement by both parties, the SLA will then be signed off for the following year.

### **8:2 Termination of the Service Level Agreement**

In the event that a CMMLS gets into difficulty, DCC will offer support and advice, including via signposting, to try to work together to establish a way forward and enable them to thrive. If for any reason an organisation decides to terminate the agreement and cease operation and there is no way to find a solution, DCC will work with them to agree an exit plan.

DCC will set out a clear procedure for dispute resolution which both parties shall follow.

If there is any breach to the material obligations of the agreement by either party, written notice should be issued by the other party which outlines the concern and seeks resolution within 2 weeks. After this, if the issue is not resolved, either party has 28 days to terminate the agreement in writing. Some major breaches by the CMMLS will be grounds for immediate termination of the agreement, and these will be outlined in the SLA.

A Force Majeure (i.e. an uncontrollable event such as war or flooding) will negate the liability of DCC and the CMMLS, and therefore neither can be held accountable for resulting breaches to the agreement.

If an agreement is terminated, clear guidance and processes will be set out by DCC. DCC may require a CMMLS to assist in making the handover back to DCC or to another group as smooth as possible.

## **Section 9: Information for Anyone Interested in Running the Community Managed Mobile Library Service**

### **9:1 Obtaining further information or support**

It is suggested that you take time to consider all of the information available on our dedicated webpages [www.derbyshire.gov.uk/librariesforderbyshire](http://www.derbyshire.gov.uk/librariesforderbyshire), which will be kept up to date, and will be used to share important information and dates.

If you would like to get in touch with someone at Derbyshire Libraries with queries or questions about the CMMLS, please email [community.libraries@derbyshire.gov.uk](mailto:community.libraries@derbyshire.gov.uk). Alternatively, you can telephone our call back number on 01629 536166. Staff who answer this number will not be able to answer any questions, but can take your details and arrange for someone to call you back.

An open day has been arranged at each of the current mobile library bases. At the open days, there will be council staff available to answer any questions you may have and show you around both vehicles and current space available in the library.

The open day at Buxton library will be on 1<sup>st</sup> July 2019.

The open day at Long Eaton library will be on 15<sup>th</sup> July 2019.

You are welcome to visit any mobile library during regular stops to have a look at the public areas, and to get a feel of the service. However, please be sensitive to the library staff and be aware that they will not be able to answer questions about this process, or show you around. If you cannot make our open day and you'd like to ask any questions or have a look around the vehicles/buildings, you can contact us at the email or phone number above.

### **9:2 Information on how to submit your interest in running the Community Managed Mobile Library Service**

If you are interested in running a CMMLS, please complete the *Community Managed Mobile Library Service Community Engagement Questionnaire*. The information gathered from the open days and questionnaires will be used to inform the processes required to transfer the mobile library service to community management. The questionnaires will not be assessed. The questionnaire also gives organisations an opportunity to identify any support they would need, for example if you need help with becoming a constituted

group or advice around writing a business case. This will enable DCC to signpost your organisation to relevant support or information where possible.

<b>Key Dates for Mobile Libraries</b>	
Open Day at Buxton Library	1 <sup>st</sup> July 2019
Open Day at Long Eaton Library	15 <sup>th</sup> July 2019
Community Engagement Questionnaire submission deadline	12 <sup>th</sup> August 2019

Thank you very much for your interest.