

Appendix B - Library and Customer Services Public Consultation Plan

1 Consultation subjects

1.1 Public consultation will be completed on the following distinct areas:

- 1) Library Strategy;
- 2) Consultation on the withdrawal of mobile service;
- 3) Consultation on changes to the booklink service;
- 4) Changes to customer service delivery, including the withdrawal of a face to face cashiering service at Riverside House, electronic applications for Housing Benefits, support required to use digital services and implementation of appointments within Customer Services as a replacement for drop in services.
- 5) Children's offer

2. Timescales

2.1 Public consultation will begin on 17 March 2016

2.2 Public consultation will end on 13 June 2016.

2.3 Consultation on the budget proposals is currently underway, and feedback relating to library services will be captured in the overall public consultation on libraries.

3. Consultation types

3.1 Online consultation will be available via www.rotherham.gov.uk

3.2 An email address will be provided for people to give their views.

3.3 Paper based consultation questions will be available in all Libraries and Customer Service Centres and in other public facing council buildings.

3.4 Drop in sessions will be available in each library during April and May. Library managers and staff will be available to discuss the proposals with members of the public.

3.5 Surveys will be completed in high public footfall areas across the borough to capture the views of non-users.

3.6 Meetings will be held with communities of interest and hard to reach groups.

3.7 Member seminar.

3.8 Youth Cabinet will be asked for their views on the strategy and proposals.

3.9 Town and Parish Councils will be asked for their views on the strategy and proposals.