

# Devon mobile library services

## Factsheet 8

### Where and when do mobile libraries visit?

There are 8 mobile libraries in Devon, visiting nearly every parish in Devon. So if you don't have a static library nearby, there's likely to be a stop near you.

To find your nearest stop, you can phone our Customer Service Centre on 0845 155 1001, or you can look on our website at [www.devon.gov.uk/yourmobilelibrary](http://www.devon.gov.uk/yourmobilelibrary)

All stops are fortnightly. When you join, the librarian will give you a timetable showing the dates and times of visits.

### What services do mobile libraries provide?

There is a wide selection of books, including fiction, some non-fiction, DVDs, and books for children. Books in large print are available for those who prefer them, and you can hire audiobooks. Enquiries and requests for information can be passed to our static libraries for a reply. Babies and toddlers can join our Baby Book Crawl scheme, which is guaranteed to get even the youngest members of the family hooked on books, with a set of bright and colourful posters to collect, and older children can take part in the Summer Reading Challenge.

### How do I join?

Joining is free. Just tell the librarian your name, address, and telephone number, and you can join on the spot and start borrowing straight away.

### What happens if I miss the mobile library's visit?

There are no fines on books borrowed from the mobile library, so it doesn't matter if you miss a visit. But we would like you to renew or return your books after 4 weeks. You don't have to do this yourself - perhaps a friend or neighbour might be willing to do it for you.

### What if the mobile library doesn't arrive?

We will do our best to notify local contacts for your stop so they can tell people if the library will be late or unable to visit. Each mobile library has a scheduled "off road" week every year when necessary servicing is carried out. The librarian will warn users about this on the previous visit.

### I have a disability. Will I be able to get onto the mobile library?

All our vehicles have lift access for people with disabilities and the librarian will help if you have any difficulties. The mobile libraries are also fitted with hearing loops for people with hearing aids.

## Can I reserve a book or other items?

You can reserve any book for a small fee. There is no charge to reserve non fiction books, DVDs, CDs, or language courses, so long as the reservations are placed in person on a mobile library, although you will of course have to pay the appropriate hire fee for DVDs and CDs. All large print reservations are free, as are those placed by under 18s on their own library cards. You can check what is in stock online at [www.devon.gov.uk/library\\_catalogue](http://www.devon.gov.uk/library_catalogue)

If you want to place reservations online to be collected from the mobile library, you will need to tell the mobile librarian that you want to do so. You will then be asked for your name, library card number and preferred PIN. This will be used to modify your borrower record and add details of your stop number, which has to be done at the base library. Next time you visit the mobile library, you will be given a flyer telling you how to reserve items for collection from the mobile library and how the system works. Once you have this, you will be able to start reserving online.

There is a standard fee for all online reservations, including non fiction books, DVDs, CDs and language courses. Please ask the librarian what the current charge is.

## Is there a mobile library service for schools?

Yes, via Devon's School Library Service, which provides a wide range of books and story CDs / tapes for primary age children, for both study and leisure.

Please phone 01392 384340 for more details, or visit the School Library Service website at [www.devonsls.org.uk](http://www.devonsls.org.uk)

### Contact details

<b>Address:</b> Devon Libraries Headquarters Great Moor House Bittern Road Sowton Exeter EX2 7NL	<b>Phone:</b> 01392 384315
	<b>Fax:</b> 01392 384316
	<b>Email:</b> <a href="mailto:devlibs@devon.gov.uk">devlibs@devon.gov.uk</a>

### Different formats

If you would like a summary of this in a different format such as large print, Braille or tape, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email [customer@devon.gov.uk](mailto:customer@devon.gov.uk)

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