

## Somerset Mobile Library

Please could I send my apologies to all our Somerset Mobile Library users. Unfortunately we have had a number of mechanical problems with our Mobile Library vehicle which has meant we have not been able to deliver our usual service across the County. We are working hard to resolve this issue and I am aware that for many of our customers it has been several weeks since you have received this service. Bad weather conditions with snow in February and March has also added to the difficulties.

We are committed to ensuring that we continue to support our customers so I wanted to suggest a couple of alternatives as an interim measure while we endeavour to get the vehicle back on the road.

1. Somerset Home Library Service – currently delivered through the Royal Voluntary Service. This service is mainly delivered to customers who are housebound, however we do support a number of people who are unable to travel or access a local Library. The service is delivered through a team of volunteers who will collect and deliver books for you. To access this service you can contact Kirsty Jensen (Service Manager) on 07920 250834. [kirsty.Jenssen@royalvoluntaryservice.org.uk](mailto:kirsty.Jenssen@royalvoluntaryservice.org.uk)
2. You can renew your books and download EBooks through the Libraries West Web site, please also see the range of new EMagazines available – [www.Librarieswest.org.uk](http://www.Librarieswest.org.uk)
3. Where possible we may also be able to offer something through your local Village Hall or Community Centre. We can look into the possibility of a book drop off and collection point supported by staff from a local Library. However this would need to be co-ordinated locally, perhaps through your Parish Council. This would only be available for the period of time where the Mobile Library is off the road. If you would like to pursue this option then please contact Mandy Lewis or Jon Wood (Library Managers) on 01823 340310

Once again please accept my apologies and be re-assured we are working hard to resolve this problem and to ensure the Mobile Library is back out and supporting our customers.

Sue Sheppard  
Service Manager – Customers  
Somerset Libraries