

**CABINET MEETING – 19 June 2013**

**EXECUTIVE SUMMARY SHEET – PART I**

**Title of Report:**

FUTURE LIBRARY SERVICES

**Author(s):**

Report of the Executive Director of Health Housing and Adult Services

**Purpose of Report:**

To appraise Cabinet of the results from the recent consultation programme.

To propose a new service model to deliver a new vision for library services extending the reach deeper into our communities. The proposal takes account of the consultation programme results, and releases significant efficiencies.

To propose the approach to the final stage of consultation on the future service model and implementation milestones.

**Description of Decision: Cabinet is asked to:**

Cabinet is recommended to:

- (i) Note the information about the current service, the financial context, and the recent consultation programme.
- (ii) Agree the proposed future service model, including expansion of outreach to take the service into community venues that are currently well used by local residents, the development of Library Service hubs and community Libraries and the capital investment required for e-services and refurbishment of the City Library and Arts Centre.
- (iii) Agree to a further programme of consultation to seek the views of and engage with the following audiences to support the comprehensive and efficient delivery of the future service model:
  - Current users of the buildings proposed for closure in the new service model
  - Current users of provision proposed to be designated as community libraries
  - Non-users, staff and partners impacted by the proposed future service model
  - Potential outreach partners in the voluntary, community, private and public sectors
  - Non-users and in particular children, young people and families

**Is the decision consistent with the Budget/Policy Framework?**

**\*Yes**

**If not, Council approval is required to change the Budget/Policy Framework**

**Suggested reason(s) for Decision:**

The proposed future service model ensures library services will continue to be accessible to all residents of the City whilst delivering the required significant efficiencies from the budget. Library services will be modernised through the use of technology and retained static provision where demand is high. Services will be delivered through library

hubs, community libraries and community outreach programmes enabling services to be taken to communities, in particular, those that need the most support to engender reading and learning. The Council has used evidence taken from the consultation programme, population, usage and performance and service costs to inform the future service model.

The further consultation period is recommended to enable engagement with a wide range of stakeholders on the specific details of the proposed service model.

**Alternative options to be considered and recommended to be rejected:**

Do nothing – this is not considered a viable option given the significant decline in use of traditional static based Library Services and the need to reduce costs.

Reduce number of static Libraries further – given the outcome of the consultation and the current demand for the static provision proposed to be retained further reduction of the portfolio was not considered appropriate. In the event that demand levels and the economic environment alter then this aspect of the service can be considered further.

**Impacts analysed:**

Equality  Privacy  Sustainability  Crime and Disorder

**Is this a “Key Decision” as defined in the Constitution?**  
Yes

**Is it included in the Forward Plan?**  
Yes

**Relevant Scrutiny Committee:**

**FUTURE LIBRARY SERVICES**

**REPORT OF THE EXECUTIVE DIRECTOR OF HEALTH, HOUSING AND ADULT SERVICE**

**1. PURPOSE OF REPORT**

- 1.1. To appraise Cabinet of the results from the recent consultation programme.
- 1.2. To propose a new service model to deliver a new vision for library services extending the reach deeper into our communities. The proposal takes account of the consultation programme results, and releases significant efficiencies.
- 1.3. To propose the approach to the final stage of consultation on the future service model and implementation milestones.

**2. DESCRIPTION OF DECISION**

2.1. Cabinet is recommended to:

- (i) Note the information about the current service, the financial context, and the recent consultation programme.
- (ii) Agree the proposed future service model, including expansion of outreach to take the service into community venues that are currently well used by local residents, the development of Library Service hubs and community Libraries and the capital investment required for e-services and refurbishment of the City Library and Arts Centre.
- (iii) Agree to a further programme of consultation to seek the views of and engage with the following audiences to support the comprehensive and efficient delivery of the future service model:
  - Current users of the buildings proposed for closure in the new service model
  - Current users of provision proposed to be designated as community libraries
  - Non users, staff and partners impacted by the proposed future service model
  - Potential outreach partners in the voluntary, community, private and public sectors
  - Non-users and in particular children, young people and families

**3. BACKGROUND**

- 3.1. A report on future library services was presented to Cabinet on 13 February 2013. This report provided an overview of library services in Sunderland and feedback from an initial engagement exercise. The report outlined a proposed new vision for future library services and proposed an approach for consultation on the vision and to inform the future service offer. The vision was based on initial discussions with users, peers, and staff about how the service could be

modernised to extend the reach of services and make them more accessible to a wider range of residents in the city through both technology and a less traditionally based set of static provision.

- 3.2. At the meeting Cabinet Members agreed the report including a two stage consultation approach with both users and non-users to inform the future service design.

#### **4. POLICY, FINANCIAL AND SERVICE CONTEXT**

- 4.1. Importantly, the vision and the proposed modernised service model supports the delivery of our economic, social and educational policy. In particular, that Library Services in future will ensure they contribute to the council's corporate outcomes framework and focus on access to quality learning environments through readily available reading material, information services, training and education opportunities.
- 4.2. An example of this policy drive is the Marmot Report. Cabinet will recall that the Marmot Report supports the council's view that equal opportunities in early years provision supports child development. The council has invested in early years and nursery provision over recent years and believes this investment has contributed to the significant increase in educational attainment the city has seen over recent years. The 'New Vision for Library Services' enables the council to support a range of policy recommendations in the Marmot Report:
- Ensure expenditure on early years development is focused progressively across the social gradient
  - Support families to achieve progressive improvements in early child development, including developing programmes for the transition to school
  - Provide good quality early years education and childcare proportionately across the gradient. This provision should be combined with outreach to increase the take-up by children from disadvantaged families
- 4.3 The Marmot report also highlights the importance of reducing social isolation and signposts evidence that participation in the local community:
- acts as a protective factor against dementia and cognitive decline over the age of 65, and
  - additionally impacts on the risk of mortality by aiding recovery when becoming ill.
- 4.4 The council has made efficiency savings of approximately £100m over the last 3 years. It now faces a similar, further amount in savings to be made over the next 3 years with the library service to contribute £ 850,000. This means that it becomes even more important that the resource available is targeted, to meet need, at both a range of universally accessed services, and is focussed at residents in the city to support them to take an active part in community and city life.

- 4.5 In developing the new vision, and in listening to residents in the consultation, the review is proposing a new service that continues to allow significant universal access, whilst using focussed resources to engage those residents who need or would most benefit from increased access and support. The proposals also take account of those more confident readers, demand for new forms of reading material and the retention of professional library staff.
- 4.6 The library service is currently delivered through 20 static service points located across the city. Additional services delivered include:
- Mobile Library
  - Libraries Information Access Zone (LIAZe)
  - Books on Wheels (delivered in partnership with the WRVS)
  - Patients Library Service (partnership with Health)
  - Schools Library Service (Traded Service provided to Schools in the City)
  - Customer Services Centres (delivered in partnership with the Customer Service Network)
- 4.7 The table in Appendix 3 shows current usage of the 20 static libraries detailing visits, issues, active membership and ICT usage for 2012/2013.
- 4.8 Due to improvements in technology, changes in leisure and reading habits and the wider availability of affordable reading materials the number of active users and book lending has been reducing over a number of years both within Sunderland and nationally. In Sunderland issues have fallen from 1,307,712 in 2007/08 to 936,236 in 2012/13 (a 28% reduction).
- 4.9 Research has also shown that currently library services are most likely to be used by older residents, females and households with children but are not currently accessed by some groups who would most benefit, including young people, male residents and those at risk of social exclusion.

## **5. CONSULTATION METHODOLOGY AND FINDINGS**

- 5.1. Following agreement at Cabinet in February a wide ranging programme of consultation has been undertaken to consult on the proposed vision for future library services and to understand in more detail the needs and preferences of current and potential customers in how library services can be provided in the future within the resources that are available.
- 5.2. The consultation programme included a survey which was undertaken from 27 February to 25 March 2013. This was available online and in hardcopy and was promoted widely including via the council's consultation calendar and website, static libraries, the Books on Wheels service and LIAZe, to library groups and learning courses, via communication with the Voluntary and Community Sector through the VCS Area Networks and Equality Forums, to the citizens panel and via a range of non library venues including Shopping and Leisure Centres.

5.3. Engagement sessions have been held with Members, VCS Area Networks, Equality Forums and Library Staff. Additional feedback has been received through a Peer Support programme facilitated by the Local Government Association.

#### 5.4. Consultation Findings

5.4.1 The consultation process has captured the imagination and interest of the city's residents with over 2,700 people either completing forms or as part of focus groups.

The key headline messages are:

The majority of survey respondents (95%) say they or their household uses library services. Library users are more likely to be female and aged 55+ years. 52% of library users say that they only use one library and 48% use more than one library. Secondary libraries tend to be those in close proximity and/or the City Library and Arts Centre.

##### **Services and activities**

In terms of services and activities, books and information is perceived as the main function of and reason for use and non-use of libraries and the most important aspect for the future. This is followed by access to computers and the internet and the library as a place to learn, study and read. Family and local history services and activities are also a popular area of interest.

There are two key areas of activity/service that present opportunities for encouraging wider use of libraries, in particular amongst current non-users, families and young people:

- **Computers and online technology** - non-library users, those aged under 45 years and those with children are keener to access library services online than existing users and older respondents respectively. Non-library users are more likely to buy books online and read e-books and indeed opportunities to access e-books and e-audio services holds a greater appeal to non-users interested in future library services. Online services for renewals and reservations and online reference and information resources are also of greater interest to them and to those aged between 45 and 54 years of age. Computers and the internet are particularly important to under 25's. Indeed, aspects such as e-books, online services, Wi-Fi, improved ICT equipment and resources are all identified as services of interest.
- **Social activities and opportunities** - activities for children and families are another area of opportunity. These are particularly important to those aged 25 to 44 years, those who have or look after/care for children and young people. Suggested opportunities include craft, story telling, reading groups and after school clubs. These groups are also more amenable to accessing library services through Children's Centres than other groups. Other social activities and opportunities of interest include activities in general, art and craft related activities, non-accredited learning courses, reading groups and a café/eating area.

The need to improve awareness of what is available and in particular what is on offer beyond traditional services is also highlighted and will be important moving forward.

### **Opening times**

Weekdays are the most popular days to visit libraries and the most popular times are late morning (10am to 12) and afternoons (2pm to 6pm). Afternoons tend to be more popular with younger people and those with children whilst late morning is more popular with those aged 55+. The most popular slots for non-users are weekday evenings (6pm to 8pm).

### **The vision**

The majority (93%) of respondents agreed with the proposed vision for library services although non-users less so (75%). Suggested improvements included the need for the vision to include everyone, the importance of accessibility and inclusion and the need for it to be more meaningful and understandable. The future vision has been revised to take these comments into account.

### **Other means of accessing library services**

The most favoured alternative means of accessing library services are through Community Centres and online and least favoured is post offices. Overall, non-users, those with children and younger respondents tend to be more amenable to accessing library services in different ways, however the propensity to do so decreases with age.

There are aspects raised about library services being delivered in other ways, including the loss of the ambiance/environment a library provides, concerns over accessibility of other venues, appropriateness of other venues and a dilution of quality and loss of librarian expertise. Computer literacy and lack of access is also raised. It is proposed the new service will design in solutions to a number of these aspects.

### **Volunteering**

The majority of respondents are not willing to volunteer to support library services but a sizeable minority are and opportunities will be explored with those individuals/groups who registered an interest. The opportunity to engage young people through volunteering is also highlighted.

### **Charging for library services**

Of the options presented, respondents are most amenable to paying for events and activities for adults and for children. Charging is also identified as a possible means of meeting the budget challenge, the most popular suggestions being around internet use, although it should be noted that respondents were divided when asked about charging for internet use and under 25's are less willing to pay for this. Other suggestions include charges for author visits and genealogy research.

### **Making savings**

The most popular suggestions are around changing opening days and times, closing smaller or lesser used libraries, charging for some services and making

savings in terms of stock management. A number of respondents, however, stress the importance of libraries to the community and individuals, which echoes other comments, and do not believe any savings should be made.

Overall the library service seems to be a valued service by those who use it. Going forward there remain opportunities to meet the needs of the existing client base whilst at the same time appealing to non-users, younger people and families and children, and a greater understanding of latter groups is a suggested area for further exploration.

## 6. PROPOSED NEW SERVICE MODEL

### 6.1. Service Vision

6.2. Following consultation on the service Vision, the proposed vision of the new library service is:

***‘Future library services will provide high quality, accessible reading, information and learning for all, therefore, supporting the development of individuals and communities to play an active role in the city and to enable them to achieve their full potential’.***

- 6.2.1 Given the consultation results agree the need to modernise, it is considered that this will mean a significant focus on outreach provision. Although services will still be delivered in some current static libraries, as was requested in the consultation process, the intention is to take services out into communities, in particular, to those communities that need the most support to encourage / engender reading and learning, whilst continuing to ensure accessibility for older people and responding to issues of social isolation. Services will be delivered in Children’s Centres, Community Centres, other neighbourhood venues and schools that local people access and that are accessible to them.
- 6.2.2 The new service will be less about lending books, and more about access to lifelong learning opportunities, social engagement, and activities. It will embrace modern technological and e-based service developments. This means access to reading, information and learning material will be available in a number of formats so that choice and accessibility is much wider and more convenient for those who have competing pressures on their time.
- 6.2.3 The proposal recognises the need to increase access to services and increase the number of residents accessing a range of learning, information, reading and ICT services. Whilst traditional, static provision will reduce, the proposed new approach will increase the number of service access points and is expected to increase the number of service users.

### **6.3. New Service Model**

### **6.4. Library Hubs, Community Libraries and Community Outreach**

- 6.4.1. The proposed new service model will deliver a Library Hub in each of the five areas of the city supported by Community Libraries and a programme of community outreach activities which will take services into neighbourhood settings. The service model will provide a reduced number of static libraries but through partnerships with locations such as Community Centres, Children's Centres and other neighbourhood venues will increase the overall number of locations where library services are accessed and therefore the opportunity to engage with more users.
- 6.4.2. The new model reflects that some of the existing Library buildings are either well or reasonably well used by their communities and that within the consultation process residents asked that a quality supply of books was maintained. The model enables this, whilst targeting outreach resources into areas of the city where Library services have seen a steady decline over a number of years.
- 6.4.3. The model used therefore enables resources to be targeted to work alongside existing community based provision that the council knows are well used by residents. Focussing this in parts of the city the council wants and needs to see an increase in learning and reading and addressing social isolation issues.

#### **6.4.4. Library Hubs**

In moving forward the library service will ensure consistency in service provision across the five areas of the city through establishing a library hub in each area. These hubs will enable service provision to be tailored to local community needs and provide a base from which community outreach programmes can be supported.

It is proposed the following libraries will become Library Hubs:

**East:** City Library and Arts Centre

**West:** Sandhill Centre Library and Customer Service Centre

**North:** Bunny Hill Library and Customer Service Centre

**Coalfields:** Houghton Library and Customer Service Centre

**Washington:** Washington Town Centre Library and Customer Service Centre

All library hubs will be open for more than 40 hours a week over six days. Arrangements for evening opening will reflect local demand but will ensure there is access to services each weekday evening across the city.

The hubs have been selected on a natural geographical spread, current usage and performance, asset management assessment and the range of services that are available within these settings that provide a range of partnership opportunities. This means that residents can complete multiple transactions with both the council and partners in one visit.

Services provided from hubs will include access to:

- A wide selection of reading material for free loan in a range of formats for adults, children and young people in a variety of accessible formats
- a comprehensive range of information resources and services
- reservation services
- ICT and the Internet and online information resources
- health information and resources
- impartial and confidential information, advice and guidance (and referral as appropriate)
- learning opportunities and information
- the Council's Customer Services
- some local history information
- community information
- Trained library and information staff providing high quality services
- Space for community activity, debate, displays and events
- Visitor Information

#### **6.4.5. Community Libraries**

In addition to the library hubs identified above, library services will also be delivered from community libraries, each providing access to core library services, reflecting a geographic distribution of static libraries across the City.

It is proposed the following libraries will become Community Libraries:

**East:** Ryhope Library and Customer Service Centre

**West:** Kayll Road Library

**North:** Fulwell Library

**Coalfields:** Hetton Library and Customer Service Centre, and Shiney Row Library and Customer Service Centre

**Washington:** Millennium Centre Library

The model proposes that Community Libraries will open for 15 hours a week for the services listed below with opening hours reflecting local community needs, based on the times residents said they are most likely to use the static provision. This approach reflects the consultation findings when feedback identified the most popular way to reduce costs was to change opening times/days. It is possible that these Libraries will also be open for additional hours each week either through voluntary activity, or to provide access to learning and reader development programmes, managed by outreach staff. These arrangements will be determined by local need.

A wide range of factors have been taken into consideration when determining which libraries will become Community Libraries. These have included detailed examination of population and proximity, current usage and performance, asset management costs and service costs as set out in appendix 4.

Services provided from community libraries will include access to:

- A selection of reading material for free loan for adults, children and young people in a variety of accessible formats
- a range of information resources and services
- reservation service
- ICT and the Internet and online information resources
- selected reader development activities and programme
- selected learning opportunities and information
- Resources that reflect the diversity and needs of the local community
- some local history information
- community information
- Trained library staff providing high quality services

**6.4.6.** It is worth noting that use of the 5 Library Hubs and 6 Community Libraries proposed in the new service model accounts for 87.75% of all Library visits in 2012/13.

#### **6.4.7. Community Outreach**

It is considered that Community Outreach will be the key to driving up use of Library Services in the future by providing an alternative and more relevant means of access to library services by targeting those groups most in need of services including children and families and those at risk of social isolation. Additionally the Community Outreach programme will be targeted at areas of the city where take-up from the target groups is currently low and where residents would most benefit from services and additional support. The targeting of resources will be defined by factors such as key stage 1 and 2 attainment, adult skills and qualifications, accessibility (including concentrations of groups such as older people), community infrastructure and capacity.

Working with partners including existing Community Centres and venues, Electronic Village Halls, Children's Centres and Leisure Centres, provision will be tailored to each community but will include:

- Library Community Outreach staff working with key partners across local neighbourhoods delivering reading and learning programmes in a range of non-traditional venues. Examples include the promotion and delivery of reader development activities (e.g. World Book Day / Night) and partnerships with schools to promote and deliver the Summer Reading Scheme.
- Partnerships with Community venues to provide community collections of stock. Stock will reflect the needs, usage and requirements of the local community and be updated on a regular basis.
- Partnerships with Children's Centres to provide community collections of stock tailored to support reading in young children and families and parents.
- These locations will also provide access to the reservation and collection service to be introduced. For those that need support, assistance will be available to access these services.
- The next stage of consultation will enable the council, with People Boards, to support identification of community venues, Children's Centres and other

potential partners to build up the network of outreach centres. It is worth noting that as part of the consultation process a number of community partners indicated they would be interested in supporting the taking of services out into communities. A table outlining possible locations by area is set out in appendix 5.

#### **6.4.8. Community Reservations**

Community reservations will provide an alternative means of access to library stock. Working with partners library members will be able to request books online via the library catalogue and then collect them from a pre-nominated location. Staff in all future Libraries and outreach centres will be available to support users request on-line reservations.

In support of this programme it is proposed that the current reservation charges will no longer be levied for items borrowed with the exception of items borrowed from other authorities and the British Library under the Inter-Library Loans Service.

#### **6.5. Static Library Service Coverage**

6.5.1 A library network of 5 library hubs and 6 community libraries, excluding any outreach services, will form the basis of the Council's statutory provision and will mean that:

- 100% of residents are within 2 miles of a library
- 92% of residents are within 1.5 miles of a library
- 72% of residents are within 1 mile of a library

6.6. As was indicated in the consultation by residents, a key way to reduce cost is to close less well performing buildings. To enable increased access to services via outreach centres and community reservations whilst reducing cost, it is proposed to decommission 9 libraries based on current usage, performance, cost per visit and asset management assessment. A range of options are being explored for each site including use as outreach centres, other community usage, commercial opportunities and demolition. The Libraries proposed for closure are:

- Doxford Park
- Easington Lane
- East Herrington
- Fence Houses
- Hendon
- Monkwearmouth
- Silksworth
- Southwick
- Washington Green

Consultation will be undertaken with current users to establish the impact on them and to signpost to other opportunities through outreach and other provision, including the Books on Wheels service for those who indicate they

are unable to access any static provision. The Council would also be open to discussions about the future sustainable use of these buildings and it has been recognised that two of the libraries proposed for closure are Carnegie Libraries, one of which is a Grade II Listed building. Advice has been obtained from Law and Governance Services that the legal titles to these libraries do not contain any reference to Carnegie or any funding having been given for the construction of the libraries. There is therefore nothing on the registered titles preventing a change of use of the buildings solely because they are Carnegie libraries.

## **6.7. Community Outreach Services**

### **6.7.1. Mobile Library**

The current mobile library vehicle is out of lease and the lease company have indicated that they can no longer sustain the high maintenance costs, which are increasing as a result of the age of the vehicle. In recent years the mobile service has continued to see a significant decline in usage and has regularly been off the road due to mechanical breakdowns and maintenance. Current mobile library usage shows that a high percentage of users also use static libraries whilst other users who have mobility issues are also taking advantage of the Books on Wheels service.

It is proposed that as the service is limited in its impact in supporting the new vision and is not cost effective, it should be ceased. Any current or potential users with mobility issues will be supported via the bespoke Books on Wheels Service, and through the new more extensive community outreach service.

### **6.7.2. LIAZe (Libraries Information Access Zone)**

The LIAZe vehicle is a mobile ICT unit that has traditionally worked in the community with hard to reach groups. The vehicle is owned by the Council. The service is costly to maintain, has limited usage and the programme could be delivered from other venues using laptops or static provision in libraries and community Electronic Village Halls by other staff or partners. It is therefore proposed that the service be ceased and users signposted to alternative provision.

### **6.7.3. Books on Wheels**

The Books on Wheels service is a vital link to those who are unable to access services outside of their home. Delivered in partnership with the WRVS items are delivered directly to the homes of customers. Residents wishing to use the service are usually referred through Health, Housing and Adults Services or via static libraries. Although the service is open to all, currently the majority of Books on Wheels customers are senior females.

It is proposed that the Books on Wheels service be re-launched aiming to increase usage from a more diverse range of residents of all ages who may otherwise have difficulties accessing services.

It is also proposed that we work with WRVS to recruit additional Books on Wheels volunteers to support any increase in uptake.

#### **6.7.4. Hospital**

Health partners provide funding for the provision of a book trolley service at Sunderland Royal Hospital for patients in nominated wards for 11 hours each week. Both the library service and the Hospital contribute £1,000 for book stock each year. Due to changes in treatments and the reducing length of stay for patients there is very little uptake (less than 1,200 issues per year), of the service, however, there remains a value for those patients who do use it. The hospital is keen to maintain the service.

There is the opportunity to explore alternative options for service delivery that could include library service staff delivering a comprehensive training programme to volunteers who are already based in the hospital. They would then take over the day to day operation of the service liaising with library staff who would still undertake the overall management of the service. This will be pursued.

#### **6.7.5. Sound and Vision**

Audio-books remain an important service and will continue to be provided from all libraries. It is proposed to retain a small CD and DVD provision in the City Library and Washington Town Centre Library however, as part of the re-configuration of the City Library and Arts Centre this provision will be re-located. CD and DVD loan services will be withdrawn from other libraries. This provision is important to a small number of regular users and further consultation will take place to understand whether popularity can be increased.

#### **6.8. ICT and the future 'e' offer**

6.8.1. A critical part of modernising the service and operating a future service model will be the incorporation of sustainable modern technological and e-based services. Customers can already manage their accounts online 24/7, renewing books, checking the library catalogue, reserving materials and have access to a wide range of online information resources including online dictionaries, news archives and family history resources. These services will be enhanced to include:

- Access to e-book and e-audio book collections provided via the library website
- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Access to enhanced online services including library membership
- Loan of digital devices for those without other access, administered through community groups as the council currently does with Electronic Village Halls
- Access to wi-fi services (where possible and appropriate)

## **6.9. Capital Investment Programme**

6.9.1. In support of the implementation and delivery of the future library services model a programme of capital investment in library services will be undertaken. This will include:

- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Introduction of an e-book and e-audio book service
- Reconfiguration and refurbishment of the City Library and Local Studies Centre to improve access to services and to support the realisation of efficiencies

## **6.10. Charging Policy**

6.10.1. Currently library services have a limited number of traditional income streams. The charging policy in place provides for concessions where applicable and broadly covers fees and charges for copy and print and room hire. It is proposed that all current fees and charges are reviewed sensitively and additional charges introduced for specialist activities such as genealogy research and some events particularly where artist fees apply.

6.10.2. It is proposed that the establishment of charges be delegated to the Executive Director of Health, Housing and Adult Services in consultation with the Portfolio Holder for Public Health, Wellness and Culture.

## **7. FURTHER CONSULTATION**

7.1. Cabinet have agreed that a two stage consultation process be implemented. It is therefore proposed that the second stage of consultation commence on 20 June, subject to the approval of this report. This will include more detailed consultation and engagement on the proposed library service model including:

- Consultation on the proposed future service model of library hubs, community libraries and a programme of community outreach activities
- Making appropriate and adequate provision for those impacted by the changes and who are unable to access future library services
- Identifying appropriate community outreach centres to increase access to services with partners and People Boards

7.2. Consultation will be undertaken with users of static libraries affected by changes to opening hours or recommended for decommissioning, non-users, elected members, library staff, and potential partners in the voluntary, community, private and public sectors.

7.3. The key milestones are:

- Recommend to Cabinet new service proposals – June 2013
- Further consultation on proposals – June 2013 to July 2013
- Cabinet Report on final proposals and implementation – September 2013
- New Service introduced – October 2013

## **8. REASON FOR THE DECISION**

- 8.1. The proposed future service model ensures library services will continue to be accessible to all residents of the city whilst delivering the required significant efficiencies from the budget. Library services will be modernised through the use of technology and retained static provision where demand is high. Services will be delivered through library hubs, community libraries and community outreach programmes enabling services to be taken to communities, in particular, those that need the most support to engender reading and learning. The council has used evidence taken from the consultation programme, population, usage and performance and service costs to inform the future service model.
- 8.2. The further consultation period is recommended to enable engagement with a wide range of stakeholders on the specific details of the proposed service model.

## **9. ALTERNATIVE OPTIONS**

- 9.1 Do nothing – this is not considered a viable option given the significant decline in use of traditional static based Library Services and the need to reduce costs.
- 9.2 Reduce number of static Libraries further – given the outcome of the consultation and the current demand for the static provision proposed to be retained further reduction of the portfolio was not considered appropriate. In the event that demand levels and the economic environment alter then this aspect of the service can be considered further.

## **10. IMPACT ASSESSMENTS**

A full equalities impact assessment has been developed and has been updated to reflect the findings from the phase 1 consultation and the proposals for the future service model. This is attached as Appendix 6 and evidence from further consultation will continue to inform the impact assessment.

The work completed to date has identified that there may be potential negative impacts on disabled users, children and young people and older people. However the Council has identified potential mitigations and will seek additional, detailed information from users during a further period of consultation so that measures can be put in place where necessary.

- 10.1.1. For disabled users – any customers who cannot make the journey to an alternative static library because of disability would be able to join the Books on Wheels service.
- 10.1.2. For children and young people – for schools currently visiting libraries proposed for closure alternative options will be explored and by working with partner organisations and schools, a programme of library activities for children will continue to be delivered in a range of settings.

- 10.1.3. For older people – there will continue to be a core static service in all areas of the city, however any customers who cannot make a journey to an alternative library or outreach collection because of disability would be supported by the Books on Wheels service.

## **11. PROJECT MANAGEMENT METHODOLOGY**

- 11.1. The future library service review is being planned and implemented using the Council's standard project management methodology.

## **12. FUTURE FINANCIAL MODEL**

- 12.1 The proposals as set out above deliver the required revenue efficiencies of £850,000 per annum. To support the delivery of these efficiencies a capital investment of £500,000 will be required and, provision for this has been made within the capital programme as agreed by Cabinet in February.

## **13. BACKGROUND PAPERS**

- 13.1. Future Library Services – Cabinet Report – 13 February 2013

## **14. APPENDIX ITEMS**

1. Copy of Consultation Questionnaire (Phase 1)
2. Analysis of the public consultation (Phase 1)
3. Key performance information by library
4. Library Criteria Document Narrative
5. Potential Outreach Centres/Partners
6. Equality Impact Assessment

## Have your say on future library services

### Sunderland's public library service

Each year Sunderland's public library service lends over 1 million items, handles over 163,000 enquiries, provides over 167,000 hours of public access computers and a range of services to residents of the city from both static libraries and through mobile and outreach services.

### Why do things need to change?

Due to the recent strides in technology, changes in reading habits and the wide availability of affordable reading materials the number of active users and book lending has been reducing over a number of years both within Sunderland and nationally.

Though Libraries are a statutory service under The Public Libraries & Museums Act 1964, in response to this declining demand and budget challenges many councils, nationally and regionally are reducing the number of libraries and/or changing the way libraries operate in the future in particular, targeting resources towards our residents who need the most support.

The way local councils across the country are funded is changing and there is much less money available. We therefore need to review the services we deliver and how we deliver them so that we have a library service that is fit for purpose, affordable and meets need.

### We need your help

To help make sure that the library service meets the needs of all our communities in the most efficient way possible, we want to hear the views of library users, non-users, residents and partners. Your opinions and ideas will help us make these important decisions. A report will be presented to Cabinet in April 2013, which will make recommendations about future library services based on the findings from this consultation and other evidence such as usage patterns. We will then consult further on specific proposals during April and May.

**We are particularly interested in your views if you do not use library services** and the reasons why, so that we can be sure that services in the future have something to offer everyone.

Thank you for your help.

**Councillor John Kelly**  
**Portfolio Holder for Public Health, Wellness and Culture**

## Library Services

**Q1 Which, if any, of the following public library services do you and members of your household currently use?** (Please cross ALL that apply)

- |                                  |                          |                                      |                          |
|----------------------------------|--------------------------|--------------------------------------|--------------------------|
| Bunny Hill .....                 | <input type="checkbox"/> | Sandhill View .....                  | <input type="checkbox"/> |
| City Library & Arts Centre ..... | <input type="checkbox"/> | Shiney Row .....                     | <input type="checkbox"/> |
| Doxford Park .....               | <input type="checkbox"/> | Silksworth .....                     | <input type="checkbox"/> |
| Easington Lane .....             | <input type="checkbox"/> | Southwick .....                      | <input type="checkbox"/> |
| East Herrington .....            | <input type="checkbox"/> | Washington Town Centre .....         | <input type="checkbox"/> |
| Fence Houses .....               | <input type="checkbox"/> | Washington Green .....               | <input type="checkbox"/> |
| Fulwell .....                    | <input type="checkbox"/> | Washington Millennium .....          | <input type="checkbox"/> |
| Hendon .....                     | <input type="checkbox"/> | Books On Wheels (housebound) .....   | <input type="checkbox"/> |
| Hetton .....                     | <input type="checkbox"/> | Mobile Library .....                 | <input type="checkbox"/> |
| Houghton .....                   | <input type="checkbox"/> | LIAZe (mobile ICT bus) .....         | <input type="checkbox"/> |
| Kayll Road .....                 | <input type="checkbox"/> | Internet subscription services ..... | <input type="checkbox"/> |
| Monkwearmouth .....              | <input type="checkbox"/> | Do not use (please go to Q6) .....   | <input type="checkbox"/> |
| Ryhope .....                     | <input type="checkbox"/> |                                      |                          |

**Q2 Which one of the above libraries or library services do you and members of your household use most often?** (Please write in)

**Q3 On average how often do you and members of your household use public library services?** (Please cross one box only)

- |                               |                          |                    |                          |
|-------------------------------|--------------------------|--------------------|--------------------------|
| Once per week or more .....   | <input type="checkbox"/> | Occasionally ..... | <input type="checkbox"/> |
| At least once per month ..... | <input type="checkbox"/> |                    |                          |

**Q4 What do you and members of your household use the library service for?** (Please cross ALL that apply)

- |   |                          |                               |                            |                            |
|---|--------------------------|-------------------------------|----------------------------|----------------------------|
| Activities for adults. <input type="checkbox"/> | Information .....        | <input type="checkbox"/>      | Social meeting place ..... | <input type="checkbox"/>   |
| Activities for children .....                   | <input type="checkbox"/> | Learning/Study/Research ..... | <input type="checkbox"/>   | Talking books .....        |
| Books .....                                     | <input type="checkbox"/> | Local/Family history .....    | <input type="checkbox"/>   | Volunteering .....         |
| CDs .....                                       | <input type="checkbox"/> | Reading groups .....          | <input type="checkbox"/>   | Other (please state) ..... |
| Computers/Internet .....                        | <input type="checkbox"/> |                               |                            |                            |
| DVDs .....                                      | <input type="checkbox"/> |                               |                            |                            |

**Q5 How do you usually travel to access the library service you most often use?** (Please cross ALL that apply)

- |            |                          |             |                          |                             |                          |
|------------|--------------------------|-------------|--------------------------|-----------------------------|--------------------------|
| Walk ..... | <input type="checkbox"/> | Bus .....   | <input type="checkbox"/> | Access services online..... | <input type="checkbox"/> |
| Bike ..... | <input type="checkbox"/> | Metro ..... | <input type="checkbox"/> | Other (please state) .....  | <input type="checkbox"/> |
| Car.....   | <input type="checkbox"/> | Train ..... | <input type="checkbox"/> |                             |                          |

**Please go to Q7**

**Q6 If you and members of your household do not currently use public library services, what stops you from doing so?** (Please cross ALL that apply)

- |                                  |                          |  |                          |
|----------------------------------|--------------------------|--|--------------------------|
| Lack of time .....               | <input type="checkbox"/> | Inconvenient time of activities .....    | <input type="checkbox"/> |
| Lack of interest .....           | <input type="checkbox"/> | Poor location of library buildings ..... | <input type="checkbox"/> |
| I buy my own books .....         | <input type="checkbox"/> | I find everything I need online .....    | <input type="checkbox"/> |
| I have an 'e-reader' .....       | <input type="checkbox"/> | Not aware of what is on offer .....      | <input type="checkbox"/> |
| Inconvenient opening times ..... | <input type="checkbox"/> | Other (please state) .....               | <input type="checkbox"/> |

**Q7 Which, if any, of the following library services would you be interested in using?** (Please cross ALL that apply)

- |   |                          |   |                          |
|---|--------------------------|---|--------------------------|
| Books on Wheels (for housebound/people with mobility problems)..... | <input type="checkbox"/> | One-to-one support to improve your computer skills .....              | <input type="checkbox"/> |
| Non accredited learning courses.....                                | <input type="checkbox"/> | Reading groups .....  | <input type="checkbox"/> |
| Children's activities and programme .....                           | <input type="checkbox"/> | Running a group that meets in a library .....                         | <input type="checkbox"/> |
| Help with reading (for children) ...                                | <input type="checkbox"/> | Accessing books from a collection in a named community location ..... | <input type="checkbox"/> |
| Help with reading (for adults) .....                                | <input type="checkbox"/> | Home postal deliveries (at a small charge) .....                      | <input type="checkbox"/> |
| Adult craft related activities .....                                | <input type="checkbox"/> | None of the above.....  | <input type="checkbox"/> |
| Family/Local history .....  | <input type="checkbox"/> | Something else (please state).....                                    | <input type="checkbox"/> |

**Q8 In the future, which FIVE of the following aspects of the library service will be most important to you?** (Please cross up to the FIVE most important to you)

- |  |   |
|--|---|
| Having a wide range of books and information to choose from... <input type="checkbox"/>        | Being able to use the library space to read or study in..... <input type="checkbox"/>     |
| Having access to computers and the Internet in the library ..... <input type="checkbox"/>      | Being able to attend activities ..... <input type="checkbox"/>                            |
| Online services (being able to renew your books, reserve items) ..... <input type="checkbox"/> | Being able to access the library as a community meeting space... <input type="checkbox"/> |
| Online reference and information resources ..... <input type="checkbox"/>                      | Children and family based activities ..... <input type="checkbox"/>                       |
| CD loans ..... <input type="checkbox"/>  | Disabled access and facilities ..... <input type="checkbox"/>                             |
| DVD loans..... <input type="checkbox"/>  | Digital access to local history records and information ..... <input type="checkbox"/>    |
| E-books and E-audio services .... <input type="checkbox"/>                                     | None of the above..... <input type="checkbox"/>   |
|  | Other (please state) ..... <input type="checkbox"/>                                       |

**Q9 What services or activities would you be interested in that we do not currently offer?** (Please write in)

## Future Library Services

### We have drafted a vision for future library services

“The Library Service will become a beacon of excellence in the community for reading, learning and information. Library Services will support the development of confident individuals and communities who can realise their full potential and contribute to the broader vision of the city”.

**Q10 Do you agree with the vision?** (Please cross one box)

- Yes .....  No .....

**Q11 Is there anything in the vision that we need to add or change?**

(Please write in)

We are proposing to establish library hubs in the centre of local communities, some of which will provide a range of other services such as Customer Services. These hubs will provide an extended offer over the current provision with:-

- enhanced opening hours to reflect the local community needs
- a comprehensive range of reading materials in a variety of formats
- access to high quality learning environments, support and materials
- information and advice, customer service and digital services including ICT provision
- access to community space
- providing opportunities for volunteers to add value to the overall service offer
- providing support for community outreach programmes and other local service provision

**Q12 Are there any other services/activities we could include in library hubs?**  
(Please write in)

**Q13 We are considering offering library services both online and from non-traditional venues. These may include the following. Would you be happy to access library services in this way?** (Please cross one box only on each line)

|                    | Yes                      | No                       | Not sure                 |
|--------------------|--------------------------|--------------------------|--------------------------|
| Community Centres  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Health Centres     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Post Offices       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Leisure Centres    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Children's Centres | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Online             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q14 Would you have any problems accessing library services in these ways?**  
(Please write in)

**Q15 Are there any other venues that you would use to access library services?** (Please write in)

**Q16 To help inform any decisions around service access, which days and times of the week are you MOST likely to access library services in the future?** (Please cross ALL that apply)

|                             | Monday                   | Tuesday                  | Wednesday                | Thursday                 | Friday                   | Saturday                 | Sunday                   |
|-----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Early Morning 8.00-10.00 am | <input type="checkbox"/> |
| Late Morning 10.00-12.00 pm | <input type="checkbox"/> |
| Lunchtime 12.00-2.00pm      | <input type="checkbox"/> |
| Afternoon 2.00-6.00pm       | <input type="checkbox"/> |
| Early Evening 6.00-8.00pm   | <input type="checkbox"/> |
| Unlikely to visit           | <input type="checkbox"/> |

**Q17 Which, if any, of the following services would you pay a reasonable charge to use?** (Please cross one box only on each line)

|                                    | Yes                      | No                       | N/A                      |
|------------------------------------|--------------------------|--------------------------|--------------------------|
| Events and activities for children | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Events and activities for adults   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Posting books to your home         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Internet access                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q18 Would you be willing to support your local library by volunteering to help in any of the following activities?** (Please cross one box only on each line)

|  | Yes                      | No                       | Not sure                 |
|--|--------------------------|--------------------------|--------------------------|
| Assisting with events and activities               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Delivering books to housebound adults              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Helping people to learn basic computer skills      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Marketing and promoting the library service        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cataloguing and digitising local history resources | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Supporting reading groups                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q19 Are there any other aspects of the library service you would like to get involved in?** (Please write in)

If you are interested in getting involved in libraries through volunteering or using library buildings, please complete the contact details at the end of this questionnaire.

**Q20 In light of the budget challenges faced by Sunderland City Council where do you think savings should be made in library services?**

(Please write in)

## About You

**Q21 Are you completing this questionnaire on behalf of...** (Please cross ONE box only)

Yourself (please go to Q24) .....       A group or organisation (please go to Q22) .....

**Q22 What type or organisation do you represent?** (Please cross one box only)

A business based in Sunderland.       A partner organisation.....   
A Voluntary or Community Sector organisation .....       Other (please state) .....

**Q23 If you are a representative from a group, business or organisation, please write in which one below.**

If you are completing this questionnaire on behalf of a group or organisation, please omit Q24 to Q35 and go to the 'Can you help?' section on the last page.

**Q24 Which of the following describes you?** (Please cross ALL that apply)

A library customer .....       A Sunderland City Council employee .....   
A Sunderland resident .....       Other (please state) .....

**Q25 How often do you or members of your household read books, magazines, newspapers, e-books and other reading materials?** (Please cross one box only on each line)

|                      | Daily                    | Weekly                   | Monthly                  | Never                    |
|----------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Books                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Magazines            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Newspapers           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| E-books              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please state) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q26 How or where do you get your reading materials?** (Please cross ALL that apply)

|                                       |                          |   |                          |
|---------------------------------------|--------------------------|---|--------------------------|
| Library.....                          | <input type="checkbox"/> | From friends/family .....                     | <input type="checkbox"/> |
| Buy from bookshop or supermarket..... | <input type="checkbox"/> | From a book collection at your workplace..... | <input type="checkbox"/> |
| Buy online .....                      | <input type="checkbox"/> | Do not use any reading materials .....        | <input type="checkbox"/> |
| Charity shop.....                     | <input type="checkbox"/> | Other (please state) .....                    | <input type="checkbox"/> |

**You do not need to complete the following questions, and you will not be affected in any way if you choose not to. Any information you do give will be used to see if there are any differences in views for different people, and to check if services are being delivered in a fair and accessible way. The information will not be held along side your name or personal details and it will remain confidential.**

**Q27 What is your postcode?** (Please write in)

**Q28 What is your gender?** (Please cross one box only)

Male.....       Female .....

Prefer not to say ....

**Q29 How old are you?** (Please cross one box only)

Under 16.....       35-44 .....

65-74 .....

16-24 .....

75+ .....

25-34 .....

55-64 .....

**Q30 Do you consider yourself to be a person with a disability (a physical or mental impairment with a substantial long term effect on normal day to day activities)?** (Please cross one box only)

Yes (please go to Q31) .....       Prefer not to say .....   
 No (please go to Q32).....

**Q31 If yes, please select from the following options, which most closely match your disability?** (Please cross all boxes that apply)

|  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| Ability to hear .....  | <input type="checkbox"/> | Mobility impairment.....                                     | <input type="checkbox"/> |
| Ability to see .....   | <input type="checkbox"/> | Long-standing illness or<br>diagnosed health condition ..... | <input type="checkbox"/> |
| Learning or developmental<br>disability .....                  | <input type="checkbox"/> | Speech impairment.....                                       | <input type="checkbox"/> |
| Physical disability.....                                       | <input type="checkbox"/> | Mental ill-health.....                                       | <input type="checkbox"/> |
| Impaired memory/concentration<br>or ability to understand..... | <input type="checkbox"/> | Prefer not to say .....                                      | <input type="checkbox"/> |

**Q32 Do you have or look after/care for children aged 17 or under?** (Please cross one box only)

Yes .....       No .....

**Q33 What is your ethnic group?** (Please cross one box only)

**White**

|  |                          |                                  |                          |
|--|--------------------------|----------------------------------|--------------------------|
| English/Welsh/Scottish/<br>Northern Irish/British..... | <input type="checkbox"/> | Irish .....                      | <input type="checkbox"/> |
| Gypsy or Irish Traveller.....                          | <input type="checkbox"/> | Any other white background ..... | <input type="checkbox"/> |

**Asian/Asian British**

|                  |                          |                                 |                          |
|------------------|--------------------------|---------------------------------|--------------------------|
| Bangladeshi..... | <input type="checkbox"/> | Pakistani.....                  | <input type="checkbox"/> |
| Chinese .....    | <input type="checkbox"/> | Any other Asian background..... | <input type="checkbox"/> |
| Indian.....      | <input type="checkbox"/> |                                 |                          |

**Mixed/Multiple ethnic groups**

|                               |                          |  |                          |
|-------------------------------|--------------------------|--|--------------------------|
| White and Black African ..... | <input type="checkbox"/> | White and Black Caribbean .....                    | <input type="checkbox"/> |
| White and Asian .....         | <input type="checkbox"/> | Any other mixed/multiple ethnic<br>background..... | <input type="checkbox"/> |

**Black/African/Caribbean/Black British**

|                |                          |   |                          |
|----------------|--------------------------|---|--------------------------|
| African .....  | <input type="checkbox"/> | Any other<br>Black/African/Caribbean<br>background..... | <input type="checkbox"/> |
| Caribbean..... | <input type="checkbox"/> |   |                          |

**Other ethnic group**

|           |                          |  |                          |
|-----------|--------------------------|--|--------------------------|
| Arab..... | <input type="checkbox"/> | Any other ethnic group (please<br>state) ..... | <input type="checkbox"/> |
|-----------|--------------------------|--|--------------------------|

**Q34 What is your religion or belief?** (Please cross one box only)

- |  |                          |                               |                          |
|--|--------------------------|-------------------------------|--------------------------|
| Christianity (including Church of England, Catholic, Protestant and all other Christian denominations) ..... | <input type="checkbox"/> | Islam .....                   | <input type="checkbox"/> |
| Hinduism.....  | <input type="checkbox"/> | Sikhism .....                 | <input type="checkbox"/> |
| Judaism .....  | <input type="checkbox"/> | Buddhism.....                 | <input type="checkbox"/> |
|  |                          | Other religion or belief..... | <input type="checkbox"/> |
|  |                          | No religion or belief .....   | <input type="checkbox"/> |
|  |                          | Prefer not to say .....       | <input type="checkbox"/> |

**Q35 What is your sexual orientation?** (Please cross one box only)

- |                             |                          |                         |                          |
|-----------------------------|--------------------------|-------------------------|--------------------------|
| Heterosexual/straight ..... | <input type="checkbox"/> | Other.....              | <input type="checkbox"/> |
| Gay/Lesbian.....            | <input type="checkbox"/> | Prefer not to say ..... | <input type="checkbox"/> |
| Bisexual .....              | <input type="checkbox"/> |                         |                          |

**Please continue to the last page.**

**Can you help?**

You do not need to complete this section to have your say. If, however, you are interested in supporting activities and events, setting up or joining a group, using the library building or as an organisation hosting library collections, please give your details below. If you prefer, you can send them separately - by email to [libraries@sunderland.gov.uk](mailto:libraries@sunderland.gov.uk) or hand in at any library. This is not a commitment on your part at this stage, just a request for further information when it becomes available.

**Name****Name of organisation (if applicable)****Telephone****Email****What might you be interested in getting involved in?**

**Thank you for completing this questionnaire. Please return it to your local library by Friday 22 March 2013.**



# Findings from consultation on future library services 2013 – Phase 1

## Introduction

Following a meeting on 13 February 2013 Cabinet agreed to a two stage consultation process on a Vision and approach to develop a new modern Library service for Sunderland within a reduced Council budget.

This document provides information about the objectives of the consultation process and the results from the first phase of consultation

The overall aim of the consultation processes is to ensure that we obtain a clear view from our communities about what provisions will best suit their needs.

The objectives of the consultation are to:

- Articulate and refine the overall Vision
- Identify appropriate locations to increase access to services via a community outreach approach which incorporates activities delivered in non-traditional library settings across the city
- Determine the Library Hubs, overall offer and opening hours
- Make appropriate and adequate provision for those otherwise unable to access services in their community
- Advise on reader development activities for all ages and further learning opportunities and related programme
- Enhance services to schools, for example to include increased structured class visits and library instruction
- Develop a network of volunteers to add value to the overall service offer.

As part of the consultation a survey was undertaken from 27 February to 25 March 2013, a copy of which is included in Appendix One. It was available in online and hardcopy format and promoted widely, including:

- Via static libraries, the mobile library and LIAZe
- Via the council's Consultation Calendar, [www.sunderland.gov.uk](http://www.sunderland.gov.uk)
- To library groups and learning courses through specialist librarians
- Via communication with the voluntary and community sector including VCS Area Networks and Equality Forums
- To the citizens' panel, Community Spirit
- Via Children's Centres including parent's groups
- Via Leisure centres and retail outlets.

Discussion groups were also undertaken with Voluntary and Community Sector (VCS) Network Groups consisting of representatives from a range of local organisations and groups from each area of the city. All areas of the city were covered. The groups were asked about usage and future services and improvements.

A survey was also undertaken with young people via schools completed by 246 young people and a discussion group held with the Children's Trust Advisory Network (CTAN), attended by 15 young people aged 13 to 21 years. A workshop was also held with council members which took the form of a

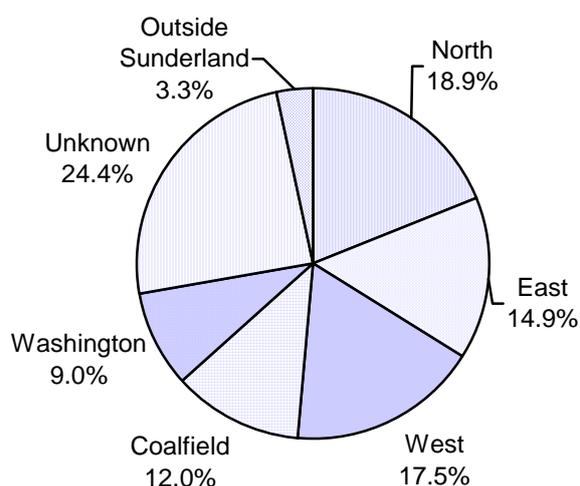
presentation, discussion and questions and was attended by 27 council members.

This report summarises the main findings from the consultation. It also draws in where appropriate qualitative information from previous survey and focus group work<sup>1</sup>. This first section provides a profile of survey respondents.

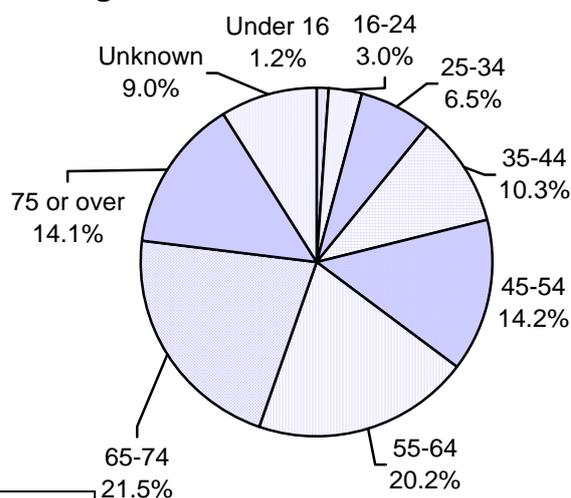
A total of 2785 respondents completed the survey. Ninety-four percent are answering on behalf of themselves, 2% on behalf of a group or organisation and 4% do not say.

The profile of those who did not solely reply on behalf of a group or organisation is shown in Graphs 1 and Table 1. Compared to the Sunderland profile, when unknowns are excluded, there are somewhat fewer respondents aged under 44 years and somewhat more aged 55+ years and there are more females and fewer males, although this perhaps reflects the profile of library users. It is over-represented in North Sunderland and under-represented in Washington.

### Graphs 1 Area



### Age



Base: 2737

| Gender            | %        | Sexuality  | %   | Religion or belief       | %   |
|-------------------|----------|--|-----|--------------------------|-----|
| Male              | 33       | Heterosexual/straight                                      | 77  | Christianity             | 66  |
| Female            | 58       | Gay/Lesbian  | 0.7 | Hinduism                 | 0.1 |
| Prefer not to say | 0.7      | Bisexual   | 0.4 | Islam                    | 0.1 |
| Unknown           | 9        | Other  | 0.1 | Judaism                  | 0.2 |
|                   |          | Prefer not to say  | 7   | Buddhism                 | 0.3 |
|                   |          | Unknown  | 14  | Sikhism                  | 0   |
|                   |          |  |     | Other religion or belief | 2   |
| <b>Disability</b> | <b>%</b> | <b>Have, look after/care for children aged 17 or under</b> |     | No religion or belief    | 14  |
| Yes               | 16       | Yes  | 24  |                          |     |

<sup>1</sup> Based on focus group work with users and non-users during the Summer 2012 and survey and focus group work as part of the 2011 and 2012 Budget Consultation.

|  |          |                                      |          |   |          |
|--|----------|--------------------------------------|----------|---|----------|
| No   | 69       | No                                   | 63       | Prefer not to say                                   | 5        |
| Prefer not to say                                      | 3        | Unknown                              | 12       | Unknown   | 12       |
| Unknown  | 12       |                                      |          |   |          |
| <b>Nature of Disability (Base:444)</b>                 | <b>%</b> |                                      | <b>%</b> |   | <b>%</b> |
| Impaired memory/concentration or ability to understand | 7        | Mobility impairment                  | 42       | Ability to hear                                     | 21       |
| Mental ill-health                                      | 9        | Learning or developmental disability | 6        | Long standing illness or diagnosed health condition | 43       |
| Prefer not to say                                      | 3        | Physical disability                  | 40       | Ability to see                                      | 10       |
| Speech impairment                                      | 1        |                                      |          |   |          |
| <b>Ethnicity</b>                                       | <b>%</b> | <b>Ethnicity</b>                     | <b>%</b> | <b>Ethnicity</b>                                    | <b>%</b> |
| White- English/Welsh/ Scottish/ Northern Irish/British | 88       | Indian                               | 0.2      | Any other mixed/multiple ethnic background          | 0.1      |
| White- Gypsy or Irish Traveller                        | *        | Pakistani                            | 0.1      | African   | 0.3      |
| White - Irish  | 0.3      | Another Asian background             | *        | Caribbean   | *        |
| Other White background                                 | 0.8      | White and Black African              | 0.1      | Any other Black/African/Caribbean background        | 0.1      |
| Bangladeshi  | 0.1      | White and Asian                      | 0.1      | Arab  | *        |
| Chinese  | 0.1      | White and Black Caribbean            | *        | Any other ethnic group                              | 0.3      |
|  |          |                                      |          | Unknown   | 10       |

| Ward      | % | Ward               | % | Ward                  | %   |
|-----------|---|--------------------|---|-----------------------|-----|
| Barnes    | 4 | Sandhill           | 2 | Washington East       | 2   |
| Castle    | 2 | Shiney Row         | 3 | Washington South      | 2   |
| Copt Hill | 3 | Silksworth         | 5 | Washington West       | 2   |
| Doxford   | 3 | St Anne's          | 2 | Unknown – Sunderland  | 5   |
| Fulwell   | 7 | St Chad's          | 3 | South Tyneside        | 1   |
| Hendon    | 3 | St Michael's       | 4 | Gateshead             | 0.3 |
| Hetton    | 2 | St Peter's         | 5 | Durham                | 1   |
| Houghton  | 3 | Southwick          | 3 | Newcastle             | 0.3 |
| Millfield | 2 | Redhill            | 2 | Northumberland        | 0.1 |
| Pallion   | 2 | Washington Central | 2 | Other out of the area | 0.1 |
| Ryhope    | 2 | Washington North   | 1 | Unknown               | 21  |

\*denotes less than 0.1

Table 2 overleaf provides the MOSAIC<sup>2</sup> profile of respondents and compares with the overall Sunderland profile. As can be noted, the main differences are in terms of under-representations of:

- Residents with sufficient incomes in right-to-buy social houses
- Families in low-rise social housing with high levels of benefit need

and over-representations of:

- Middle income families living in moderate suburban semis
- Owner occupiers in older-style housing in ex-industrial area.

| Mosaic group  | Respondent Profile % (Base:1921) | Sunderland Profile% |
|---|----------------------------------|---------------------|
| 1 Residents of isolated rural communities                               | 0.1%                             | 0.1%                |
| 2 Residents of small and mid-sized towns with strong local roots        | 5.8%                             | 4.0%                |
| 3 Wealthy people living in the most sought after neighbourhoods         | 0.3%                             | 0.4%                |
| 4 Successful professionals living in suburban or semi-rural homes       | 4.3%                             | 3.6%                |
| 5 Middle income families living in moderate suburban semis              | 18.7%                            | 11.8%               |
| 6 Couples with young children in comfortable modern housing             | 2.1%                             | 3.2%                |
| 7 Young, well-educated city dwellers                                    | 2.5%                             | 3.3%                |
| 8 Couples and young singles in small modern starter homes               | 1.7%                             | 2.6%                |
| 9 Lower income workers in urban terraces in often diverse areas         | 5.9%                             | 7.9%                |
| 10 Owner occupiers in older-style housing in ex-industrial area         | 15.6%                            | 11.1%               |
| 11 Residents with sufficient incomes in right-to-buy social houses      | 15.5%                            | 20.7%               |
| 12 Active elderly people living in pleasant retirement locations        | 4.4%                             | 2.1%                |
| 13 Elderly people reliant on state support                              | 9.3%                             | 8.1%                |
| 14 Young people renting flats in high density social housing            | 2.2%                             | 3.6%                |
| 15 Families in low-rise social housing with high levels of benefit need | 11.4%                            | 17.5%               |

<sup>2</sup> MOSAIC is a lifestyle classification system that categorises households and postcodes into 69 types aggregated into 15 groups.

Of the 2494 respondents who replied, 85% say they are library customers, 82% say they are Sunderland residents, 7% are Sunderland City Council employees and 5% replied 'other'.

## Summary of findings

This section summarises some of the key messages from the consultation.

The majority of survey respondents (95%) say they or their household uses library services. Library users are more likely to be female and aged 55+ years. Fifty-two percent of library users say that they only use one library and 48% use more than one library. Secondary libraries tend to be libraries in close proximity and/or the City Library and Arts Centre.

### Services and activities

In terms of services and activities, books and information is perceived as the main function of and reason for use and non-use of libraries and the most important aspect for the future, by far. This is followed by access to computers and the internet and the library as a place to learn, study and read. Family and local history services and activities are also a popular area of interest.

There are two key areas of activity/service that present opportunities for encouraging wider use of libraries, in particular amongst non-users, families and young people:

- **Computers and online technology** - non-library users, those aged under 45 years and those with children are somewhat more amenable to accessing library services online than existing users and older respondents respectively. Non-library users are more likely to buy books online and read e-books and indeed opportunities to access e-books and e-audio services hold a greater appeal to those interested in future library services. Online services for renewals and reservations and online reference and information resources are also of greater interest to them and 45 to 54 year olds. Whilst computers and the internet are particularly important to under 25's. Indeed, aspects such as e-books, online services, wifi, improved ICT equipment and resources are all identified as services of interest.
- **Social activities and opportunities** - activities for children and families are another area of opportunity. These are particularly important to those aged 25 to 44 years, those who have or look after/care for children and young people. Suggested opportunities include craft, story telling, reading groups and after school clubs. These groups are also more amenable to accessing library services through children's centres than other groups. Other social activities and opportunities of interest include activities in general, art and craft related activities, non-accredited learning courses, reading groups and a café/eating area.

The need to improve awareness of what is available and in particular what is on offer beyond traditional services is also highlighted.

### Opening times

In terms of opening times, weekdays are the most popular days to visit libraries and the most popular times are late morning (10am to 12) and afternoons (2pm to 6pm). Afternoons tend to be more popular with younger people and those

with children whilst late morning is more popular with those aged 55+. The most popular slots for non-users are weekday evenings (6pm to 8pm).

### **The vision**

The majority (93%) of respondents agree with the proposed vision for library services although non-users less so (75%). Suggested improvements include the need for the vision to include everyone, the importance of accessibility and inclusion and the need for it to be more meaningful and understandable.

### **Other means of accessing library services**

The most favoured alternative means of accessing library services are through Community Centres and online and least favoured is post offices. Overall, non-users, those with children and younger respondents tend to be more amenable to accessing library services in different ways and propensity to do so decreases with age.

There are however a number of aspects raised about library services being delivered in other ways, including the loss of the ambience/environment a library provides, concerns over accessibility of other venues, appropriateness of other venues and a dilution of quality and loss of librarian expertise. Computer literacy and lack of access is also raised.

### **Volunteering**

The majority of respondents are not willing to volunteer to support library services but a sizeable minority are and opportunities will be explored with those individuals/groups who registered an interest. The opportunity to engage young people through volunteering is also highlighted.

### **Charging for library services**

Of the options presented, respondents are most amenable to paying for events and activities for adults and for children. Charging is also identified as a possible means of meeting the budget challenge, the most popular suggestions being around internet use, although it should be noted that respondents were divided when asked about charging for internet use and under 25's are less willing to pay for this. Other suggestions include charges for author visits and genealogy research.

### **Making savings**

In terms of suggestions as to where savings might be made, the most popular are around changing opening days and times, closing smaller or lesser used libraries, charging for some services and making savings in terms of stock management. A number of respondents, however, stress the importance of libraries to the community and individuals, which echoes other comments, and do not believe savings should be made.

Overall the library service seems to be a much valued service by those who use it, not only to individuals but communities. Going forward there are some challenges and opportunities in terms of meeting the needs of the existing client base and at the same time appealing to non-users, younger people and families and children, and a greater understanding of latter groups is a suggested area for further exploration.

## Findings

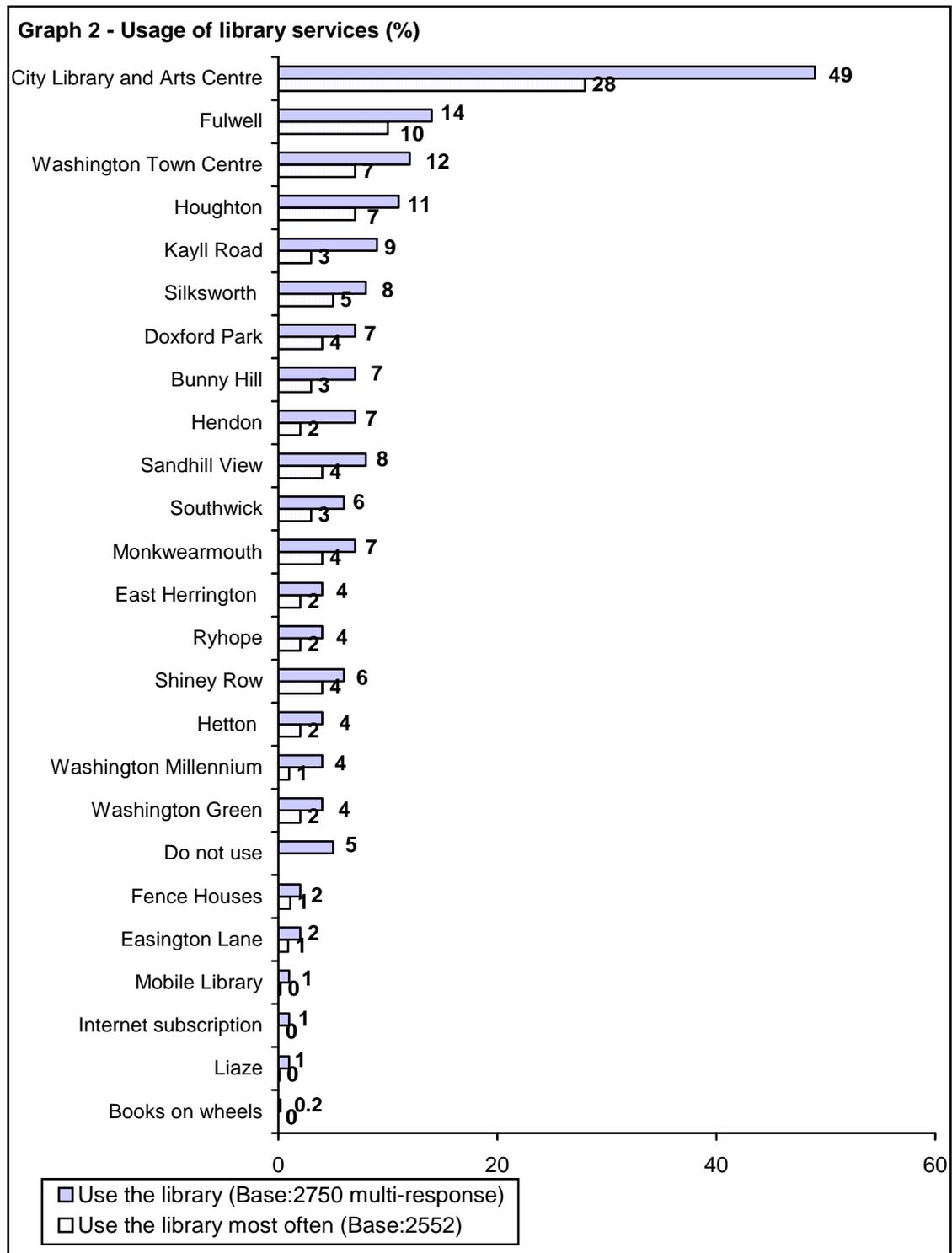
This section of the report discusses the findings from the survey<sup>3</sup> and also considers some of the key themes raised at the workshops.

### Usage

Respondents were asked which library services they and members of their household use and which one they use most often. Responses are shown in Graph 2. As can be noted, 95% of respondents say they or members of their household use at least one library, a fact which needs to be borne in mind when considering the consultation findings. City Library and Arts Centre is by far the most well used library, which corresponds with visitor figures. Fulwell is the second most used library by respondents, although is fourth in terms of visitor figures, behind Washington Town Centre and Houghton.

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<sup>3</sup> Percentages given are based on the valid number of respondents to a particular question. 'Other' and qualitative responses are discussed throughout the report, full listings are available on request.



The profile of respondents who say they or their household uses libraries / library services is summarised below<sup>4</sup>:

- 64% are female and 36% male
- 11% are under 35 years, 27% 35-54 years, 47% are aged 55-74 years, and 16% aged 75+
- 19% say they have a disability
- 28% have or look after/care for children
- 97% are English/Welsh/Northern Irish/British and the remainder are from other ethnic groups

<sup>4</sup> Excludes unknowns from bases.

- 75% are Christian, 16% have no religion or belief, 6% prefer not to say and 5% have another religion or belief
- 90% are heterosexual, 9% prefer not to say, 1% are gay and 1% bisexual
- 26% are from North Sunderland, 20% East Sunderland, 23% West Sunderland, 16% Coalfield, 11% Washington and 4% outside of Sunderland.

The tables in Appendix 2 provide a profile of respondents by the library used most often in addition to their usual mode of travel to that library. They also detail which, if any, other libraries respondents use. This is summarised in Table 3.

Overall, 52% of library users say that they only use one library and 48% use more than one library. Table 3 shows the proportions of library users by library used most often who only use that library and who also use other libraries. As can be noted, respondents are most likely to also use other libraries if they use Kayll Road as their main library (71% use other libraries). They are least likely to use other libraries if they use Easington Lane (17% use other libraries), although the number of respondents is particularly low.

| <b>Table 3</b>                          |                              |                            |
|---|------------------------------|----------------------------|
|   | <b>Only use this library</b> | <b>Use other libraries</b> |
| <b>North Sunderland libraries</b>       |                              |                            |
| Bunnyhill (Base:70)                     | 51%                          | 49%                        |
| Fulwell (Base:260)                      | 45%                          | 55%                        |
| Monkwearmouth (Base:90)                 | 54%                          | 46%                        |
| Southwick (Base:75)                     | 49%                          | 51%                        |
| <b>East Sunderland libraries</b>        |                              |                            |
| City Library and Arts Centre (Base:712) | 51%                          | 49%                        |
| Doxford Park (Base:94)                  | 49%                          | 51%                        |
| Hendon (Base:60)                        | 48%                          | 52%                        |
| Ryhope (Base:53)                        | 47%                          | 53%                        |
| <b>West Sunderland libraries</b>        |                              |                            |
| East Herrington (Base:50)               | 52%                          | 48%                        |
| Kayll Road (Base:70)                    | 29%                          | 71%                        |
| Sandhill View (Base:94)                 | 50%                          | 50%                        |
| Silksworth (Base:130)                   | 62%                          | 38%                        |
| <b>Coalfield libraries</b>              |                              |                            |
| Easington Lane (Base:24)                | 83%                          | 17%                        |
| Fence Houses (Base:28)                  | 57%                          | 43%                        |
| Hetton (Base:56)                        | 52%                          | 48%                        |
| Houghton (Base:188)                     | 58%                          | 42%                        |
| Shiney Row (Base:91)                    | 56%                          | 44%                        |
| <b>Washington libraries</b>             |                              |                            |
| Washington Town Centre (Base:179)       | 56%                          | 44%                        |
| Washington Green (Base:48)              | 50%                          | 50%                        |
| Washington Millennium ((Base:33)        | 45%                          | 55%                        |

Books on wheels, Mobile library services, LIAZe and Internet Subscription Services excluded due to small numbers. Note very small base sizes for some libraries.

For libraries in Washington, Coalfield and North Sunderland, the most popular secondary libraries tend to be another library in the same area and City Library and Arts Centre. For libraries in East and West Sunderland, it tends to be City Library and Arts Centre and libraries in either East or West Sunderland.

The maps in Appendix 3 show library used most often by respondent postcode.

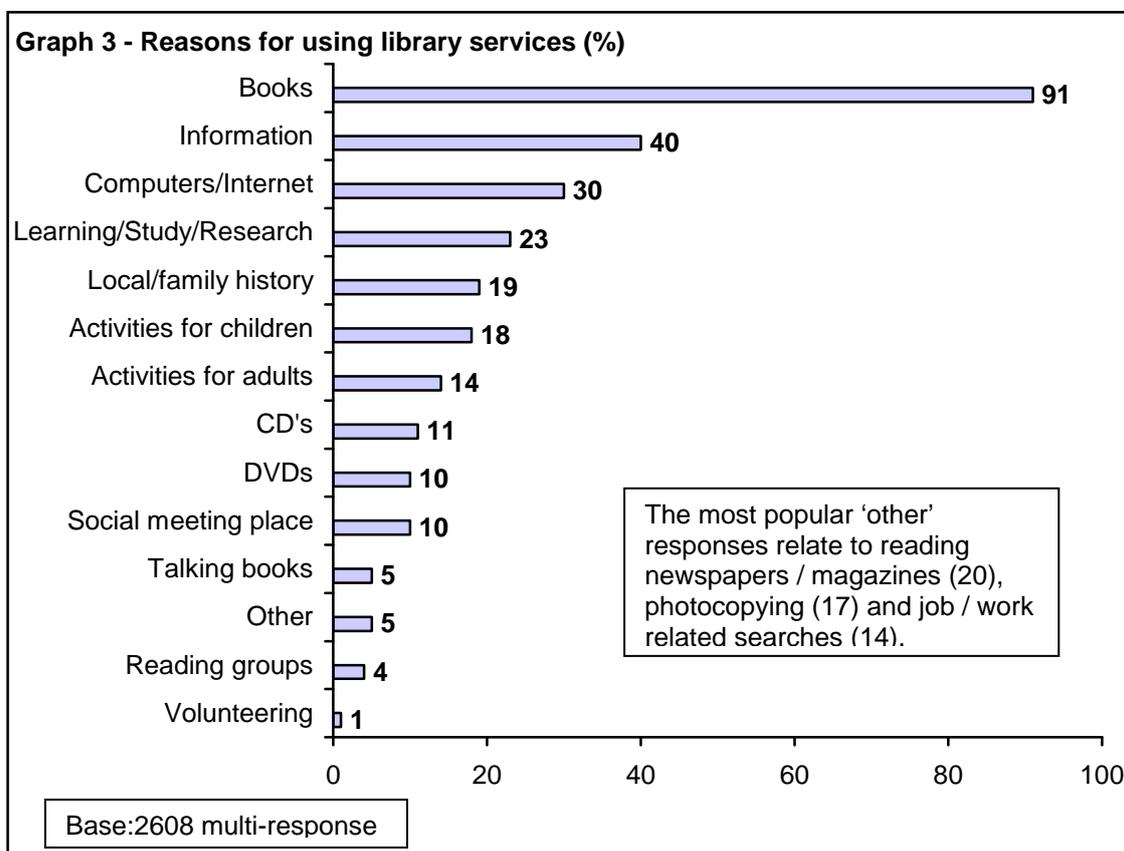
Of the 2600 respondents who replied, 54% say they use library services once per week or more, 31% use them at least once per month and 14% use occasionally.

### Frequency of use by different groups of respondents

When responses are considered across different groups of respondents, the following differences can be observed:

- Respondents aged 75+ are more likely to use the library once per week or more than younger respondents (66% compared to 53%). They are least likely to be occasional users (6%) and indeed older respondents (age 55+years) are less likely to be occasional users than younger respondents (9% compared to 21%). Respondents aged 35-44 years are the least frequent users of all age groups with 40% visiting once per week or more, 36% at least once per month or more and 23% occasionally.
- Males are slightly more likely than females to visit once per week or more (59% vs 53%).
- Respondents with a disability are more frequent users than those without a disability – 62% use once per week or more, 28% once per month or more and 10% use occasionally compared to 52%, 34% and 15% non-disabled respondents, respectively.
- Respondents with children are less frequent visitors than those with no children - 44% use once per week or more, 39% once per month or more and 18% use occasionally compared to 58%, 29% and 13%, respectively.

Graph 3 shows the reasons for using library services. As can be noted, 'books' is by far the most popular reason selected (91%). This is followed by 'information' (40%) and 'computers/internet' (30%). The qualitative work and survey with young people also shows that books and reading and computers are the most popular uses.



## Reason for use by different groups of respondents

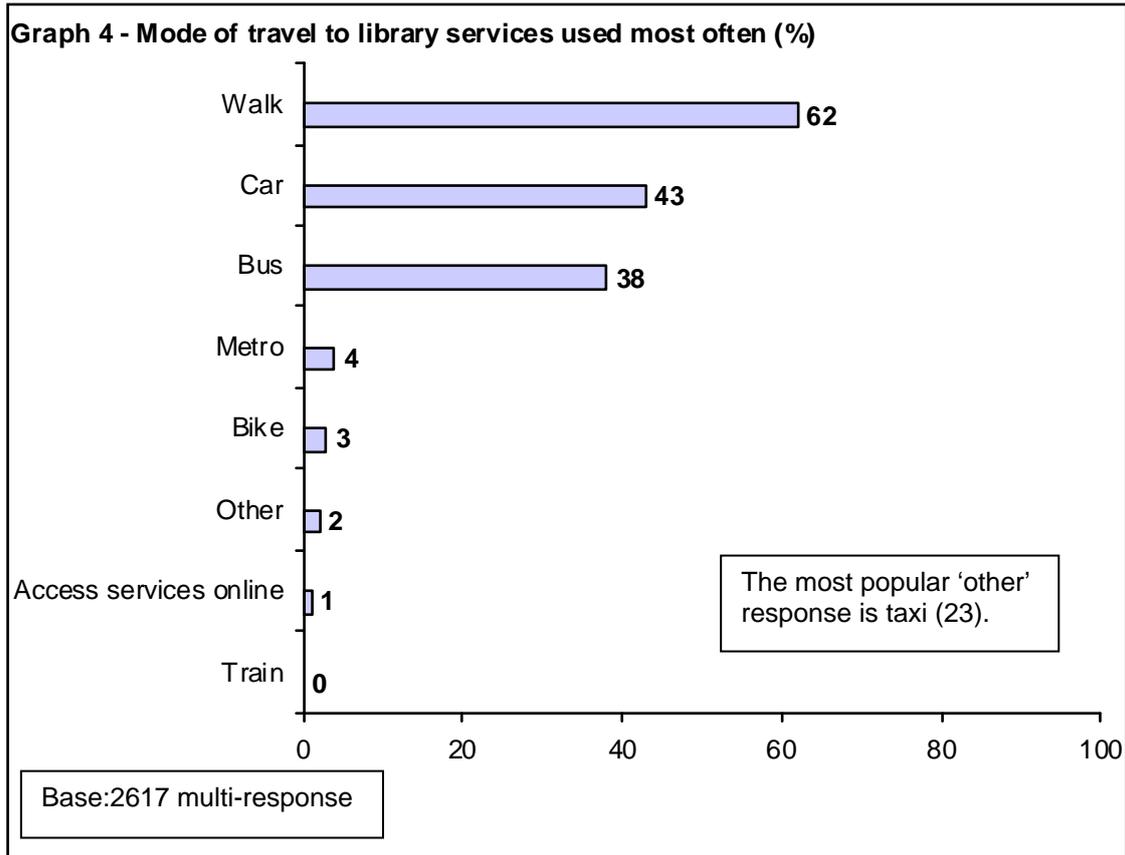
When responses are considered across different groups of respondents, the following differences can be observed:

- The top three reasons for use are consistent with the overall findings for males and females. Females are however slightly more likely than males to use for:
  - books (93% vs 88%)
  - children's activities (22% vs 11%)
  - a social meeting place (11% vs 6%)
  - activities for adults (15% vs 11%)
  - reading groups (5% vs 2%).Males are more likely than females to use for computers/internet (36% vs 26%) and are slightly more likely to use for CDs (14% vs 10%).
- Responses vary somewhat by age:
  - Books are the top reason for use across all age groups although those aged under 25 years are less likely to use libraries for books than other age groups (77% compared to 92%).
  - Computers/internet feature as one of the top three reasons for all age groups except 65-74 year olds. They are used more by those aged under 55 than older respondents (40% vs 24%). They are least used by those aged 75+ (17%) and most used by under 25's (52%). Under 25's are also more likely to use DVDs than older age groups (17% vs 9%).
  - Respondents aged under 45 are less likely than older age groups to use libraries for information (31% vs 42%) and indeed while information features in the top three uses for respondents aged 45+, it is activities for children that features for those aged under 45 years - they are more likely to use libraries for activities for children than older respondents (42% vs 11%).
  - Local/family history is more popular among 55 to 74 year olds than other age groups (25% vs 15%).
  - CDs are more popular among 45 to 54 year olds than other age groups (17% vs 10%).
  - Learning/study/research is less popular among older respondents – 27% of under 65's use compared to 20% of 65 to 74 year olds and 13% of those aged 75+.
  - Activities for adults are more popular among those aged 45 to 74 years (17%) than other age groups (8%).
  - Those aged 75+ are slightly more likely to use for reading groups than younger respondents (6% vs 4%)
- The top three reasons for use are consistent with the overall findings for disabled and non-disabled respondents, although:
  - Respondents who are not disabled are more likely to use libraries for activities for children than disabled respondents (20% vs 10%).
  - Disabled respondents are slightly more likely than non-disabled respondents to use libraries for reading groups (6% compared to 4%), as social meeting places (12% vs 9%) and for talking books (8% vs 4%).
- As might be expected, respondents who have children are more likely to use libraries for activities for children than those without children (49% vs 7%), and indeed this is the second top reason for use amongst those who have children. They are also slightly more likely to use the library for books (94% vs 90%) but less likely to use the library for information (33% vs 43%) and talking books (3% vs 6%) than those with no children.

### Reason for use by different groups of respondents

- Again the top three reasons for use are consistent with the overall findings by area. Washington respondents are slightly more likely to give reading groups as a reason for use than those from other areas (9% vs 3%).

Graph 4 shows the usual mode of travel used for the library visited most often by respondents. As can be noted, 'walk' is most popular (62%) followed by 'car' (43%) and 'bus' (38%). Mode of travel is also shown by each library in Appendix 1. For the majority of libraries a similar pattern is observed. The main exceptions are City Library and Arts Centre where bus is the most popular mode and Washington Town Centre where car is most popular.



### Mode of travel by different groups of respondents

When responses are considered across different groups of respondents, the following differences can be observed:

- Although walking is the most popular mode of travel by all age groups, propensity to walk decreases with age:

| Under 35 | 35-54 | 55-74 | 75+ |
|----------|-------|-------|-----|
| 75%      | 68%   | 60%   | 51% |

Those aged 25 to 54 years are less likely than other age groups to use the bus (29% vs 42%) and those aged 65+ are most likely (45%).

- Again, although walking is the most popular mode of travel, respondents with a disability are less likely than non-disabled respondents to walk to the library they use most often (51% compared to 67%) and more likely to take the bus (43% compared to 35%). They are also more likely to choose 'other' than non-disabled respondents (6% vs 1%) and in a number of these cases, they state 'taxi'.

### Mode of travel by different groups of respondents

- Respondents with children are more likely than those without children to walk (71% vs 60%) and take the car (50% vs 41%) and less likely to take the bus (28% vs 41%).
- The top three modes of travel by area are shown below:

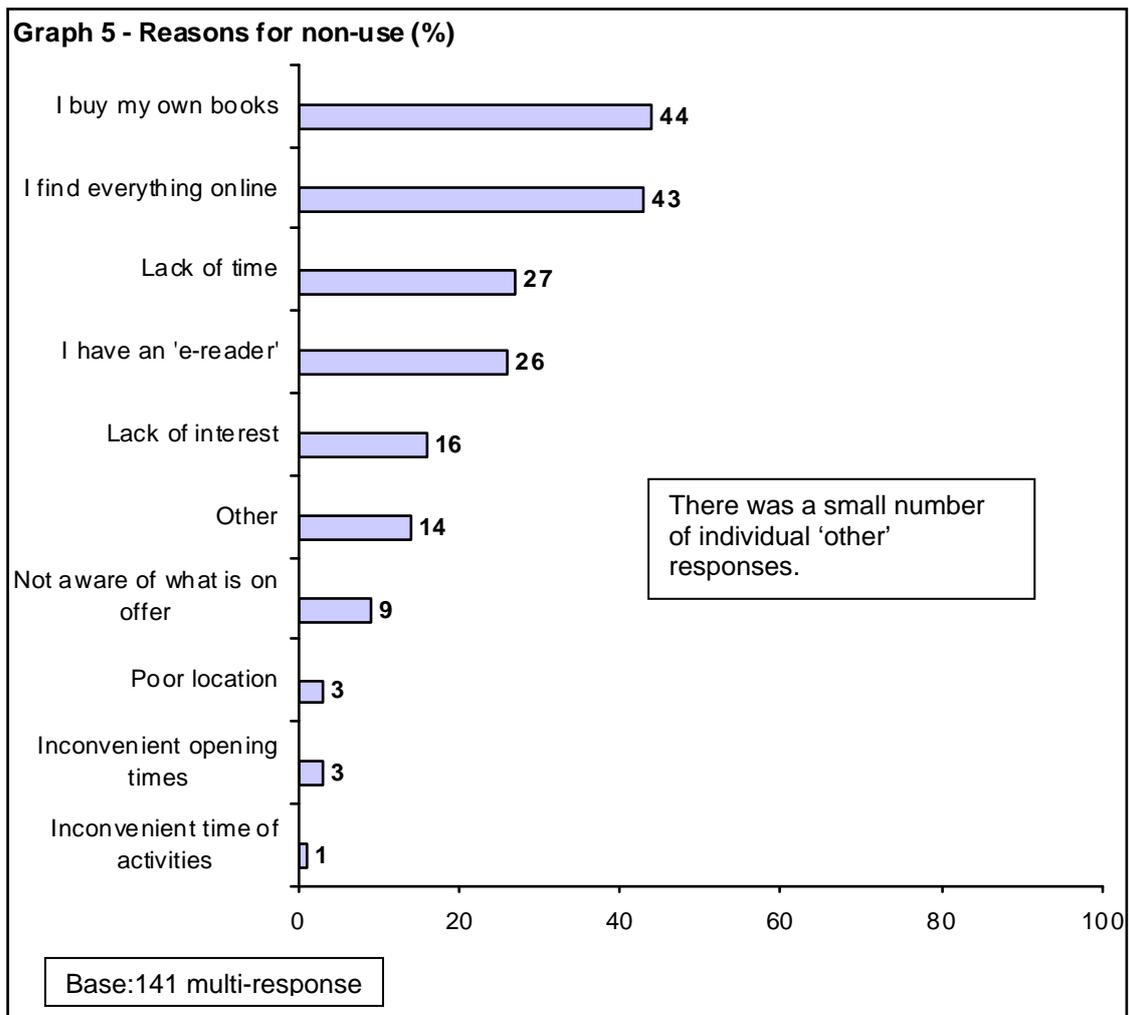
| North      | East       | West       | Coalfield  | Washington |
|------------|------------|------------|------------|------------|
| Walk (74%) | Walk (61%) | Walk (58%) | Walk (72%) | Car (59%)  |
| Bus (38%)  | Car (39%)  | Bus (45%)  | Car (51%)  | Walk (55%) |
| Car (31%)  | Bus (36%)  | Car (41%)  | Bus (28%)  | Bus (34%)  |

In terms of the non-library user households who replied, their profile is as follows<sup>5</sup>:

- 52% are female and 46% male
- 26% are under 35 years, 35% 35-54 years, 29% 55-74 years and 10% age 75+ years
- 8% say they have a disability
- 22% have or look after/care for children
- 97% are English/Welsh/Northern Irish/British and the remainder are from other ethnic groups
- 71% are Christian, 23% have no religion or belief, 4% prefer not to say and 3% have another religion or belief
- 89% are heterosexual, 6% prefer not to say, 5% are gay/lesbian
- 19% are from North Sunderland, 13% East Sunderland, 22% West Sunderland, 20% Coalfield, 24% Washington and 3% outside of Sunderland.

The most common reasons given for non-use are 'I buy my own books' (44%) and 'I find everything online' (43%), as shown in Graph 5. Correspondingly, qualitative work with the VCS Networks and previous qualitative work also show the main reasons given for non-use to be people purchasing books cheaply from other places or passing around family and friends. New technology in the form of the internet, electronic readers, e-books and music downloads is also highlighted as a reason.

<sup>5</sup> Excludes unknowns from bases.



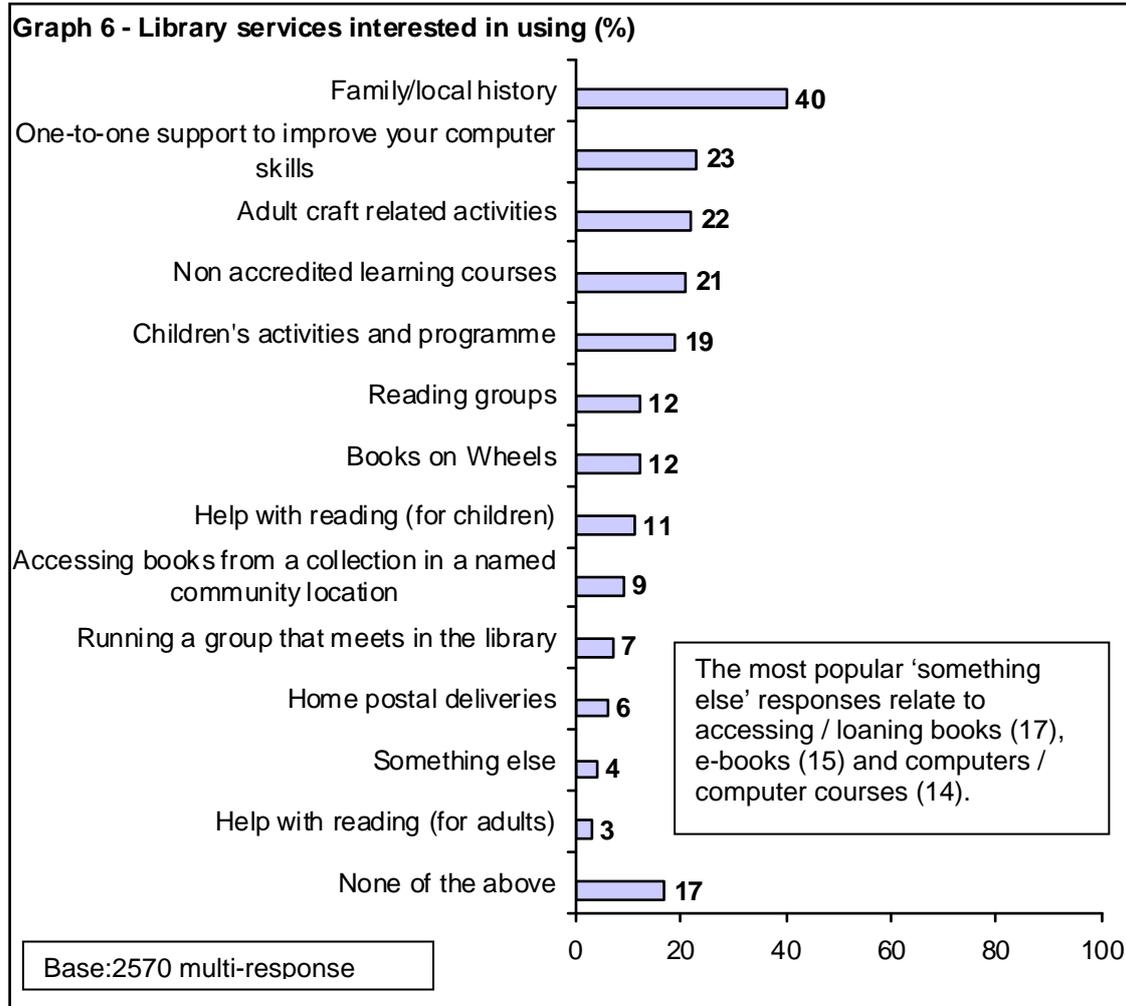
Note: Sub-group analysis is not presented due to the small numbers involved.

In terms of young people, additional reasons for non-use highlighted include the perception that libraries are boring and that friends would not go and also previous negative experiences with librarians.

## Future use and services

### Service and activities

Respondents were asked which of a range of library services they might be interested in using. As can be noted in Graph 6, the most popular is 'family/local history' (40%). The next most popular aspect is 'one-to-one support to improve your computer skills' (23%) and this is an area of importance that was highlighted at a VCS discussion in terms of the crucial support library staff provide in helping people to access services online. It was felt that if libraries close, those most in need may lose support to complete benefit forms and indeed computer access.



### Library services interested in using by different groups of respondents

When responses are considered across different groups of respondents, the following differences can be observed:

#### Family/local history

Family/local history (40% overall) is more popular among:

- 45-74 year olds compared to other age groups (47% vs 32%)
- those without children compared to those with (43% vs 37%).

#### Computer support

One to-one computer support (23% overall) is more popular among:

- those aged 45+ compared to younger respondents (27% vs 14%)
- respondents with a disability compared to those without (28% vs 23%)
- those without children compared to those with (26% vs 18%).

#### Groups and activities

Adult craft related activities (22% overall) are more popular among:

- females compared to males (28% vs 13%)
- those younger than 75 years (23% vs 15%).

Non-accredited learning (21% overall) is more popular among:

- 45-64 year olds compared to other age groups (28% vs 17%).

Reading groups (12% overall) are more popular among:

- 25 to 34 year olds compared to other age groups (20% vs 12%)
- females compared to males (15% vs 7%).

## Library services interested in using by different groups of respondents

Running a group that meets in a library (7% overall) is more popular among:

- 25-34 year olds than other age groups (15% vs 6%)
- females compared to males (8% vs 4%).

### Children activities

Children's activities and programme (19% overall) is more popular among:

- those with children compared to those without (51% vs 7%)
- those aged 25- 44 years compared to other age groups (47% vs 12%) and is least popular with those aged 75+ (3%)
- females compared to males (23% vs 12%)
- non-disabled respondents compared to disabled respondents (22% vs 11%).

Help with reading for children (11% overall) is more popular among:

- those with children compared to those without (26% vs 5%)
- those aged 25 to 44 years compared to other age groups (28% vs 7%)
- females compared to males (13% vs 7%).

### Outreach

Books on wheels (12% overall) is more popular among:

- respondents with a disability (29% vs 8%)
- females compared to males (13% vs 9%)
- those aged 75+ compared to younger respondents (23% vs 10%).

Accessing books from a collection in a named community location (9% overall) is more popular among:

- those aged 55+ than younger respondents (11% vs 7%).

### None of the above

The following are more likely to say 'none of the above' (17% overall):

- males compared to females (23% vs 13%)
- those without children compared to those with (19% vs 10%)
- the oldest (23%) and youngest (25%) respondents compared to other age groups (15%).

The most popular services for each of the groups are summarised below:

| Under 25's             | 25 to 34                       | 35-44                          | 45-54                                   |
|------------------------|--------------------------------|--------------------------------|---|
| Family/local history   | Children's activities          | Children's activities          | Family/local history                    |
| None of the above      | Help with reading for children | Family/local history           | Adult craft activities (joint)          |
| Children's activities  | Family/local history           | Help with reading for children | Non-accredited learning courses (joint) |
| Adult craft activities | Adult craft activities         | Adult craft activities         | One-to-one computer support             |

| 55-64                           | 65-74                            | 75+                         |
|---------------------------------|----------------------------------|-----------------------------|
| Family/local history            | Family/local history             | Family/local history        |
| Non-accredited learning courses | One-to-one computer support      | One-to-one computer support |
| One-to-one computer support     | Adult craft activities           | Books on wheels             |
| Adult craft activities          | Non- accredited learning courses | None of the above           |

### Library services interested in using by different groups of respondents

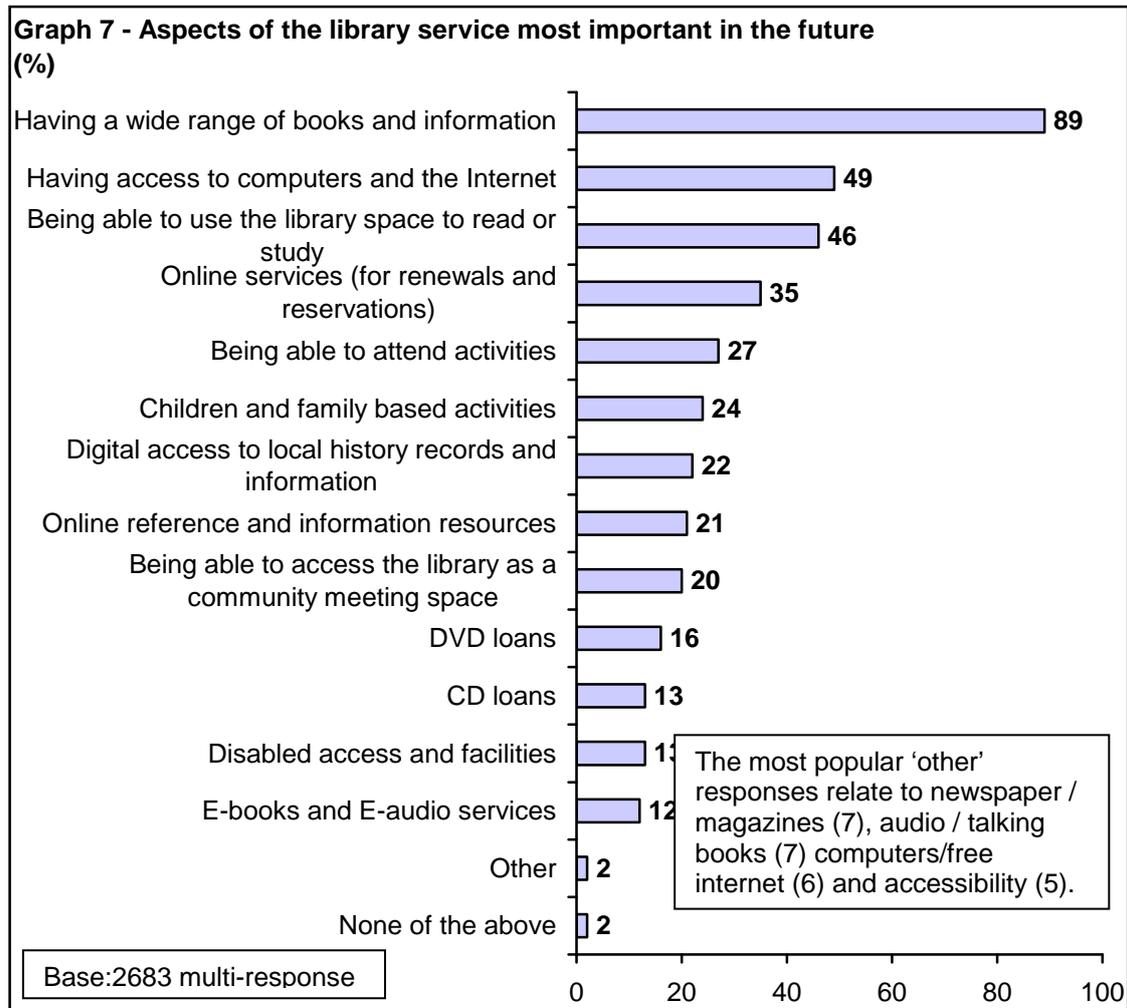
| Males                            | Females                     | Respondents with a disability | Those with children            |
|----------------------------------|-----------------------------|-------------------------------|--------------------------------|
| Family/local history             | Family/local history        | Family/local history          | Children's activities          |
| One-to-one computer support      | Adult craft activities      | Books on wheels               | Family/local history           |
| None of the above                | Children's activities       | One-to-one computer support   | Help with reading for children |
| Non- accredited learning courses | One-to-one computer support | Adults craft activities       | Adult craft activities         |

| North                       | East                                     | West                             | Coalfield                   | Washington                       |
|-----------------------------|--|----------------------------------|-----------------------------|----------------------------------|
| Family/local history        | Family/local history                     | Family/local history             | Family/local history        | Family/local history             |
| One-to-one computer support | Adult craft activities                   | One-to-one computer support      | One-to-one computer support | Adult craft activities           |
| Children's activities       | One-to-one computer support (joint)      | Adult craft activities           | Adult craft activities      | One-to-one computer support      |
| Adult craft activities      | Non- accredited learning courses (joint) | Non- accredited learning courses | Children's activities       | Non- accredited learning courses |

#### Non-users

Non-library users are more likely than library users to say that none of the options are of interest to them (45% vs 15%). The most popular option amongst non-users is 'family/local history'. Percentages are fairly low for the remaining options.

Respondents were also asked which five of a range of aspects of the library service will be most important to them in the future and responses are shown in Graph 7. Corresponding with the main reasons for using library services, the most popular by far is 'having a wide range of books and information' (89%). This is followed by 'having access to computers and the Internet' (49%) and 'being able to use the library space to read or study' (46%). The survey with young people shows that children and family activities and computers/internet are the most popular areas of interest.



**Aspects of the library service most important in the future by different groups of respondents**

Having a wide range of books and information is the top aspect across all sub groups considered (89%) but:

- it increases with age with 76% of under 35's, 87% of 35 to 54 year olds and 92% of over 55's selecting it
- more females select it than males (91% vs 86%)
- slightly fewer respondents from Washington select it than from other areas (84% vs 90%)

There are a number of differences in perceived importance of other aspects across sub-groups, the most notable being:

**Traditional services**

Being able to use the library space to read and study in (46% overall) is more important to:

- males compared to females (52% vs 44%)
- under 35's than older age groups (54% vs 46%).
- respondents in North Sunderland compared to those in other areas (53% vs 44%).

DVD loans more important to:

- under 25's than older respondents (23% vs 15%).

CD loans more important to:

- males compared to females (15% vs 11%).

## Aspects of the library service most important in the future by different groups of respondents

### Computers and online technology

Having access to computers and the internet (49% overall) is more important among:

- younger respondents:

| Under 25 | 25-64 | 65-74 | 75+ |
|----------|-------|-------|-----|
| 63%      | 51%   | 45%   | 33% |

- males compared to females (54% vs 46%).

Online reference and information resources (21% overall) is more important to:

- those aged 45-54 years than other age groups (31% vs 19%) and least important to those age 75+ (15%)
- males compared to females (27% vs 18%).

Online services for renewals and reservations (35% overall) are more important to:

- 45-54 year olds (43% vs 34%) and least important to those aged 75+ (28%)
- non-disabled respondents compared to those with a disability (39% vs 28%).

Digital access to local history records and information (22% overall) tends to be more important to:

- 45 to 74 year olds (25%) and less important to those aged under 35 years (13%)
- males compared to females (27% vs 19%).

E-books and e-audio services (12% overall) tend to be more important to 25 to 64 year olds than other age groups (12% vs 6%).

### Social activities

Children and family based activities (24% overall) are more important to:

- those with children than those without (57% compared to 11%).
- those aged 25 to 44 years than other age groups (51% vs 18%) and somewhat less important to those age 75+ (6%)
- females compared to males (29% vs 16%)
- non-disabled respondents compared to those with a disability (27% vs 16%)

Being able to attend activities (27%) is more important to:

- those with children than those without children (38% vs 23%)
- 25 to 34 year olds than other age groups (42% vs 25%)
- females compared to males (33% vs 15%).

Being able to access the library as a community meeting space (20% overall) is more important to:

- those aged 55+ (22%) than younger respondents (16%)
- females compared to males (22% vs 16%).

### Accessibility

The importance of disabled access and facilities:

- tends to increase with age – selected by 8% of under 55 year olds, 14% of 55 to 74 year olds and 21% of those aged 75+
- is higher amongst respondents with a disability (37%) than those without a disability (7%).

## Aspects of the library service most important in the future by different groups of respondents

The most popular aspects for each of the groups are summarised below:

| Under 25's                    | 25 to 34                       | 35-44                          | 45-74                         | 75+                           |
|-------------------------------|--------------------------------|--------------------------------|-------------------------------|-------------------------------|
| Books and information         | Books and information          | Books and information          | Books and information         | Books and information         |
| Access to computers/ internet | Space to read or study         | Children and family activities | Access to computers/ internet | Space to read or study        |
| Space to read or study        | Access to computers/ internet  | Access to computers/ internet  | Space to read or study        | Access to computers/ internet |
| Online services               | Children and family activities | Space to read or study         | Online services               | Online services               |

| Respondents with a disability  | Those with children            |
|--------------------------------|--------------------------------|
| Books and information          | Books and information          |
| Access to computers/ internet  | Children and family activities |
| Space to read or study         | Access to computers/ internet  |
| Disabled access and facilities | Space to read or study         |

There are no differences to the overall top four aspects for males and females.

With the exception of North Sunderland, where being able to use the library as a space to study or read is slightly more popular than having access to computers or the internet, the top four aspects are the same across the five areas of Sunderland.

### Non-users

Non-library users are more likely than library users to say that none of the options are important to them in the future (29% vs 1%). The most popular options for non-users are:

- Having a wide range of books and information to choose from
- Online services
- Online reference and information resources
- Having access to the computers and internet in the library

If we exclude users and non-users who select 'none of the above' from the base for percentages, there is a greater proportion of non-users who select:

- Online reference and information resources (36% vs 21%)
- E-books and e-audio services (32% vs 11%)
- DVD loans (32% vs 16%).

Respondents were asked what services or activities they would be interested in that are not currently offered. The most popular suggestions relate to:

- E-books (64 respondents)
- Activities for children such as craft, story telling, reading groups, after school etc (53 respondents)
- Coffee shop/refreshments area (47 respondents)
- More computers/internet and computer courses/support (45 respondents)
- Arts and craft activities and classes (30 respondents)
- Book clubs/reading groups (25 respondents)
- Family and local history services and courses (22 respondents)

- Wider range/ more rotation of books (21 respondents)
- Miscellaneous courses including literacy, language and photography (19 respondents)
- WiFi (16 respondents)
- Online services such as reservations, renewals, access to archives etc (16 respondents)
- Information/advice/guidance services (13 respondents)

A further 34 respondents think that all services offered currently meet their needs/they are happy with current services, 77 respondents answered none/not applicable and 11 responded don't know.

The above suggestions echo themes arising in previous qualitative work and the discussions with young people and the VCS Networks, in terms of:

- The need for more engagement with young people through schools and more groups, events and activities for children and young people
- The opportunity to encourage future use through technology including more up to date ICT facilities, electronic readers and e-books
- The need for social spaces and cafe facilities.

## Vision

Respondents were provided with a draft vision (below) for future library services and asked whether or not they agree with it.

“The Library Service will become a beacon of excellence in the community for reading, learning and information. Library Services will support the development of confident individuals and communities who can realise their full potential and contribute to the broader vision of the city”.

Of those (2622) who responded, 93% say they agree with the vision and 7% disagree.

### Vision by different groups of respondents

- There are no significant differences by sub-groups considered in terms of agreement with the vision, with the exception that those aged 65+ years are slightly more likely to agree than other age groups (96% compared to 92%).
- Non-users of libraries are however less likely to agree with the vision (75% 'yes' and 25% 'no').

needed to it. There are however a number of other comments given, the main themes of which are discussed below. Full listings of comments including some suggestions for alternative wording/visions are available on request.

The most common theme arising surrounds concern over the use of the term 'confident' (70 respondents), with perceptions that the vision should include everyone, for example:

- *Change the word 'confident' to 'ALL'. Every individual needs support in development not just confident individuals*
- *What about the non-confident individuals, the isolated, disadvantaged?*

There are also a number of comments (65 respondents) about the importance of accessibility and inclusion in terms of physical location and services available, with some suggestions that the term 'accessible' should be included. In addition to comments about the need for libraries to be accessible to all, specific people are mentioned such as those who are housebound, with disabilities and older. On a related theme, 50 respondents highlight the importance of keeping libraries open and 34 respondents comment on the social/community value and opportunities of libraries.

Sixty-four respondents give comments around the vision being too vague and in management speak and the need for it to be more meaningful and understandable, for example:

- *Would be helpful if written in plain English, to enable your vision to be understood by all.*
- *I don't understand your vision. You are not really saying what you are going to do, you are just talking like 'marketing people' and not spelling it out!*

and there are also concerns by some (11 respondents) about how achievable it is.

The value/importance of libraries to children and young people and need to appeal to them (28 respondents) is also highlighted, with some suggestions that children should be specifically mentioned in the vision. The value and importance of library staff (17 respondents) and need for new/more up to date technology (16 respondents) are also highlighted.

## **Library Hubs**

Respondents were also provided with a description of library hubs (below) and asked if there were any other services or activities that could be included.

We are proposing to establish library hubs in the centre of local communities, some of which will provide a range of other services such as Customer Services. These hubs will provide an extended offer over the current provision with:-

- enhanced opening hours to reflect the local community needs
- a comprehensive range of reading materials in a variety of formats
- access to high quality learning environments, support and materials
- information and advice, customer service and digital services including ICT provision
- access to community space
- providing opportunities for volunteers to add value to the overall service offer
- providing support for community outreach programmes and other local service provision

The most popular suggestions of other services/activities which hubs could offer relate to:

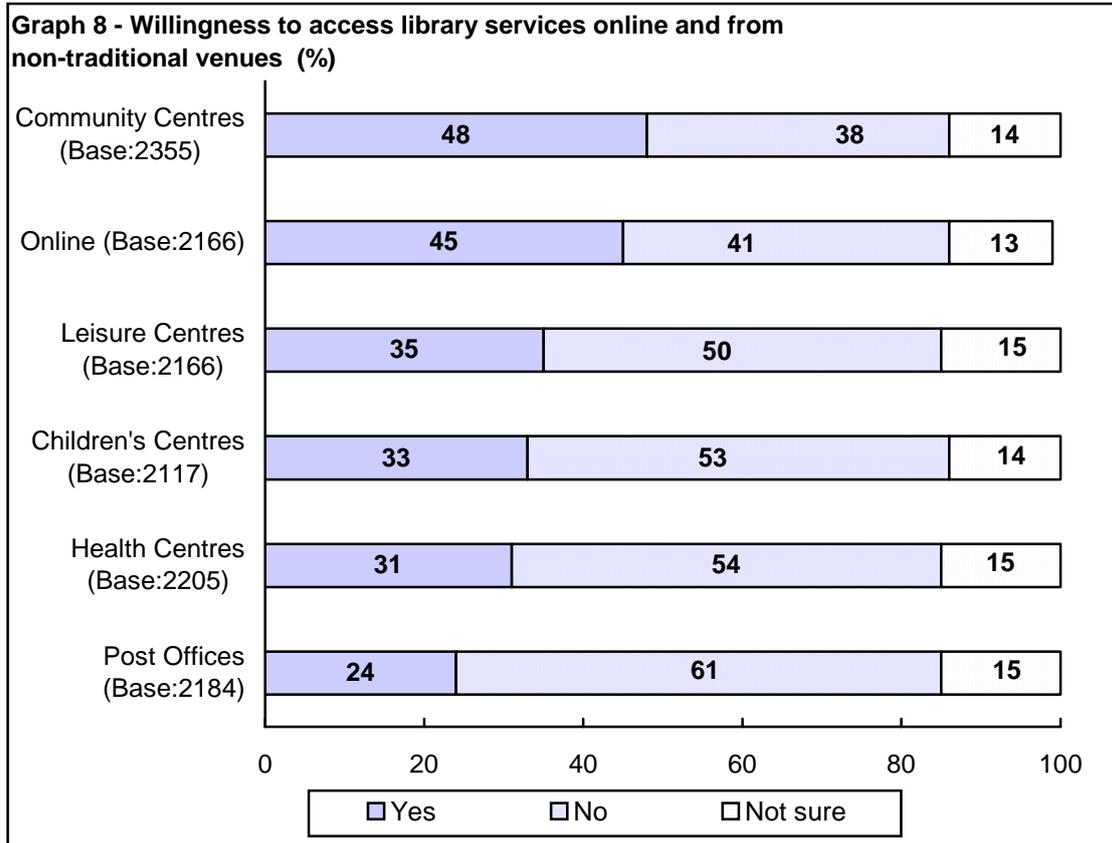
- New technology including aspects such as wifi, more improved ICT equipment, e-books and online resources (34 respondents)
- Activities and provision for children/young people (33 respondents)
- A café/eating area which allows for relaxation and reading (32 respondents)
- Miscellaneous classes and courses including aspects such as arts and craft, IT, cookery and education (28 respondents)
- The importance of having adequate, professional, well trained staff (21 respondents)
- Information/advice/guidance services (19 respondents)
- Provision of books including new books (17 respondents)
- Help looking for jobs and setting up businesses (15 respondents)
- Spaces for groups to meet, share interests and socialise including reading groups (15 respondents).

A further 179 respondents say that there are no other services/activities, 35 responded don't know/not applicable and 13 do not like the idea of hubs/prefer things the way they are.

### **Other means of accessing library services**

Respondents were asked whether or not they would be happy to access library services online and from a range of non-traditional venues. As can be noted in Graph 8, the most favoured options are community centres (48%) and online (45%), although opinions are divided. At one of the VCS Networks there was support for developing collections of books in community venues and expanding customised provision in Community Centres.

Around one-third of respondents are happy to access services from leisure centres, children centres and health centres but around half are not. Least favoured is post offices with only 24% of respondents saying they are happy to access services there and 61% who are not.



**Willingness to access library services online and from non-traditional venues by different groups of respondents**

There are a number of differences in willingness to access library services in different ways across sub-groups, the most notable are discussed next. It is worthy of mention that in all instances older respondents are less receptive than younger respondents whilst non-users are more receptive than existing users.

**Community Centres**

- Older respondents are less willing to access library services through Community Centres than younger age groups, with those aged under 55 being most likely:

|            | Under 55 | 55-64 | 65-74 | 75+ |
|------------|----------|-------|-------|-----|
| <b>Yes</b> | 56%      | 49%   | 43%   | 37% |
| <b>No</b>  | 30%      | 36%   | 42%   | 50% |

- Respondents with children are more likely than those without children to say yes (55% vs 47%) and less likely to say no (31% vs 39%).
- Respondents from Washington are more favourable towards services through Community Centres than those from other areas (59% say 'yes' and 26% say 'no' compared to 50% and 37% respectively).
- Females are more likely to say 'yes' than males (16% vs 11%).

**Online**

- Older respondents, aged 65+ are somewhat less willing to access library services online than younger age groups, with those aged under 45 being most likely:

|            | Under 45 | 45-64 | 65-74 | 75+ |
|------------|----------|-------|-------|-----|
| <b>Yes</b> | 60%      | 48%   | 34%   | 22% |
| <b>No</b>  | 28%      | 36%   | 52%   | 68% |

### Willingness to access library services online and from non-traditional venues by different groups of respondents

- Males are slightly more in favour of accessing services online than females – 50% say ‘yes’, 40%, ‘no’ and 10% ‘not sure’ compared to 43%, 42% and 15% respectively.
- Those with a disability are less in favour – 39% say ‘yes’ compared to 46% of those without a disability and 46% say ‘no’ compared to 40%.
- Respondents with children are more willing to access library services online than those without (52% say ‘yes’ and 34% say ‘no’ compared to 43% and 44% respectively).
- Responses vary by area with those in East and Washington being more in favour, and those from Coalfield less in favour:

|            | Washington | East | North | West | Coalfield |
|------------|------------|------|-------|------|-----------|
| <b>Yes</b> | 55%        | 54%  | 45%   | 43%  | 39%       |
| <b>No</b>  | 34%        | 34%  | 43%   | 43%  | 47%       |

### Leisure Centres

- Although the majority are still unwilling to use Leisure Centres to access library services, males are slightly more likely to say ‘yes’ than females (39% vs 34%) and females ‘not sure’ (17% vs 12%).
- Propensity to access library services through leisure centres decreases with age:

|            | Under 25 | 25-54 | 55-74 | 75+ |
|------------|----------|-------|-------|-----|
| <b>Yes</b> | 50%      | 44%   | 31%   | 25% |
| <b>No</b>  | 34%      | 41%   | 54%   | 64% |

- Those with a disability are less willing to access library services through leisure centres than those without a disability (29% say ‘yes’ and 53% say ‘no’ compared to 37% and 48% respectively).
- Respondents with children are more willing to access library services through leisure centres than those without (43% say ‘yes’ and 42% say ‘no’ compared to 33% and 52% respectively).
- Respondents in Washington are more willing to use leisure centres than those living in other areas of Sunderland (46% say ‘yes’ and 37% say ‘no’ compared to 37% and 49% respectively).

### Children’s centres

- Under 45’s are more willing to use Children’s centres than over 45’s and propensity to use them decreases with age amongst older respondents:

|            | Under 45 | 45-54 | 55-74 | 75+ |
|------------|----------|-------|-------|-----|
| <b>Yes</b> | 54%      | 37%   | 23%   | 15% |
| <b>No</b>  | 35%      | 47%   | 62%   | 71% |

- As might be expected the majority of those with children are willing to use Children’s Centres – 52% say ‘yes’, 37%, ‘no’ and 11% ‘not sure’. Whereas those without children are less likely – 25% say ‘yes’, 60%, ‘no’ and 15% ‘not sure’.
- Although the majority are still unwilling to use Children’s centres to access library services, females are more likely to say they are willing than males (36% say ‘yes’ and 50% say ‘no’ compared to 29% and 57% respectively).
- Those with a disability are less in favour – 27% say ‘yes’, 55%, ‘no’ and 18% ‘not sure’ compared to 35%, 52% and 13% respectively.
- Respondents in Coalfield are less willing to use Children’s centres than those in other areas – 26% say ‘yes’ and 60% say ‘no’ compared to 36% and 50% respectively.

## Willingness to access library services online and from non-traditional venues by different groups of respondents

### Health centres (31%yes, 54% no)

- Older respondents are least receptive to using health centres to access library services. Those aged under 25 years are less likely to say 'no' (39%) and more likely to say 'not sure' (22%) than older respondents:

|            | Under 25 | 25-54 | 55-64 | 65-74 | 75+ |
|------------|----------|-------|-------|-------|-----|
| <b>Yes</b> | 39%      | 36%   | 31%   | 27%   | 24% |
| <b>No</b>  | 39%      | 48%   | 54%   | 60%   | 66% |

### Post offices

- Although the majority in all age groups are unwilling to use post offices to access library services, those aged 55+ are less in favour and those aged 75+ least in favour:

|            | Under 55 | 55-74 | 75+ |
|------------|----------|-------|-----|
| <b>Yes</b> | 28%      | 22%   | 18% |
| <b>No</b>  | 55%      | 63%   | 69% |

### Non-users

- Non library users are more likely than users to say that they are willing to access library services through all of the non-traditional venues and online:

|                    | Yes      |      | No       |      |
|--------------------|----------|------|----------|------|
|                    | Non-user | User | Non-user | User |
| Online             | 77%      | 43%  | 13%      | 43%  |
| Community centre   | 57%      | 48%  | 22%      | 39%  |
| Leisure centres    | 48%      | 35%  | 32%      | 51%  |
| Children's centres | 48%      | 32%  | 33%      | 54%  |
| Health centre      | 42%      | 30%  | 39%      | 55%  |
| Post office        | 32%      | 23%  | 48%      | 62%  |

Respondents were asked to say if they would have any problems in accessing library services online and from non-traditional venues. Seven-hundred and forty-four respondents say 'no' or 'none', although some of these do still raise some concerns.

There are 264 respondents who say that they prefer a traditional library setting. Comments relate to the ambience, environmental and experiential factors associated with a dedicated library, for example:

- No although you cannot beat the feeling and atmosphere of a dedicated library space*
- Libraries offer a quiet environment for reading, homework etc with few or any distractions, which may be impacted upon if elsewhere.*

Two-hundred and thirty-eight respondents are concerned about the accessibility of other venues mentioned. Specific aspects include opening times, distance / proximity, parking, public transport links, disability, lack of such facilities close by, accessibility of buildings and facilities within, risk of other venues closing down and safety.

One hundred and forty-four respondents are concerned about the appropriateness of other venues in terms of aspects such as noise and inability to provide the right atmosphere, space and inability to offer a wide range of books/service. Within this, some are concerned about exposure to illness from

health centres specifically and safeguarding issues in Children's Centres. Safeguarding was also raised by Members in relation to delivering services in conjunction with schools. Related to the above are concerns about a dilution and reduction of quality in the current service (62 respondents) and the importance/value of trained library staff, expertise and interaction (32 respondents). Examples of the above aspects include:

- *Yes it is not practical, the choice of books would be too small and the above proposed places are not relaxing if you wish to read in peace.*
- *When using a library for borrowing books, these venues listed above would, I assume, have limited resources. Browsing for books is a very important part of the library experience and I think this could put some groups of people off.*
- *Part of going to the library for me, is a social interaction with the library assistant, asking advice on the range of books available, when my favourite authors have new publications, if I use the computer I sometimes need assistance.. This personal and expert advice could not be given at a generalized venue.*

In terms of other barriers, 112 respondents say they do not have computers / internet and/or are not computer literate.

There are also 81 respondents who say 'yes' they would have problems accessing services in these ways but do not give reasons.

In terms of other venues that people might like to access library services from, 565 respondents say that there are not any other venues. A further 141 respondents say that they would prefer to access library services from libraries, with comments around the unique atmosphere/environment in libraries and the need to keep existing libraries. The most popular suggestions given are schools (62 respondents), supermarkets, shops and shopping centres (38 respondents), churches, church halls and places of worship (37 respondents), hospitals/health centres (15 respondents), pubs/cafes (20 respondents), mobile library services (15 respondents), museums (10) and college/university (9 respondents).

## **Opening hours**

Respondents were asked which days and times of the week they would be most likely to access library services. As can be noted from Table 4, the most popular day of the week is Monday, with 81% of respondents preferring to visit this day. There are also similar proportions choosing to visit Tuesday to Friday (between 72% and 76%). Saturday is slightly less popular at 61% and Sunday is somewhat less popular at 22%, although libraries are not currently open on Sundays. The most popular times to visit are late mornings Monday to Saturday (10am to 12 noon) and afternoons (2pm to 6pm) Monday to Friday.

| Table 4                        |          |           |             |            |          |            |          |                                    |
|--------------------------------|----------|-----------|-------------|------------|----------|------------|----------|------------------------------------|
|                                | Monday % | Tuesday % | Wednesday % | Thursday % | Friday % | Saturday % | Sunday % | % who prefer to visit at this time |
| Early morning 8am to 10am      | 18       | 16        | 16          | 15         | 16       | 16         | 5        | 28                                 |
| Late morning 10am to 12 noon   | 45       | 43        | 41          | 39         | 41       | 41         | 12       | 68                                 |
| Lunchtime 12 noon to 2pm       | 26       | 26        | 25          | 25         | 25       | 23         | 9        | 41                                 |
| Late afternoon 2pm to 6pm      | 43       | 41        | 42          | 40         | 43       | 28         | 12       | 61                                 |
| Early evening 6pm to 8pm       | 21       | 18        | 20          | 19         | 19       | 11         | 7        | 28                                 |
| % who prefer to visit this day | 81       | 76        | 75          | 72         | 76       | 61         | 22       |                                    |
| Unlikely to visit              | 5        | 6         | 6           | 6          | 6        | 9          | 18       |                                    |

Base:2656 multi-response

**Opening hours by different groups of respondents**

The following differences can be observed in respect of preferences for different days amongst the sub-groups considered.

**Wednesday opening (75% overall)**

- The youngest and oldest respondents are slightly less likely than respondents in other age groups to access services on a Wednesday:

| Under 25 | 25-74 | 75+ |
|----------|-------|-----|
| 71%      | 76%   | 70% |

**Thursday opening (72% overall)**

- Respondents age 75+ are slightly less likely than respondents in other age groups to access services on a Thursday (65% vs 73%).

**Friday opening (76% overall)**

- Respondents aged 45-54 years are slightly more likely than respondents in other age groups to access services on a Friday (81% vs 75%).

## Opening hours by different groups of respondents

### Saturday opening (61% overall)

- Respondents with a disability are less likely to access library services on a Saturday than those without a disability (58% vs 63%).
- Respondents with children are more likely to access library services on a Saturday than those without children (67% vs 60%).
- Saturday opening is more popular amongst respondents aged 25 to 54 years and least popular with those aged 75+:

| Under 25 | 25 to 54 | 55-64 | 65-74 | 75+ |
|----------|----------|-------|-------|-----|
| 62%      | 73%      | 60%   | 55%   | 49% |

- Saturday opening is less popular with Coalfield residents than those from other areas (56% vs 63%).

### Sunday opening (22% overall)

- Respondents with children are more likely to access library services on a Sunday than those without (29% vs 20%).
- Sunday opening is less popular with Coalfield residents than those from other areas (18% vs 24%).
- Sunday opening is more popular amongst respondents aged under 55 years than older respondents:

| Under 55 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-----|
| 33%      | 17%   | 15%   | 8%  |

The following differences can be observed in respect of preferences for different times of the day amongst the sub-groups considered.

### Early morning – 8am to 10am (28% overall)

- Respondents with a disability are less likely to access library services during early morning than those without (23% vs 28%).
- Respondents aged under 55 years are more likely to visit early morning than older respondents and those aged 75%+ are least likely:

| Under 55 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-----|
| 34%      | 28%   | 22%   | 15% |

### Late morning – 10am to 12pm (68% overall)

- Respondents aged 55+ are more likely to access library services late morning than younger respondents (72% vs 62%).
- Respondents with children are less likely to access library services late morning than those without children (65% vs 69%).
- Respondents are less likely to visit late morning from East Sunderland than other areas (62% vs 69%).

### Lunchtime – 12pm to 2pm (41% overall)

- Females are more likely to access library services at lunchtime than males (42% vs 36%).
- Respondents with a disability are less likely to access library services at lunchtime than those without a disability (35% vs 41%).
- Respondents are slightly more likely to visit at lunchtime from East Sunderland and less likely from North Sunderland and Coalfield:

| North | East | West | Washington | Coalfield |
|-------|------|------|------------|-----------|
| 35%   | 43%  | 39%  | 42%        | 35%       |

- Respondents aged under 25 years are more likely to visit at lunchtime and the oldest respondents are least likely:

| Under 25 | 25-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-----|
| 55%      | 47%   | 41%   | 34%   | 28% |

## Opening hours by different groups of respondents

### Afternoon – 2pm to 6pm (61% overall)

- Respondents with a disability are less likely to access library services during the afternoon than those without a disability (57% vs 63%).
- Respondents with children are more likely to access library services on an afternoon than those without children (66% vs 60%).
- Respondents aged under 25 years are more likely to visit during the afternoon than older respondents:

| Under 25 | 25-34 | 35-44 | 45-74 | 75+ |
|----------|-------|-------|-------|-----|
| 73%      | 59%   | 65%   | 59%   | 66% |

### Early evening opening – 6pm to 8pm (28% overall)

- Respondents with a disability are less likely to access library services early evening than those without a disability (23% vs 30%).
- Respondents with children are more likely to access library services early evening than those without children (32% vs 27%).
- Respondents aged under 55 years are more likely to visit during the early evening than older respondents and those aged 75+ are least likely:

| Under 44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-----|
| 37%      | 44%   | 29%   | 18%   | 10% |

- Respondents from East Sunderland are slightly more likely to visit early evening than those from other areas (32% vs 28%).

### Non users

- Of the 142 non-users, 34% of non users are unlikely to visit any day compared to 0.8% of users, 8% did not reply and 58% selected one or more day.
- Of the 82 respondents who indicate a preferred day\*, non-users indicate a greater preference than users for early evening (48% vs 28%) and early morning (37% vs 28%) and less of a preference for afternoons and late mornings. They also show more of a preference than users for Sundays (40% vs 22%) and less for weekdays overall. The most popular slots for non-users are weekday evenings and least popular is early morning Tuesday to Friday.

\* Bases for percentages for users and non-users in this instance exclude those unlikely to visit.

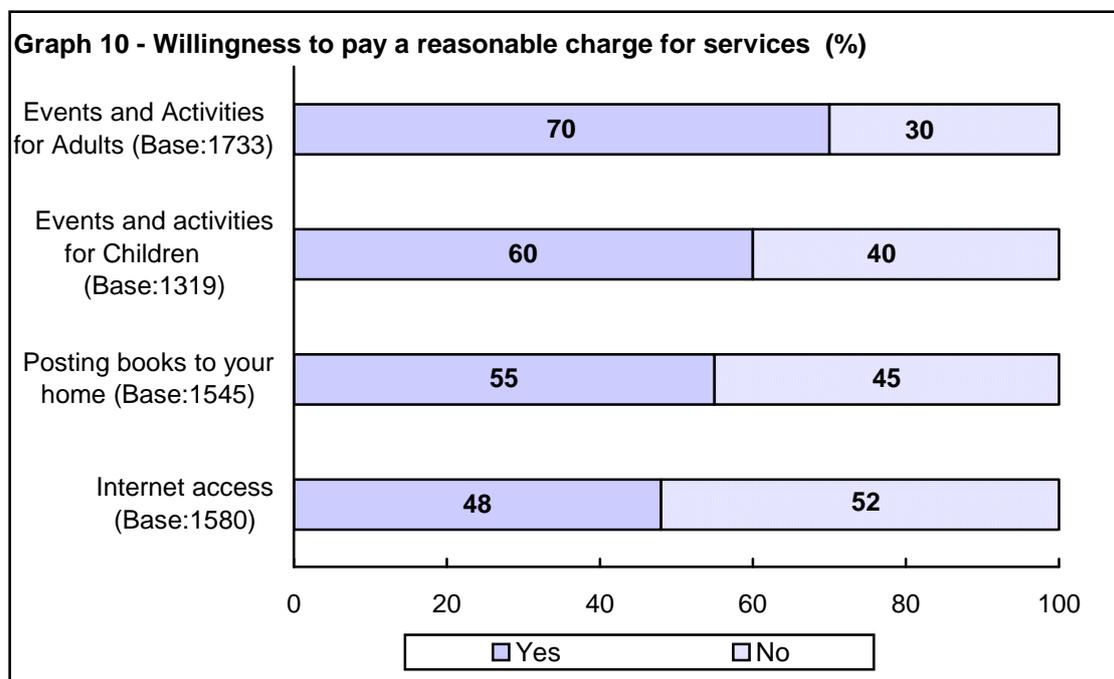
The top five day/time slots by library used most often and locality of the library used most often are shown in Appendix 4 These are however based on existing users and as shown above, preferences do vary amongst different groups of respondents and non-users.

The opportunity to review opening hours was also discussed in previous qualitative work and there are mixed views on the most appropriate opening times. The need for careful liaison with local people was highlighted.

Qualitative discussion with young people suggests that after school and Saturday afternoons would be suitable for them. The survey with young people also showed that after school was popular and school holidays. Monday's Fridays and Saturdays seem to be the most popular days and Sunday least popular, with equal proportions preferring weekend afternoons and mornings.

## Charges

Respondents were asked if they would be willing to pay a reasonable charge to use some services. As can be noted in Graph 10, respondents are most willing to pay for events and activities – 70% for adults and 60% for children and are more divided over paying for ‘posting books to your home’ and ‘internet access’.



High levels of non-response to this question should be noted (circa 800) and N/A's have also been excluded from bases (circa 450).

### Payment of reasonable charges by different groups of respondents

The most notable differences in willingness to pay reasonable charges across sub-groups are discussed next.

#### Events and activities for adults

- Females are more willing to pay for events and activities for adults than males (74% vs 65) whereas under 25s are less willing to pay than other age groups (58%vs 71%).
- Opinions again vary by area with those living in North Sunderland and Coalfield being least in favour of charges (68% and 66%) and those in Washington, West and East being more in favour (76%, 75% and 78%) respectively.

#### Events and activities for children

- Females are more willing to pay for events and activities for children than males (65% vs 53%). 25- 44 year olds are also more willing to pay than other age groups (75% vs 54%) as are respondents with children compared to those without (77% vs 48%).
- 75+ year olds are less willing to pay than other age groups (32% vs 62%) as are respondents with a disability compared to non-disabled respondents (54% vs 62%).
- Opinions vary by area with those living in North Sunderland and Coalfield being least in favour of charges (58% and 59%) and those in Washington and East being more in favour (74% and 69% respectively).

#### Posting books to your home

- Respondents in Coalfield are less in favour of paying for posting books to your home than those from other areas (48% vs 59%).

**Payment of reasonable charges by different groups of respondents**

**Internet access**

- Younger respondents are less willing to pay for internet access – 37% of under 25's are willing to pay compared to 49% of older respondents.

**Non-users**

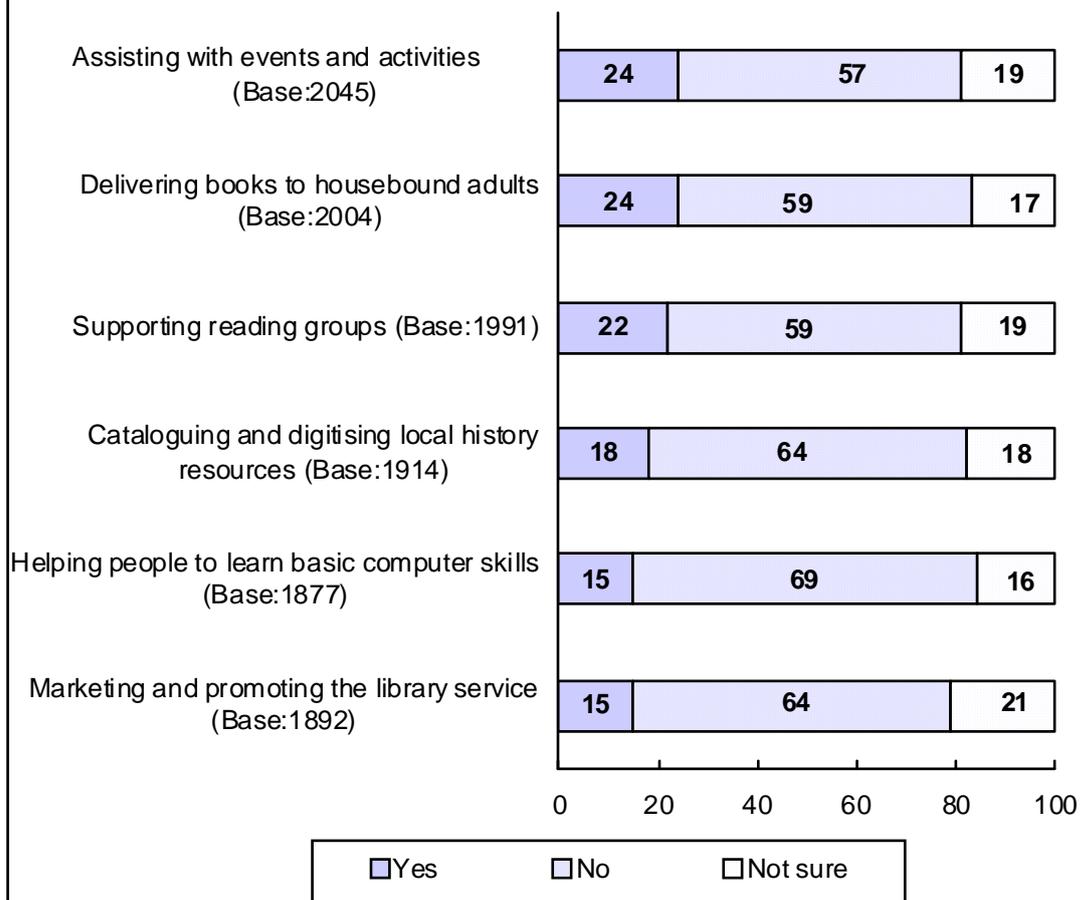
- Non-users are less willing than users to pay for events and activities for adults – 61% vs 71%.

Chargeable aspects suggested in the qualitative work with the VCS Networks include author visits, improved room hire and genealogy research. One concern about charging however is that those most in need might not be able to afford to pay for some services.

**Volunteering**

A range of different ways in which people might support libraries through volunteering were presented and respondents were asked whether or not they might be willing to help. Whilst the majority are not willing in each case, there is a sizeable minority who are divided between 'yes' and 'not sure', the most popular being 'assisting with activities and events' and 'delivering books to housebound adults' (24% yes each).

**Graph 11 - Willingness to support local libraries by volunteering (%)**



Note: High levels of non-response to this question should be noted (circa 830)

The contact details of those respondents who are interested in getting more involved have been collected so that they can be contacted

**Willingness to support local libraries by volunteering by different groups of respondents**

The most notable differences in willingness to volunteer across sub-groups considered are discussed next. In all instances older respondents are less willing to volunteer.

**Assisting with events and activities**

- Although the majority are still unwilling to assist with events and activities, females are more likely to say they are willing than males (27% vs 20% say 'yes' and 53% vs 62% say 'no').
- Older respondents are less willing to assist with events and activities than younger age groups:

|            | <b>Under 25</b> | <b>25-34</b> | <b>35-64</b> | <b>65-74</b> | <b>75+</b> |
|------------|-----------------|--------------|--------------|--------------|------------|
| <b>Yes</b> | 42%             | 35%          | 25%          | 19%          | 12%        |
| <b>No</b>  | 41%             | 51%          | 53%          | 62%          | 76%        |

- Respondents with children are more likely to be willing to assist with events and activities than those without (29% vs 22%) and less likely to say 'no' (53% vs 58%).

**Delivering books to housebound adults**

- Respondents aged 75+ are somewhat less likely to be willing to deliver books to housebound adults than younger age groups. Only 14% say 'yes' and 77% say 'no' compared to 25% 'yes' and 57% 'no'.
- Respondents with a disability are also less likely to be willing to deliver books to housebound adults than non-disabled respondents – 18% say 'yes' and 66% say 'no' compared to 26% 'yes' and 56% 'no'.

**Supporting reading groups**

- Although the majority are still unwilling to assist with supporting reading groups, females are more likely to say they are willing than males (24% say 'yes' and 56% say 'no' compared to 17% and 65% respectively).
- Those aged 65-74 years are slightly less likely to be willing to support reading groups than other age groups – 17% say 'yes' and 62% say 'no' compared to 23% 'yes' and 59% 'no'.

**Cataloguing and digitising local history resources**

- Respondents age 75+ are somewhat less likely to be willing to catalogue and digitise local history resources than younger age groups. Only 10% say 'yes' and 81% say 'no' compared to 19% 'yes' and 62% 'no'.

**Helping people to learn basic computer skills**

- Although the majority are still unwilling to help people to learn basic computer skills, males are more likely to say they are willing than females (19% vs 13% say 'yes' and 64% vs 71% say 'no').
- Propensity to help people to learn basic computer skills decreases with age, with younger respondents being more likely and older respondents less likely:

|            | <b>Under 25</b> | <b>25-34</b> | <b>35-64</b> | <b>65-74</b> | <b>75+</b> |
|------------|-----------------|--------------|--------------|--------------|------------|
| <b>Yes</b> | 30%             | 22%          | 17%          | 10%          | 4%         |
| <b>No</b>  | 47%             | 57%          | 67%          | 75%          | 89%        |

## Willingness to support local libraries by volunteering by different groups of respondents

### Marketing and promoting the library service

- Propensity to market and promote the library service also decreases with age, with younger respondents being more likely and older respondents less likely:

|     | Under 25 | 25-34 | 35-64 | 65+ |
|-----|----------|-------|-------|-----|
| Yes | 30%      | 21%   | 16%   | 8%  |
| No  | 50%      | 57%   | 62%   | 72% |

Respondents were also asked whether there are any other aspects they would like to get involved in. The most popular suggestions relate to:

- Children's activities, many relating to reading with children (19 respondents)
- Shelving/indexing (11 respondents)
- Arts and crafts (10 respondents)
- Acquiring and selling books (9 respondents)
- Adult reading/education (8 respondents)

Others include protecting libraries campaigns, local history and reading groups.

Four hundred and eleven respondents say 'no' with reasons by some which largely relate to age/disability and lack of time/other commitments. Forty-three respondents have concerns about volunteering, principally that it should not be at the expense of professional library staff jobs. This reflects previous qualitative work where there were mixed views on the use of volunteers with some concerns that they should not replace staff.

Young people as volunteers in libraries is also suggested in the qualitative work with young people and the VCS Network groups, one suggestion being to teach older generations in the use of technology. Young people as volunteers was seen as a possible means of encouraging library use among peers and engendering a better understanding of young people amongst librarians.

### Meeting the budget challenge

In the context of the budget challenge faced, respondents were asked for suggestions of where they think savings could be made.

The greatest number of replies (244) are from respondents who do not believe library services should be cut, with reasons cited such as their value to the community and individuals, for example

- *Nowhere. Keep everything. It's a vital part of our community and a lifeline for many people*

or with suggestions of other areas where savings should be made.

A number of responses relate to changing opening days/times to make savings (229 respondents) including some specific suggestions of how this might look. A full listing of responses is available on request.

One-hundred and thirty-three respondents suggest that some libraries could be closed. Suggestions largely relate to closing smaller or lesser used libraries but others include closing libraries close to each other and older buildings. Within this there are also suggestions about moving them into other buildings, using

more mobile services to complement a reduced number of libraries and investing more in the remaining libraries.

There are 116 suggestions around charging, the most popular relate to computer/internet use, some distinguishing that there should be charges for social networking as opposed to research/work related use. Other suggested aspects include charges for late returns, book loans, activities, membership, history/local searches and reservations.

A number of suggestions are around where savings could be made in stock (98 respondents). This primarily includes book stock (42 respondents), with suggestions around sharing more stock, reducing particular types of stock and more selective purchasing. It also includes reducing/removing CDs and DVDs (33 respondents) and magazines/newspapers (8 respondents).

A number of responses relate to reducing wages and back office costs (not necessarily in libraries) including management positions / wages (48 respondents), councillors wages / expenses (25 respondents), back office/administrative costs (22 respondents), staffing (15 respondents) and perceived waste (7 respondents).

Some responses relate to making greater use of library buildings through room/space hire for groups and courses and co-location with other services and agencies (41 respondents). Previous qualitative work suggests support for putting library services into other buildings or using current library buildings to provide additional services whilst ensuring accessibility, although concerns identified on pages 22 to 26 of this report should be noted. It also suggests support for working with other agencies and partners and opportunities for private sector involvement such as sponsorship of PC suites or books for example.

Other popular responses include:

- Making savings through reduced lighting/heating (39 respondents)
- Online services, self service and e-books (28 respondents)
- Accept book donations and have books sales (19 respondents)
- Café provision to generate income (16 respondents)
- Use of volunteers (11 respondents).

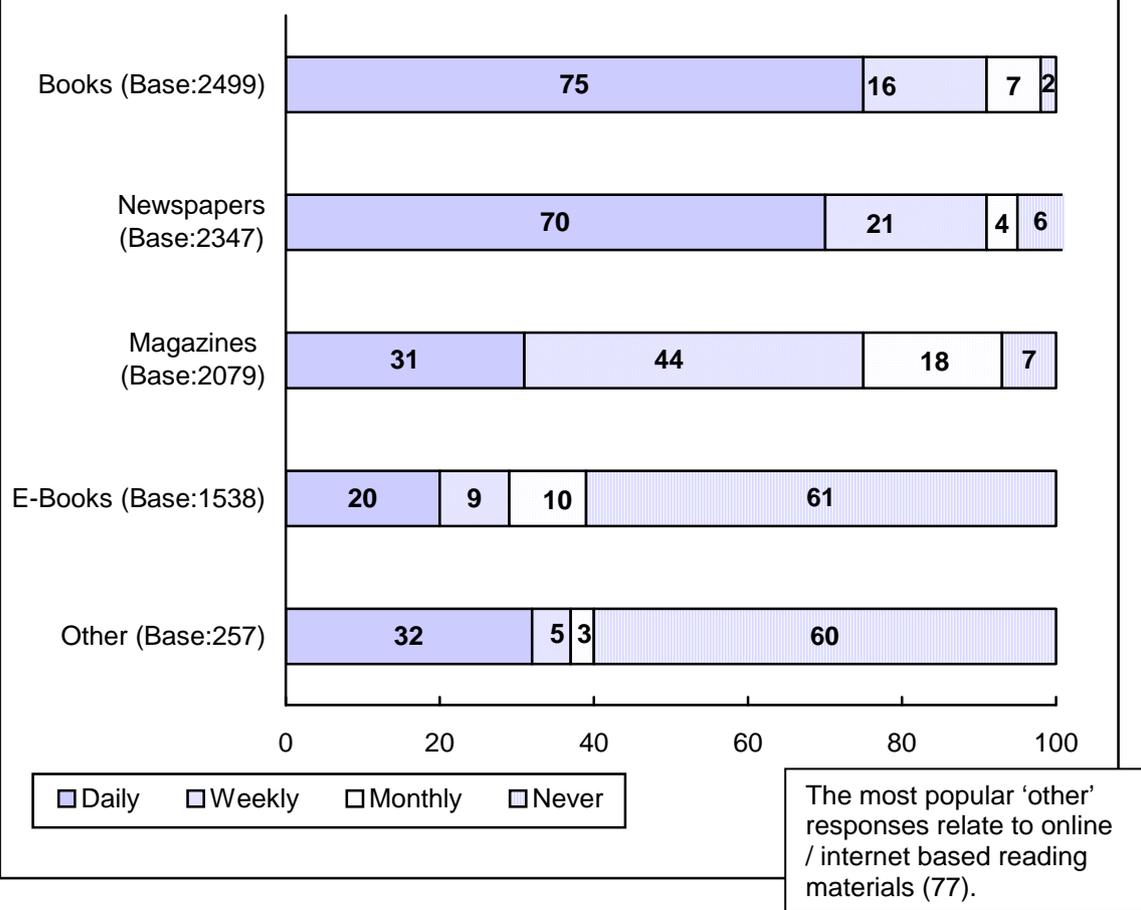
One hundred and fifty-five respondents replied 'don't know' with some saying they do not have enough information to comment.

Another common theme raised through the previous qualitative work and the VCS Networks is the need to better promote library services and improve awareness of what is available and in particular what is on offer beyond traditional services.

## **Reading materials**

Respondents were asked how often they and members of their household read a range of reading materials. Responses are shown in Graph 12. The most frequently read materials are books and newspapers (75% and 70% read daily, respectively). E-books are least popular with 61% never reading them.

**Graph 12 - Frequency of reading various reading materials (%)**



**Frequency of reading various materials by different groups of respondents**

The most notable differences in frequency of reading across sub-groups considered are discussed next.

**Books**

- Females are more likely to read books on a daily basis than males (79% vs 70%) and males are more likely to read them weekly/monthly (27% vs 20%).
- Under 25's are less likely to read books than other age groups (10% 'never' compared to 2% 'never'). They are also less likely to read them daily (54% vs 76%). Respondents aged 65+ are most likely to read them daily (80%).

**Magazines**

- Males are more likely to read magazines on a daily basis than females (36% vs 28%) and females are more likely to read them weekly/monthly (65% vs 56%).
- Under 25's are less likely to read magazines (16% 'never' compared to 7% 'never'). Respondents aged 35 to 44 years seem less likely to read them daily (26% vs 32%) and more likely to read them monthly (26% vs 18%) than other age groups.

## Frequency of reading various materials by different groups of respondents

### Newspapers

- Males are more likely to read newspapers on a daily basis than females (74% vs 67%) and females are more likely to read them weekly/monthly (27% vs 20%).
- Under 25's are less likely to read newspapers than other age groups (25% 'never' compared to 5% 'never'). They are also less likely to read them daily (49% vs 71%). Respondents aged 35 to 44 years also seem less likely to read them daily than other age groups (54% vs 72%) and more likely to read them weekly (32% vs 19%) than other age groups. Respondents aged 65+ are most likely to read newspapers daily (79%).
- Respondents with children are less likely to read newspapers on a daily basis than those without children (66% vs 71%) and are more likely to read them weekly / monthly (29% vs 22%).
- Respondents from Washington are less likely to read newspapers than those from other areas (11% never compared to 5% never). Responses also vary somewhat for daily and week consumption by area:

|               | North | East | West | Washington | Coalfield |
|---------------|-------|------|------|------------|-----------|
| <b>Daily</b>  | 73%   | 67%  | 80%  | 64%        | 64%       |
| <b>Weekly</b> | 19%   | 23%  | 15%  | 18%        | 26%       |

### E-books

- Respondents aged 75+ are least likely to read e-books. Daily reading of e-books is higher amongst 35-64 year olds than other age groups:

|              | Under 25 | 25-34 | 35-64 | 65-74 | 75+ |
|--------------|----------|-------|-------|-------|-----|
| <b>Daily</b> | 13%      | 19%   | 25%   | 16%   | 4%  |
| <b>Never</b> | 69%      | 60%   | 55%   | 66%   | 86% |

- Respondents with a disability are less likely to read e-books than those without (69% 'never' compared to 61% 'never'). They are also less likely to read them daily (14% vs 20%).
- Respondents with children are more likely to read e-books than those without (56% 'never' compared to 64% 'never'). They are also more likely to read them daily (24% vs 18%).

### Non-users

- Non-library users are less likely than library users to read books, magazines and newspapers:

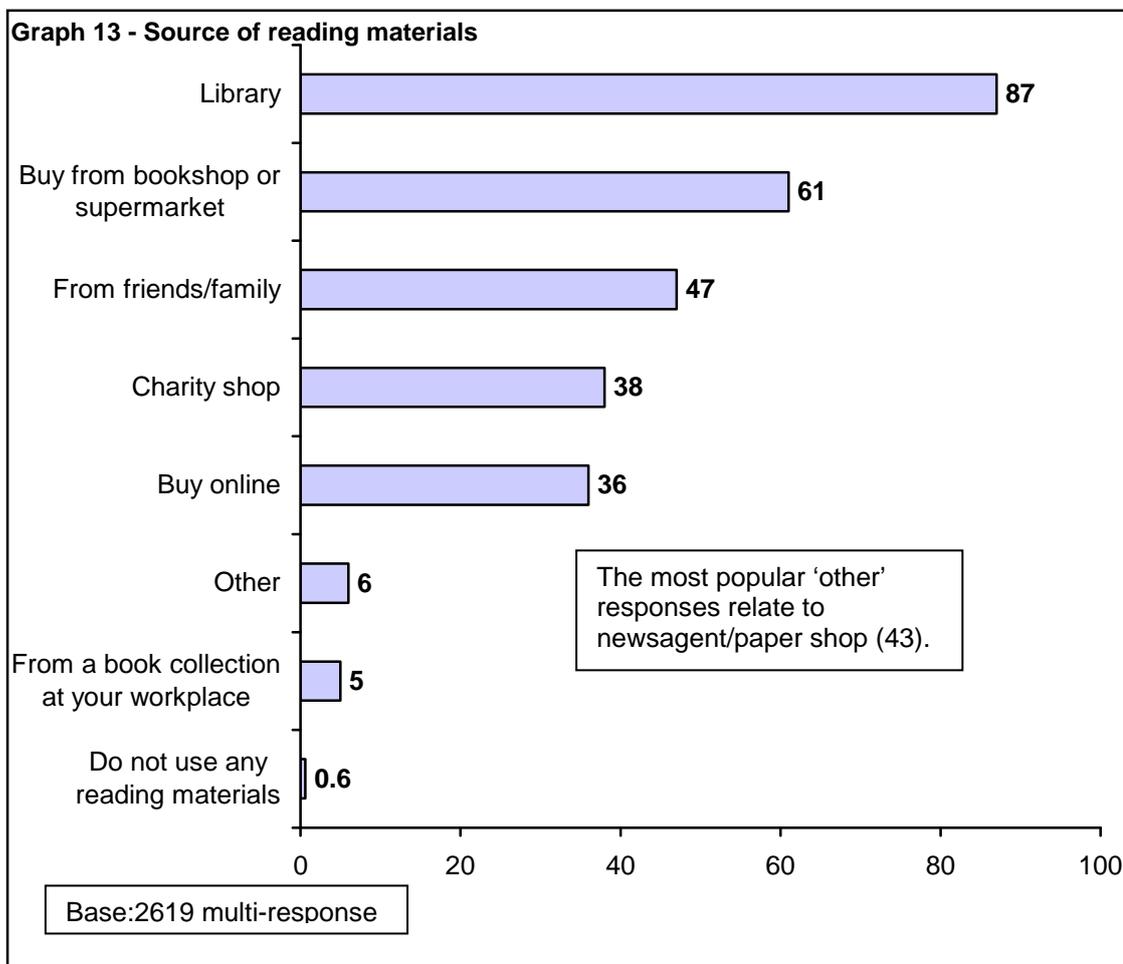
- 17% never read books compared to 1%
- 11% never read magazines compared to 7%
- 12% never read newspapers compared to 6%

and less likely to read them daily and more likely to read them monthly.

Non-users are however more likely than library users to read e-books:

|                 | Daily | Weekly | Monthly | Never |
|-----------------|-------|--------|---------|-------|
| <b>User</b>     | 19%   | 9%     | 10%     | 62%   |
| <b>Non-user</b> | 28%   | 10%    | 14%     | 48%   |

In terms of sourcing reading materials, the most popular place is 'library' (87%) followed by 'buy from a bookshop or supermarket' (61%), as shown in Graph 13.



### Source of reading various materials by different groups of respondents

When responses are considered across different groups of respondents, the following main differences can be observed:

- Female respondents are more likely than males to
  - buy from a charity shop (41% vs 34%)
  - obtain from friends/family (53% vs 37%).
- Respondents with a disability are more likely than those with no disability to obtain reading materials from a library (90% vs 87%) and less likely to:
  - Buy from a bookshop or supermarket (58% vs 63%)
  - Buy online (25% vs 40%).
- Respondents with children are more likely than those without to:
  - Buy from a bookshop or supermarket (67% vs 59%)
  - Buy online (49% vs 32%)
  - Obtain from friends/family (53% vs 46%)
  - Obtain from a book collection at your workplace (7% vs 4%)
 and are less likely to buy from a charity shop (33% vs 40%).
- Responses vary somewhat by age:
  - Respondents aged under 25 years are more likely than other age groups to say that they do not use any reading materials (6% vs 0.4%).
  - Respondents aged under 35 years are less likely to obtain reading materials from a library than older respondents (75% vs 89%).

### Source of reading various materials by different groups of respondents

- Respondents aged 25 to 64 years are more likely to obtain from a bookshop or supermarket than other age groups:

| Under 25 | 25-64 | 65-74 | 75+ |
|----------|-------|-------|-----|
| 54%      | 63%   | 59%   | 50% |

- Respondents aged 25 to 44 years are more likely to obtain reading materials online than other age groups and propensity declines with age from 45 years onward, with those aged 75+ being least likely:

| Under 25 | 25-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 45%      | 58%   | 48%   | 39%   | 22%   | 8%  |

- Respondents aged 35+ years are more likely to obtain reading materials from a charity shop than younger respondents (40% vs 27%)
- Respondents aged 35 to 54 years are more likely to obtain from a book collection at your workplace (8% vs 3%) and those aged 75+ are least likely (1%).

### Non-users

- Non-library users are more likely than library users to:
  - Buy books online (62% vs 35%)
  - Say they do not use any reading materials (8% vs 0.2%).



### Appendix 3

| <b>Library</b>        | <b>Active Membership 2012/13 *</b> | <b>Issues 2012/13</b> | <b>Visits 2012/13 **</b> | <b>ICT Usage 2012/13</b> |
|-----------------------|------------------------------------|-----------------------|--------------------------|--------------------------|
| Bunnyhill             | 1,395                              | 41,701                | 40,015                   | 10,330                   |
| City Library          | 14,022                             | 262,905               | 544,232                  | 42,603                   |
| Doxford Park          | 782                                | 26,246                | 16,473                   | 2,850                    |
| East Herrington       | 594                                | 21,301                | 14,644                   | 801                      |
| Easington Lane        | 254                                | 8,691                 | 6,485                    | 481                      |
| Fence Houses          | 163                                | 7,457                 | 4,400                    | 256                      |
| Fulwell               | 2,231                              | 60,445                | 47,848                   | 4,529                    |
| Hendon                | 721                                | 26,496                | 26,458                   | 5,400                    |
| Hetton                | 1,233                              | 34,454                | 32,278                   | 4,834                    |
| Houghton              | 2,480                              | 58,053                | 75,439                   | 7,740                    |
| Kayll Road            | 1,461                              | 39,132                | 23,057                   | 6,359                    |
| Monkwearmouth         | 332                                | 23,366                | 20,916                   | 1,455                    |
| Ryhope                | 1,033                              | 25,726                | 26,992                   | 3,179                    |
| Sandhill              | 942                                | 36,943                | 30,404                   | 10,058                   |
| Shiney Row            | 1,344                              | 42,974                | 31,783                   | 3,047                    |
| Silksworth            | 780                                | 32,001                | 15,080                   | 2,998                    |
| Southwick             | 762                                | 25,554                | 18,610                   | 6,834                    |
| Washington Green      | 240                                | 17,306                | 7,649                    | 208                      |
| Washington Millennium | 858                                | 31,687                | 26,955                   | 7,305                    |
| Washington Town       | 5,534                              | 103,506               | 104,187                  | 17,904                   |
| Mobile                | 459                                | 10,292                | 4,192                    | N/A                      |
| LIAZe                 | N/A                                |                       | 2,408                    | 1,809                    |
|                       |                                    |                       |                          |                          |
| <b>TOTALS</b>         | <b>37,620</b>                      | <b>936,236</b>        | <b>1,120,505</b>         | <b>140,980</b>           |

\* Active usage is defined as a customer who has borrowed an item within the past year and is recorded against library of registration.

\*\* Visits counts are based on 3 sample weeks taken across the year and include all visitors accessing library services



**Library Criteria Document Narrative:**

The purpose of the Library Criteria Document is to allow an objective comparison of all the libraries in Sunderland.

The document consists of a ranked table of libraries; each library was assessed on a number of different criteria, including Performance, Cost, Asset Management and Population. For Libraries identified as Hubs this ranking system was used in parallel with a set of other criteria based on co-location with other council and partner services.

In order to determine the “fit for purpose” rating for each library the scores were tallied from the assorted criteria to determine overall ranking. The criterion for performance was given a triple rating because it was felt that how well a library performed should have the greatest impact on the future of that library.

For each criterion the libraries were compared to one another and ranked between 1-20. These scores were then collated and totalled to produce a league table which reflects the “fit for purpose” rating of each library.

Within each criterion there were a number of further variables:

**Performance**

Within the Performance section each library was assessed against the following variables:

- Active Borrowers- number of borrowers per library
- Issues- number of issues per library
- Enquiries- number of enquiries per library
- Visits- number of customer visits per library
- ICT Hours- number of ICT hours spent per library

The scores were then ranked from 1-20 to determine the “fit for purpose” rating in terms of performance.

**Cost**

In order to rank each library in terms of cost, the budget data was cross referenced with the performance management data to determine the unit cost for each variable. The scores were then ranked from 1-20 to determine the “fit for purpose” rating in terms of cost.

**Asset Management**

Each library was assessed by Property Services as part of the Smarter Working Project. As part of this assessment each library was given a back-log maintenance cost based

on the physical condition of the building. Each library was then ranked from 1-20 to determine the “fit for purpose” rating in terms of Asset Management.

### Population

A population cross-section of the area for each library was developed using information from the 2011 census data. This data was used to determine what percentage of the population lived within a two mile radius of each facility. Each library was then ranked from 1-20 to determine the “fit for purpose” rating in terms of population.

**Possible Outreach Centres**

Coalfields Area

| Organisation                                 | Address            | Area               |
|--|--------------------|--------------------|
| Bethany Christian Centre                     | Hetton Road        | Hetton Road Estate |
| Centre Point                                 | Brickgarth         | Easington Lane     |
| Easington Lane Community Access Point        | Brickgarth         | Easington Lane     |
| Hetton & Eppleton Community Hall             | Office Place       | Hetton             |
| Hetton Masonic Hall                          | Station Road       | Hetton             |
| Hetton Centre                                | Welfare Road       | Hetton             |
| Houghton Racecourse Community Access Point   | Queensway          | Hall Lane Estate   |
| Houghton Racecourse Community Centre         | Burdon Avenue      | Houghton           |
| SHARP – Shiney Row Advice & Resource Project | Beatrice Terrace   | Shiney Row         |
| Springboard                                  | Princess Gardens   | Hetton             |
| YMCA   | Herrington Burn    | Houghton           |
| YMCA   | Front Street       | Fencehouses        |
| Penshaw Community Association                | Wensleydale Avenue | Penshaw            |
| Moorsley & District Community Assoc          | Moorsley Road      | High Moorsley      |
|  |                    |                    |

Washington Area

| Organisation                          | Address                | Area               |
|---------------------------------------|------------------------|--------------------|
| Biddick Community Centre              | Biddick Village Centre | Biddick            |
| Donwell Village Hall                  | Donwell Village Centre | Donwell            |
| Glebe Miners Welfare (Bridge Project) | Grasmere Terrace       | Columbia           |
| Harraton Community Association        | Bonemill Lane          | Fatfield           |
| Oxclose Community Association         | Brancepeth Road        | Oxclose            |
| Oxclose Young Peoples Project         | Ayton Village Centre   | Ayton              |
| Rickleton Community Centre            | Vigo Lane              | Rickleton          |
| Springwell Village Hall               | Fell Road              | Springwell         |
| Sulgrave Community Association        | Edith Avenue           | Sulgrave           |
| Washington Masonic Hall               | Manor Road             | Concord            |
| Washington Mind                       | Village Lane           | Washington Village |
| Washington NECA Centre                | Barmston Way           | Barmston           |
| Washington Multi-Purpose Centre       | Ayton Road             | Ayton              |
| Washington Village CA                 | Spout Lane             | Washington Village |
|                                       |                        |                    |

### Sunderland East

| Organisation                     | Address                            | Area         |
|----------------------------------|------------------------------------|--------------|
| Creative Cohesion                | Nile Street                        | Hendon       |
| Living History NE                | Church Walk                        | Hendon       |
| The Arts Centre                  | Lombard Street                     | Hendon       |
| Bangladeshi Community Centre     | Tatham Street                      | Hendon       |
| Ryhope Community Centre          | Black Road                         | Ryhope       |
| Blue Watch Youth Centre          | Burdon Lane                        | Ryhope       |
| Community Link Shop              | Villette Road                      | Hendon       |
| CHANCE                           | Rickaby Street                     | Hendon       |
| St Marks Community Association   | St Marks Terrace                   | Millfield    |
| St Joseph's Parish Centre        | Rutland Street                     | Millfield    |
| Deptford & Millfield CA          | Havelock Buildings,<br>Hylton Road | Millfield    |
| Grangetown Community Association | Stannington Grove                  | Grangetown   |
| Doxford Park Community Centre    | Mill Hill Road                     | Doxford Park |
|                                  |                                    |              |

### Sunderland North

| Organisation                                | Address                          | Area          |
|---|----------------------------------|---------------|
| Thompson Park Community Centre              | Newbold Avenue                   | Monkwearmouth |
| Sunderland Carers Centre                    | Thompson Park                    | Southwick     |
| Sunderland North Comm Business Ctre         | Southwick Road                   | Southwick     |
| Sunderland North Community Business Centre  | Kilarney Square                  | Downhill      |
| Sunderland North Community Business Centre  | Winchester House,<br>Baxter Road | Town End Farm |
| Salvation Army – Austin House Family Centre | Shakespeare Street               | Southwick     |
| Southwick Neighbourhood Youth Project       | Southwick Road                   | Southwick     |
| Castletown Community Association            | Grange Road                      | Castletown    |
| Sunderland North Family Zone                | Cranleigh Road                   | Hylton Castle |
| Town End Farm CA                            | Blackwood Road                   | Town End Farm |
| Red House Community Centre                  | Rutherglen Road                  | Red House     |
| Springboard                                 | Roker Avenue                     | Roker         |
| Fulwell Community Centre                    | Chapman Street                   | Fulwell       |
| Redby Community Centre                      | Fulwell Road                     | Fulwell       |
| St Peters Church & Tearoom                  | St Peters Way                    | Monkwearmouth |
|   |                                  |               |

## Sunderland West

| Organisation                             | Address                                     | Area              |
|--|---|-------------------|
| Silksworth Community Association         | Tunstall Village Road                       | Silksworth        |
| Age Concern                              | Redwood Grove                               | Silksworth        |
| Lakeside & Gilley Law Community Assoc    | North Moor Lane                             | Gilley Law        |
| Farringdon Jubilee Centre                | Allendale Road                              | Farringdon        |
| Farringdon Community Shop                | Allendale Road                              | Farringdon        |
| Farringdon Community Centre              | Archer Road                                 | Farringdon        |
| Herrington Scout Group                   | Crow Lane                                   | Middle Herrington |
| The Tansy Community Centre               | Church Street                               | South Hylton      |
| Ford & Pallion Community Shop            | St Lukes Terrace                            | Pallion           |
| Lambton Youth Centre                     | Falkland Road<br>(Hylton Rd playing fields) | Ford Estate       |
| Pallion Action Group                     | East Moor Road                              | Pallion           |
| West Community Centre                    | Chester Road                                | Barnes            |
| Springboard – Pennywell Comm Business    | Portchester Road                            | Pennywell         |
| Grindon Young Peoples Centre             | Grindon Lane                                | Grindon           |
| Community Association                    | Cortina Avenue                              | Barnes            |
| Pennywell Community Centre               | Portsmouth Road                             | Pennywell         |
| Pennywell Neighbourhood Centre           | Portsmouth Road                             | Pennywell         |
| Pennywell Youth Project                  | Petersfield Road                            | Pennywell         |
| Pennywell Residents Association          | Academy 360                                 | Pennywell         |
| Plains Farm & Humbledon Initiative       | Tudor Grove                                 | Plains Farm       |
| Thorney Close Action & Enterprise Centre | Thorndale Road                              | Thorney Close     |
| Unity Multicultural                      | Whitehall Terrace                           | Pallion           |
|  |   |                   |





**EQUALITY ANALYSIS**

Please refer to Part 2 of the Equality Analysis Guidance

**Name of Policy/Decision/Project/Activity:**  
**Future Library Services**

**Equality Analysis completed by:**

Name / Job Title  
Allison Clarke  
Outreach & Development Manager

Date: 30 May 2013

**Responsible Officer:**

Name /Job Title:  
Julie D Gray  
Head of Community Services

Date: 30 May 2013

|                   |                               |              |              |             |
|-------------------|-------------------------------|--------------|--------------|-------------|
| <b>Is this a:</b> | Policy ( )                    | Strategy ( ) | Function ( ) |             |
|                   | Service ( x )                 |              | Project ( )  | Other ( x ) |
| <b>Is it:</b>     | New/Proposed ( )              |              |              |             |
|                   | Changing/Being Reviewed ( x ) |              | Other ( )    |             |

## 1. Purpose and Scope

### **Purpose**

In this section outline briefly what the policy, decision or activity is, what the intended outcomes/benefits (linked to the Corporate Outcomes Framework) are and over what period of time will the outcomes be achieved. Why does it need to be implemented or revised?

To outline a proposed future library service model which takes account of the first phase consultation programme results, the new vision for library services and releases significant efficiencies.

To propose the approach to the next stage of consultation on the future service model and the implementation milestones and impact.

In developing the new vision, and in listening to residents in the first phase of consultation, the review is recommending a new approach to the delivery of library services that continues to allow significant universal access, whilst using focussed resources to engage those residents who need or would most benefit from increased access and support. The proposals also take account of those more confident readers, demand for new forms of reading material and the retention of professionally qualified library staff. The recommended proposals outline the new model of delivery for a modern, quality, sustainable, comprehensive and efficient library service and outlines the proposed investment and development of the service in the future.

The drivers for the proposed change are the need to achieve efficiencies and service improvement and to remodel library services across the City to ensure the sustainability of provision. A minimum efficiency saving of £875,000 needs to be achieved. This proposal recognises the need to increase access to services and increase the number of residents accessing a range of learning, information, reading and ICT services. It is recommended that traditional, static provision will reduce, however, the proposed new approach is expected to increase access and number of users through enhanced outreach programmes, that support the Corporate Outcomes Framework, *1.5 A City that cares for its most vulnerable; 1.6 A city where opportunities meet people's aspirations; 2.3 lasting and resilient neighbourhoods.*

Communities and residents across the city have been consulted in phase 1 so that they could inform the proposals for a further consultation in phase 2. The majority of survey respondents (95%) say they or their households uses library services. Library users are more likely to be female and aged 55+

years. 52% of library users say that they only use one library and 48% use more than one library. Secondary libraries tend to be libraries in close proximity and/or the City Library & Arts Centre. The equality analysis is being undertaken to determine the impact of the closures of libraries, the reduction in hours at further libraries and the cessation of the mobile library and LIAZe (Libraries Information Access Zone). The key stakeholders directly affected by the proposals are library users and non users and staff. The main group affected will be library users. Any potential negative impacts could be mitigated by ensuring that all current users have the opportunity to inform the proposals and are made fully aware of alternative services and opportunities that may be beneficial to them.

### **Proposed Changes and Service Re-Design**

The new service delivery model proposes to introduce a City wide library strategy to be delivered from the refurbished City Library and four other hub libraries as well as six community libraries. The hubs have been selected on a natural geographical spread within the 5 areas, current usage and performance, asset management assessment and the range of services that are available within these settings that provide a range of partnership opportunities enabling residents to complete multiple transactions with both the council and partners in one visit. The proposed new service model will also deliver a programme of community outreach activities which will take services into neighbourhood settings. The proposed staffing structure will be reflective of the future service model and changes are likely to impact on all staff. The service model will provide a reduced number of static libraries but partnerships with locations such as Community Centres, Children's Centres and other neighbourhood venues offer the potential to increase the overall number of locations where library services are accessed, and therefore the opportunity to engage with more potential users. The most favoured alternative options identified in phase 1 were through Community Centres and online services.

It is proposed the following libraries will become Library Hubs:

**East:** City Library and Arts Centre

**West:** Sandhill Centre Library and Customer Service Centre

**North:** Bunny Hill Library and Customer Service Centre

**Coalfields:** Houghton Library and Customer Service Centre

**Washington:** Washington Town Centre Library and Customer Service Centre

All library hubs will be open for more than 40 hours a week over six days. Arrangements for evening opening will reflect local demand but will ensure there is access to services each weekday evening across the city.

A wide range of factors have been taken into consideration when determining which libraries will become Community Libraries. These have included detailed examination of population and proximity, current usage and performance, asset management costs and service costs.

It is proposed the following libraries will become Community Libraries:

**East:** Ryhope Library and Customer Service Centre

**West:** Kayll Road Library

**North:** Fulwell Library

**Coalfields:** Hetton Library and Customer Service Centre, and Shiney Row Library and Customer Service Centre

**Washington:** Millennium Centre Library

It is proposed that Community Libraries will open for 15 hours a week. This will be a reduction of hours for most libraries, but opening hours will reflect local community needs, based on the current patterns of usage and the times residents said they are most likely to use the static provision. It also reflects the consultation process which identified the most popular way to reduce costs was to change opening times/days. Programme that is delivered currently is likely to still be delivered though not necessarily in the library. Main transport links to libraries are highlighted in Library Factsheets (**EIA Appendix 1**) for those libraries that are proposed for closure, also identified in section 2 of this document. Older and disabled people may be more likely to use public transport or utilise Books on Wheels if they have mobility issues. Initial feedback re preferred opening days/times was gained from respondents in phase 1 consultation but phase 2 will concentrate on gathering further information from respondents on individual libraries where changes to opening hours are proposed. Together with current usage patterns this will then be used to inform future opening hours.

As was indicated in the consultation by residents (**Appendix 2**), a key way to reduce cost is to close less well performing buildings. To enable increased coverage through outreach centres and community reservations whilst reducing cost, it is therefore, proposed to decommission 9 libraries based on current usage, performance, cost per visit and asset management assessment and the phase 1 consultation. A range of options are being explored for each site including use as outreach centres, other community usage, commercial opportunities and demolition.

The Libraries proposed for closure are:

- Doxford Park
- East Herrington
- Easington Lane
- Fence Houses
- Hendon
- Monkwearmouth
- Silksworth
- Southwick
- Washington Green

See \***Appendix 3** - Key Performance Information by Library

See \***EIA Appendix 1** – Library Factsheets including Transport links and nearest Library

See \***Appendix 2** – Library Consultation Analysis Evaluation Phase 1

\* Appendices as number referenced as in Future Library Services Cabinet Report

It is proposed to decommission the mobile library vehicle, which is old, out of lease, no longer repairable and very expensive for the low uptake and per customer cost. Customers who have previously used this service have been contacted already and have migrated to alternative services such as the Books on Wheels service. There will be more resource dedicated to Books on Wheels to mitigate the impact of these changes.

It is proposed to decommission the LIAZe (Libraries Information Access Zone) mobile ICT unit. This is the most expensive service for the low level of uptake. LIAZe has delivered programmes to varied groups and needs from a dedicated vehicle, so if the programme stopped it could impact on a number of groups. The vehicle is old and has maintenance issues and the ICT provision is no longer adequate and would need significant investment to refresh. The current provision could also be delivered in other ways, for example with the expansion of ICT facilities across the city targeted outreach programmes can be delivered through more efficient and effective outreach provision and partnerships.

It is proposed to retain, though significantly reduce the Sound & Vision offer of CD's and DVD's to reflect the changes in usage and demand. Loans of CDs and DVDs have been declining in recent years. There is intelligence on who has taken CD and DVD loans but no impact is anticipated as the service will continue to be available. However, ceasing loans of CDs and DVDs will allow expansion of the talking book provision which could have a positive impact on older and disabled library users.

It is worth noting that the 5 Library Hubs and 6 Community Libraries proposed in the new service received 87.75% of all Library visits in 2012/3.

### **Modernisation of Services**

A critical part of modernising the service and operating a future service model will be the incorporation of sustainable modern technological and e-based services as consulted on in phase 1. These will include:

- Access to e-books and e-audio books with remote access
- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Access to online information resources
- Access to enhanced online services including reservations and library membership
- Loan of appropriate digital devices for those without other access, administered through community groups as the council currently does with Electronic Village Halls
- Access to wi-fi services (where appropriate)

These modernisations will not be replacing existing provision but will improve access to services and enhance the service offer. Therefore no negative impact is anticipated.

The Schools Library Service operates as a traded service. It is anticipated that moving forward the relationship between the service, schools and the public

library service delivery should be more cohesive in improving literacy levels in schools.

### **Capital Investment Programme**

In support of the implementation and delivery of the future library services model a programme of capital investment in library services will be undertaken. This will include:

- Reconfiguration and refurbishment of the City Library and Local Studies Centre to improve access to services and to support the realisation of efficiencies
- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Introduction of an e-book and e-audio book service

The key milestones are:-

- Recommend to Cabinet new service proposals – June 2013
- Further consultation on proposals – June 2013 to July 2013
- Cabinet Report on final proposals and implementation – September 2013
- New Service Operational – October 2013
- Completion of Capital Investment Programme – March 2014

### **Scope**

In this section consider who or where is the target for the policy or activity, this could be specific groups of people or organisations, individual wards, neighbourhoods or communities or the entire city. Links to, and overlap with, wider, local, sub-regional, regional or national priorities or activities should also be considered.

The library service's core offer includes access to:

- Books and Reading
- ICT
- Information
- Community outreach programme delivering activities for adults, children and families, including reader development, learning activities and social inclusion.

Due to improvements in technology, changes in leisure and reading habits and the wider availability of affordable reading materials the number of active users and book lending has been reducing over a number of years both within Sunderland and nationally. In Sunderland issues have fallen from 1,307,712 in 2007/08 to 936,236 in 2012/13 (28% reduction).

Research has also shown that currently library services are most likely to be used by older residents, females and households with children but are not currently accessed by some groups who would most benefit, including young people and male residents.

Phase 1 of the consultation suggests there are two key areas of activity/service that present opportunities for encouraging wider use of libraries, in particular amongst non-users, families and young people:

**Computers and online technology** - non-library users, those aged under 45 years and those with children are somewhat more amenable to accessing library services online than existing users and older respondents respectively. Non-library users are more likely to buy books online and read e-books and indeed opportunities to access e-books and e-audio services holds a greater appeal to non-users interested in future library services. Online services for renewals and reservations and online reference and information resources are also of greater interest to them and 45 to 54 year olds. Whilst computers and the internet are particularly important to under 25's, aspects such as e-books, online services, Wi-Fi, improved ICT equipment and resources are all identified as services of interest. There is also the opportunity to work with partners to deliver ICT courses specific to the needs of the community.

**Social activities and opportunities** - activities for children and families are another area of opportunity. These are particularly important to those aged 25-44 years, those who have or look after/care for children and young people. Suggested opportunities include craft, story telling, reading groups and after school clubs. These groups are also more amenable to accessing library services through Children's centres than other groups. Other social activities and opportunities of interest for all ages, include activities in general, art and craft related programme, non-accredited learning courses and reading groups. Programme that is delivered currently is likely to still be delivered within the community though not always from a static library.

Consultation with current users will explore the impact on them and opportunities in their area and across the city, through outreach and other provision. The council would also be open to discussions about the future sustainable use of the buildings proposed for closure.

### **Services and Activities**

In terms of services and activities, books and information are perceived as the main function for both users and non users of libraries, and the most important aspect for the future. This is followed by access to computers and the internet, and the library seen as a place to learn, study and read. Family and local history services and activities are also a popular area of interest.

The need to improve awareness of what is available and in particular what is on offer beyond traditional services is also highlighted and will be important moving forward.

**Opening Times** - feedback from the first phase consultation shows that weekdays are the most popular days to visit libraries and the most popular times are late morning (10am to 12) and afternoons (2pm to 6pm). Afternoons tend to be more popular with younger people and those with children, whilst late morning is more popular with those aged 55+. This is also supported by current library usage statistics. The most popular slots for non-users are weekday evenings (6pm to 8pm). Further consultation on opening hours will be addressed in the phase 2 consultation, to provide more detail of demand and impact on individuals who may be affected.

**Other means of accessing library services** - The most favoured alternative means of accessing library services are through Community Centres and online. Overall, non-users, those with children and younger respondents tend to be more amenable to accessing library services in different ways and propensity to do so decreases with age. There are aspects raised about library services being delivered in other ways, including the loss of the ambience/environment a library provides, concerns over accessibility of other venues, appropriateness of other venues and a dilution of quality and loss of librarian expertise.

The retained library services will continue to provide appropriate quality programme from static buildings and other community venues. Library services and outreach programme will continue to be delivered by knowledgeable library staff who may be supported on some occasions by volunteers.

Computer literacy and lack of access is also raised. The new service will design in solutions to a number of these aspects that will include improved ICT software and hardware in libraries and by working in partnership with learning providers that may include the City of Sunderland College, to deliver ICT support through libraries and other community venues.

### **Intelligence and Information**

What sources of information have been used to inform this assessment/analysis? This should include but is not limited to consultations, resident/service user feedback and statistical data and intelligence.

**Public Consultation** (with users, non users, community groups, organisations, schools, voluntary groups, members, stakeholders, to all sections of the community, for example Disability groups, Faith Groups, LGBT etc). This includes detailed consultation as part of phase 1 undertaken during February/March 2013 as well as prior focus group work with users and non-users during Summer 2012 and survey and focus group work as part of Budget Consultation 2011 and 2012.

Some of the findings in the first phase of consultation are highlighted above and below. Of the protected groups, older age groups particularly identified some areas of concern. These have been highlighted in the table below and some mitigating actions have already been identified through the extension of outreach provision and services such as Books on Wheels. Further actions to ensure the service remains accessible will be determined through further consultation.

Analysis of phase one consultation by protected characteristic was difficult for some categories, as numbers completing some of the questions were low. (Qualitative engagement took place to try and counteract this). Although numbers were low, there did appear to be fewer library users amongst LGBT groups. This will be further investigated in stage two of the consultation.

**Library Management System** – membership and usage data from the Library Management System has been used to produce user statistics, user patterns and profiling of service areas, including the age of users, gender and times of usage as well as materials borrowed. Further breakdown of statistics would not necessarily be conclusive as customers are not obliged to inform us of any of the other protected characteristics, such as disability or sexuality. User profile data has been included in the Library Fact Sheets (**EIA Appendix 1**)

**Asset Management** – building budgets, condition and status

**Mosaic Data and area profiling**- what else is available in the community that could provide an opportune alternative library offer, for example post offices, leisure facilities or community centres.

**Staff Consultation** – all staff attended consultation workshops facilitated by the Head of Community Services. Staff had the opportunity to input their views on how they perceive a modern library service and how they feel this could be achieved in light of the efficiency target.

Staff who are on career breaks, maternity, sick etc were all invited to attend and kept apprised with other staff by weekly FAQ's.

Everyone who was unable to attend a formal session was contacted with a full explanation and the option to come back and ask questions.

Trade Unions have been and will continue to be engaged and Customer Services have been involved in the workshops to identify opportunities for staff should they be job matched.

The future staffing structure will be consulted on as part of the phase 2 consultation.

Further consultation with staff, HR and Trade Unions will continue as appropriate through consultation days, letters and FAQ's.

## 2. Analysis of Impact on People

This section offers an opportunity to assess the intended and potential impact of the policy, decision or activity on the people of Sunderland. This includes specific consideration of the impact on individuals, groups with protected characteristics and communities of interest within the city. Please briefly outline any positive, negative or neutral impacts on the specific groups below. In this assessment it is important to remember the Council is required to give due regard to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

| Characteristic | List of Impacts   |   |   |
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|                | Positive  | Neutral   | Negative  |
| Age            | <p>Increased access to online services is most likely to have a positive impact on young people and those under 45.</p> <p>Despite the reduction in static libraries and the withdrawal of the mobile library, the Books on Wheels service will be additionally resourced. Books are delivered direct to the home and volunteers spend time with customers to ensure continued social interaction as part of this service.</p> <p>It is also proposed that the Books on Wheels volunteers are recruited to by</p> | <p>On the basis that adults are likely to escort children to a library the breakdown of all of the specific groups is not listed in this section but included in <b>EIA Appendix 1</b></p> <p><b>Doxford Park</b> – 763 users across all ages are registered at this library with 261 users across all age bands actively using this library up to April/May 2013</p> <p><b>Easington Lane Library</b> –235 active users across all ages are registered at this library with 77 users from all age bands actively using this library up to April/ May</p> | <p>Phase 1 consultation identified that social activities are important for the 25-44 age group. A reduction in service points will impact upon the numbers of activities delivered in static libraries but will be mitigated by the extension of community outreach programmes to alternative venues including Children’s Centres and sheltered accommodation or similar. Options are to be consulted on in Phase 2.</p> <p>Phase 1 consultation</p> |

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|  | <p>the WRVS to support any increase in uptake. This could have a positive social impact for both volunteers and recipients of the service</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p><b>Doxford Park Library</b> – there is the opportunity to work with partners to deliver learning from this service point. There is also the capacity to increase Books on Wheels. There is the potential to deliver programme for young people in partnership with the Community Association which shares the same site, particularly at school holidays.</p> <p><b>Fence Houses Library</b> – there is the capacity to increase Books on Wheels and work in partnership with schools in the area and other local</p> | <p>2013</p> <p><b>East Herrington Library</b> –582 active users across all ages are registered at this library with 206 users from all age bands actively using this library up to April/May 2013</p> <p><b>Fence Houses Library</b> –161 users across all ages are registered at this library with 57 users across all age bands actively using this library up to May 2013</p> <p><b>Hendon Library</b> – 714 active users across all ages are registered at this library with 219 users across all age bands actively using this library up to Apr/May 2013.</p> <p><b>Monkwearmouth Library</b> –342 active users across all ages are registered at this library with 159 users across all age bands actively using this library up to April/May 2013</p> <p><b>Silksworth Library</b> –779</p> | <p>identified that older age groups are less likely to access library services from alternative venues. Further investigation will take place during phase 2 consultation to understand the best way to continue to meet need through any alternative or outreach provision. Options are to be consulted on in Phase 2.</p> <p>Older age groups raised concerns, during phase 1 consultation, regarding potential loss of the library environment, accessibility (including computer literacy) and dilution of librarian expertise. Understanding of the best ways to mitigate this will be sought through phase 2 consultation.</p> <p>On-line reservation systems to access stock through alternative venues could be a barrier</p> |
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|  | <p>organisations to provide collections as appropriate</p> <p><b>Monkwearmouth Library</b> – there is the capacity to increase Books on Wheels particularly for users who live in the high rise flats.</p> <p><b>Silksworth Library</b> – there is the capacity to increase the Books on Wheels Service.</p> | <p>active users across all ages are registered at this library with 222 users across the all age bands actively using this library up to April/May 2013.</p> <p><b>Southwick Library</b> –762 users across all ages are registered at this library with 213 users across all age bands actively using this library up to April/May 2013</p> <p><b>Washington Green Library</b> 235 users across all ages are registered at this library with 152 users across all age bands actively using this library up to May 2013</p> <p>Consultation and analysis of active users has shown that a number of users are using more than one library and/or not using the library at which they originally registered. This reflects individual changing patterns of usage and locations but phase 2 consultation will</p> | <p>for older people. Appropriate training for staff in alternative venues will mitigate against this and be identified as part of a revised induction programme, which will be introduced to support the new library staffing structure.</p> <p><b>Mobile</b><br/>Decommissioning of the Mobile Library may reduce accessibility for older people, but the Books on Wheels service will be re-launched to mitigate against this impact. Many customers who previously used the Mobile library have already migrated to Books on Wheels whilst the Mobile library has been off the road for repair. The majority of current mobile library users are also registered at static libraries as well. In instances where the mobile has visited residential homes, then book collections can be put in place</p> |
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|  |  | <p>enable individual users to indicate the impact on them dependant upon their main library of use.</p> | <p>A more detailed impact in terms of closures and reduced hours will be investigated as part of the phase 2 consultation. Support and advice will be offered to residents in respect of distance, transport and access to their nearest library or service offer. See <b>EIA Appendix 1.</b></p> <p>Children and young people may find it more difficult to use alternative libraries which may be further away from their home or school. This would be mitigated by working more closely with schools and other community youth provision in the area. (Phase 2 consultation)</p> <p>Customers who will be impacted by the closure of a library in their community will be consulted with and will be invited to provide comments and input into how they may access services in the</p> |
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|  |  |  | <p>future. Open days at hubs in phase 2 of consultation will also enable individuals to discuss the impact and potential options.</p> <p><b>Doxford Park Library</b> – of 763 customers registered at this library, there are 15.60% (119) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Ryhope Library, CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 37.48% (286) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres. There is currently some ICT programme</p> |
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|  |  |  | <p>delivered from this library.</p> <p><b>Easington Lane Library</b> – of 235 people registered at this library, 20.43% (48) are registered in the senior age group with 28.51% (67) children. The nearest alternative static library would be Hetton. Due to the very low numbers of current usage as set out in <b>EIA Appendix 1</b> and due to the size of the current building the range of programme is limited to very small groups.</p> <p><b>East Herrington Library</b> – of 582 customers registered at this library, there are 20.10% (117) of active users who fall into the 60+ age bracket. The most likely alternative site for users accessing public transport would be City Library and Arts Centre (CLAC). Users with mobility issues would likely choose Books on Wheels. Alternative community</p> |
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|  |  |  | <p>provision will be explored.</p> <p>There are 32.30% (188) active users who are registered children, who will be supported through the library programme in schools, or alternative provision in the community that could include Community Centres or Children's Centres.</p> <p>There is currently only very limited library programme provided from this library, due to the general lack of uptake of services in this area.</p> <p><b>Fence Houses Library</b> - of 161 customers registered at this library, there are 17.39% (28) who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Houghton or Shiney Row Library, CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community</p> |
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|  |  |  | <p>provisions will be explored.<br/> There are 39.13% (63) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include schools, post offices or Community Centres.<br/> There is very limited programme delivered from this library due to size, lack of demand and uptake.</p> <p><b>Hendon Library</b><br/> – of 714 customers registered at this library, there are 14.99% (107) of active users who fall into the senior age bracket. The transport links have been looked at, as the most likely alternative site would be CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored.</p> |
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|  |  |  | <p>There are 27.87% (199) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres or Children's Centres.</p> <p><b>Monkwearmouth Library</b> – of 342 customers registered at this library, there are 15.50% (53) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be CLAC, Fulwell or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored.</p> <p>There are 25.44% (87) active users who are registered children who will be supported through the library programme in schools or alternative</p> |
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|  |  |  | <p>provision in the community that could include Community Centres or Children's Centres. Programme delivered in this library is limited due to the lack of up take. The library has not been able to conform to DDA regulations, and is on a steep incline and a busy one way system which does not enable good access or parking.</p> <p><b>Silksworth Library</b> – of 779 customers registered at this library, there are 19.13% (149) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Ryhope Library, CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 27.60% (215) active users who are registered</p> |
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|  |  |  | <p>children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres.</p> <p>There is currently library programme provided from this library. This also includes residents of the Beckwith Mews complex. Learning programme is limited from this site as there is not sufficient space or resources to enable courses to be delivered.</p> <p><b>Southwick Library</b> – of 762 customers registered at this library, there are 18.50% (141) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be CLAC, BunnyHill, Fulwell or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be</p> |
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|  |  |  | <p>explored.<br/>There are 26.38% (201) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres or Children's Centres.</p> <p><b>Washington Green Library</b> – of 235 customers registered at this library, there are 25.96% (61) active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Washington Town Centre or Washington Millennium Centre Libraries or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored.<br/>There are 34.04% (80) active users who are registered children who will</p> |
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|            |                                  |                                  | <p>be supported through the library programme in schools or alternative provision in the community that could include schools, post offices or Community Centres. There is very limited programme delivered from this library due to size, and DDA compliance</p> <p>* It should be noted that the library of registration does not necessarily denote the library of regular usage. This is reflected in the breakdown of overall usage figures across all libraries as seen in <b>Appendix 3</b>.</p> <p>This reflects individual changing patterns of usage and locations, but phase 2 consultation will enable individual users to indicate the impact on them dependant upon their main library of use.</p> |
| Disability | It is proposed that the Books on | Based on current usage, loans of | Decommissioning of the Mobile  |

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|  | <p>Wheels service be re-launched aiming to increase usage from a more diverse range of residents who may have difficulties accessing services otherwise.</p> <p>It is also proposed that the Books on Wheels volunteers are recruited to by the WRVS to support any increase in uptake. This could have a positive social impact for both volunteers and recipients of the service</p> <p>Introduction of an e-book and e-audio book service could have a positive impact on people who are unable to read paper books due to visual or mobility impairments.</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p>Where libraries are proposed for closure the user</p> | <p>CD's and DVD's are declining and therefore, it is proposed the service offer will reduce proportionally. There is no anticipated impact of reducing this service. This could be applied to other characteristics.</p> <p>Audio-books remain an important service provision and will continue to be delivered from all libraries and through Books on Wheels. A percentage increase in this area of stock will be addressed to meet the demand.</p> <p>The library service will continue to provide talking books, boomboxes and e audio for visually impaired readers and support VIP (Visually Impaired Reading Groups)</p> <p>The proposals mean</p> <ul style="list-style-type: none"> <li>• 100% of residents are within 2 miles of a library</li> <li>• 92% of residents are within 1.5 miles</li> </ul> | <p>Library may have a negative effect on disabled people but the Books on Wheels service will be re-launched to mitigate against this impact.</p> <p>Customers who will be impacted by the closure of a library in their community will be consulted with directly by being sent a letter which will enable them to provide comments and input into how they may access services in the future and inform them of proposed open days being planned. (Phase 2 consultation)</p> |
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|  | <p>base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p> <p>The use of volunteers is proposed, to work alongside and support library staff, not to replace them, to deliver library services, for example the delivery of crafts activities and story times. Training for volunteers will provide a full induction.</p> | <p>of a library</p> <ul style="list-style-type: none"> <li>72% of residents are within 1 mile of a library and therefore impact on disabled people is hoped to be neutral. However impact on accessibility, including transport issues, will be investigated in phase 2 consultation.</li> </ul> <p><b>Doxford Park Library</b> – there is no data on users in this area in respect of disability.</p> <p><b>Easington Lane</b> – there is no data on users in this area in respect of disability.</p> <p><b>East Herrington Library</b> – there is no data on users in this area in respect of disability.</p> <p><b>Fence Houses Library</b> – there is no data on users in this area in respect of disability.</p> <p><b>Hendon Library</b> – there is no data on users in this area in respect of disability.</p> |  |
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|            |   | <p><b>Monkwearmouth Library</b> – there is no data on users in this area in respect of disability.</p> <p><b>Silksworth Library</b> – there is no data on users in this area in respect of disability.</p> <p><b>Southwick Library</b> – there is no data on users in this area in respect of disability.</p> <p><b>Washington Green Library</b> – there is no data on users in this area in respect of disability.</p>        |  |
| Gender/Sex | <p>Consultation from phase 1 demonstrated that non-users may be more likely to use more e-enabled services. More males are non-users and therefore there is a potential positive impact through the increase of these services.</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and</p> | <p><b>Full breakdown for each service point in EIA Appendix 1.</b></p> <p>There tends to be a higher female membership compared to male. The gender ratio is not uncommon to other library take up. Though a customer may register at a library they can use any other libraries across the city, and quite often a number of libraries are used by one customer. Also the percentage of females to men generally does not</p> | <p>Phase 1 consultation identified that social activities are important for people who care for young children. This would often be females. A reduction in service points will impact upon the numbers of activities delivered in static libraries but will be mitigated by the extension of community outreach programmes to alternative venues including Children's</p> |

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|  | <p>e-based services.</p> | <p>identify if females borrow stock on behalf of males in their household or for children.</p> <p><b>Doxford Park Library</b> – there are 189 registered adult females and 98 males. Due to the proximity of libraries in the area it is expected that some of these users will also use other service areas.</p> <p><b>Easington Lane</b> – there are 62 adult females registered at this library compared to 37 males, see above for detail.</p> <p><b>East Herrington Library</b> – there are 155 adult females registered at this library and 60 adult men.</p> <p><b>Fence Houses Library</b> – there are 43 adult females registered at this library compared to 12 males.</p> <p><b>Hendon</b> – there are 189 adult females registered at this library compared to 139 males, see first entry for detail.</p> <p><b>Monkwearmouth</b></p> | <p>Centres and sheltered accommodation or similar.</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources.</p> |
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|                                |  | <p><b>Library</b> – there are 99 registered adult females and 71 adult males. It is expected that a proportion of these users will access other service points already.</p> <p><b>Silksworth Library</b> – there are 242 registered adult females and 106 males. Due to the proximity of libraries in the area it is expected that some of these users will also use other service areas.</p> <p><b>Southwick Library</b> – there are 207 registered adult females and 162 males</p> <p><b>Washington Green Library</b> – there are 48 adult females registered at this library compared to 19 females.</p> |  |
| Marriage and Civil Partnership | All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services. | <p>A more responsive service will be delivered to all customers irrespective of relationship status.</p> <p><b>Doxford Park Library</b> – there is no data on users in this area in respect of this characteristic.</p>   | Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer |

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|  |  | <p><b>Easington Lane Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>East Herrington Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Fence Houses Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Hendon Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Monkwearmouth Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Silksworth Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Southwick Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Washington</b></p> | <p>and programme within existing resources.</p> |
|--|--|--|---|

|                         |   |   |  |
|-------------------------|---|---|--|
|                         |   | <p><b>Green Library</b> – there is no data on users in this area in respect of this characteristic.</p>   |  |
| Pregnancy and maternity | All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services | <p>Any impact on this group would be minimised through more targeted local community programme, which will include programme provided through Children’s Centres.</p> <p><b>Doxford Park Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Easington lane Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>East Herrington Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Fence Houses Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Hendon Library</b> – there is no data on users in this area in respect of this characteristic.</p> | Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources |

|                |   |   |   |
|----------------|---|---|---|
|                |   | <p><b>Monkwearmouth Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Silksworth Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Southwick Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Washington Green Library</b> – there is no data on users in this area in respect of this characteristic.</p> |   |
| Race/Ethnicity | <p>The proposed future services model will enable an enhanced focus on residents and community groups and offer the opportunity to increase involvement from under represented groups. Community outreach will promote engagement in and influence on programme and activities both within libraries and through delivery</p> | <p>The library service provides a safe and neutral environment for all customers. The service also includes a range of cultural programme and materials to engage communities.</p> <p>It has already been identified that some groups, such as the Bangladeshi community, are less likely to access static provision.</p>   | <p>Customers who will be impacted by the closure of a library in their community will be consulted with directly by being sent a letter which will enable them to provide comments and input into how they may access services in the future and inform them of proposed open days being planned. There will be targeted focus work with groups as in</p> |

|  |   |   |                                       |
|--|---|---|---------------------------------------|
|  | <p>direct into the specific community groups.</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services.</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p> <p><b>Hendon Library</b> – there is an established relationship with the Bangladeshi Centre where library services and programme can be delivered</p> | <p>Therefore a number of existing outreach programmes are delivered and these programmes will continue.</p> <p><b>Doxford Park Library</b> – of the 399 people who disclosed their ethnicity, 373 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> <p><b>Easington Lane Library</b> – of the 209 users who have disclosed their ethnicity, 196 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> | <p>phase 1(Phase 2 consultation).</p> |
|--|---|---|---------------------------------------|

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|  |  | <p><b>East Herrington Library</b> – the data available demonstrates a high percentage of white British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area, and work in the community and with other partners would inform programme and activity going forward.</p> <p><b>Fence Houses Library</b> – of the 147 people who disclosed their ethnicity, 129 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> <p><b>Hendon Library</b> – of the 494 users who have disclosed their ethnicity, 422 are white-British customers registered at this</p> |  |
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|  |  |  |  |
|--|--|--|--|
|  |  | <p>library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> <p><b>Monkwearmouth Library</b> - of the 324 users who have disclosed their ethnicity, 258 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> <p><b>Silksworth Library</b> - of the 550 users who have disclosed their ethnicity, 508 are white-British customers registered at this library, with 31 'not disclosed'. This information is not statutory for library membership. Other local intelligence of the area and work in the community</p> |  |
|--|--|--|--|

|                 |  |   |                                    |
|-----------------|--|---|------------------------------------|
|                 |  | <p>and with other partners would inform programme and activity going forward.</p> <p><b>Southwick Library</b> – of the 525 people who have disclosed their ethnicity, 480 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> <p><b>Washington Green Library</b> – of the 221 people who disclosed their ethnicity, 189 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> |                                    |
| Religion/belief | All residents will be able to benefit from | There is a broad range of stock and   | Further targeted focus groups will |

|  |   |  |   |
|--|---|--|---|
|  | <p>the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p> | <p>diverse programme to support different religions and beliefs.<br/>The disclosure of this characteristic is not obligatory for library membership.</p> <p><b>Doxford Park Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Easington lane Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>East Herrington Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Fence Houses Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Hendon Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Monkwearmouth Library</b> – there is no data on users in this area in respect of this</p> | <p>be consulted with as appropriate as in Phase 1</p> |
|--|---|--|---|

|                    |   |  |  |
|--------------------|---|--|--|
|                    |   | <p>characteristic.</p> <p><b>Silksworth Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Southwick Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Washington Green Library</b> – there is no data on users in this area in respect of this characteristic.</p>   |  |
| Sexual Orientation | <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services. The incorporation of sustainable modern and e-based services will make it easier for customers to borrow material on sensitive topics on personal issues without having to liaise with staff.</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by</p> | <p>No specific impact identified, through qualitative consultation. Quantitative consultation suggested higher non-library users in this group. Numbers were low so it is difficult to determine whether this is a true picture but this will be investigated further in future consultation.</p> <p><b>Doxford Park Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Easington lane Library</b> – there is</p> | <p>Further targeted focus groups will be consulted with as appropriate as in Phase 1</p> |

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|  | <p>discussing and developing the appropriate community offer and programme within existing resources</p> | <p>no data on users in this area in respect of this characteristic.</p> <p><b>East Herrington Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Fence Houses Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Hendon Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Monkwearmouth Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Silksworth Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Southwick Library</b> – there is no data on users in this area in respect of this characteristic.</p> <p><b>Washington Green Library</b> – there is no data on users in this area</p> |  |
|--|--|--|--|

|                              |   |   |  |
|------------------------------|---|---|--|
|                              |   | in respect of this characteristic.  |  |
| Trans-gender/gender identity | <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p>The incorporation of improved technology and e-based services will make it easier for customers to borrow sensitive topics on personal issues without having to liaise with staff</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p> | <p><b>Doxford Park Library</b> – there is no data on users in this area in respect of this characteristic</p> <p><b>Easington lane Library</b> – there is no data on users in this area in respect of this characteristic</p> <p><b>East Herrington Library</b> – there is no data on users in this area in respect of this characteristic</p> <p><b>Fence Houses Library</b> – there is no data on users in this area in respect of this characteristic</p> <p><b>Hendon Library</b> – there is no data on users in this area in respect of this characteristic</p> <p><b>Monkwearmouth Library</b> – there is no data on users in this area in respect of this characteristic</p> <p><b>Silksworth Library</b> – there is no data on users in this area in respect of this characteristic</p> |  |

|                |   |   |   |
|----------------|---|---|---|
|                |   | <p><b>Southwick Library</b> – there is no data on users in this area in respect of this characteristic</p> <p><b>Washington Green Library</b> – there is no data on users in this area in respect of this characteristic</p>  |   |
| Other: Schools | <p>Increased focus on literacy development through libraries and the Schools Library Service. All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p> | <p><b>Doxford Park Library</b> – Secondary schools in the area have signed up to the Schools Library Service and are very actively involved in the service. * As above.</p> <p><b>Easington Lane Library</b> – Easington Lane Primary School have subscribed to the Schools Library Service which provides a library service and collections, professional support and advice to teachers and pupils in respect of literacy development and library programme in the community.</p> <p><b>East Herrington Library</b> , Farringdon Primary and Farringdon</p> | <p><b>Doxford Park Library</b> – Mill Hill and Benedict Biscop Schools have opted out of the Schools Library Service from April 2013.</p> <p><b>Washington Green Library</b> - both John F Kennedy and Barmston do not subscribe to the schools library service</p> |

|  |  |   |  |
|--|--|---|--|
|  |  | <p>School are both subscribed to the Schools Library Service * which provides a library service and collections, professional support and advice to teachers and pupils in respect of literacy development and library programme in the community, which would ensure that children have access to library services</p> <p><b>Fence Houses Library</b> – all of the local schools in the area have signed up to the Schools Library Service and are very actively involved in the service. * As above.</p> <p><b>Hendon Library</b> - all primary and secondary schools in this Ward are signed up to the Schools Library Service. As above.</p> <p><b>Monkwearmouth Library</b> – all primary schools have signed up in the Monkwearmouth Ward to the Schools Library Service and also Monkwearmouth Comprehensive</p> |  |
|--|--|---|--|

|                   |   |   |  |
|-------------------|---|---|--|
|                   |   | <p>School.* As above.</p> <p><b>Silksworth Library</b> – all of the local schools in the area are signed up to the Schools Library Service and are very actively involved in the service. * As above.</p> <p><b>Southwick Library</b> - all of the local schools in the area have signed up to the Schools Library Service and are very actively involved in the service. * As above.</p> |  |
| Other : Hospitals |   | No impact   |  |
| Other: Staff      |   | Staff, unions and Human Resources & Occupational Development representatives will continue to be consulted with on a regular basis and the staff are being encouraged to apply for vacancies within the Customer Services Network.  |  |
| Other: ALL        | Community Libraries - It is likely that these Libraries could open for additional hours each week to provide access to community groups which | Where libraries are proposed for closure the user base and community will be further consulted in phase 2 to minimise any impact, by  |  |

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|  | <p>would be driven by local need.</p> <p>Community reservations will provide an alternative means of access to library stock. Working with partners including Community Centres, Health Centres, Children's Centres and Post Offices library members will be able to request books online via the library catalogue and then collect them from a pre-nominated location.</p> <p>Staff in all future Libraries and outreach centres will be available to support users to actively request on-line reservations. The service is currently available but needs to be effectively promoted internally and externally. Staff currently have the skills and knowledge to do this but may need a refresher as part of an overall revised Induction training.</p> <p>In support of this programme it is</p> | <p>discussing and developing appropriate community offer and programme that is relevant to the target groups (applies to all protected characteristics).</p> |  |
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|  | <p>proposed that the current reservation charges will no longer be levied for items borrowed from future library services with the exception of items borrowed from other authorities and the British Library under the Inter-Library Loans Service.</p> <p>Phase 2 consultation on these proposals will give people protected under equality legislation further opportunity to comment on closures, opening hour changes and the impact they will experience as a result of the proposals. A letter will go to individuals and groups and will go out in hard copy and also be presented on the internet and through libraries.</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> |  |  |
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**Other individuals or groups impacted on:**

The policy or action may also have an impact on other groups or individuals which are not covered by the statutory requirements. Please outline any additional individuals or groups which have not already been covered. This could include socio-economic groups, voluntary and community sector, carers or specific communities which face additional challenges (such as former coal mining areas or areas of high deprivation)

LIAZe has delivered programme to varied groups and needs from a dedicated vehicle but with the expansion of ICT facilities across the city outreach programmes can be delivered through more efficient and effective outreach provision and partnerships. Therefore removal of this service can be mitigated.

**Gaps in intelligence and information:**

Having undertaken the analysis are there any areas of intelligence or information which need to be improved? Please outline and areas where the current information is not complete enough to take a decision. Addressing this gap should be covered in the action plan.

Statistics are available for age, gender and disability but are not for the other groups. There is limited information gathered on the library management system, because the data held is that necessary for the delivery of the service. In addition the survey information had low numbers in non predominant groupings to analyse. Therefore, further investigations for other groups will have to be done through further engagement and consultation. Actions are highlighted below.

There is a lack of understanding, at this stage, of the direct impact of closures and the reduction of hours in community libraries. This will be investigated in phase 2 consultation. This will include investigation of the impact of the distance and travel links to the next library facility. Actions have been outlined below.

Further understanding of the impact on staff is needed.

**Policy/Decision/Project/Activity Title:**

**Future Library Services**  
**Responsible Officer: Julie Gray**

### **3. Summary of Impacts and Response to Analysis**

Please provide a summary of the overarching impacts that have been highlighted through the analysis process through the three questions below. It is important to recognise that individuals may belong to one or more of these characteristic groups and the combined impact could be greater than any single impact.

**Who will the policy/decision/project/activity impact on and who will benefit?**

There is a potential impact on all residents, both users and non-users of libraries. There are potential benefits for non-users of current library services through modernisation of services. Men and younger people are identified as people who will potentially have access to services in a way that is more suitable for them through the expansion of e-enabled options.

**Who will not benefit and why not?**

Concerns have been highlighted particularly for older people, but also for disabled people. This is largely in terms of maintaining current access and elements of the service that they want, for example library atmosphere and librarian expertise. However, currently identified actions will help to mitigate against this and further consultation and engagement will be carried out to further understand concerns of various groups.

**Who should be expected to benefit and why don't they?**

N/A

### **4. Response to Analysis, Action Plan and Monitoring,**

In this section please outline what actions you propose to take to minimise the negative, and maximise the positive, impacts that have been identified through the analysis. By considering and implementing these actions the policy or action can be refined to make sure that the greatest benefits are achieved for the people of Sunderland. The performance monitoring process should also be set out to explain how ongoing progress is going to be followed to make sure that the aims are met.

From the analysis four broad approaches can be taken, (No major change, continue with the policy/action despite negative implications, adjust the policy/decision/action or stop the policy/action). Please indicate, using the list below, which is proposed.

- No Major Change (  )
- Continue Despite Negative Implications (  )
- Adjust the Policy/Decision/Project/Activity (  )
- Stop (  )

### Action Plan

| ACTION   | WHO | WHEN | MONITORING ARRANGEMENTS |
|--|-----|------|-------------------------|
| Where libraries are proposed for closure the user base and community will be further consulted in phase 2 to minimise any impact, by discussing and developing appropriate community offer and programme that is relevant to the target groups (applies to all protected characteristics). |     |      |                         |
| Consult further on proposed opening hours as part of phase 2 to ensure they meet need and highlight any impact in conjunction with closures.   |     |      |                         |
| As part of ongoing engagement, ensure the best   |     |      |                         |

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| ways to raise awareness of services (including revised services), is determined, including with non-user groups.  |  |  |  |
| Determine the best ways to provide alternative provision to older people, taking into account that they are less likely to access alternative venues.   |  |  |  |
| Investigate ways to mitigate against concerns regarding loss of staff expertise and skills and knowledge, loss of library atmosphere and access to alternative venues (physical, electronic and transport) as part of phase two consultation. |  |  |  |
| Determine training that would be needed for staff in non-traditional venues and volunteers who are part of supporting the delivery of library services.   |  |  |  |
| Ensure outreach work provides suitable alternative social activities for 24-  |  |  |  |

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| 44 year olds and people with young children. Investigate suitable alternatives in phase 2 consultation.  |  |  |  |
| Ensure any travel and transport issues are understood as part of phase 2 consultation.   |  |  |  |
| Re-launch Books on Wheels and recruit more WVRS volunteers to help deliver any increase in demand. Ensure that staff continue to have the time to allow for some social interaction as part of the service delivery. |  |  |  |
| Ensure alternative venues are secured to continue to deliver programmes previously delivered on LIAZe or in static provision.  |  |  |  |
| As part of ongoing consultation investigate whether there are reasons for higher non-library use amongst LGB residents.  |  |  |  |
| Further engagement with non-users to   |  |  |  |

|  |  |  |  |
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| determine the best ways of increasing participation (e.g. socially excluded groups).   |  |  |  |
| Review the equality analysis one year after implementation to ensure any unforeseen impacts are identified and addressed and to understand whether the new offer is continuing to meet needs (including opening hours etc).  |  |  |  |
| Continue to review and develop relationships with represented groups.  |  |  |  |
| The impact on staff and staffing structures is under discussion.   |  |  |  |
| <b>Opening Hours</b><br>– reduction or changes in opening hours would be mitigated in the same way as closures by increasing opportunities to access a broader range of service through new technologies and ensuring that within each area framework the variation in hours |  |  |  |

|  |  |  |  |
|--|--|--|--|
| takes account of all ages, for example, open some mornings for older people, and teatimes and evenings for younger/school children. Will be consulted as part of phase 2 |  |  |  |
|--|--|--|--|

**APPENDIX ITEMS**

EIA APPENDIX 1 – Library Fact Sheets

## BUNNYHILL LIBRARY AND CUSTOMER SERVICE CENTRE



### Current Opening Hours

|                              |                 |
|------------------------------|-----------------|
| Monday and Wednesday         | 9.30am – 7.30pm |
| Tuesday, Thursday and Friday | 9.30am – 5.00pm |
| Saturday                     | 9.30am – 4.00pm |
| <b>Total Hours per week</b>  | <b>49</b>       |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning courses such as ICT for beginners and family history, crafts and storytimes
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS across the whole of the North area
- Computers and Internet access for learning and drop in (14 public access pc's across the library)
- Customer Services is staffed by Library staff
- Heritage
- Information Services
- Learning Programme
- Online Resources

### General Information

- New build in 2006
- Shared facility with Health, Wellness, Children's Services
- Meeting rooms managed through facilities management
- Local buses stop at the centre and there is public car parking

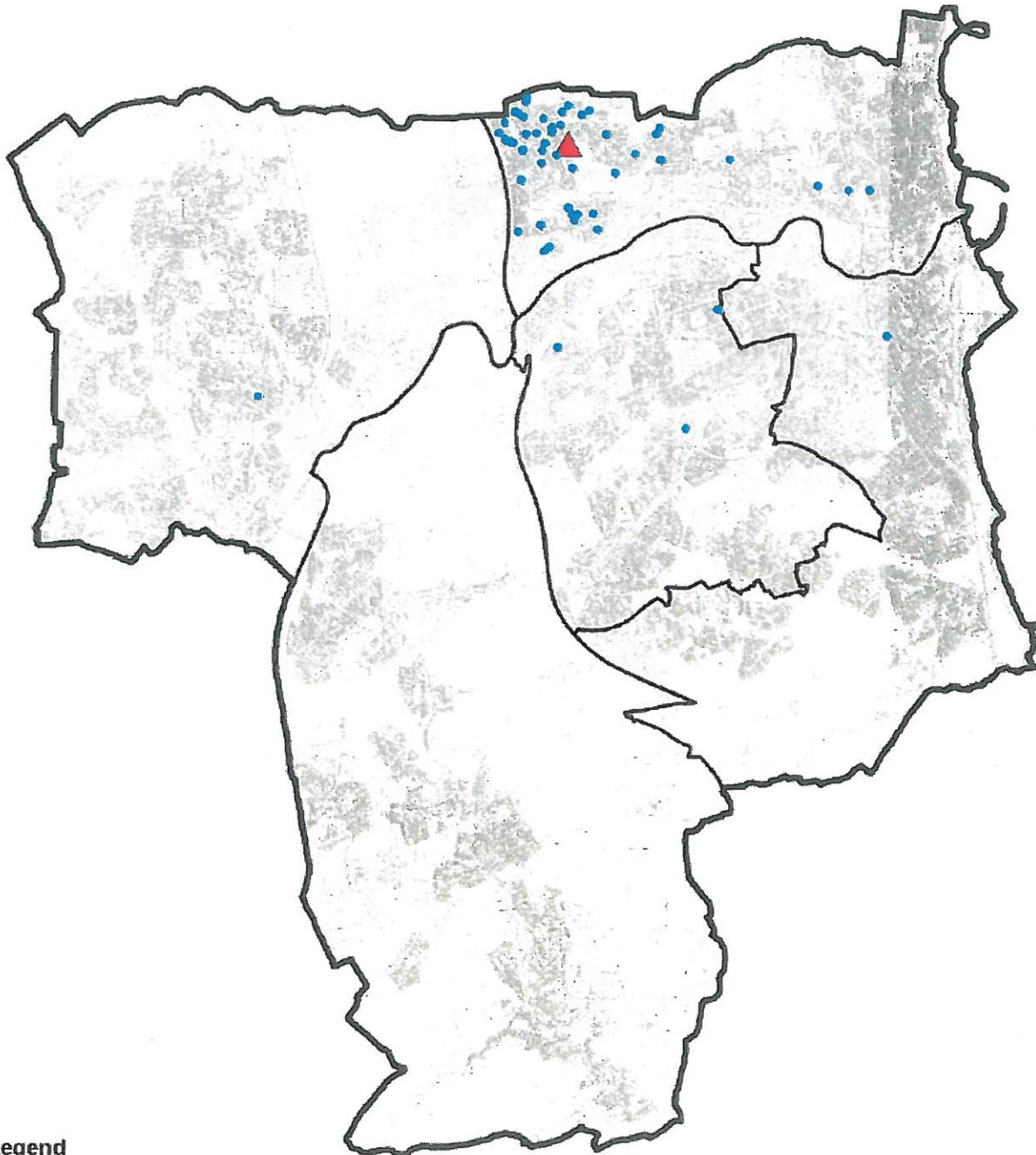
| Bunny Hill Performance        | NORTH     |         |
|-------------------------------|-----------|---------|
|                               | 2011/2012 | 2012/13 |
| Total Visits                  | 48,698    | 40,015  |
| Number of transactions/issues | 46,269    | 41,701  |
| ICT Usage (Hours)             | 12,876    | 10,330  |
| Total Reservations            | 2,027     | 1,844   |
| Total Enquiries               | 13,108    | 6,944   |
| Active Borrowers              | 1,822     | 1,395   |

| <b>STOCK COUNT (1.1.2013)</b> | <b>Adult Fiction</b> | <b>Adult Non-Fiction</b> | <b>Children's Fiction</b> | <b>Children's Non-Fiction</b> | <b>Audio Books</b> | <b>CD</b> | <b>DVD</b> | <b>Total</b>  |
|-------------------------------|----------------------|--------------------------|---------------------------|-------------------------------|--------------------|-----------|------------|---------------|
| <b>Bunny Hill</b>             | 7,013                | 4,045                    | 4,760                     | 1,948                         | 440                | 220       | 327        | <b>18,753</b> |
|                               | 37%                  | 22%                      | 25%                       | 10%                           | 2%                 | 1%        | 2%         | <b>100%</b>   |

### User Profile (May 2013)

| <b><u>BunnyHill</u></b> | <b>Active user analysis by library of registration</b> |             |                |              |                |
|-------------------------|--|-------------|----------------|--------------|----------------|
|                         | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> | <b>%</b>       |
| -                       |  |             |                |              |                |
| Adult                   | 380  | 201         | 3              | 584          | 42.23%         |
| Books on Wheels         | 15   | 3           | 0              | 18           | 1.30%          |
| Community Group         | 1  | 0           | 0              | 1            | 0.07%          |
| Child                   | 260  | 203         | 2              | 465          | 33.62%         |
| Job Seeker              | 1  | 7           | 0              | 8            | 0.58%          |
| Playgroup               | 4  | 0           | 3              | 7            | 0.51%          |
| Senior                  | 109  | 56          | 1              | 166          | 12.00%         |
| Staff                   | 1  | 1           | 0              | 2            | 0.14%          |
| Student                 | 5  | 0           | 0              | 5            | 0.36%          |
| VIP                     | 5  | 2           | 0              | 7            | 0.51%          |
| Youth-12                | 56   | 21          | 1              | 78           | 5.64%          |
| Youth-15                | 20   | 22          | 0              | 42           | 3.04%          |
| <b>Total</b>            | <b>857</b>   | <b>516</b>  | <b>10</b>      | <b>1383</b>  | <b>100.00%</b> |

# Bunny Hill - Library used most often by respondents/ members of their household



## Legend

-  ARF Boundaries
-  Bunny Hill Library
-  Respondents

Base: 59



0 50 100 200 Meters

This map is intended to be used as a guide only and does not constitute a guarantee of accuracy. The City Council is not responsible for any loss or damage arising from the use of this map. Sunderland City Council, 2013.



## CITY LIBRARY & ARTS CENTRE



### Current Opening Hours

|                           |                 |
|---------------------------|-----------------|
| Monday and Wednesday      | 9.30am – 7.30pm |
| Tuesday, Thursday, Friday | 9.30am – 5.00pm |
| Saturday                  | 9.30am – 4.00pm |
| <b>Total</b>              | <b>49</b>       |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes a varied learning programme, crafts, 1.2.1 ICT sessions, supporting and developing readers and writers groups, author visits and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access - ICT area and drop in (31 Public access pc's in total across the library)
- Heritage – Local Studies Centre provides learning, research and archive resources
- Sound & Vision
- Information Services
- Learning Programme
- Online Resources

### General Information

- City Centre location, accessibility is good, though limited options to park outside
- Diverse range of services including Customer Services, Connexions
- Meeting rooms are available to hire and are regularly used by community groups, that include FACL and WEA – yoga/family history, Readers & Writers Groups, St Johns Hearing, Cancer Network, Birth Parent Group, Social History Group and RNIB
- The active borrower and usage profile is predominantly adult

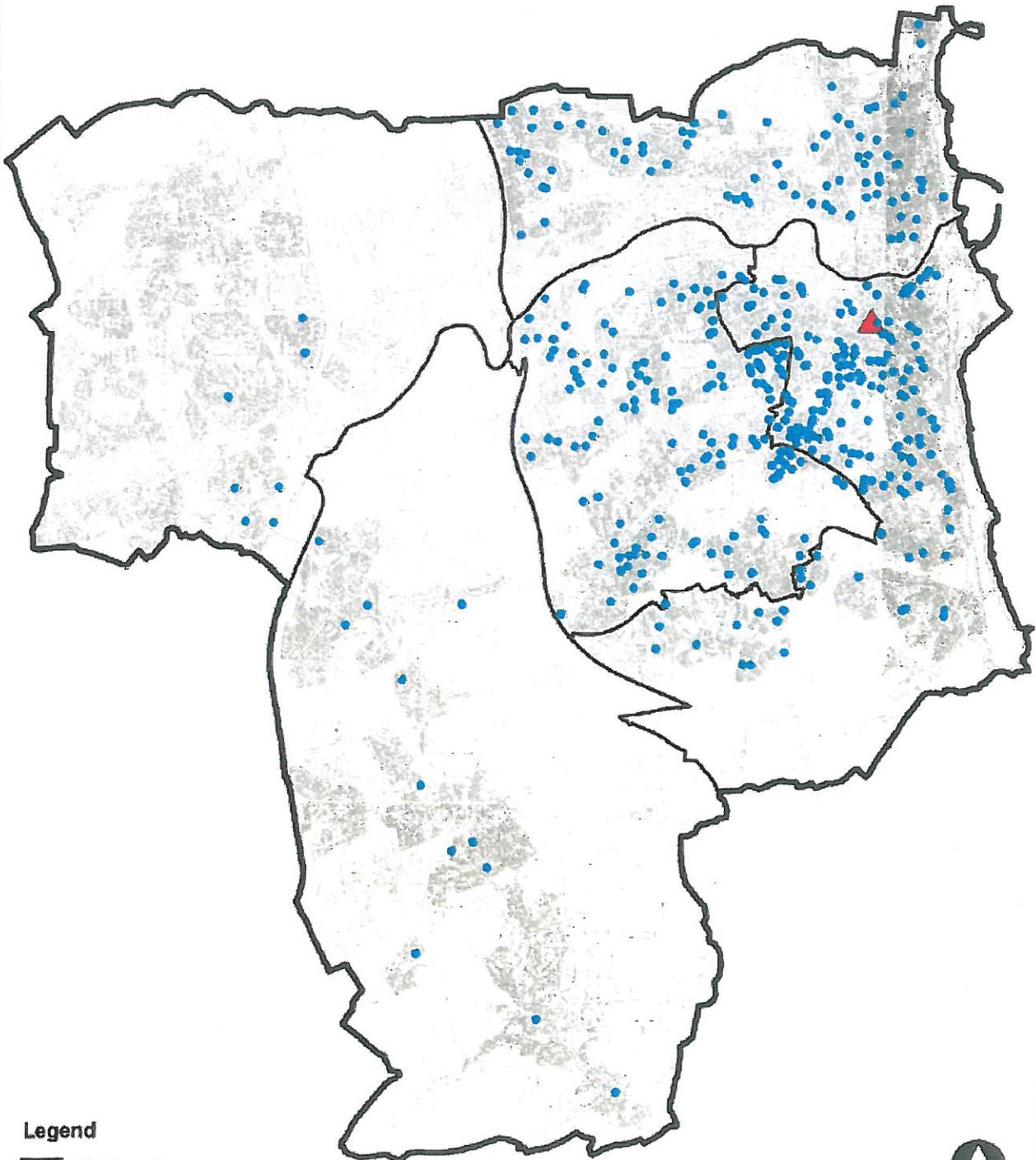
| City Library & Arts Centre Performance Data | EAST      |           |
|---|-----------|-----------|
|   | 2011/2012 | 2012/2013 |
| Total Visits                                | 597,259   | 544,232   |
| Number of transactions/issues               | 318,481   | 262,905   |
| ICT Usage (Hours)                           | 44,322    | 42,603    |
| Total Reservations                          | 13,004    | 11,600    |
| Total Enquiries                             | 61,968    | 47,358    |
| Active borrowers                            | 16,380    | 14,022    |

| <b>STOCK<br/>(1.1.2013)</b> | <b>Adult<br/>Fiction</b> | <b>Adult<br/>Non-<br/>Fiction</b> | <b>Children's<br/>Fiction</b> | <b>Children's<br/>Non-<br/>Fiction</b> | <b>Audio<br/>Books</b> | <b>CD</b> | <b>DVD</b> | <b>Total</b>   |
|-----------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|----------------|
| <b>City Library</b>         | 35,274                   | 83,558                            | 15,850                        | 6,980                                  | 2,353                  | 3,418     | 1,084      | <b>148,517</b> |
|                             | 24%                      | 56%                               | 11%                           | 5%                                     | 2%                     | 2%        | 1%         | <b>100%</b>    |

### User Profile (May 2013)

| <b>City Library and Arts Centre</b> | <b>Active user analysis by library of registration</b> |             |                |              |                |
|-------------------------------------|--|-------------|----------------|--------------|----------------|
|                                     | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> | <b>%</b>       |
| Adult                               | 3820   | 3317        | 55             | 7192         | 50.72%         |
| Books on Wheels                     | 22   | 6           | 0              | 28           | 0.20%          |
| Community Group                     | 10   | 3           | 12             | 25           | 0.18%          |
| Child                               | 910  | 676         | 16             | 1602         | 11.30%         |
| Corporate                           | 0  | 0           | 1              | 1            | 0.01%          |
| Home Tutor/Childminder              | 3  | 0           | 0              | 3            | 0.02%          |
| Job Seeker                          | 158  | 223         | 0              | 381          | 2.69%          |
| Playgroup                           | 4  | 1           | 1              | 6            | 0.04%          |
| Senior                              | 2260   | 1712        | 0              | 3972         | 28.01%         |
| Staff                               | 60   | 15          | 0              | 75           | 0.53%          |
| Student                             | 218  | 142         | 0              | 360          | 2.54%          |
| VIP                                 | 76   | 34          | 1              | 111          | 0.78%          |
| Youth-12                            | 135  | 85          | 2              | 222          | 1.57%          |
| Youth-15                            | 128  | 74          | 1              | 203          | 1.43%          |
| <b>Total</b>                        | <b>7804</b>  | <b>6288</b> | <b>89</b>      | <b>14181</b> | <b>100.00%</b> |

# City Library and Arts Centre - Library used most often by respondents/ members of their household



## Legend

- ARF Boundaries
- City Library and Arts Centre
- Respondents

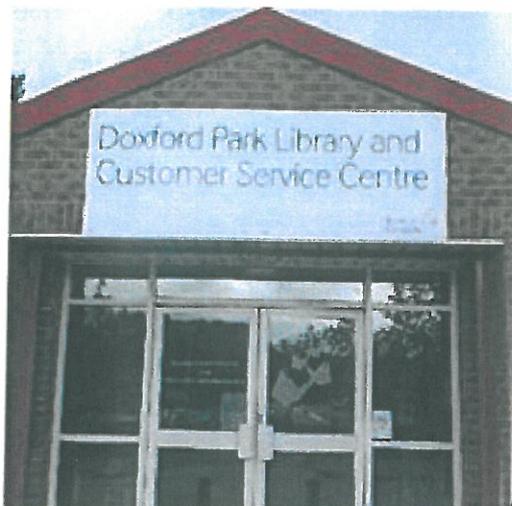
Base: 480



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## DOXFORD PARK LIBRARY AND CUSTOMER SERVICE CENTRE



### Current Opening Hours

|                       |                  |
|-----------------------|------------------|
| Monday                | Closed           |
| Tuesday and Wednesday | 10.00am – 5.00pm |
| Thursday              | 1.00pm – 8.00pm  |
| Friday                | 10.00am – 7.00pm |
| Saturday              | 10.00am – 4.00pm |
| <b>Total</b>          | <b>36</b>        |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning sessions, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (10 Public access pc's in total across the library)
- Customer Services – basic enquiries undertaken by library staff
- Information Services
- Learning Programme
- Online Resources

### General Information

- Shared building with Doxford Park Community Association
- Located close to Morrisons Supermarket with dedicated library car parking

| Doxford Park Performance Data | EAST      |           |
|-------------------------------|-----------|-----------|
|                               | 2011/2012 | 2012/2013 |
| Total Visits                  | 21,778    | 16,473    |
| Number of transactions/issues | 32,223    | 26,246    |
| ICT Usage (Hours)             | 3,661     | 2,850     |
| Total Reservations            | 1,598     | 1,154     |
| Total Enquiries               | 7,801     | 5,262     |
| Active Borrowers              | 867       | 782       |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD  | DVD | Total         |
|------------------------|---------------|-------------------|--------------------|------------------------|-------------|-----|-----|---------------|
| <b>Doxford Park</b>    | 4,768         | 2,227             | 3,291              | 1,198                  | 121         | 288 | 0   | <b>11,893</b> |
|                        | 40%           | 19%               | 28%                | 10%                    | 1%          | 2%  | 0%  | <b>100%</b>   |

### User Profile (May 2013)

| <u>Doxford Park</u> | Active user analysis by library of registration |            |          |            |                | Active user analysis by current items on loan |                |
|---------------------|---|------------|----------|------------|----------------|---|----------------|
|                     | Female  | Male       | Unknown  | Total      | %              | Total   | %              |
| Adult               | 189   | 98         | 3        | 290        | 38.01%         | 68  | 26.05%         |
| Books on Wheels     | 1   | 0          | 0        | 1          | 0.13%          | 0   | 0.00%          |
| Child               | 161   | 122        | 3        | 286        | 37.48%         | 69  | 26.44%         |
| Job Seeker          | 1   | 1          | 0        | 2          | 0.26%          | 3   | 1.15%          |
| Senior              | 75  | 43         | 1        | 119        | 15.60%         | 111   | 42.53%         |
| Staff               | 4   | 1          | 0        | 5          | 0.66%          | 5   | 1.92%          |
| Student             | 0   | 2          | 0        | 2          | 0.26%          | 0   | 0.00%          |
| VIP                 | 3   | 1          | 0        | 4          | 0.52%          | 1   | 0.38%          |
| Youth-12            | 21  | 13         | 0        | 34         | 4.46%          | 2   | 0.77%          |
| Youth-15            | 14  | 6          | 0        | 20         | 2.62%          | 2   | 0.77%          |
| <b>Total</b>        | <b>469</b>                                      | <b>287</b> | <b>7</b> | <b>763</b> | <b>100.00%</b> | <b>261</b>                                    | <b>100.00%</b> |

| Ethnicity          | Active user analysis by library of registration |            |          |            |
|--------------------|---|------------|----------|------------|
|                    | Female  | Male       | Unknown  | Total      |
| Not Disclosed      | 9   | 4          | 0        | 13         |
| Other Ethnic Group | 1   | 0          | 0        | 1          |
| Unknown            | 6   | 2          | 0        | 8          |
| White - British    | 224   | 149        | 0        | 373        |
| White - Irish      | 1   | 0          | 0        | 1          |
| White - Other      | 2   | 1          | 0        | 3          |
| <b>Total</b>       | <b>243</b>                                      | <b>156</b> | <b>0</b> | <b>399</b> |

NB. Ethnicity data collected since 2006 where disclosed

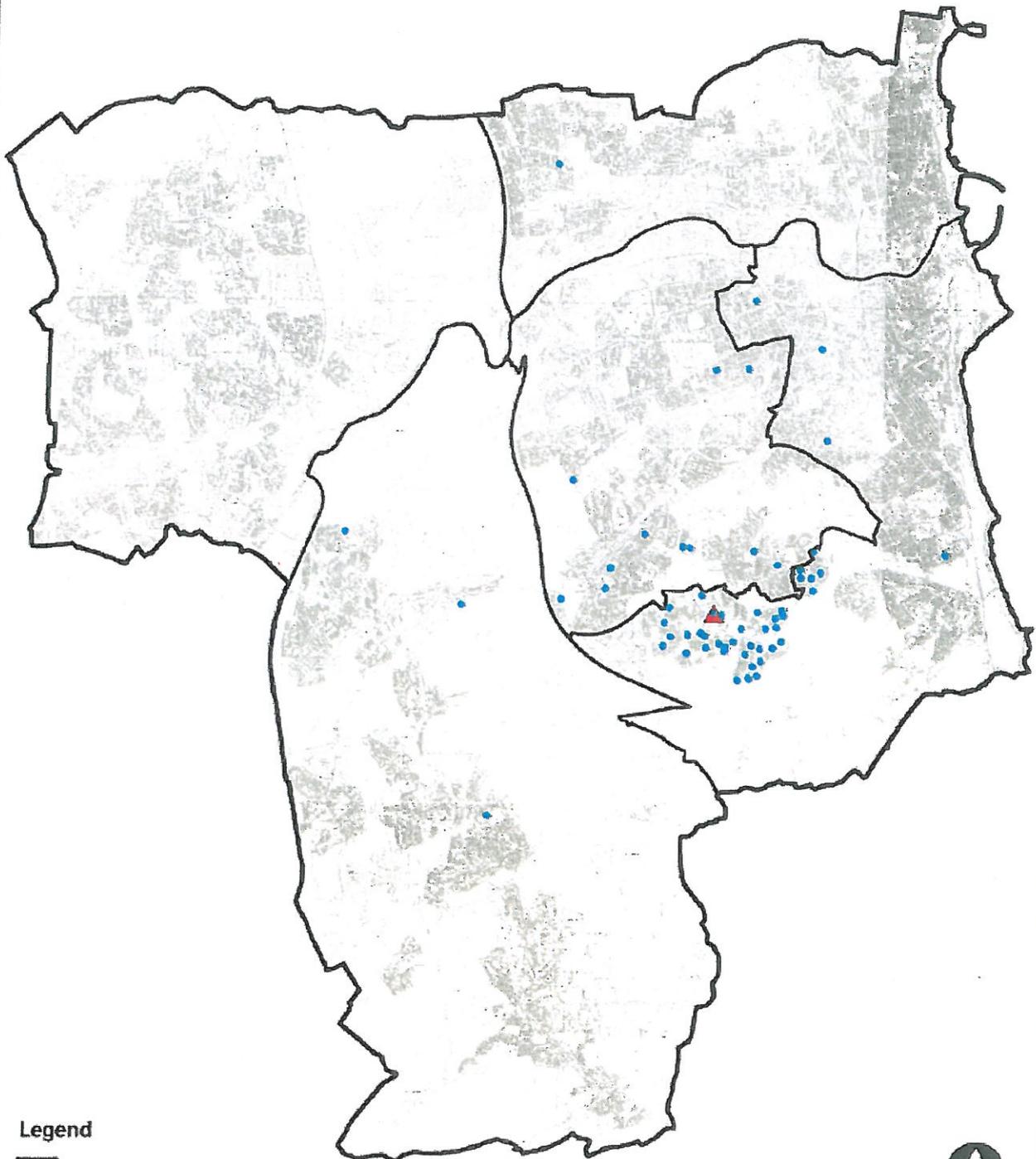
Distance to nearest service points: (information obtained from route planner)

| Branch       | Nearest service point | Distance (in miles) |
|--------------|-----------------------|---------------------|
| Doxford Park | Ryhope                | 2.4 miles           |
| Doxford Park | Sandhill              | 2.6 miles           |

Transport links: (information taken from current timetables)

| Branch       | Transport links (Bus) |
|--------------|-----------------------|
| Doxford Park | 4, 5, 5A, 13, 37, 39  |

# Doxford Park - Library used most often by respondents/ members of their household



### Legend

- ARF Boundaries
- ▲ Doxford Park Library
- Respondents

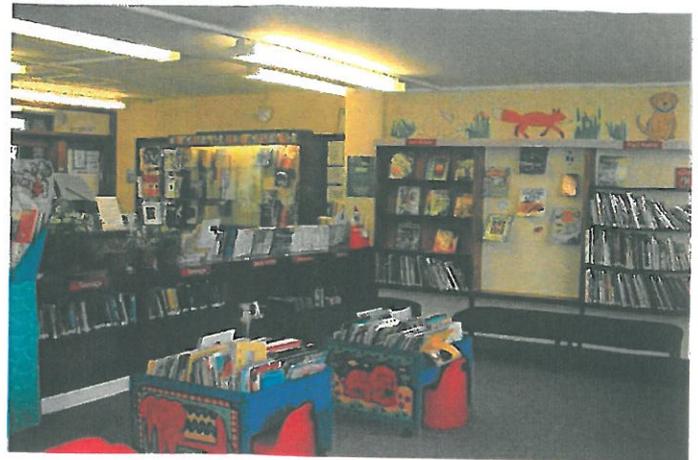
Base 67



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## EASINGTON LANE LIBRARY



### Current Opening Hours

|                   |                  |                 |
|-------------------|------------------|-----------------|
| Monday and Friday | 9.30am – 12.30pm | 1.30pm – 5.30pm |
| Tuesday           | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Wednesday         | Closed           |                 |
| Thursday          | 9.30am – 12.30pm |                 |
| Saturday          | 9.00am – 12noon  |                 |
| <b>Total</b>      | <b>26.5</b>      |                 |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytime
- Children and Young People Programme and Activity
- Computers and Internet access (2 Public access pc's)
- Information Services
- Online Resources

### General Information

- Part-time opening hours with very low usage
- Front street local shopping location

| Easington Lane Performance Data | Coalfields |           |
|---------------------------------|------------|-----------|
|                                 | 2011/2012  | 2012/2013 |
| Total Visits                    | 9,487      | 6,485     |
| Number of transactions/issues   | 10,233     | 8,691     |
| ICT Usage (Hours)               | 310        | 481       |
| Total Reservations              | 485        | 492       |
| Total Enquiries                 | 712        | 474       |
| Active Borrowers                | 308        | 254       |

| STOCK COUNT<br>(1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD | DVD | Total |
|---------------------------|---------------|-------------------|--------------------|------------------------|-------------|----|-----|-------|
| Easington Lane            | 3,417         | 1,615             | 1,879              | 912                    | 17          | 0  | 0   | 7,840 |
|                           | 44%           | 21%               | 24%                | 12%                    | 0%          | 0% | 0%  | 100%  |

### User Profile (May 2013)

| <u>Easington Lane</u>           | Active user analysis by library of registration |      |         |       |         | Active user analysis by current items on loan |         |
|---------------------------------|---|------|---------|-------|---------|---|---------|
|                                 | Female  | Male | Unknown | Total | %       | Total   | %       |
| Adult                           | 62  | 37   | 0       | 99    | 42.13%  | 16  | 20.78%  |
| Child                           | 43  | 24   | 0       | 67    | 28.51%  | 8   | 10.39%  |
| Job Seeker                      | 4   | 0    | 0       | 4     | 1.70%   | 3   | 3.90%   |
| Playgroup                       | 1   | 0    | 4       | 5     | 2.13%   | 1   | 1.30%   |
| Senior                          | 33  | 14   | 1       | 48    | 20.43%  | 40  | 51.95%  |
| Sheltered Accom / Hostel / Home | 1   | 0    | 0       | 1     | 0.43%   | 0   | 0.00%   |
| Staff                           | 0   | 0    | 0       | 0     | 0.00%   | 5   | 6.49%   |
| Student                         | 1   | 0    | 0       | 1     | 0.43%   | 1   | 1.30%   |
| Youth-12                        | 3   | 4    | 0       | 7     | 2.98%   | 0   | 0.00%   |
| Youth-15                        | 2   | 1    | 0       | 3     | 1.28%   | 3   | 3.90%   |
| Total                           | 150   | 80   | 5       | 235   | 100.00% | 77  | 100.00% |

| Ethnicity                          | Active user analysis by library of registration |      |         |       |
|------------------------------------|---|------|---------|-------|
|                                    | Female  | Male | Unknown | Total |
| Asian or Asian British - Pakistani | 0   | 1    | 0       | 1     |
| Not Disclosed                      | 6   | 4    | 0       | 10    |
| Other Ethnic Group                 | 2   | 0    | 0       | 2     |
| White - British                    | 130   | 66   | 0       | 196   |
| Total                              | 138   | 71   | 0       | 209   |

NB. Ethnicity data collected since 2006 where disclosed

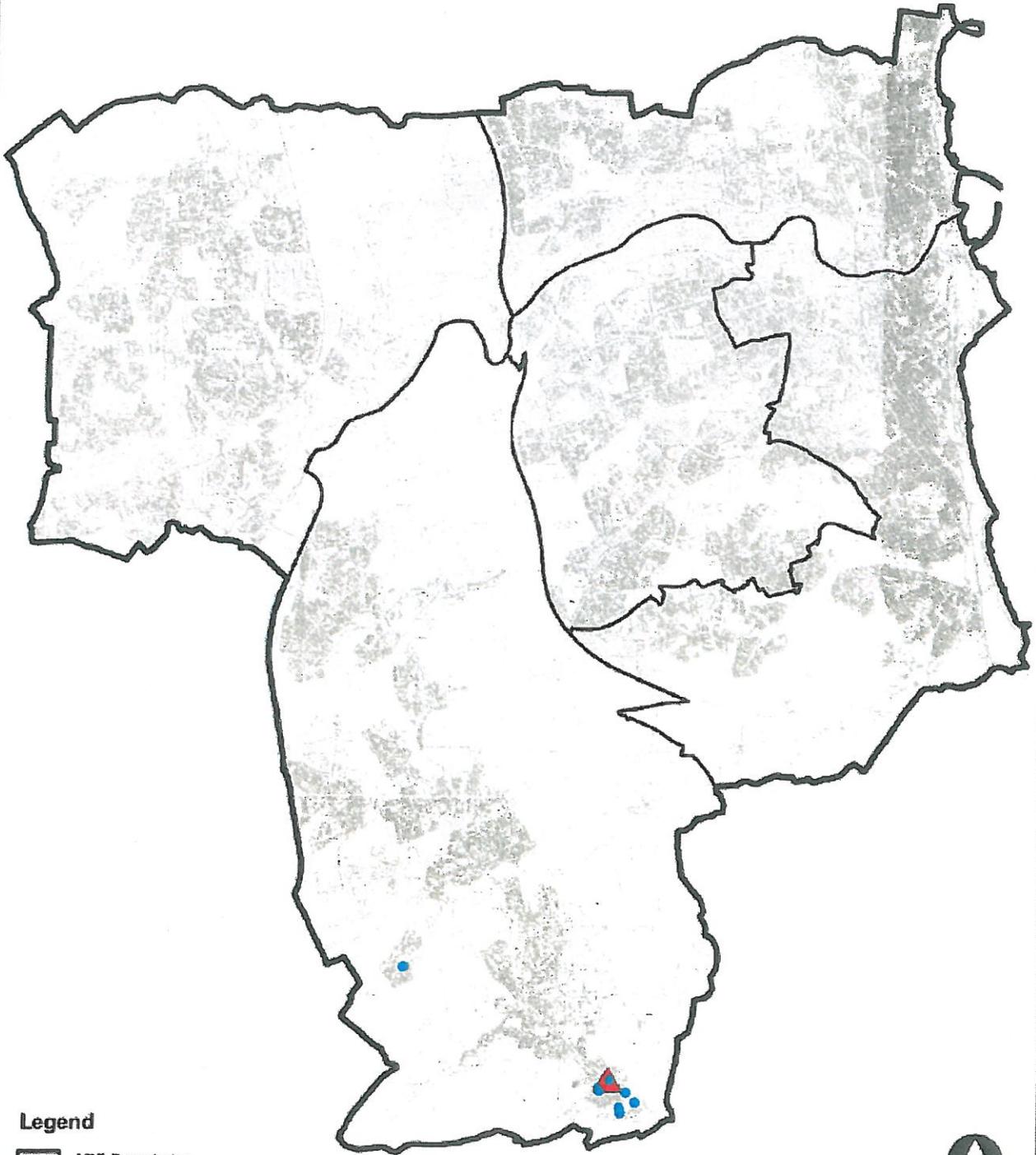
Distance to nearest service points: (information obtained from route planner)

| Branch         | Nearest service point | Distance (in miles) |
|----------------|-----------------------|---------------------|
| Easington Lane | Hetton                | 1.4 miles           |

Transport links: (information taken from timetables)

| Branch         | Transport links (Bus) |
|----------------|-----------------------|
| Easington Lane | 168, M1, X1           |

# Easington Lane - Library used most often by respondents/ members of their household



### Legend

-  ARF Boundaries
-  Easington Lane Library
-  Respondents

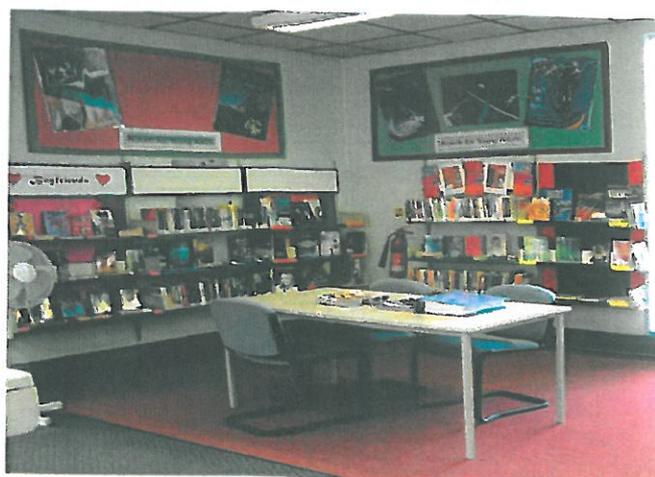
Base: 6



The map is based on Ordnance Survey data and the collection of 10,000 household surveys conducted by the Market Statistics Office. Areas shown in black are not necessarily the most popular areas for respondents to visit. Sunderland City Council is not responsible for any errors or omissions.



## EAST HERRINGTON LIBRARY



### Current Opening Hours

|                  |                  |                 |
|------------------|------------------|-----------------|
| Monday, Thursday | 9.30am – 12.30pm | 1.30pm – 7.30pm |
| Tuesday, Friday  | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Wednesday        | Closed           |                 |
| Saturday         | 9.00am – 12noon  |                 |
| <b>Total</b>     | <b>34</b>        |                 |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children
- Children and Young People Programme and Activity
- Computers and Internet access 3 Public access pc's in total across the library
- Information Services
- Online Resources

### General Information

- Very low level of usage
- Proximity to new enhanced services at Sandhill and Ryhope
- Off main road – in housing estate, though dedicated car park available and on main bus routes

| East Herrington Performance Data | WEST      |           |
|----------------------------------|-----------|-----------|
|                                  | 2011/2012 | 2012/2013 |
| Number of transactions/issues    | 25,644    | 21,301    |
| Total Visits                     | 16,109    | 14,644    |
| ICT Usage (Hours)                | 1,160     | 801       |
| Total Reservations               | 1,409     | 1,187     |
| Total Enquiries                  | 3,028     | 2,071     |
| Active Borrowers                 | 657       | 594       |

| STOCK<br>(1.1.2013) | Adult<br>Fiction | Adult<br>Non-<br>Fiction | Children's<br>Fiction | Children's<br>Non-<br>Fiction | Audio<br>Books | CD | DVD | Total         |
|---------------------|------------------|--------------------------|-----------------------|-------------------------------|----------------|----|-----|---------------|
| East<br>Herrington  | 4,543            | 1,894                    | 2,600                 | 1,267                         | 213            | 1  | 0   | <b>10,518</b> |
|                     | 43%              | 18%                      | 25%                   | 12%                           | 2%             | 0% | 0%  | <b>100%</b>   |

**User Analysis (May 2013)**

| <u>East Herrington</u> | Active user analysis by library of registration |            |           |            |                | Active user analysis by current items on loan |                |
|------------------------|---|------------|-----------|------------|----------------|---|----------------|
|                        | Female  | Male       | Unknown   | Total      | %              | Total   | %              |
| Adult                  | 155   | 60         | 2         | 217        | 37.29%         | 56  | 27.18%         |
| Community Group        | 0   | 0          | 5         | 5          | 0.86%          | 1   | 0.49%          |
| Child                  | 99  | 86         | 3         | 188        | 32.30%         | 45  | 21.84%         |
| Holiday-Senior         | 1   | 0          | 0         | 1          | 0.17%          |   | 0.00%          |
| Job Seeker             | 1   | 1          | 0         | 2          | 0.34%          | 1   | 0.49%          |
| Playgroup              | 0   | 0          | 2         | 2          | 0.34%          |   | 0.00%          |
| Senior                 | 74  | 43         | 0         | 117        | 20.10%         | 86  | 41.75%         |
| Staff                  | 0   | 1          | 0         | 1          | 0.17%          | 6   | 2.91%          |
| Student                | 2   | 3          | 0         | 5          | 0.86%          | 1   | 0.49%          |
| VIP                    | 1   | 0          | 0         | 1          | 0.17%          | 4   | 1.94%          |
| Youth-12               | 15  | 15         | 0         | 30         | 5.15%          | 5   | 2.43%          |
| Youth-15               | 9   | 4          | 0         | 13         | 2.23%          | 1   | 0.49%          |
| <b>Total</b>           | <b>357</b>                                      | <b>213</b> | <b>12</b> | <b>582</b> | <b>100.00%</b> | <b>206</b>                                    | <b>100.00%</b> |

| <u>Ethnicity</u>                | Active user analysis by library of registration |            |          |            |
|---------------------------------|---|------------|----------|------------|
|                                 | Female  | Male       | Unknown  | Total      |
| Chinese                         | 0   | 1          | 0        | 1          |
| Mixed - White and Black African | 1   | 0          | 0        | 1          |
| Not Disclosed                   | 25  | 13         | 0        | 38         |
| Other Ethnic Group              | 3   | 0          | 0        | 3          |
| Unknown                         | 5   | 6          | 1        | 12         |
| White - British                 | 272   | 161        | 0        | 433        |
| White - Other                   | 2   | 1          | 0        | 3          |
| <b>Total</b>                    | <b>308</b>                                      | <b>182</b> | <b>1</b> | <b>491</b> |

NB. Ethnicity data collected since 2006 where disclosed

Distance to nearest service points: (information obtained from route planner)

| Branch          | Nearest service point | Distance (in miles) |
|-----------------|-----------------------|---------------------|
| East Herrington | Sandhill              | 1.3 (miles)         |

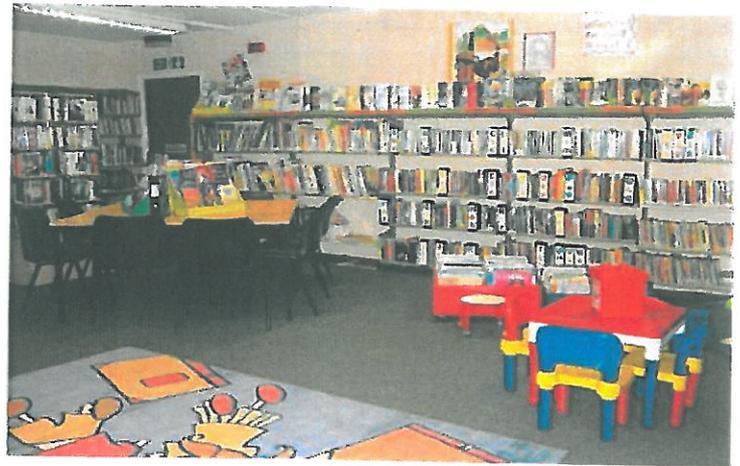
Transport links: (information taken from current timetables)

| Branch          | Transport links (Bus)  |
|-----------------|--|
| East Herrington | Service no 3 (additional links from Durham Road and Silksworth Road) |





## FENCE HOUSES LIBRARY



### Current Opening Hours

|                      |                 |
|----------------------|-----------------|
| Monday and Thursday  | 1.00pm – 7.00pm |
| Wednesday and Friday | 1.00pm – 4.00pm |
| <b>Total</b>         | <b>18</b>       |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 2 public access pc's
- Information Services
- Online Resources

### General Information

- Small library with no library development opportunities
- Part time hours with very low usage
- Portakabin design – was a temporary option in the 1970's now subject to sustainability concerns

| Fence Houses Performance Data                            | Coalfields |           |
|--|------------|-----------|
|  | 2011/2012  | 2012/2013 |
| Total Visits   | 4,300      | 4,400     |
| Number of transactions/issues                            | 7,708      | 7,457     |
| Number of active members (borrowed an item in last year) | 198        | 163       |
| ICT Usage (Hours)  | 239        | 256       |
| Total Reservations                                       | 740        | 460       |
| Total Enquiries  | 68         | 90        |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD | DVD | Total |
|------------------------|---------------|-------------------|--------------------|------------------------|-------------|----|-----|-------|
| Fence Houses           | 1,871         | 798               | 1,577              | 647                    | 33          | 0  | 0   | 4,926 |
|                        | 38%           | 16%               | 32%                | 13%                    | 1%          | 0% | 0%  | 100%  |

### User Profile (May 2013)

| <u>FenceHouses</u>          | Active user analysis by library of registration |      |         |       |         | Active user analysis by current items on loan |         |
|-----------------------------|---|------|---------|-------|---------|---|---------|
|                             | Female  | Male | Unknown | Total | %       | Total   | %       |
| Adult                       | 43  | 12   | 0       | 55    | 34.16%  | 14  | 24.56%  |
| Child                       | 33  | 29   | 1       | 63    | 39.13%  | 15  | 26.32%  |
| Community & Voluntary Group | 0   | 0    | 0       | 0     | 0.00%   | 1   | 1.75%   |
| Home Tutor / Child Minder   | 1   | 0    | 0       | 1     | 0.62%   | 1   | 1.75%   |
| Playgroup                   | 1   | 0    | 0       | 1     | 0.62%   | 0   | 0.00%   |
| Senior                      | 23  | 5    | 0       | 28    | 17.39%  | 21  | 36.84%  |
| Staff                       | 1   | 0    | 0       | 1     | 0.62%   | 5   | 8.77%   |
| Student                     | 1   | 0    | 0       | 1     | 0.62%   | 0   | 0.00%   |
| Youth-12                    | 4   | 5    | 0       | 9     | 5.59%   | 0   | 0.00%   |
| Youth-15                    | 2   | 0    | 0       | 2     | 1.24%   | 0   | 0.00%   |
| Total                       | 109   | 51   | 1       | 161   | 100.00% | 57  | 100.00% |

|                                    | Active user analysis by library of registration |      |         |       |
|------------------------------------|---|------|---------|-------|
|                                    | Female  | Male | Unknown | Total |
| Black or Black British - Caribbean | 0   | 1    | 0       | 1     |
| Not Disclosed                      | 8   | 8    | 0       | 16    |
| Other Ethnic Group                 | 1   | 0    | 0       | 1     |
| White - British                    | 93  | 36   | 0       | 129   |
| Total                              | 102   | 45   | 0       | 147   |

NB. Ethnicity data collected since 2006 where disclosed

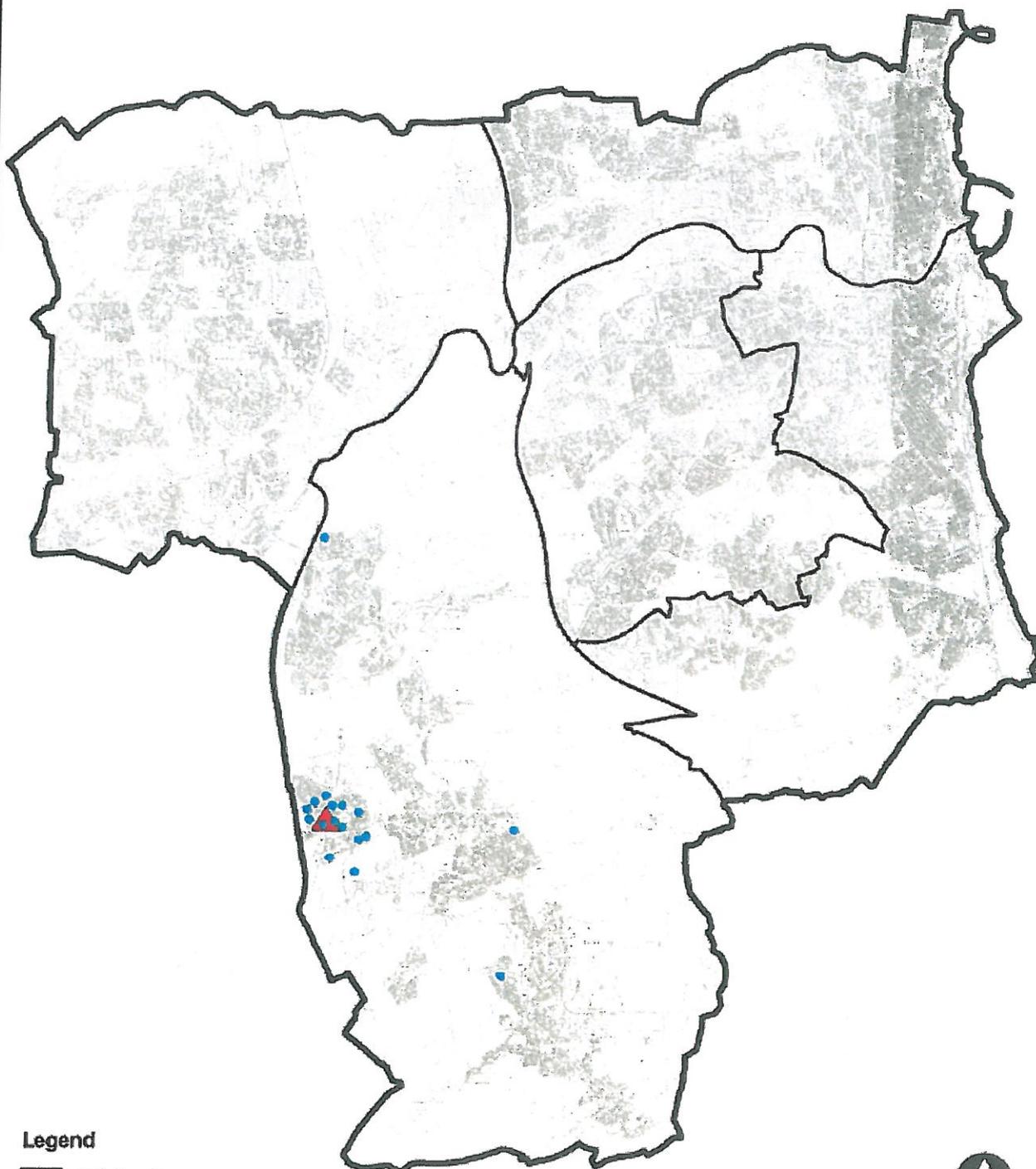
Distance to nearest service points: (information obtained from route planner)

| Branch       | Nearest service point | Distance (in miles) |
|--------------|-----------------------|---------------------|
| Fence Houses | Houghton              | 1.3 miles           |
| Fence Houses | Shiney Row            | 2.4 miles           |

Transport links: (information taken from current timetables)

| Branch       | Transport links (Bus) |
|--------------|-----------------------|
| Fence Houses | 71, X3, TB20          |

# Fence Houses - Library used most often by respondents/ members of their household



## Legend

-  ARF Boundaries
-  Fence Houses Library
-  Respondents

Base: 22

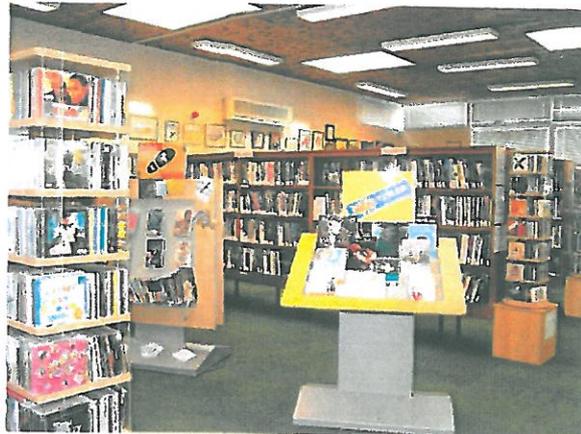


0 500 1000 1500 2000  
Metres

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## FULWELL LIBRARY



### Current Opening Hours

|                   |                  |                 |
|-------------------|------------------|-----------------|
| Monday, Wednesday | 9.30am – 12.30pm | 1.30pm – 7.00pm |
| Tuesday, Friday   | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Thursday          | 9.30am – 1.00pm  |                 |
| Saturday          | 10.00am – 1.00pm |                 |
| <b>Total</b>      | <b>36.5</b>      |                 |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access (7 Public access pc's in total across the library)
- Information Services
- Learning Programme
- Online Resources

### General Information

- Located near to local shops and schools, transport links, though poor car parking options
- Dated interior, in need of refurbishment
- High usage, issues and visits

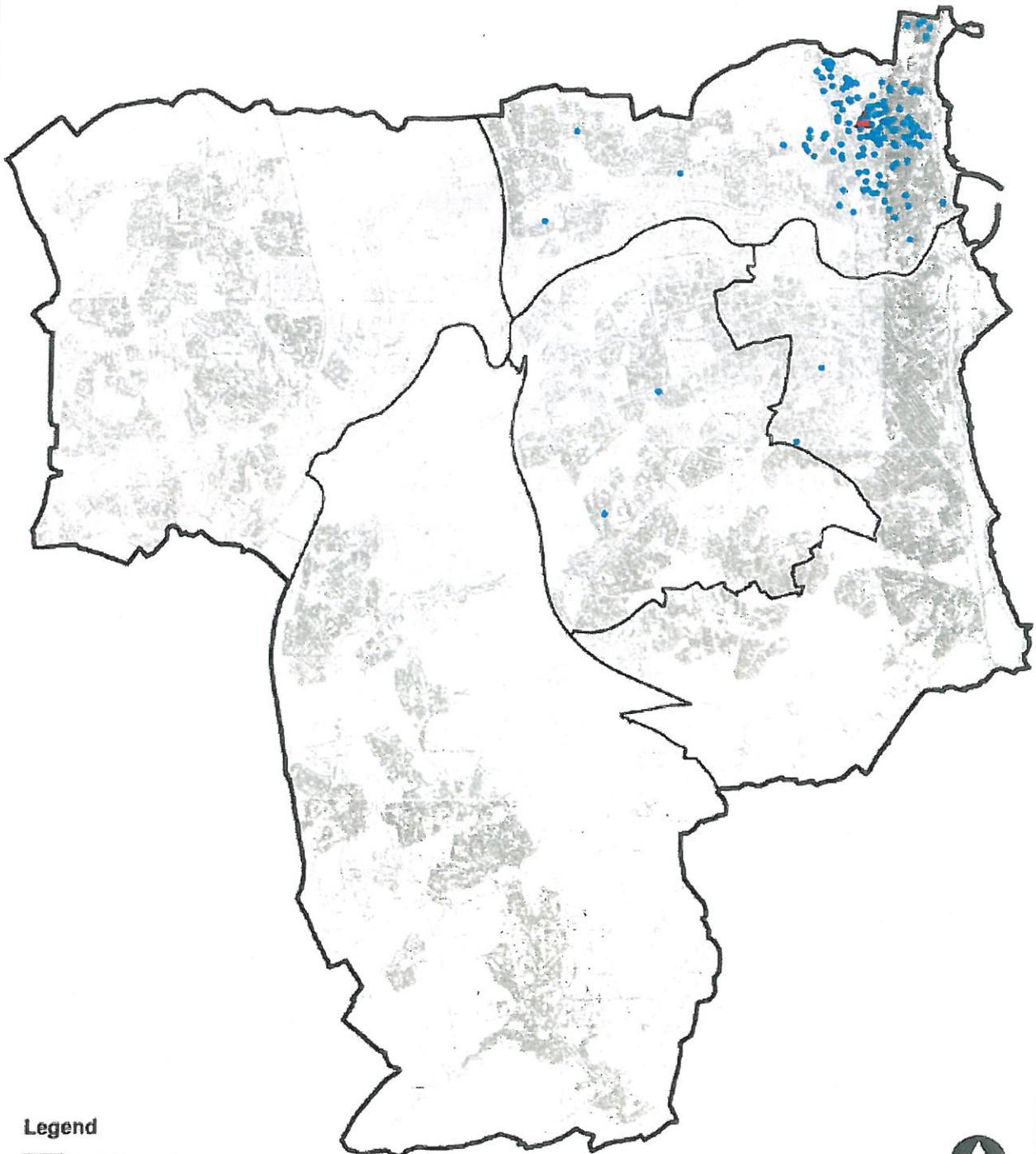
| Fulwell Performance Data      | NORTH     |           |
|-------------------------------|-----------|-----------|
|                               | 2011/2012 | 2012/2013 |
| Total Visits                  | 54,766    | 47,848    |
| Number of transactions/issues | 77,370    | 60,445    |
| ICT Usage (Hours)             | 4,482     | 4,529     |
| Total Reservations            | 2,459     | 1,767     |
| Total Enquiries               | 6,960     | 4,805     |
| Active Borrowers              | 2,578     | 2,231     |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD  | DVD | Total         |
|------------------------|---------------|-------------------|--------------------|------------------------|-------------|-----|-----|---------------|
| Fulwell                | 8,945         | 6,886             | 4,390              | 2,125                  | 554         | 399 | 225 | <b>23,524</b> |
|                        | 38%           | 29%               | 19%                | 9%                     | 2%          | 2%  | 1%  | <b>100%</b>   |

## User Profile (May 2013)

| <u>Fulwell</u>  | Active user analysis by library of registration |      |         |       |         |
|-----------------|---|------|---------|-------|---------|
|                 | Female  | Male | Unknown | Total | %       |
| Adult           | 559   | 266  | 1       | 826   | 37.12%  |
| Books on Wheels | 18  | 2    | 2       | 22    | 0.99%   |
| Community Group | 2   | 0    | 2       | 4     | 0.18%   |
| Child           | 267   | 246  | 3       | 516   | 23.19%  |
| Holiday-Senior  | 0   | 1    | 0       | 1     | 0.04%   |
| Job Seeker      | 2   | 1    | 0       | 3     | 0.13%   |
| Playgroup       | 1   | 0    | 1       | 2     | 0.09%   |
| Senior          | 455   | 255  | 1       | 711   | 31.96%  |
| Staff           | 14  | 1    | 0       | 15    | 0.67%   |
| Student         | 4   | 1    | 0       | 5     | 0.22%   |
| VIP             | 5   | 6    | 0       | 11    | 0.49%   |
| Youth-12        | 42  | 23   | 0       | 65    | 2.92%   |
| Youth-15        | 29  | 15   | 0       | 44    | 1.98%   |
| Total           | 1398  | 817  | 10      | 2225  | 100.00% |

# Fulwell - Library used most often by respondents/ members of their household



### Legend

-  ARF Boundaries
-  Fulwell Library
-  Respondents

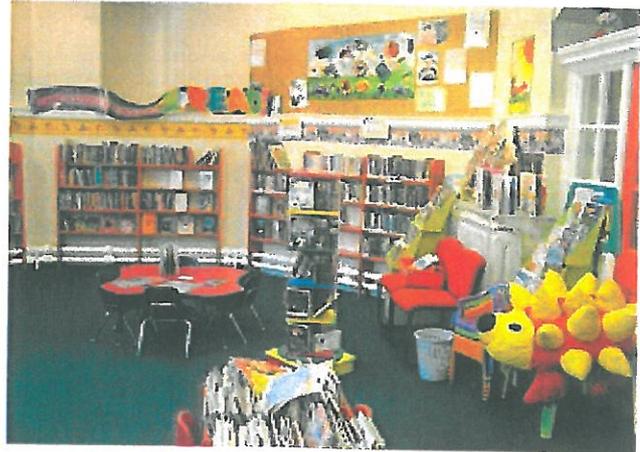
Base: 199



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## HENDON LIBRARY AND CUSTOMER SERVICE CENTRE



### Current Opening Hours

|                               |                   |
|-------------------------------|-------------------|
| Monday                        | 9.30am – 7.00pm   |
| Tuesday, Wednesday and Friday | 9.30am – 5.00pm   |
| Thursday                      | Closed            |
| Saturday                      | 10.00am – 12 noon |
| <b>Total</b>                  | <b>34</b>         |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (17 Public access pc's in total across the library)
- Customer Services - basic enquiries undertaken by library staff , 1 contact centre telephone
- Information Services
- Learning Programme
- Online Resources

### General Information

- Grade II listed Carnegie building with limited opportunity for development
- Located close to local shops and transport links with off road parking only
- Meeting room available for hire

| Hendon Performance Data       | East      |           |
|-------------------------------|-----------|-----------|
|                               | 2011/2012 | 2012/2013 |
| Total Visits                  | 24,557    | 26,458    |
| Number of transactions/issues | 29,781    | 26,496    |
| ICT Usage                     | 6,736     | 5,400     |
| Total Reservations            | 1,406     | 1,720     |
| Total Enquiries               | 2,667     | 3,218     |
| Active Borrowers              | 762       | 721       |

| STOCK COUNT<br>(1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD | DVD | Total  |
|---------------------------|---------------|-------------------|--------------------|------------------------|-------------|----|-----|--------|
| Hendon                    | 5,799         | 3,168             | 2,925              | 1,507                  | 138         | 1  | 0   | 13,538 |
|                           | 43%           | 23%               | 22%                | 11%                    | 1%          | 0% | 0%  | 100%   |

### User Profile (May 2013)

| <u>Hendon</u>            | Active user analysis by library of registration |      |         |       |         | Active user analysis by current items on loan |         |
|--------------------------|---|------|---------|-------|---------|---|---------|
|                          | Female  | Male | Unknown | Total | %       | Total   | %       |
| Adult                    | 189   | 139  | 5       | 333   | 46.64%  | 74  | 33.79%  |
| Books on Wheels          | 1   | 0    | 0       | 1     | 0.14%   | 1   | 0.46%   |
| Community Group          | 2   | 0    | 0       | 2     | 0.28%   | 0   | 0.00%   |
| Child                    | 112   | 87   | 0       | 199   | 27.87%  | 36  | 16.44%  |
| Holiday-Senior           | 1   | 0    | 0       | 1     | 0.14%   | 1   | 0.46%   |
| Home Tutor / Childminder | 0   | 1    | 0       | 1     | 0.14%   | 1   | 0.46%   |
| Job Seeker               | 2   | 4    | 0       | 6     | 0.84%   | 4   | 1.83%   |
| Playgroup                | 2   | 0    | 0       | 2     | 0.28%   | 0   | 0.00%   |
| Senior                   | 72  | 35   | 0       | 107   | 14.99%  | 93  | 42.47%  |
| Staff                    | 0   | 1    | 0       | 1     | 0.14%   | 4   | 1.83%   |
| Student                  | 3   | 3    | 0       | 6     | 0.84%   | 1   | 0.46%   |
| VIP                      | 1   | 0    | 0       | 1     | 0.14%   | 0   | 0.00%   |
| Youth-12                 | 21  | 13   | 0       | 34    | 4.76%   | 2   | 0.91%   |
| Youth-15                 | 14  | 6    | 0       | 20    | 2.80%   | 2   | 0.91%   |
| Total                    | 420   | 289  | 5       | 714   | 100.00% | 219   | 100.00% |

| Ethnicity                            | Active user analysis by library of registration |      |         |       |
|--------------------------------------|---|------|---------|-------|
|                                      | Female  | Male | Unknown | Total |
| Asian or Asian British - Bangladeshi | 3   | 1    | 0       | 4     |
| Asian or Asian British - Indian      | 1   | 0    | 0       | 1     |
| Black or Black British - African     | 4   | 2    | 0       | 6     |
| Black or Black British - Caribbean   | 1   | 0    | 0       | 1     |
| Chinese                              | 2   | 1    | 0       | 3     |
| Mixed - White and Black African      | 1   | 0    | 0       | 1     |
| Not Disclosed                        | 19  | 7    | 0       | 26    |
| Other Ethnic Group                   | 3   | 1    | 0       | 4     |
| Unknown                              | 9   | 8    | 0       | 17    |
| White - British                      | 250   | 172  | 0       | 422   |
| White - Irish                        | 0   | 1    | 0       | 1     |
| White - Other                        | 3   | 5    | 0       | 8     |
| Total                                | 296   | 198  | 0       | 494   |

NB. Ethnicity data collected since 2006 where disclosed

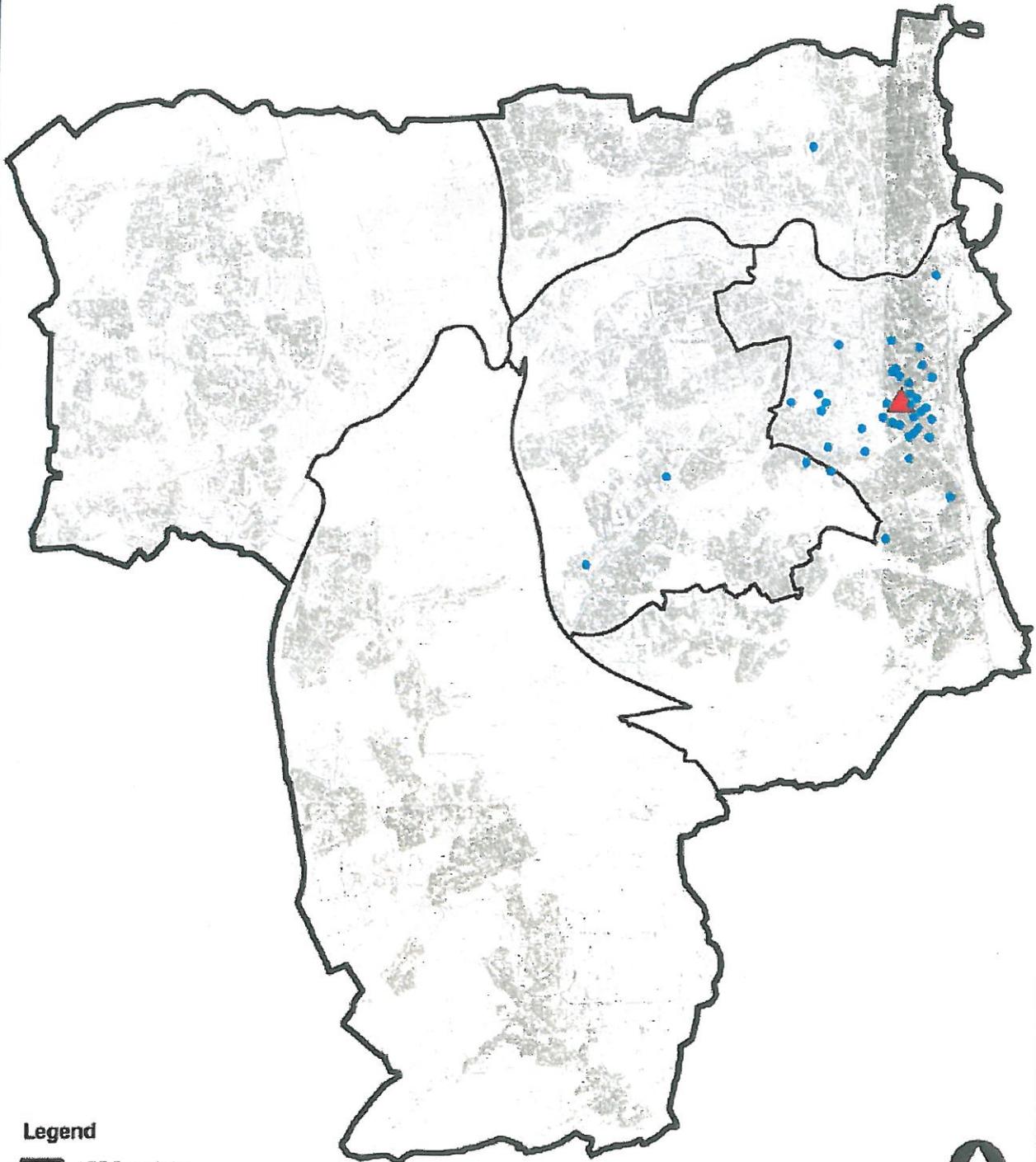
### Distance to nearest service points: (information obtained from route planner)

| Branch | Nearest service point      | Distance (in miles) |
|--------|----------------------------|---------------------|
| Hendon | City Library & Arts Centre | 0.8 miles           |
| Hendon | Kayll Road                 | 1.9 miles           |

### Transport links: (information taken from current timetables)

| Branch | Transport links (Bus)                         |
|--------|---|
| Hendon | 10, 11, 39, 42 (Other links from Ryhope Road) |

# Hendon - Library used most often by respondents/ members of their household



### Legend

- ARF Boundaries
- Hendon Library
- Respondents

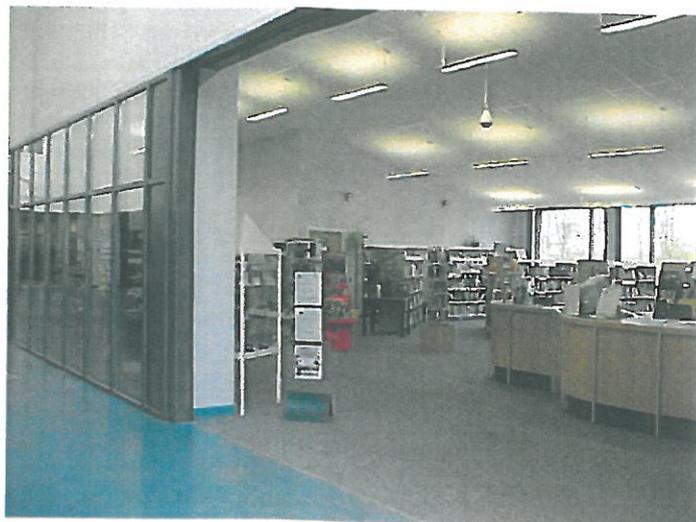
Base: 46



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## **HETTON CENTRE LIBRARY AND CUSTOMER SERVICE CENTRE**



### **Current Opening Hours**

|                               |                  |
|-------------------------------|------------------|
| Monday and Thursday           | 9.30am – 7.00pm  |
| Tuesday, Wednesday and Friday | 9.30am – 5.00pm  |
| Saturday                      | 9.00am – 12 noon |
| Total                         | 44.5             |

### **Service Offer**

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (8 Public access pc's in total across the library) 20 PC's in learning room for courses
- Customer Services – CSC public access phone/ CS is staffed by library staff
- Information Services
- Learning Programme
- Online Resources

### **General Information**

- Located in Hetton Centre, car parking, near to main transport links
- Shared location with wide range of services
- Set back from main road but close proximity to Hetton Community Pool and Wellness Centre

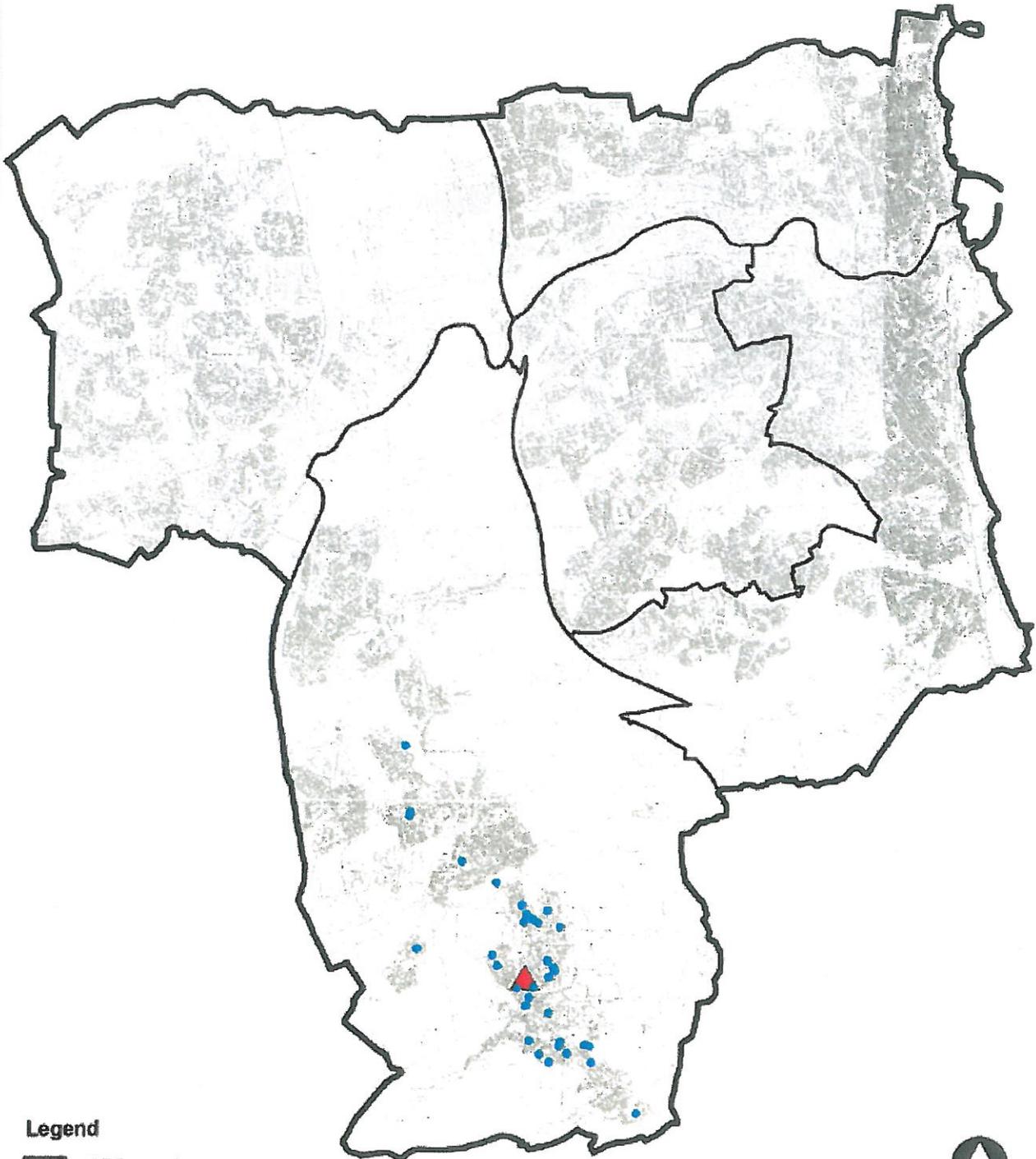
| Hetton Performance Data       | Coalfields |           |
|-------------------------------|------------|-----------|
|                               | 2011/2012  | 2012/2013 |
| Total Visits                  | 38,492     | 32,278    |
| Number of transactions/issues | 36,468     | 34,454    |
| ICT Usage                     | 5,672      | 4,834     |
| Total Reservations            | 1,727      | 2,247     |
| Total Enquiries               | 3,888      | 3,124     |
| Active Borrowers              | 1,303      | 1,233     |

| <b>STOCK COUNT<br/>(1.1.2013)</b> | <b>Adult Fiction</b> | <b>Adult Non-Fiction</b> | <b>Children's Fiction</b> | <b>Children's Non-Fiction</b> | <b>Audio Books</b> | <b>CD</b> | <b>DVD</b> | <b>Total</b>  |
|-----------------------------------|----------------------|--------------------------|---------------------------|-------------------------------|--------------------|-----------|------------|---------------|
| <b>Hetton</b>                     | 4,968                | 2,624                    | 2,681                     | 1,476                         | 235                | 88        | 21         | <b>12,093</b> |
|                                   | 41%                  | 22%                      | 22%                       | 12%                           | 2%                 | 1%        | 0%         | <b>100%</b>   |

### User Profile (May 2013)

| <b><u>Hetton</u></b> | <b>Active user analysis by library of registration</b> |             |                |              |                |
|----------------------|--|-------------|----------------|--------------|----------------|
|                      | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> | <b>%</b>       |
| Adult                | 320  | 213         | 1              | 534          | 43.00%         |
| Community Group      | 1  | 0           | 1              | 2            | 0.16%          |
| Child                | 175  | 132         | 4              | 311          | 25.04%         |
| Job Seeker           | 5  | 11          | 0              | 16           | 1.29%          |
| Playgroup            | 1  | 0           | 2              | 3            | 0.24%          |
| Senior               | 212  | 101         | 0              | 313          | 25.20%         |
| Staff                | 0  | 2           | 1              | 3            | 0.24%          |
| Student              | 1  | 0           | 0              | 1            | 0.08%          |
| VIP                  | 3  | 2           | 0              | 5            | 0.40%          |
| Youth-12             | 19   | 14          | 0              | 33           | 2.66%          |
| Youth-15             | 17   | 4           | 0              | 21           | 1.69%          |
| <b>Total</b>         | <b>754</b>   | <b>479</b>  | <b>9</b>       | <b>1242</b>  | <b>100.00%</b> |

# Hetton - Library used most often by respondents/ members of their household



- Legend**
- ARF Boundaries
  - Hetton Library
  - Respondents

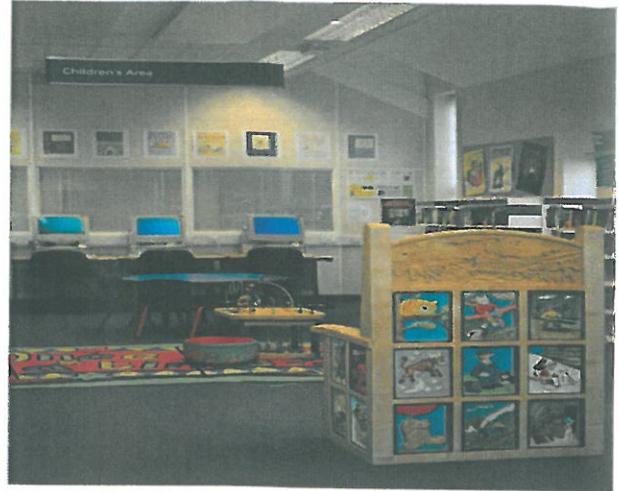


0 500 1000 1500 2000

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## HOUGHTON LIBRARY AND CUSTOMER SERVICE CENTRE



### Current Opening Hours

|                           |                 |
|---------------------------|-----------------|
| Monday, Tuesday Wednesday | 8.30am – 5.15pm |
| Thursday                  | 8.30am – 7.00pm |
| Friday                    | 8.30am – 5.00pm |
| Saturday                  | 9.30am – 12noon |
| <b>Total</b>              | <b>47.8</b>     |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning, author visits, crafts and storytimes, full programme for Houghton Feast including a Literature Festival
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS across the Coalfields area
- Customer Service Centre is staffed by CSC staff Monday to Friday
- Computers and Internet access- ICT suite and drop in (19 Public access pc's in total across the library inclusive of 2 pc's that can be logged of for CSC and access to 1 contact centre phones)
- Heritage
- Information Services
- Learning Programme provides family and local history information and learning opportunities
- Online Resources

### General Information

- New build
- Shared building with commercial outlets
- Located within busy shopping area / near main transport links
- Free parking provision
- Meeting Rooms are available to hire and are regularly used by community groups, that include HLS History group and Children's Services
- Busy library and Customer Service Centre

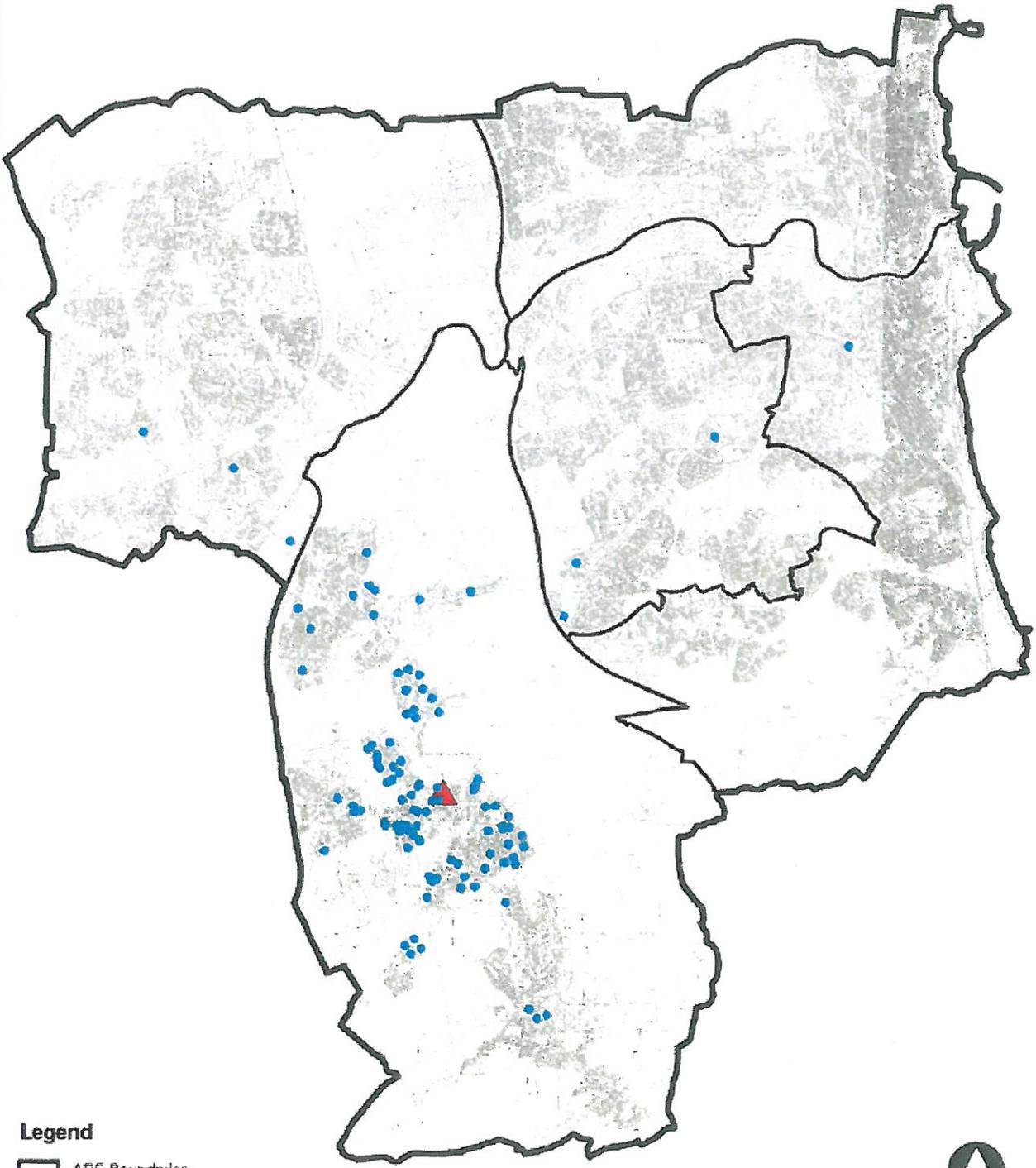
| Houghton Performance Data     | Coalfields |           |
|-------------------------------|------------|-----------|
|                               | 2011/2012  | 2012/2013 |
| Total Visits                  | 82,368     | 75,439    |
| Number of transactions/issues | 71,388     | 58,053    |
| ICT Usage (hours)             | 7,292      | 7,740     |
| Total Enquiries               | 13,957     | 7,916     |
| Total Reservations            | 2,837      | 2,935     |
| Active borrowers              | 3,130      | 2,480     |

| <b>STOCK COUNT<br/>(1.1.2013)</b> | <b>Adult Fiction</b> | <b>Adult Non-Fiction</b> | <b>Children's Fiction</b> | <b>Children's Non-Fiction</b> | <b>Audio Books</b> | <b>CD</b> | <b>DVD</b> | <b>Total</b>  |
|-----------------------------------|----------------------|--------------------------|---------------------------|-------------------------------|--------------------|-----------|------------|---------------|
| <b>Houghton</b>                   | 7,908                | 4,885                    | 3,750                     | 1,246                         | 724                | 57        | 1          | <b>18,571</b> |
|                                   | 43%                  | 26%                      | 20%                       | 7%                            | 4%                 | 0%        | 0%         | <b>100%</b>   |

**User Profile (May 2013)**

| <b><u>Houghton</u></b> | <b>Active user analysis by library of registration</b> |             |                |              |                |
|------------------------|--|-------------|----------------|--------------|----------------|
| -                      | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> | <b>%</b>       |
| Adult                  | 713  | 400         | 8              | 1121         | 45.11%         |
| Books on Wheels        | 42   | 8           | 0              | 50           | 2.01%          |
| Community Group        | 1  | 0           | 2              | 3            | 0.12%          |
| Child                  | 250  | 172         | 4              | 426          | 17.14%         |
| Holiday-Adult          | 0  | 1           | 0              | 1            | 0.04%          |
| Job Seeker             | 22   | 26          | 0              | 48           | 1.93%          |
| Playgroup              | 1  | 0           | 1              | 2            | 0.08%          |
| Senior                 | 434  | 250         | 1              | 685          | 27.57%         |
| Staff                  | 6  | 0           | 0              | 6            | 0.24%          |
| Student                | 7  | 1           | 0              | 8            | 0.32%          |
| VIP                    | 11   | 9           | 3              | 23           | 0.93%          |
| Youth-12               | 56   | 22          | 0              | 78           | 3.14%          |
| Youth-15               | 27   | 7           | 0              | 34           | 1.37%          |
| <b>Total</b>           | <b>1570</b>  | <b>896</b>  | <b>19</b>      | <b>2485</b>  | <b>100.00%</b> |

# Houghton - Library used most often by respondents/ members of their household



- Legend**
- ARF Boundaries
  - ▲ Houghton Library
  - Respondents

Base: 128

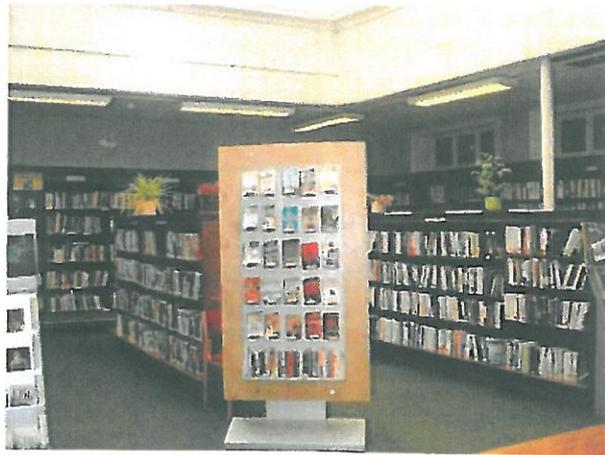


0 500 1000 1500  
Metres

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## KAYLL ROAD LIBRARY



### Current Opening Hours

|                              |                  |                 |
|------------------------------|------------------|-----------------|
| Monday, Wednesday and Friday | 9.30am – 12.30pm | 1.30pm – 7.30pm |
| Tuesday,                     | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Thursday                     | Closed           |                 |
| Saturday                     | 9.00am – 12noon  |                 |
| <b>Total</b>                 | <b>36.5</b>      |                 |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (10 Public access pc's in total across the library)
- Information Services
- Online Resources

### General Information

- Grade II listed Carnegie building
- Located near to hospital and local shops but parking very restricted

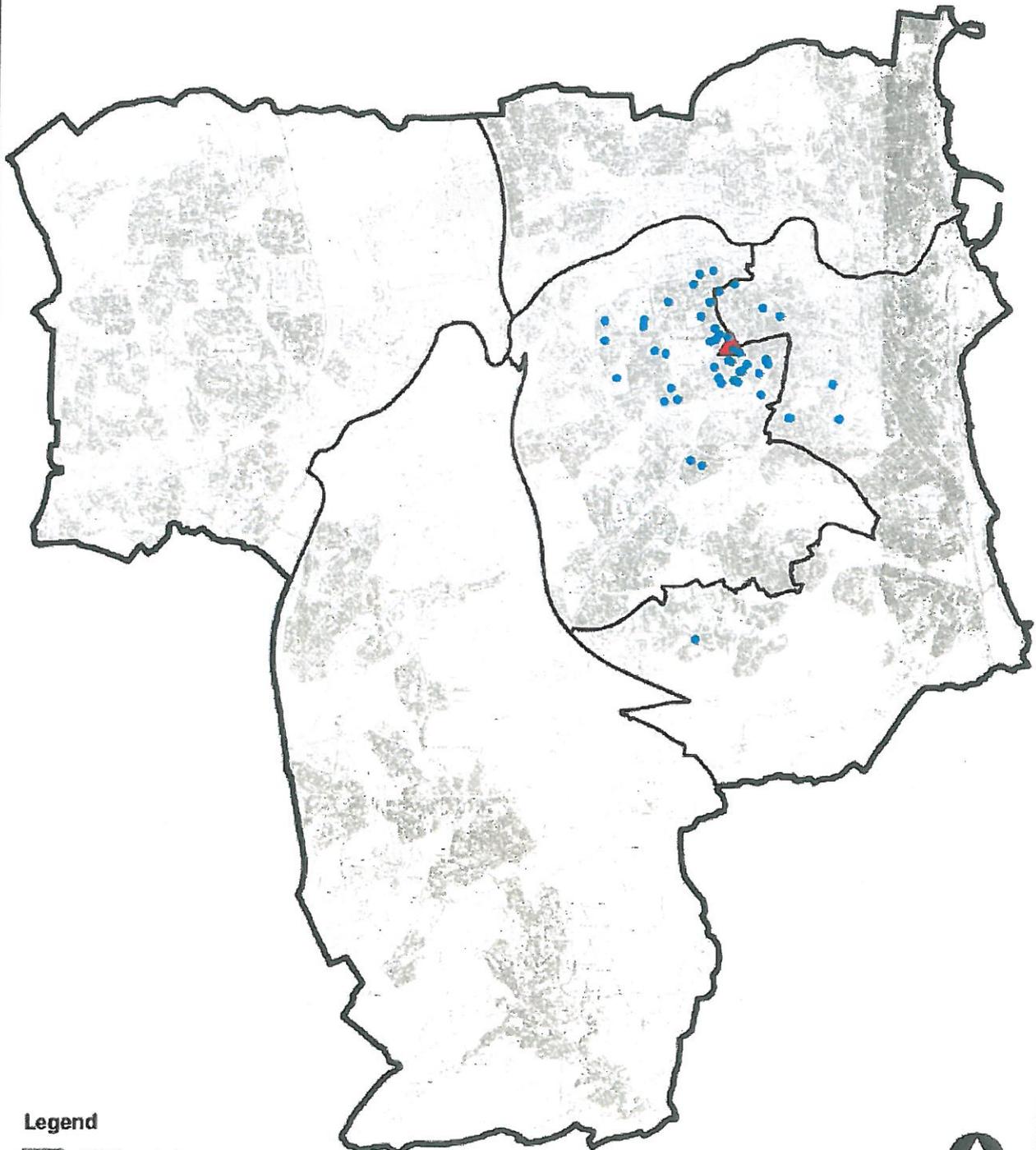
| Kayll Road Performance Data   | West      |           |
|-------------------------------|-----------|-----------|
|                               | 2011/2012 | 2012/2013 |
| Total Visits                  | 29,019    | 23,057    |
| Number of transactions/issues | 50,651    | 39,132    |
| ICT Usage (hours)             | 7,711     | 6,359     |
| Total Reservations            | 1,541     | 1,210     |
| Total Enquiries               | 3,066     | 2,454     |
| Active borrowers              | 1,719     | 1,461     |

| <b>STOCK COUNT<br/>(1.1.2013)</b> | <b>Adult Fiction</b> | <b>Adult Non-Fiction</b> | <b>Children's Fiction</b> | <b>Children's Non-Fiction</b> | <b>Audio Books</b> | <b>CD</b> | <b>DVD</b> | <b>Total</b>  |
|-----------------------------------|----------------------|--------------------------|---------------------------|-------------------------------|--------------------|-----------|------------|---------------|
| <b>Kayll Road</b>                 | 9,191                | 4,900                    | 4,359                     | 1,818                         | 566                | 357       | 0          | <b>21,191</b> |
|                                   | 43%                  | 23%                      | 21%                       | 9%                            | 3%                 | 2%        | 0%         | <b>100%</b>   |

### User Profile (May 2013)

| <u><b>Kayll Road</b></u>        | <b>Active user analysis by library of registration</b> |             |                |              |                |
|---------------------------------|--|-------------|----------------|--------------|----------------|
|                                 | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> | <b>%</b>       |
| Adult                           | 351  | 207         | 3              | 561          | 38.19%         |
| Books on Wheels                 | 33   | 3           | 0              | 36           | 2.45%          |
| Child                           | 185  | 127         | 10             | 322          | 21.92%         |
| Holiday-Adult                   | 1  | 0           | 0              | 1            | 0.07%          |
| Job Seeker                      | 7  | 4           | 0              | 11           | 0.75%          |
| Playgroup                       | 2  | 0           | 0              | 2            | 0.14%          |
| Senior                          | 261  | 151         | 0              | 412          | 28.05%         |
| Sheltered Accom / Hostel / Home | 2  | 0           | 0              | 2            | 0.14%          |
| Staff                           | 5  | 0           | 0              | 5            | 0.34%          |
| Student                         | 6  | 2           | 0              | 8            | 0.54%          |
| VIP                             | 4  | 3           | 0              | 7            | 0.48%          |
| Youth-12                        | 31   | 28          | 2              | 61           | 4.15%          |
| Youth-15                        | 27   | 14          | 0              | 41           | 2.79%          |
| <b>Total</b>                    | <b>915</b>   | <b>539</b>  | <b>15</b>      | <b>1469</b>  | <b>100.00%</b> |

# Kayll Road - Library used most often by respondents/ members of their household



### Legend

-  ARF Boundaries
-  Kayll Road Library
-  Respondents

Base: 52



This map is based on data from the Survey in line with the  
commitment of the Sunderland City Council to the Council of the Communities of  
the Region, 2011, and other Council Legally-Required  
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decision-making or for other purposes. Sunderland City Council  
100016225 Published 2012



## MONKWEARMOUTH LIBRARY



### Current Opening Hours

|                    |                  |                 |
|--------------------|------------------|-----------------|
| Monday, Friday     | 9.30am – 12.30pm | 1.30pm – 7.30pm |
| Tuesday, Wednesday | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Thursday           | Closed           |                 |
| Saturday           | 9.00am – 12noon  |                 |
| <b>Total</b>       | <b>34</b>        |                 |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access 4 public access pc's
- Heritage
- Information Services
- Online Resources

### General Information

- Carnegie building (not listed)
- Non DDA compliant
- Very low usage
- Situated on busy one way system, limited car parking nearby
- Sited near to University/College

| Monkwearmouth Performance Data                           | North     |           |
|--|-----------|-----------|
|  | 2011/2012 | 2012/2013 |
| Total Visits   | 26,355    | 20,916    |
| Number of transactions/issues                            | 26,995    | 23,366    |
| Number of active members (borrowed an item in last year) | 342       | 332       |
| ICT Usage (hours)  | 2,135     | 1,455     |
| Total Reservations                                       | 3,104     | 3,522     |
| Total Enquiries  | *         | 3,380     |

\* Clarification provided re enquiries to be included in counts.

| STOCK<br>(1.1.2013) | Adult<br>Fiction | Adult<br>Non-<br>Fiction | Children's<br>Fiction | Children's<br>Non-<br>Fiction | Audio<br>Books | CD | DVD | Total  |
|---------------------|------------------|--------------------------|-----------------------|-------------------------------|----------------|----|-----|--------|
| Monkwearmouth       | 5,725            | 2,946                    | 2,818                 | 1,500                         | 324            | 1  | 0   | 13,314 |
|                     | 43%              | 22%                      | 21%                   | 11%                           | 2%             | 0% | 0%  | 100%   |

### User Profile (May 2013)

| <u>Monkwearmouth</u> | Active user analysis by library of registration |      |         |       |         | Active user analysis by current items on loan |         |
|----------------------|---|------|---------|-------|---------|---|---------|
|                      | Female  | Male | Unknown | Total | %       | Total   | %       |
| Adult                | 99  | 71   | 1       | 171   | 50.00%  | 54  | 33.96%  |
| Community Group      | 1   | 0    | 1       | 2     | 0.58%   | 0   | 0.00%   |
| Child                | 53  | 33   | 1       | 87    | 25.44%  | 21  | 13.21%  |
| Corporate / Company  | 0   | 0    | 1       | 1     | 0.29%   | 0   | 0.00%   |
| Job Seeker           | 1   | 7    | 0       | 8     | 2.34%   | 1   | 0.63%   |
| Senior               | 36  | 17   | 0       | 53    | 15.50%  | 75  | 47.17%  |
| Staff                | 0   | 0    | 0       | 0     | 0.00%   | 2   | 1.26%   |
| Student              | 3   | 2    | 0       | 5     | 1.46%   | 1   | 0.63%   |
| VIP                  | 2   | 0    | 0       | 2     | 0.58%   | 4   | 2.52%   |
| Youth-12             | 2   | 3    | 0       | 5     | 1.46%   | 1   | 0.63%   |
| Youth-15             | 5   | 3    | 0       | 8     | 2.34%   | 0   | 0.00%   |
| Total                | 202   | 136  | 4       | 342   | 100.00% | 159   | 100.00% |

| Ethnicity                          | Active user analysis by library of registration |      |         |       |
|------------------------------------|---|------|---------|-------|
|                                    | Female  | Male | Unknown | Total |
| Asian or Asian British - Indian    | 1   | 0    | 0       | 1     |
| Asian or Asian British - Other     | 5   | 7    | 0       | 12    |
| Asian or Asian British - Pakistani | 1   | 3    | 0       | 4     |
| Black or Black British - African   | 4   | 4    | 0       | 8     |
| Black or Black British - Caribbean | 2   | 0    | 0       | 2     |
| Black or Black British - Other     | 1   | 0    | 0       | 1     |
| Chinese                            | 4   | 4    | 0       | 8     |
| Mixed - White and Black African    | 0   | 1    | 0       | 1     |
| Mixed - White and Asian            | 1   | 2    | 0       | 3     |
| Not Disclosed                      | 1   | 3    | 1       | 5     |
| Other Ethnic Group                 | 1   | 4    | 0       | 5     |
| Unknown                            | 6   | 4    | 0       | 10    |
| White - British                    | 166   | 92   | 0       | 258   |
| White - Irish                      | 1   | 0    | 0       | 1     |
| White - Other                      | 1   | 4    | 0       | 5     |
| Total                              | 195   | 128  | 1       | 324   |

NB. Ethnicity data collected since 2006 where disclosed

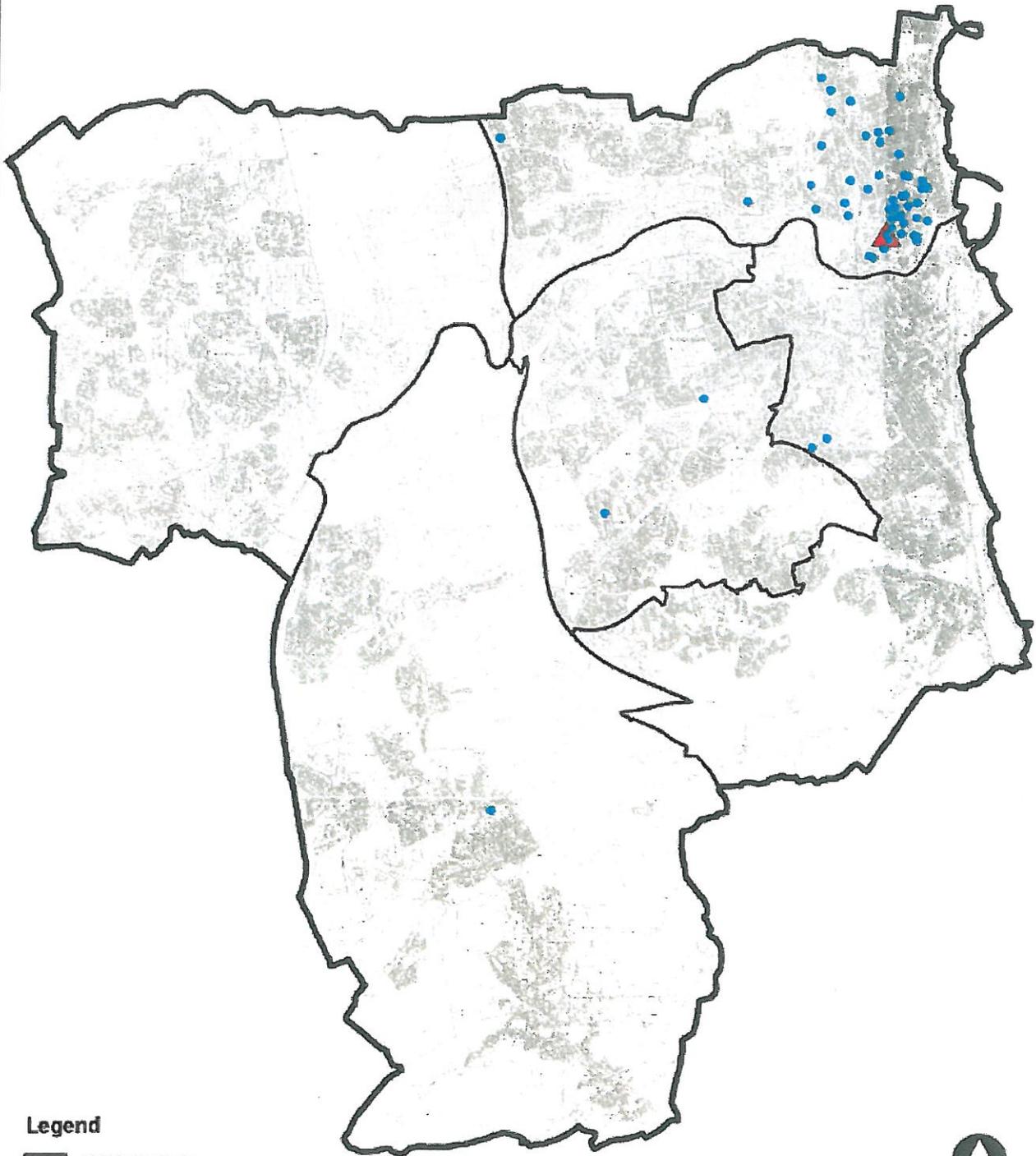
### Distance to nearest service points: (information obtained from route planner)

| Branch        | Nearest service point      | Distance (in miles) |
|---------------|----------------------------|---------------------|
| Monkwearmouth | City Library & Arts Centre | 0.9 miles           |
| Monkwearmouth | Fulwell                    | 1.2 miles           |

### Transport links: (information taken from current timetables)

| Branch        | Transport links (Bus) |
|---------------|-----------------------|
| Monkwearmouth | E1, E6, 18, 23        |

# Monkwearmouth - Library used most often by respondents/ members of their household



### Legend

- ARF Boundaries
- Monkwearmouth Library
- Respondents

Base: 70



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## RYHOPE LIBRARY AND CUSTOMER SERVICE CENTRE



### Current Opening Hours

|                   |                 |
|-------------------|-----------------|
| Monday, Wednesday | 8.30am – 7.00pm |
| Tuesday, Thursday | 8.30am – 5.15pm |
| Friday            | 8.30am – 5.00pm |
| Saturday          | 9.00am – 12noon |
| <b>Total</b>      | <b>50</b>       |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes, learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 6 public access pc's
- Customer Services is staffed by Library staff, 1 contact centre phone
- Information Services
- Online Resources

### General Information

- New build
- Partnership with TPCT
- Meeting Room available for hire and learning opportunities
- Good accessibility and car parking

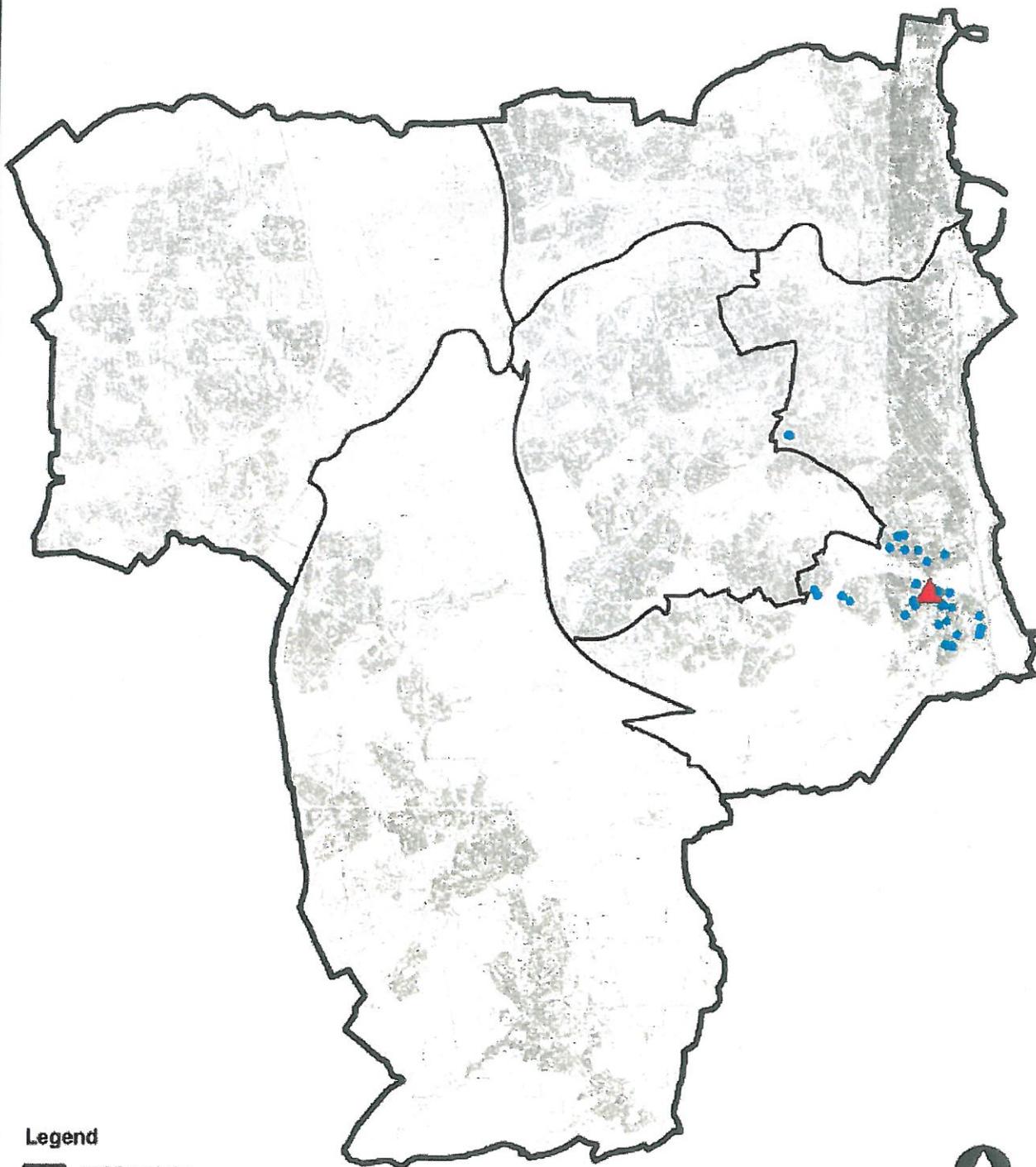
| Ryhope Performance Data       | EAST      |           |
|-------------------------------|-----------|-----------|
|                               | 2011/2012 | 2012/2013 |
| Total Visits                  | 31,035    | 26,992    |
| Number of transactions/issues | 30,321    | 25,726    |
| ICT Usage (hours)             | 3,896     | 3,179     |
| Total Reservations            | 1,674     | 1,441     |
| Total Enquiries               | 2,668     | 2,922     |
| Active borrowers              | 1,142     | 1,033     |

| <b>STOCK COUNT<br/>(1.1.2013)</b> | <b>Adult Fiction</b> | <b>Adult Non-Fiction</b> | <b>Children's Fiction</b> | <b>Children's Non-Fiction</b> | <b>Audio Books</b> | <b>CD</b> | <b>DVD</b> | <b>Total</b>  |
|-----------------------------------|----------------------|--------------------------|---------------------------|-------------------------------|--------------------|-----------|------------|---------------|
| <b>Ryhope</b>                     | 4,053                | 2,431                    | 3,272                     | 1,640                         | 102                | 0         | 0          | <b>11,498</b> |
|                                   | 35%                  | 21%                      | 28%                       | 14%                           | 1%                 | 0%        | 0%         | <b>100%</b>   |

**User Profile (May 2013)**

| <b><u>Ryhope</u></b> | <b>Active user analysis by library of registration</b> |             |                |              |                |
|----------------------|--|-------------|----------------|--------------|----------------|
|                      | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> | <b>%</b>       |
| Adult                | 294  | 181         | 3              | 478          | 46.50%         |
| Books on Wheels      | 0  | 3           | 0              | 3            | 0.29%          |
| Community Group      | 1  | 1           | 2              | 4            | 0.39%          |
| Child                | 204  | 166         | 3              | 373          | 36.28%         |
| Job Seeker           | 0  | 3           | 0              | 3            | 0.29%          |
| Senior               | 77   | 30          | 0              | 107          | 10.41%         |
| Staff                | 0  | 1           | 0              | 1            | 0.10%          |
| VIP                  | 2  | 0           | 0              | 2            | 0.19%          |
| Youth-12             | 23   | 14          | 0              | 37           | 3.60%          |
| Youth-15             | 17   | 3           | 0              | 20           | 1.95%          |
| <b>Total</b>         | <b>618</b>   | <b>402</b>  | <b>8</b>       | <b>1028</b>  | <b>100.00%</b> |

# Ryhope - Library used most often by respondents/ members of their household



### Legend

-  ARF Boundaries
-  Ryhope Library
-  Respondents

Base: 35



This map is a simplified representation of the information contained in the Sunderland City Council Survey, and should not be used for any other purpose. The map is for information only and does not constitute an offer of any service. The map is for information only and does not constitute an offer of any service. The map is for information only and does not constitute an offer of any service.



## **SANDHILL CENTRE LIBRARY AND CUSTOMER SERVICE CENTRE**



### **Current Opening Hours**

|                                 |                 |
|---------------------------------|-----------------|
| Monday and Friday               | 9.30am – 7.30pm |
| Tuesday, Wednesday and Thursday | 9.30am – 5.00pm |
| Saturday                        | 9.30am – 4.00pm |
| <b>Total</b>                    | <b>49</b>       |

### **Service Offer**

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes varied learning courses, crafts and storytimes
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS
- Customer Service Centre is staffed by library staff; 1 contact centre telephone
- Computers and Internet access- ICT suite and drop in (24 Public access pc's in total across the library)
- Heritage -provides family and local history information and learning opportunities
- Information Services
- Learning Programme
- Online Resources

### **General Information**

- New build/ also refurbished to accommodate Customer Service Centre
- Co-location with School, Community Facilities, Creche, Schools Library Service and Children's Services / adjacent to TPCT walk in centre
- Located on a main transport route, with car parking and disabled ramp access
- Meeting Rooms for community use
- Well attended learning courses in this area, that includes family & local history, ICT for beginners

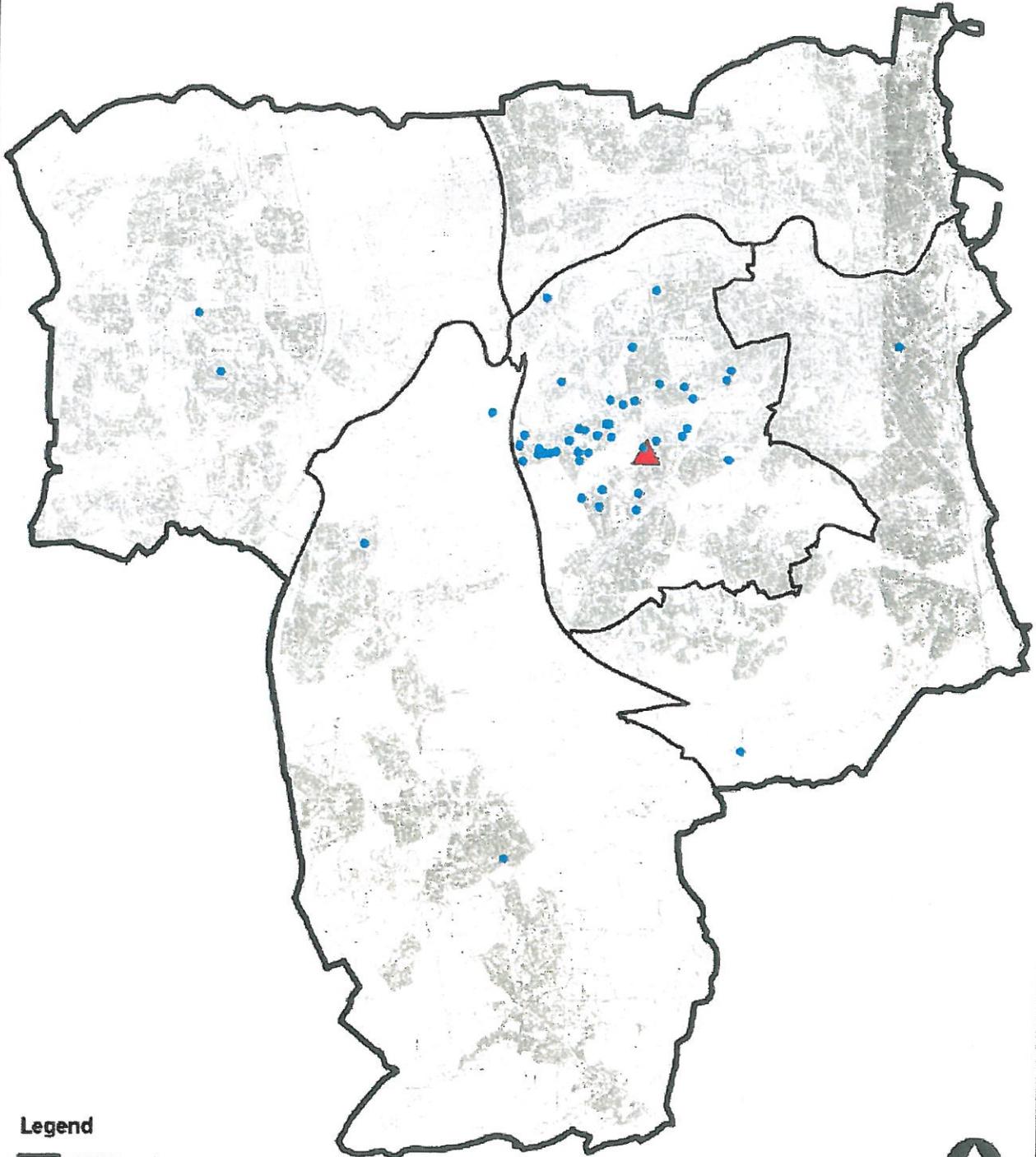
| <b>Sandhill Performance Data</b> | <b>West</b>      |                  |
|----------------------------------|------------------|------------------|
|                                  | <b>2011/2012</b> | <b>2012/2013</b> |
| Total Visits                     | 26,936           | 30,404           |
| Number of transactions/issues    | 34,499           | 36,943           |
| ICT Usage (hours)                | 10,559           | 10,058           |
| Total Reservations               | 1,378            | 1,217            |
| Total Enquiries                  | 3,070            | 1,164            |
| Active borrowers                 | 1,116            | 942              |

| <b>STOCK<br/>(1.1.2013)</b> | <b>Adult<br/>Fiction</b> | <b>Adult<br/>Non-<br/>Fiction</b> | <b>Children's<br/>Fiction</b> | <b>Children's<br/>Non-<br/>Fiction</b> | <b>Audio<br/>Books</b> | <b>CD</b> | <b>DVD</b> | <b>Total</b>  |
|-----------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|---------------|
| <b>Sandhill</b>             | 7,954                    | 3,554                             | 3,878                         | 1,666                                  | 733                    | 777       | 0          | <b>18,562</b> |
|                             | 43%                      | 19%                               | 21%                           | 9%                                     | 4%                     | 4%        | 0%         | <b>100%</b>   |

### User Profile (May 2013)

| <b><u>Sandhill Centre</u></b>      | <b>Active user analysis by library of registration</b> |             |                |              |                |
|------------------------------------|--|-------------|----------------|--------------|----------------|
|                                    | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> | <b>%</b>       |
| Adult                              | 228  | 135         | 3              | 366          | 39.35%         |
| Books on Wheels                    | 30   | 8           | 1              | 39           | 4.19%          |
| Child                              | 192  | 121         | 4              | 317          | 34.09%         |
| Job Seeker                         | 7  | 5           | 0              | 12           | 1.29%          |
| Playgroup                          | 2  | 0           | 1              | 3            | 0.32%          |
| Senior                             | 76   | 46          | 0              | 122          | 13.12%         |
| Sheltered Accom / Hostel /<br>Home | 1  | 0           | 0              | 1            | 0.11%          |
| Staff                              | 2  | 0           | 0              | 2            | 0.22%          |
| Student                            | 3  | 0           | 0              | 3            | 0.32%          |
| VIP                                | 1  | 1           | 2              | 4            | 0.43%          |
| Youth-12                           | 23   | 12          | 1              | 36           | 3.87%          |
| Youth-15                           | 21   | 4           | 0              | 25           | 2.69%          |
| <b>Total</b>                       | <b>586</b>   | <b>332</b>  | <b>12</b>      | <b>930</b>   | <b>100.00%</b> |

# Sandhill View - Library used most often by respondents/ members of their household



### Legend

-  ARF Boundaries
-  Sandhill View Library
-  Respondents

Base: 53



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## SHINEY ROW LIBRARY AND CUSTOMER SERVICE CENTRE



### Current Opening Hours

|                  |                 |
|------------------|-----------------|
| Monday, Thursday | 9.30am – 7.00pm |
| Tuesday, Friday  | 9.30am – 5.00pm |
| Wednesday        | 9.30am – 1.30pm |
| Saturday         | 9.00am – 12noon |
| <b>Total</b>     | <b>41</b>       |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity Books and Reading Programme
- Computers and Internet access 4 public access pc's
- Customer Services provided by library staff: 1 Contact Centre phone
- Information Services
- Online Resources

### General Information

- Recent rebuild/ refurbishment to support delivery of Customer Services
- Located in main shopping area
- Limited car parking but on main transport links
- Steady overall usage

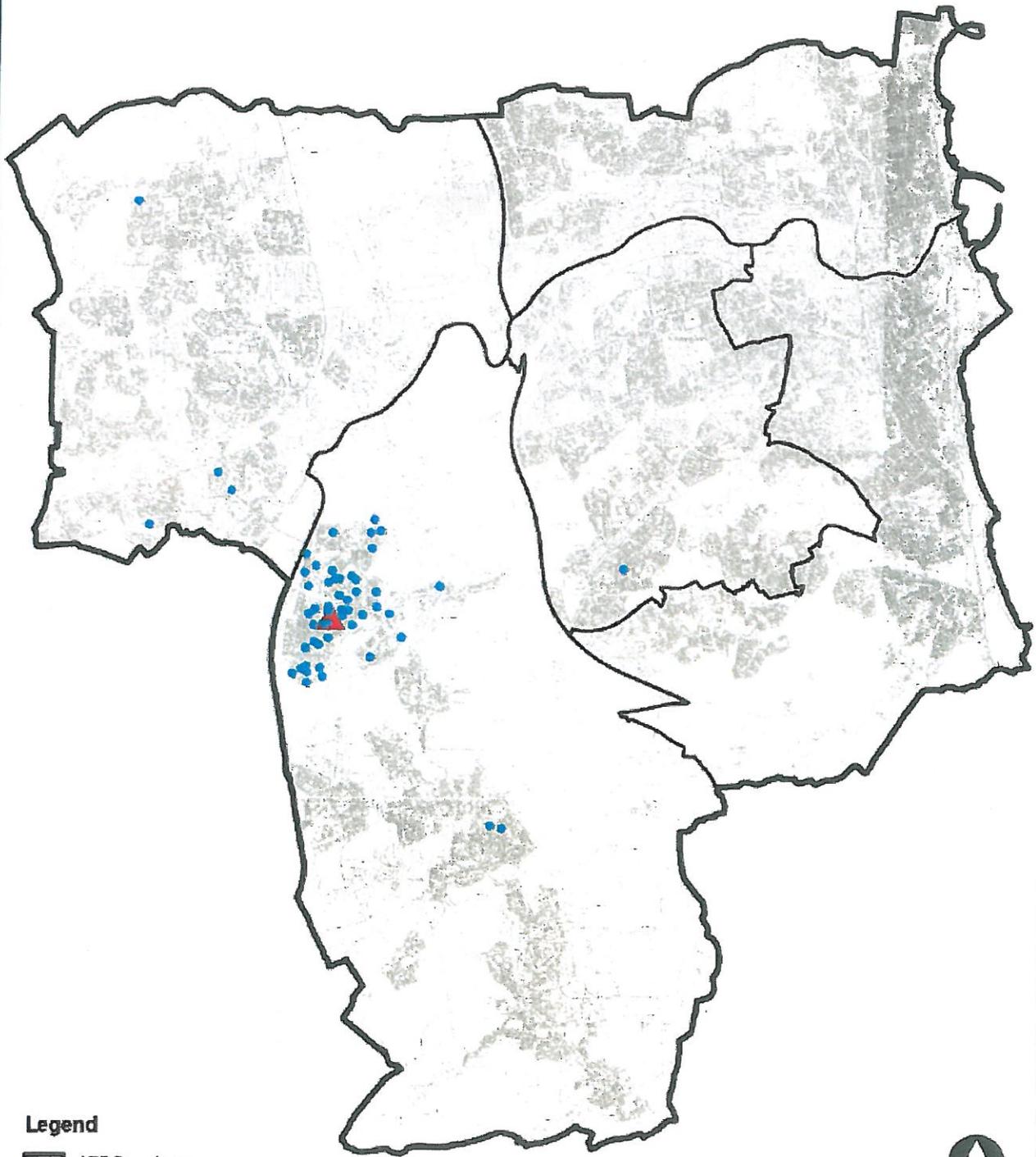
| Shiney Row Performance data   | Coalfields |           |
|-------------------------------|------------|-----------|
|                               | 2011/2012  | 2012/2013 |
| Total Visits                  | 40,601     | 31,783    |
| Number of transactions/issues | 46,222     | 42,974    |
| ICT Usage                     | 3,514      | 3,047     |
| Total Reservations            | 3,022      | 2,971     |
| Total Enquiries               | 1,688      | 1,431     |
| Active borrowers              | 1,458      | 1,344     |

| <b>STOCK<br/>(1.1.2013)</b> | <b>Adult<br/>Fiction</b> | <b>Adult<br/>Non-<br/>Fiction</b> | <b>Children's<br/>Fiction</b> | <b>Children's<br/>Non-<br/>Fiction</b> | <b>Audio<br/>Books</b> | <b>CD</b> | <b>DVD</b> | <b>Total</b>  |
|-----------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|---------------|
| <b>Shiney Row</b>           | 5,084                    | 2,101                             | 2,606                         | 937                                    | 124                    | 240       | 342        | <b>11,434</b> |
|                             | 44%                      | 18%                               | 23%                           | 8%                                     | 1%                     | 2%        | 3%         | <b>100%</b>   |

**User Profile (May 2013)**

| <b><u>Shiney Row</u></b> | <b>Active user analysis by library of registration</b> |             |                |              |                |
|--------------------------|--|-------------|----------------|--------------|----------------|
|                          | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> | <b>%</b>       |
| Adult                    | 395  | 202         | 11             | 608          | 44.94%         |
| Community Group          | 0  | 0           | 1              | 1            | 0.07%          |
| Child                    | 235  | 188         | 8              | 431          | 31.86%         |
| Senior                   | 153  | 75          | 0              | 228          | 16.85%         |
| Student                  | 4  | 0           | 0              | 4            | 0.30%          |
| VIP                      | 15   | 1           | 0              | 16           | 1.18%          |
| Youth-12                 | 26   | 21          | 0              | 47           | 3.47%          |
| Youth-15                 | 11   | 7           | 0              | 18           | 1.33%          |
| <b>Total</b>             | <b>839</b>   | <b>494</b>  | <b>20</b>      | <b>1353</b>  | <b>100.00%</b> |

# Shiney Row - Library used most often by respondents/ members of their household



### Legend

-  ARF Boundaries
-  Shiney Row Library
-  Respondents



This map is based on the 2011 Census data and is subject to the accuracy of the data. The map is for information only and is not intended to be used for any other purpose. It is the responsibility of the user to ensure that the data is accurate and up to date. Sunderland City Council, 2011.



## SILKSWORTH LIBRARY AND CUSTOMER SERVICE CENTRE



### Current Opening Hours

|                      |                    |
|----------------------|--------------------|
| Monday and Wednesday | 9.30am – 7.00pm    |
| Tuesday and Friday   | 9.30am - 5.00pm    |
| Saturday             | 9.00am – 12.00noon |
| <b>Total</b>         | <b>37</b>          |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 8 public access pc's
- Customer Services provided by library staff: 1 customer service network phone
- Information Services
- Learning Programme
- Online Resources

### General Information

- New build – Extra care facility with library / community café
- Partnership with HHAS / Housing 21

| Silksworth Performance Data   | West      |           |
|-------------------------------|-----------|-----------|
|                               | 2011/2012 | 2012/2013 |
| Total Visits                  | 23,558    | 15,080    |
| Number of transactions/issues | 39,796    | 32,001    |
| ICT Usage (hours)             | 3,489     | 2,998     |
| Total Reservations            | 3,358     | 4,390     |
| Total Enquiries               | 4,428     | 3,132     |
| Active Borrowers              | 838       | 780       |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD | DVD | Total        |
|------------------------|---------------|-------------------|--------------------|------------------------|-------------|----|-----|--------------|
| <b>Silksworth</b>      | 3,329         | 1,534             | 2,190              | 964                    | 151         | 0  | 0   | <b>8,168</b> |
|                        | 41%           | 19%               | 27%                | 12%                    | 2%          | 0% | 0%  | <b>100%</b>  |

### User Profile (May 2013)

| <u>Silksworth</u> | Active user analysis by library of registration |            |          |            |                | Active user analysis by current items on loan |                |
|-------------------|---|------------|----------|------------|----------------|---|----------------|
|                   | Female  | Male       | Unknown  | Total      | %              | Total   | %              |
| Adult             | 242   | 106        | 2        | 350        | 44.93%         | 77  | 34.68%         |
| Books on Wheels   | 0   | 1          | 0        | 1          | 0.13%          | 0   | 0.00%          |
| Community Group   | 1   | 1          | 0        | 2          | 0.26%          | 1   | 0.45%          |
| Child             | 119   | 94         | 2        | 215        | 27.60%         | 45  | 20.27%         |
| Job Seeker        | 2   | 4          | 0        | 6          | 0.77%          | 3   | 1.35%          |
| Playgroup         | 1   | 0          | 0        | 1          | 0.13%          | 0   | 0.00%          |
| Senior            | 99  | 50         | 0        | 149        | 19.13%         | 81  | 36.49%         |
| Staff             | 2   | 1          | 0        | 3          | 0.39%          | 4   | 1.80%          |
| Student           | 1   | 1          | 0        | 2          | 0.26%          | 1   | 0.45%          |
| VIP               | 5   | 3          | 0        | 8          | 1.03%          | 8   | 3.60%          |
| Youth-12          | 20  | 14         | 2        | 36         | 4.62%          | 2   | 0.90%          |
| Youth-15          | 6   | 0          | 0        | 6          | 0.77%          | 0   | 0.00%          |
| <b>Total</b>      | <b>498</b>                                      | <b>275</b> | <b>6</b> | <b>779</b> | <b>100.00%</b> | <b>222</b>                                    | <b>100.00%</b> |

| Ethnicity                          | Active user analysis by library of registration |            |          |            |
|------------------------------------|---|------------|----------|------------|
|                                    | Female  | Male       | Unknown  | Total      |
| Asian or Asian British - Indian    | 1   | 0          | 0        | 1          |
| Asian or Asian British - Pakistani | 1   | 0          | 0        | 1          |
| Black or Black British - African   | 2   | 0          | 0        | 2          |
| Not Disclosed                      | 18  | 13         | 0        | 31         |
| Other Ethnic Group                 | 1   | 0          | 0        | 1          |
| Unknown                            | 1   | 2          | 0        | 3          |
| White - British                    | 327   | 181        | 0        | 508        |
| White - Other                      | 2   | 1          | 0        | 3          |
| <b>Total</b>                       | <b>353</b>                                      | <b>197</b> | <b>0</b> | <b>550</b> |

NB. Ethnicity data collected since 2006 where disclosed

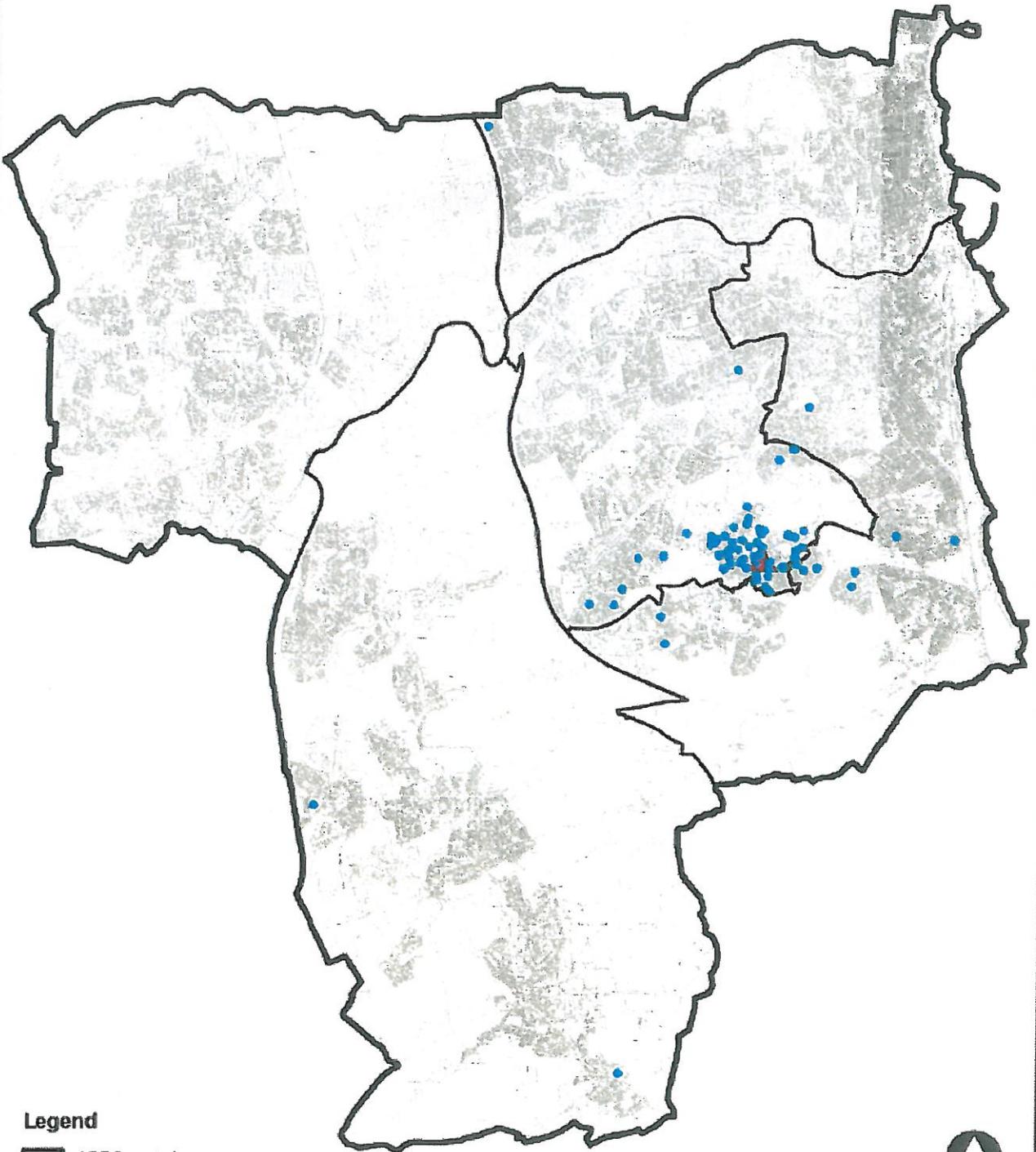
### Distance to nearest service points: (information obtained from route planner)

| Branch     | Nearest service point | Distance (in miles) |
|------------|-----------------------|---------------------|
| Silksworth | Ryhope                | 1.6 miles           |
| Silksworth | Sandhill              | 2.1 miles           |

### Transport links: (information taken from current timetables)

| Branch     | Transport links (Bus) |
|------------|-----------------------|
| Silksworth | 12, 35, 42            |

# Silksworth - Library used most often by respondents/ members of their household



- Legend**
- ARF Boundaries
  - ▲ Silksworth Library
  - Respondents



Base: 99

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## SOUTHWICK LIBRARY



### Current Opening Hours

|                      |                  |                 |
|----------------------|------------------|-----------------|
| Monday and Wednesday | 9.30am – 12.30pm | 1.30pm – 7.30pm |
| Tuesday and Friday   | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Thursday             | Closed           |                 |
| Saturday             | 9.00am – 12 noon |                 |
| <b>Total</b>         | <b>34</b>        |                 |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 12 public access pc's for learning and drop in
- Information Services
- Learning Programme
- Online Resources

### General Information

- Carnegie style building
- Set back off the main road and main shopping centre
- Limited opportunity for development

| Southwick Performance Data    | North     |           |
|-------------------------------|-----------|-----------|
|                               | 2011/2012 | 2012/2013 |
| Total Visits                  | 25,389    | 18,610    |
| Number of transactions/issues | 30,554    | 25,554    |
| ICT Usage (hours)             | 8,249     | 6,834     |
| Total Reservations            | 1,224     | 1,040     |
| Total Enquiries               | 4,966     | 3,151     |
| Active borrowers              | 844       | 762       |

| STOCK<br>(1.1.2013) | Adult<br>Fiction | Adult<br>Non-<br>Fiction | Children's<br>Fiction | Children's<br>Non-<br>Fiction | Audio<br>Books | CD | DVD | Total  |
|---------------------|------------------|--------------------------|-----------------------|-------------------------------|----------------|----|-----|--------|
| Southwick           | 5,647            | 7,230                    | 2,635                 | 1,129                         | 135            | 1  | 0   | 16,777 |
|                     | 34%              | 43%                      | 16%                   | 7%                            | 1%             | 0% | 0%  | 100%   |

**User Profile (May 2013)**

| <b>Southwick</b> | <b>Active user analysis by library of registration</b> |             |                |              |                | <b>Active user analysis by current items on loan</b> |                |
|------------------|--|-------------|----------------|--------------|----------------|--|----------------|
|                  | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> | <b>%</b>       | <b>Total</b>   | <b>%</b>       |
| Adult            | 207  | 162         | 4              | 373          | 48.95%         | 73   | 34.27%         |
| Books on Wheels  | 0  | 0           | 0              | 0            | 0.00%          | 1  | 0.47%          |
| Child            | 103  | 98          | 0              | 201          | 26.38%         | 25   | 11.74%         |
| Community Group  | 0  | 0           | 0              | 0            | 0.00%          | 1  | 0.47%          |
| Job Seeker       | 4  | 2           | 0              | 6            | 0.79%          | 2  | 0.94%          |
| Senior           | 100  | 41          | 0              | 141          | 18.50%         | 103  | 48.36%         |
| Staff            | 0  | 1           | 0              | 1            | 0.13%          | 3  | 1.41%          |
| Student          | 4  | 2           | 0              | 6            | 0.79%          | 1  | 0.47%          |
| VIP              | 1  | 2           | 0              | 3            | 0.39%          | 2  | 0.94%          |
| Youth-12         | 12   | 8           | 0              | 20           | 2.62%          | 2  | 0.94%          |
| Youth-15         | 7  | 4           | 0              | 11           | 1.44%          | 0  | 0.00%          |
| <b>Total</b>     | <b>438</b>   | <b>320</b>  | <b>4</b>       | <b>762</b>   | <b>100.00%</b> | <b>213</b>   | <b>100.00%</b> |

| <b>Ethnicity</b>                | <b>Active user analysis by library of registration</b> |             |                |              |
|---------------------------------|--|-------------|----------------|--------------|
|                                 | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> |
| Asian or Asian British - Indian | 0  | 1           | 0              | 1            |
| Black or Black British - Other  | 0  | 1           | 0              | 1            |
| Not Disclosed                   | 14   | 20          | 0              | 34           |
| Other Ethnic Group              | 0  | 1           | 0              | 1            |
| Unknown                         | 0  | 1           | 0              | 1            |
| White - British                 | 281  | 199         | 0              | 480          |
| White - Irish                   | 1  | 0           | 0              | 1            |
| White - Other                   | 3  | 3           | 0              | 6            |
| <b>Total</b>                    | <b>299</b>   | <b>226</b>  | <b>0</b>       | <b>525</b>   |

NB. Ethnicity data collected since 2006 where disclosed

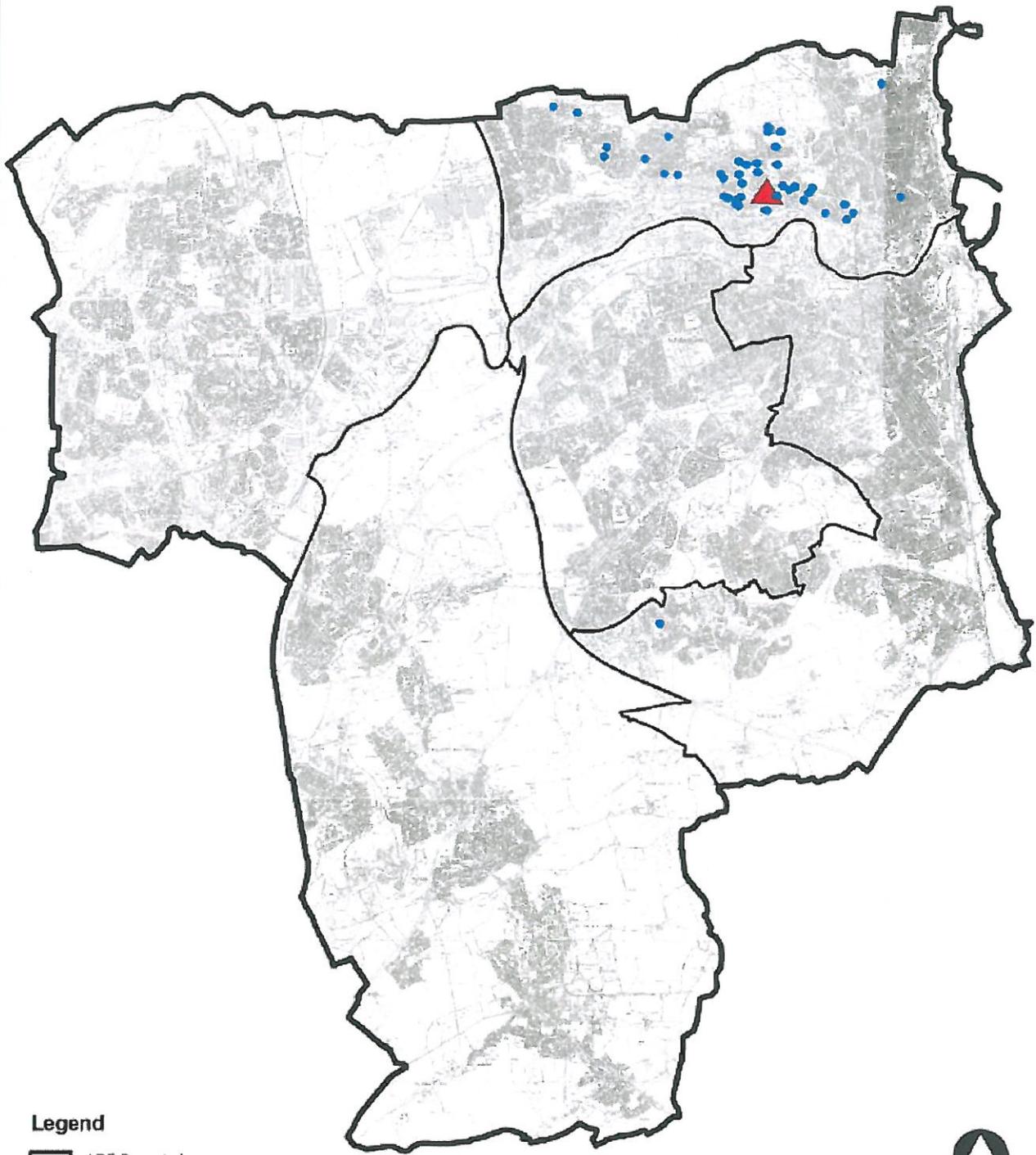
Distance to nearest service points: (information obtained from route planner)

| Branch    | Nearest service point | Distance (in miles) |
|-----------|-----------------------|---------------------|
| Southwick | Fulwell               | 1.2 miles           |
| Southwick | City Library          | 1.7 miles           |
| Southwick | Bunnyhill             | 2.1 miles           |

Transport links: (information taken from current timetables)

| Branch    | Transport links (Bus)                                 |
|-----------|---|
| Southwick | 4, 16, 99, 592 (additional links from Southwick Road) |

# Southwick - Library used most often by respondents/ members of their household



### Legend

-  ARF Boundaries
-  Southwick Library
-  Respondents

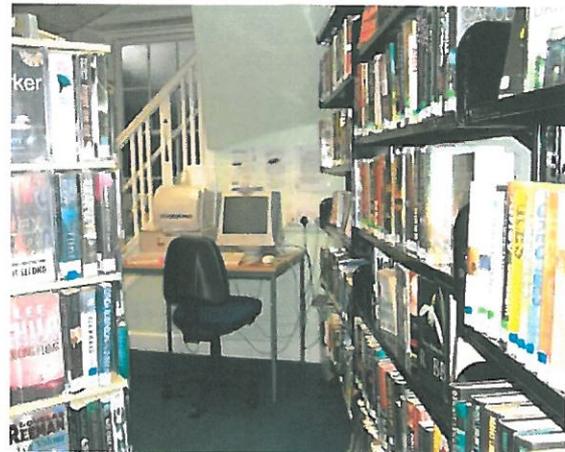
Base: 45



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**WASHINGTON GREEN LIBRARY**



**Current Opening Hours**

|                              |                  |                 |
|------------------------------|------------------|-----------------|
| Monday, Friday               | 9.30am – 12.30pm | 1.30pm – 7.00pm |
| Tuesday, Wednesday, Thursday | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Saturday                     | 9.00am – 12noon  |                 |
| <b>Total</b>                 | <b>26.5</b>      |                 |

**Service Offer**

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 2 public access pc's
- Information Services
- Online Resources

**General Information**

- Part time hours with low usage, predominately adult
- Non DDA compliant
- Close proximity to Washington Town Centre Library

| Washington Green Performance Data | Washington |           |
|-----------------------------------|------------|-----------|
|                                   | 2011/2012  | 2012/2013 |
| Total Visits                      | 9,515      | 7,649     |
| Number of transactions/issues     | 20,248     | 17,306    |
| ICT Usage (hours)                 | 324        | 208       |
| Total Reservations                | 1,301      | 1,211     |
| Total Enquiries                   | 1,553      | 730       |
| Active borrowers                  | 259        | 240       |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD | DVD | Total |
|------------------------|---------------|-------------------|--------------------|------------------------|-------------|----|-----|-------|
| Washington Green       | 3,290         | 1,540             | 1,746              | 655                    | 87          | 0  | 0   | 7,318 |
|                        | 45%           | 21%               | 24%                | 9%                     | 1%          | 0% | 0%  | 100%  |

### User Profile (May 2013)

| <u>Washington Green</u>         | Active user analysis by library of registration |           |          |            |                | Active user analysis by current items on loan |                |
|---------------------------------|---|-----------|----------|------------|----------------|---|----------------|
|                                 | Female  | Male      | Unknown  | Total      | %              | Total   | %              |
| Adult                           | 48  | 19        | 0        | 67         | 28.51%         | 44  | 28.95%         |
| Community Group                 | 2   | 0         | 1        | 3          | 1.28%          | 1   | 0.66%          |
| Child                           | 40  | 38        | 2        | 80         | 34.04%         | 20  | 13.16%         |
| Playgroup                       | 1   | 0         | 0        | 1          | 0.43%          | 0   | 0.00%          |
| Senior                          | 38  | 23        | 0        | 61         | 25.96%         | 76  | 50.00%         |
| Sheltered Accom / Hostel / Home | 0   | 0         | 1        | 1          | 0.43%          | 0   | 0.00%          |
| Staff                           | 2   | 0         | 0        | 2          | 0.85%          | 9   | 5.92%          |
| VIP                             | 2   | 0         | 0        | 2          | 0.85%          | 1   | 0.66%          |
| Youth-12                        | 3   | 5         | 0        | 8          | 3.40%          | 1   | 0.66%          |
| Youth-15                        | 9   | 1         | 0        | 10         | 4.26%          | 0   | 0.00%          |
| <b>Total</b>                    | <b>145</b>                                      | <b>86</b> | <b>4</b> | <b>235</b> | <b>100.00%</b> | <b>152</b>                                    | <b>100.00%</b> |

| Ethnicity                            | Active user analysis by library of registration |           |          |            |
|--------------------------------------|---|-----------|----------|------------|
|                                      | Female  | Male      | Unknown  | Total      |
| Asian or Asian British - Bangladeshi | 0   | 1         | 0        | 1          |
| Asian or Asian British - Indian      | 2   | 0         | 0        | 2          |
| Mixed - White and Black African      | 0   | 1         | 0        | 1          |
| Mixed - Other                        | 1   | 0         | 0        | 1          |
| Not Disclosed                        | 15  | 6         | 0        | 21         |
| Unknown                              | 0   | 2         | 2        | 4          |
| White - British                      | 119   | 70        | 0        | 189        |
| White - Other                        | 1   | 1         | 0        | 2          |
| <b>Total</b>                         | <b>138</b>                                      | <b>81</b> | <b>2</b> | <b>221</b> |

NB. Ethnicity data collected since 2006 where disclosed

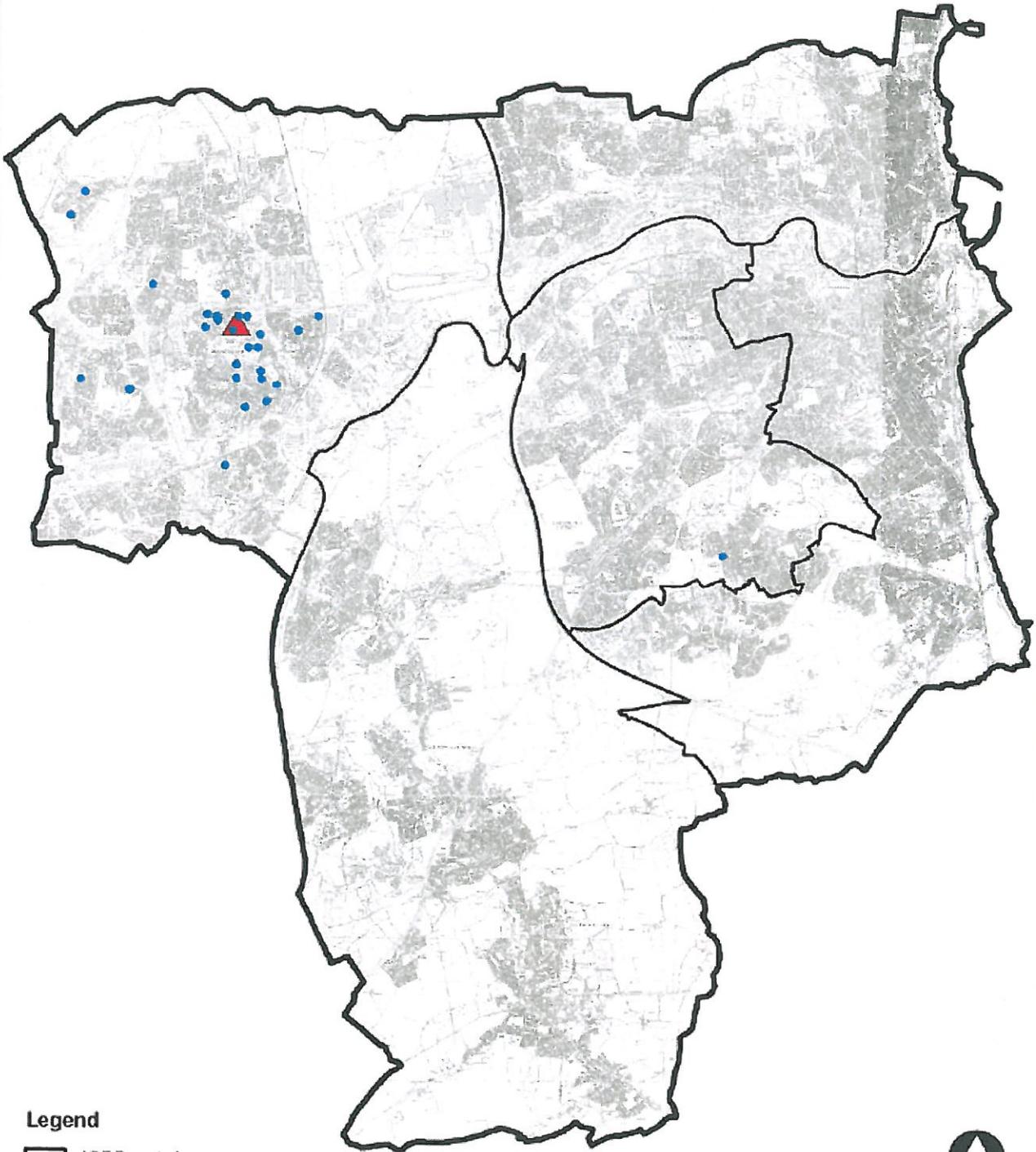
Distance to nearest service points: (information obtained from route planner)

| Branch           | Nearest service point | Distance (in miles) |
|------------------|-----------------------|---------------------|
| Washington Green | Washington Town       | 1.0 miles           |

Transport links: (information taken from current timetables)

| Branch           | Transport links (Bus)                    |
|------------------|--|
| Washington Green | W6 (Other links from Washington Village) |

# Washington Green - Library used most often by respondents/ members of their household



### Legend

-  ARF Boundaries
-  Washington Green Library
-  Respondents

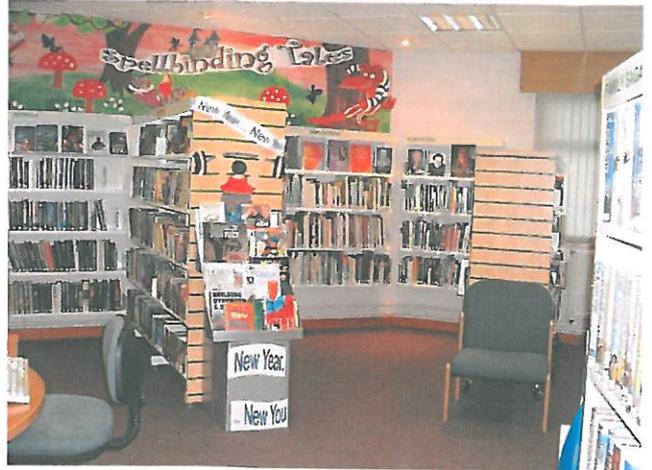
Base: 33



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## WASHINGTON MILLENNIUM CENTRE LIBRARY



### Current Opening Hours

|   |                  |
|---|------------------|
| Monday                                  | 10.00am – 7.00pm |
| Tuesday, Wednesday, Thursday and Friday | 10.00am – 5.00pm |
| Saturday                                | 10.00am – 4.00pm |
| <b>Total</b>                            | <b>33</b>        |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access – 7 public access pc's
- Information Services
- Learning Programme
- Online Resources

### General Information

- Co-located with Community Centre
- Set back off road within a housing estate
- Adequate car parking

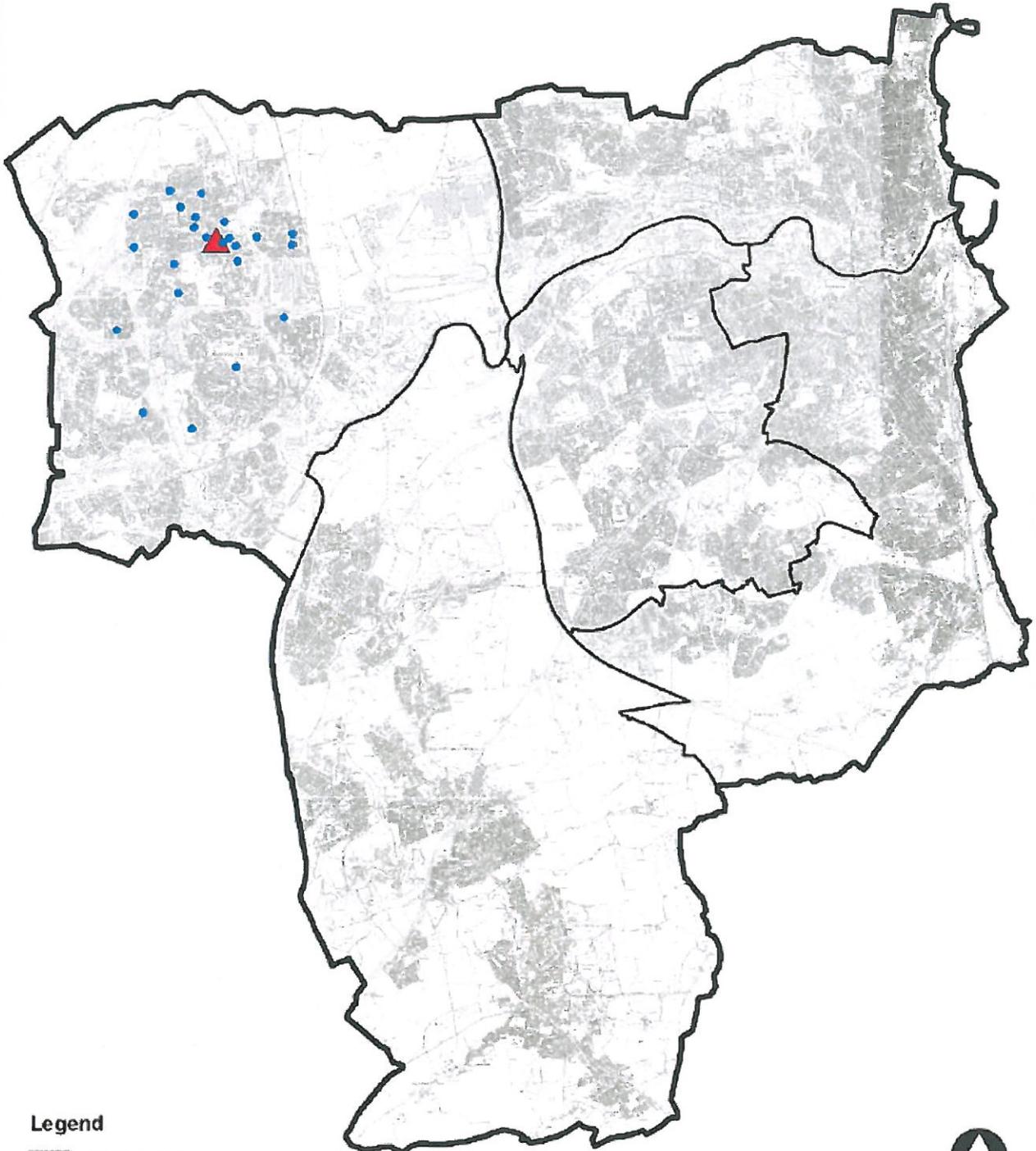
| Washington Millennium Performance data | Washington |           |
|--|------------|-----------|
|  | 2011/2012  | 2012/2013 |
| Total Visits                           | 37,781     | 26,955    |
| Number of transactions/issues          | 39,843     | 31,687    |
| ICT Usage (hours)                      | 6,270      | 7,305     |
| Total Reservations                     | 2,245      | 1,857     |
| Total Enquiries                        | 1,325      | 844       |
| Active borrowers                       | 975        | 858       |

| <b>STOCK COUNT (1.1.2013)</b> | <b>Adult Fiction</b> | <b>Adult Non-Fiction</b> | <b>Children's Fiction</b> | <b>Children's Non-Fiction</b> | <b>Audio Books</b> | <b>CD</b> | <b>DVD</b> | <b>Total</b>  |
|-------------------------------|----------------------|--------------------------|---------------------------|-------------------------------|--------------------|-----------|------------|---------------|
| <b>Washington Millennium</b>  | 5,329                | 2,298                    | 3,266                     | 1,422                         | 110                | 1         | 198        | <b>12,624</b> |
|                               | 42%                  | 18%                      | 26%                       | 11%                           | 1%                 | 0%        | 2%         | <b>100%</b>   |

**User Profile (May 2013)**

| <u><b>Washington Millennium</b></u> | <b>Active user analysis by library of registration</b> |             |                |              |                |
|-------------------------------------|--|-------------|----------------|--------------|----------------|
|                                     | <b>Female</b>  | <b>Male</b> | <b>Unknown</b> | <b>Total</b> | <b>%</b>       |
| Adult                               | 220  | 117         | 2              | 339          | 37.83%         |
| Books on Wheels                     | 1  | 1           | 0              | 2            | 0.22%          |
| Community Group                     | 0  | 1           | 0              | 1            | 0.11%          |
| Child                               | 188  | 158         | 2              | 348          | 38.84%         |
| Job Seeker                          | 4  | 1           | 0              | 5            | 0.56%          |
| Playgroup                           | 1  | 0           | 0              | 1            | 0.11%          |
| Senior                              | 89   | 40          | 0              | 129          | 14.40%         |
| Staff                               | 2  | 0           | 0              | 2            | 0.22%          |
| Student                             | 2  | 1           | 0              | 3            | 0.33%          |
| Youth-12                            | 29   | 18          | 0              | 47           | 5.25%          |
| Youth-15                            | 13   | 6           | 0              | 19           | 2.12%          |
| <b>Total</b>                        | <b>549</b>   | <b>343</b>  | <b>4</b>       | <b>896</b>   | <b>100.00%</b> |

# Washington Millennium - Library used most often by respondents/ members of their household



## Legend

-  ARF Boundaries
-  Washington Millennium Centre Library
-  Respondents

Base: 24



0 500 1 000 1 500 2 000 Meters

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## WASHINGTON TOWN CENTRE LIBRARY AND CUSTOMER SERVICE CENTRE



### Current Opening Hours

|                               |                 |
|-------------------------------|-----------------|
| Monday and Thursday           | 9.00am – 7.00pm |
| Tuesday, Wednesday and Friday | 9.00am – 5.00pm |
| Saturday                      | 9.00am – 4.00pm |
| <b>Total</b>                  | <b>51</b>       |

### Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning, support for readers and writers groups, author visits, crafts and storytimes
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS across the Washington area
- Customer Service Centre is staffed by CSC staff Monday to Friday
- Computers and Internet access- ICT suite and drop in (38 Public access pc's in total across the library inclusive of 4 pc's that can be logged on for CSC and access to 4 contact centre phones)
- Heritage Centre provides family and local history information and learning opportunities
- Information Services
- Learning Programme
- Online Resources

### General Information

- Recent refurbishment – partnership with TPCT/ Customer Services
- Additional development in 2012 to facilitate Lloyds Chemist
- Location adjacent to Galleries Shopping Centre
- Meeting rooms are available to hire and are regularly used by community groups.
- WTC have a good relationship with the Galleries management and attend regular occupants meetings and promote library activity throughout the Galleries to shoppers
- Accessibility is good - the main bus station for Washington is in the Galleries and there is good surrounding car parking

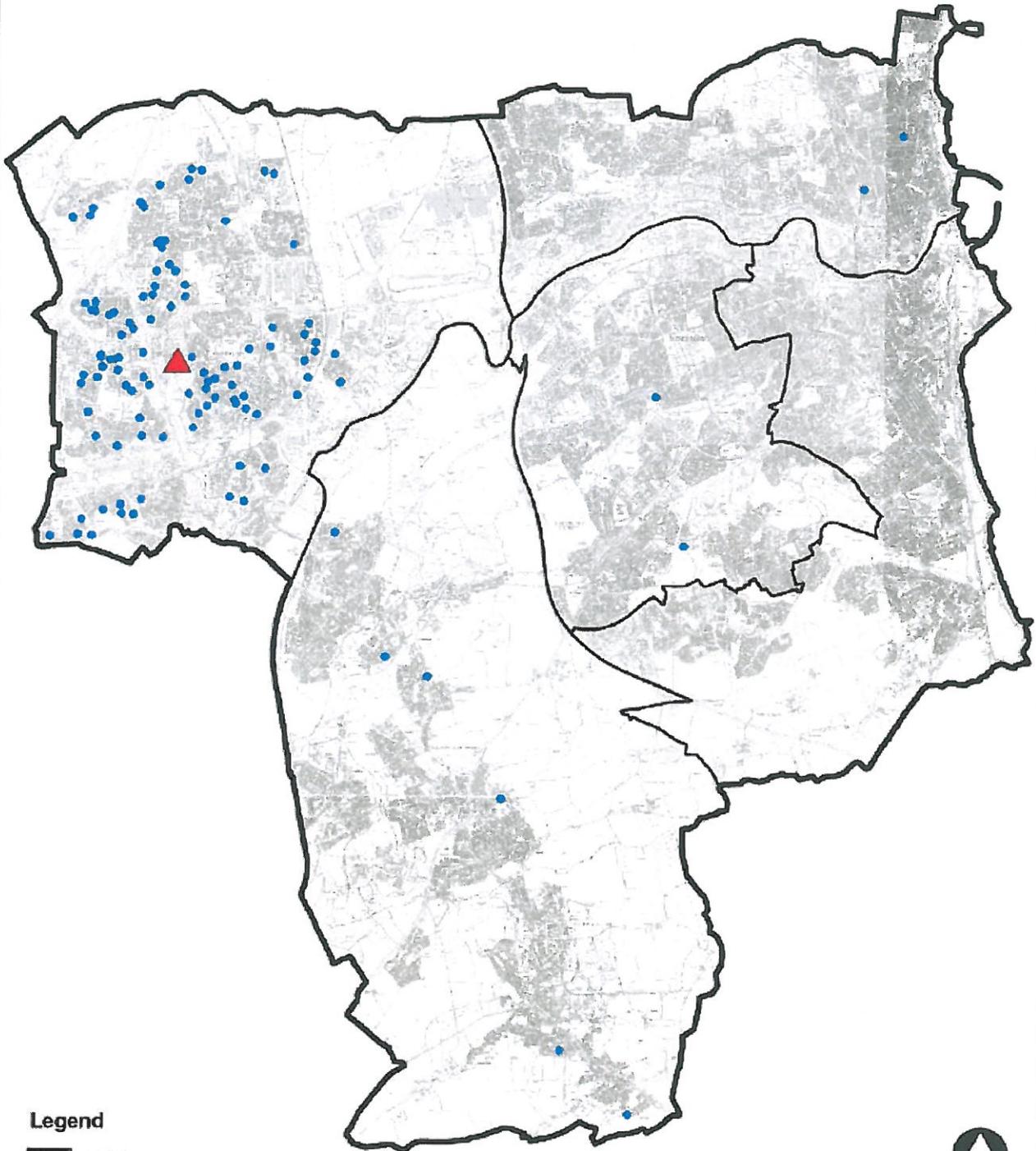
| Washington Town Centre Performance Data                  | Washington |           |
|--|------------|-----------|
|  | 2011/2012  | 2012/2013 |
| Total Visits   | 129,051    | 104,187   |
| Number of transactions/issues                            | 130,055    | 103,506   |
| ICT Usage (hours)  | 34,196     | 17,904    |
| Total Reservations                                       | 3,801      | 2,972     |
| Total Enquiries  | 10,103     | 7,243     |
| Number of active members (borrowed an item in last year) | 6,391      | 5,534     |

| <b>STOCK COUNT (1.1.2013)</b> | <b>Adult Fiction</b> | <b>Adult Non-Fiction</b> | <b>Children's Fiction</b> | <b>Children's Non-Fiction</b> | <b>Audio Books</b> | <b>CD</b> | <b>DVD</b> | <b>Total</b>  |
|-------------------------------|----------------------|--------------------------|---------------------------|-------------------------------|--------------------|-----------|------------|---------------|
| <b>Washington Town</b>        | 12,615               | 19,059                   | 7,611                     | 2,394                         | 1,544              | 998       | 449        | <b>44,670</b> |
|                               | 28%                  | 43%                      | 17%                       | 5%                            | 3%                 | 2%        | 1%         | <b>100%</b>   |

### User Profile (May 2013)

| <u>Washington Town Centre</u> | Active user analysis by library of registration |             |           |             |                |
|-------------------------------|---|-------------|-----------|-------------|----------------|
|                               | Female  | Male        | Unknown   | Total       | %              |
| Adult                         | 1551  | 911         | 4         | 2466        | 44.96%         |
| Books on Wheels               | 27  | 6           | 1         | 34          | 0.62%          |
| Community Group               | 4   | 0           | 1         | 5           | 0.09%          |
| Child                         | 584   | 443         | 3         | 1030        | 18.78%         |
| Holiday-Senior                | 0   | 1           | 0         | 1           | 0.02%          |
| Home Tutor/Childminder        | 5   | 1           | 0         | 6           | 0.11%          |
| Job Seeker                    | 66  | 52          | 0         | 118         | 2.15%          |
| Senior                        | 934   | 589         | 0         | 1523        | 27.77%         |
| Staff                         | 15  | 3           | 0         | 18          | 0.33%          |
| Student                       | 15  | 10          | 1         | 26          | 0.47%          |
| VIP                           | 23  | 10          | 0         | 33          | 0.60%          |
| Youth-12                      | 95  | 52          | 1         | 148         | 2.70%          |
| Youth-15                      | 52  | 25          | 0         | 77          | 1.40%          |
| <b>Total</b>                  | <b>3371</b>                                     | <b>2103</b> | <b>11</b> | <b>5485</b> | <b>100.00%</b> |

# Washington Town Centre - Library used most often by respondents/ members of their household



### Legend

-  ARF Boundaries
-  Washington Town Centre Library
-  Respondents

Base: 117



0 500 1,000 2,000  
Meters



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