



Nottingham City Council Library Needs Assessment

Findings and Outcomes from Phase 1

January 2022

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1 INTRODUCTION

1.1 PURPOSE OF THE REPORT

In March 2021 Nottingham City Council Library Service began a piece of work to help better understand what our communities require from a modern library service. ‘The Next Chapter’ Library Needs Assessment (LNA) is this review of library provision and need across the city. This report details the steps carried out in undertaking the review and presents the findings from the research and consultation. The findings have been used to help set out a long-term strategic plan for the library service.

Nottingham City Council manages, and is responsible for, the service and delivery of 15 public libraries across the city. This is made up of a network of 14 community libraries, 3 of which are in Joint Service Centres and, pivotal to the service modernisation and part of the refreshed Strategic Council Plan 2021-2023, the new Central Library, which is currently in development following an investment review.

During 2019-20 users made 880,700 visits to these libraries and borrowed over 602,800 books and audio books. As well as borrowing books, people can access the internet and Wi-Fi for free, attend a job club, find out about their family history, or that of the local area, and take part in a variety of events and activities. Many people also access online library services such as borrowing e-books and eAudio lending with 40,785 downloads during the same period.

Nottingham City Council continues to face a challenging financial situation. Over the next three years the Council needs to achieve a sustainable balanced budget in the context of a refreshed council policy and direction for the city. This will require the council to review and transform services This includes the Library Service, where there will be a need to look at how resources can be used more efficiently, while still protecting a service that is highly valued and widely used across the City.

The Council required statistically valid and in-depth research to provide an overall picture of current usage, needs of key demographic groups and options for the future delivery of the service.

This report presents the findings from the Phase 1 Public Consultation conducted by Nottingham City Council supported by Activist, an independent, sector specialist research and engagement agency and provides the evidence base for the proposals that have been put forward for the future delivery of library services across Nottingham.

1.2 BACKGROUND TO THE REPORT

Local authorities, like Nottingham City Council, have a statutory duty under the Public Libraries and Museums Act 1964 'to provide a *'comprehensive and efficient'* library service for all persons' however, the meaning of "comprehensive" and "efficient" are not defined by the act and the legislation does not state a minimum number of libraries that must be provided.

In considering how best to deliver the statutory duty for Nottingham, Nottingham City Library Service is responsible for determining what the local needs of its communities are. The most efficient way to deliver the library service, that meets those needs, must be understood in the context of the budget available.

There is strong recognition that public library services are more than just books and are a vital part of social infrastructure with the potential to support communities and individuals across a range of priority areas including employment, education, literacy, digital inclusion, well-being, cultural engagement and equality, diversity and inclusion. Understanding this need helps to focus where and how library services should be delivered.

Research from sector specialist, Libraries Connected, shows that the way people use libraries are changing and the national picture has seen a decline in book issues. In the past 20 years to 2017, physical book loans in libraries decreased by 70%, and there has been a steady change to the way in which people access services and information generally aligned with societal, economic and technological changes. Chartered Institute for Public Finance and Accountancy (CIPFA) data (2020) showed that nationally, in-person visits to libraries fell by 5% in 2019/20, while the number of web visits continued to increase, with a 25.8% increase since 2015/16, and an increase of over 12 million online visits in 2019/20. This trend is mirrored locally with the emergence of a hybrid online and physical service.

Wider financial pressures have meant that there is no longer the same level of funding available for library services. Since a government policy of fiscal austerity began in 2009/10 there has been a nearly 30% decline in spend on libraries nationally as funds are directed to priority areas such as social care. Total spending on libraries in Great Britain decreased by nearly £20m over the financial 2019/20 year, a reduction of 2.6% from 2018/19.

With decreasing budgets and changes in consumer habits, library services are having to redesign services and find innovative ways to reduce costs while maintaining a quality service that meets with need and this is the same for Nottingham.

Nottingham City Council continues to face a challenging financial situation and is required to make budget savings across all its services. This includes £233,000 savings required to be found from Library provision.

Savings have been announced as part of the updated Medium Term Financial Plan 2021/22 (MTFP), and the proposals, informed by this review, set out how Nottingham City Library Service could look in the future.

1.3 OUR APPROACH AND SCOPE

Any redesign of the library service must be based on need and the local situation. This review has been guided by the principles from the Department for Digital, Culture, Media and Sport (DCMS) good practice toolkit and examples from across the sector to help design and carry out the needs assessment and explore the options for future delivery.

At a national level, the Secretary of State for DCMS has a statutory duty to superintend and promote the improvement of the public library service provided by local authorities in England and secure the proper discharge by local authorities of the functions in relation to libraries conferred on them as library authorities. If the Secretary of State investigates a complaint about a library service not meeting its legal obligations, he or she will expect the library authority to demonstrate that, in drawing up its strategy, it had:

- Consulted with local communities alongside assessing their needs.
- Considered a range of options (including alternative financing, governance delivery models) to sustain library service provision in its area.
- Undertaken a rigorous analysis and assessment of the potential impact of its proposals (Equality Impact Assessment).

1.3.1 AIM OF THE REVIEW

The aim of the research was to provide an evidence base to explore the effects that changes to the service may have on people's library usage and develop options that allow the Council to continue to provide a viable and comprehensive library offer to the population of Nottingham. The information gathered provides:

- A picture of what the local community looks like now, is expected to become, and its needs.
- Local context including demonstrating the role of libraries in contributing to national, local and partner goals.
- A baseline to evaluate the impact and outcomes of programmes and projects.
- The basis for and evidence for proposals to be put forward for library provision in Nottingham.

Within this overall aim, the research objectives were to:

- Consult with both users and non-users.
- Gain feedback from as many people who live, work and study in Nottingham as possible.
- Gather high quality, robust evidence.
- Gather in-depth qualitative evidence.
- Explore current service usage, offer and potential options for future service delivery.
- Ensure responses were received from users of all library sites across Nottingham City.

1.3.2 SCOPE

The review covered the 3 joint service centres libraries at Bulwell Riverside, Hyson Green Library at Mary Potter Centre and St Ann's Valley Library, the 11 community libraries; Aspley,

Basford, Bilborough, Clifton, Dales Centre, The Meadows, Radford-Lenton, Sherwood, Southglade Park, Strelley Road and Wollaton. The review of the 14 libraries listed was set with the assumption that there will be a new central library.

Whilst not explicitly part of the review, as it has its own separate governance and review process in place, recognition of Central Library has been made to its relevance, importance and contribution to the overall network, both currently and for its role in the future.

1.4 PRIMARY RESEARCH

The Council commissioned Activist Group, as specialists in engagement, research and advice on library services, to provide independent support working in collaboration with the Council's project team.

Activist's work covers the engagement and primary research element of the project, exploring and analysing the views, ideas and aspirations of the people and organisations who live, work and study in the city. In their work, they have sought to identify a wide range of perspectives on the library service, its ambitions, and ideas for the future, and presented their findings for inclusion in this report. In the write up of responses and interviews in this report, the term 'we' refers to Activist and what they found from the research. Activist's involvement has been an important part of the process in providing tools and models to assist in the analysis and development of interventions for the service and importantly providing independent challenge to the options put forward.

1.4.1 HOW WE GATHERED PEOPLE'S OPINIONS AND IDEAS

We used five main methods for gathering people's views:

- An online survey, available to all members of the public.
- Interviews with key Council stakeholders and library service partners.
- Focus groups with users and non-users.
- Partner workshops with library service partner organisations.
- Staff workshops with a cross-section of library service staff.

These different methods generated a wealth of views, experiences, ideas and suggestions. Within the resources available, it would not be realistic to try to gather opinions that were statistically representative of Nottingham's population. We are confident, however, that we have been able to assemble a range of opinions that, together, present a rounded picture of the library service's role in serving the people who live, work and study in the city.

It is important to note that those who feel strongest about the library service are likely to be over-represented among those that we have engaged with. Equally, we have found that those with a passionate interest in libraries were a rich source of views and ideas that have underlined the importance of the library service's role in Nottingham.

We have summarised our approach to each method below.

ONLINE SURVEY

An online public survey, hosted by the Council using Snap Surveys was undertaken. This was aimed at all people and organisations living in Nottingham where the public were invited to share their thoughts on the city's library service; its priorities and ideas for what could change in the future. For a copy of the Phase 1 survey please see appendix 1

The survey was designed to take no more than 15 minutes to complete and was available online. The survey was widely publicised via the Council's communication channels and in each library. The survey was launched on Tuesday 4th May 2021 was closed on Friday 11th June 2021.

The Council received **1,713 survey returns**. This figure is impressive in comparison to other library surveys with which Activist is familiar, given that no proposals for change were being tested at this stage. The Council and the library service's promotion of the survey proved highly successful and should be commended for their hard work and efforts to achieve such a high number of responses.

Whilst the return rates are impressive, it should be stressed and kept in mind that the survey was openly publicised and available to anyone to complete. As a result, the participants were self-selecting, and their views may not be representative of the diverse demography of the people and communities who live, work and study within Nottingham. Overall, the results of the survey have been treated as indicative and have therefore also been tested against observations and feedback from the interviews, focus groups, partner workshops and staff workshops.

There were a number of notable features in the distribution of the survey participants from the city's population:

- **Around two thirds of participants were Nottingham City residents (68%)**, with 30% living outside of the Nottingham City boundary and 2% saying they didn't know.
- **Considerably more females (70%) participated** than males (27%), with 3% preferring not to say.
- **Under representation of young people:** around two thirds of participants were aged 45 or over (68%), with 28% aged under 45 and 4% preferring not to say.
- **The best represented age groups to respond to the survey were 55-64 year olds (21%)** and 65-74 year olds. This is in contrast with Nottingham's estimated demography based on 2019 JSNA figures, where approximately 31% are aged 45 or over and 69% are aged under 45. As per our earlier note, this suggests we won't have heard as strongly from the younger members (the under 45s) of the Nottingham community.
- **Under representation of Black and Minority Ethnic people:** Over three quarters of participants were White – English, Welsh, Scottish, Northern Irish, British (78%), with 5% White – Other; 2% Asian – Indian; all other options ≤1%, and 6% preferring not to say. This is in contrast with Nottingham's estimated demography based on 2020 JSNA figures,

where approximately 65% are White British and 35% are from Black and Minority Ethnic groups (defined as not White British). As per our earlier note, this suggests we won't have heard as strongly from non-White British members of the Nottingham community.

- **11% of participants considered themselves disabled**, with 81% saying they were not disabled and 8% preferring not to say.
- **Christianity was the most practiced religious belief amongst participants (40%)**. The next highest scores were Atheist (19%); Agnostic (13%) and none (10%), with 12% preferring not to say.
- **80% of our participants were heterosexual or straight**, with 4% Bisexual; 2% Gay Man; 1% Gay Woman / Lesbian, and 13% preferring not to say.

For the sake of economy, we have not slavishly reported in the body of the report all the variations in the percentage responses to each question in the survey, to avoid giving a false impression that the responses are statistically significant or representative. However, where there are interesting differences or similarities over particular themes, more detailed figures have been provided.

Included in the body of the report is a selection from the many verbatim comments from survey respondents. They were provided with open text boxes to allow them space to describe their experiences of using the library service and to share ideas regarding their needs. Those selected were chosen either because they reflected a common opinion; threw interesting light on a point of detail; or summarised well a particular, common point of view. We have not sought to 'weight' these open text responses and have not edited the few examples where the wording is slightly unclear.

INTERVIEWS

Eleven interviews were conducted with key library stakeholders, including Council officers, library staff, managers, elected Members, library partners and representatives of the voluntary, education and creative sector in Nottingham. Meetings were held with representatives of organisations at several regular city-wide network meetings. Their practical knowledge and experience was invaluable.

FOCUS GROUPS

We also conducted two focus groups and spoke with 13 service users and six members of the public who were not recent users of the service. The focus groups were tailored to reflect the time people could realistically be expected to spare us and deliberately designed to explore the perspectives of both library service users and non-users in the city.

Focus group participants were invited to volunteer throughout the survey. The two focus groups were then identified based on their answers about their patterns of library service use as they described it elsewhere within the survey.

This method of recruitment means that those in the 'non-user' focus group came from people who were motivated to answer a survey that was principally about the city's libraries. In fact,

all the non-users participating in their focus group were enthusiasts for libraries, even if many had not used a library in the recent past. So called 'non-users' were drawn from people who declared in their response to the survey that they had not used a library for at least two years.

We are grateful to all focus group participants for taking the time to volunteer, attend and share their thoughts with us. In order to maintain participant confidentiality, we have anonymised their comments in our report.

PARTNER WORKSHOPS

We conducted three workshops with key library partners, including representatives of the voluntary, education and creative sector in Nottingham, as identified by the Council's project team. Participants were invited to share their views, and the views of their networks, with us by email after their workshop or if they were unavailable to join us in a workshop setting.

The workshops were lively, reflective and insight-sharing discussions, facilitated by Activist with no Council library staff present. We were struck by the passion and knowledge shown by all of the attendees and we are very grateful for their time and input.

STAFF WORKSHOPS

Activist conducted a staff workshop with the service's Leadership Team. Participants were also invited to share their views, and the views of their colleagues, by email post-meeting. The same workshop plan was then used to conduct two further workshops with a representative cross-section of other library staff.

All these workshops were positive and the facilitators were again struck by the enthusiasm and knowledge shown by all of the attendees and were grateful for their time and input.

OUR THANKS TO EVERYONE WHO HAS CONTRIBUTED TO THIS REPORT

We are very grateful to the many people and organisations who have helped us and taken the time to share their thoughts. A list of organisations and stakeholders who shared their views is set out in appendix 2. We have been struck by the passion and enthusiasm shown by the people who use Nottingham's libraries and by the staff who serve them. We hope we have done justice to the force of the main points they and others have made.

1.5 SECONDARY RESEARCH

A wide range of data and information has been collated and considered to support assessments of need, usage and value for money and to identify demographic characteristics for different areas in Nottingham. This evidence-based approach ensures that the council addresses legal requirements to carry out a robust assessment of need, an assessment of value and considers the impact of any proposed changes to future library services. These assessments, along with the primary research, have underpinned the development of the consultation proposals.

SOCIO ECONOMIC DATA AND DATA MAPPING

Profiles for Nottingham City have been used to provide an overview of the city within defined library catchment areas to analyse information about our city's population. Index of Multiple

Deprivation (IMD) domains have been selected based on those we feel are relevant to the library offer and which are aligned with the Libraries Universal Offer (UO). These have been used to create a localities vulnerability index, relative to library catchments.

Supported by the Council's Geographical Information Systems (GIS) Team, an assessment of need for library services in different areas of the city has been carried out. This mapped various measures of need, using standard statistical geographies as well as library catchments, to analyse differences in relative need. The need measures have been selected to address statutory considerations, as well as the new transformation outcomes set for the Libraries Service for the different levels of population in different parts of the city.

Data from library user records, as well as national census datasets, have been used, where possible, to build an understanding of library customers and Nottingham city residents in different library catchments.

Access considerations have been analysed including levels of car ownership, as well as public and community transport links, walking distances and times and alternative library provision.

LIBRARY CATCHMENT AND MAPPING

Although library catchments extend beyond the city's boundaries in some areas, we have not mapped outside of Nottingham city to any library catchment, in order to focus our assessments on the needs and impacts on Nottingham residents. Similarly, we have not considered libraries outside of the city – some city residents will use libraries in other authorities, but we have not mapped this usage.

The mapping of catchments has been used to understand the communities served by different libraries. Having assigned a group of Super Output Areas (SOAs) to a library catchment, and mapped various datasets at SOA level, we have been able to assess levels of need for catchments served by libraries, analyse the demographics and understand patterns of library use within each catchment.

LIBRARY MANAGEMENT INFORMATION AND FINANCE INFORMATION

Information from the Library Management System has been assessed to understand usage and activity patterns across the network. Demographic profiles of library active users and library catchment populations have been assessed and the need for different types of library services in different areas has also been considered using relative levels of current usage.

A library user has been defined as a registered member of the Libraries Service who has used a library either for borrowing activity, or they have booked a computer in the library in the 12 months 2019/20 (pre pandemic figures).

The relative value for money of current libraries has been analysed through a range of usage measures, as well as the development of unit costs for current libraries.

DESK BASED RESEARCH

Research across the library sector provides valuable case studies from authorities undergoing similar reviews and provides examples of best practice and ideas for Nottingham to explore and apply to our own setting and services.

1.6 INTRODUCING THE UNIVERSAL OFFERS

Nottingham City Library Services is guided by the Universal Offer (UO) framework. These offers were first developed in 2013 by the Society of Chief Librarians, now Libraries Connected, and revised in 2019, to demonstrate the power of public libraries to enrich the lives of individuals and their communities. The aim of the Universal Offer is to connect communities, improve wellbeing and promote equality through learning, literacy and cultural activity. Two of the offers, Reading, and Health and Wellbeing, are delivered in partnership with The Reading Agency.

Keeping in line with the focus for the service, the report sets out the findings from the needs analysis under the universal offer themes of Reading, Information and Digital, Culture and Creativity and Health and Wellbeing. For the purpose of this review, we have added a fifth theme to better represent the contribution of libraries to Employment and Skills.

1.7 SUMMARY OF EACH CHAPTER OF THE REPORT

The report presents a picture of Nottingham, its needs and the position of Nottingham City Library Service and other providers in helping to support those needs. The findings are informed by a combination of primary and secondary research methods that have been used to develop future delivery options for the service that will be taken forward into Phase 2 of this review.

The report is set out in 11 Chapters with supporting appendices where necessary. All chapters follow a similar format looking at local need, how needs are being addressed. The subsequent chapters are summarised as follows:

Chapter 2: Libraries and Nottingham

This chapter provides an overview of Nottingham City Library Service's current offer. It sets the scene for Nottingham in terms of its population and sets out the strategic and financial position for the Council as it prepares for recovery post Covid-19

Chapter 3: Reading

The Reading Chapter looks the reading and literacy offer in the city. It sets out the need for reading and literacy services and shows what is being done to address literacy challenges across the city. It uses this information, alongside 'what people have told us', to draw together the key issues and themes facing the city in relation to reading

Chapter 4: Health and Wellbeing

The broad topic of health and wellbeing is presented alongside the picture of health and wellbeing for Nottingham, including mental health and the impact of Covid. It considers the role of public libraries and health and wellbeing, looking at examples from other library authorities and taking the view of respondents and interviewees to bring together key findings and themes.

Chapter 5: Information and Digital

This chapter presents the findings from the research and consultation in relation to libraries information and digital offer set in the context of digital changes in society. It shares what people and organisations have told us about digital need in the city and ways to

Chapter 6: Culture and Creativity

Through the Culture and Creativity offer, libraries work with cultural providers to bring art and cultural experience to local settings. This chapter looks at the cultural offer in libraries and highlight key issues, findings and themes around the need and development of this offer.

Chapter 7: Employment and Learning

The outcomes from the Universal Offers have far reaching effects with the four themes providing a foundation for greater prosperity, helping people to achieve their full potential and creating stronger, more resilient communities. This section focuses on the job skills supported by the library universal offers and examines employment, economic inactivity, skills and learning.

Chapter 8: What we've found out about our library service

This chapter brings together the key findings and analysis from our research above and highlights the areas that the service needs to focus on to ensure that it can modernise and be cost effective and meet the needs of Nottingham city residents

Chapter 9: Future options for the library service

Chapter 9 explains the process that has been followed to deliver the new outcomes for the service. It summarises the gaps between current provision and future aspiration and then focus in on the interventions that could move forward not only the library service but also the council's wider agenda. The chapter culminates in options for the future of the service.

Chapter 10: Conclusion

This chapter brings an end to the Phase 1 review summarising the reasoning ahead of recommendations for the future of the service.

Chapter 11 Recommendation and Next Steps

Chapter 11 sets out the recommendations being proposed to help the Council meet its outcomes for the service and how the Council will consult on the proposed changes.

2 LIBRARIES AND NOTTINGHAM

This chapter provides an overview of Nottingham City Library Service’s current offer. It sets the scene for Nottingham in terms of its population and sets out the strategic and financial position for the Council as it prepares for recovery post Covid-19

2.1 ABOUT NOTTINGHAM

2.1.1 POPULATION

Nottingham is a young, growing and diverse city with a population of 332,900 and population projections suggesting that this may rise to around 344,300 by 2027. 29.8% of the population are aged 18 to 29 and full-time university students comprise about 1 in 8 of the population.

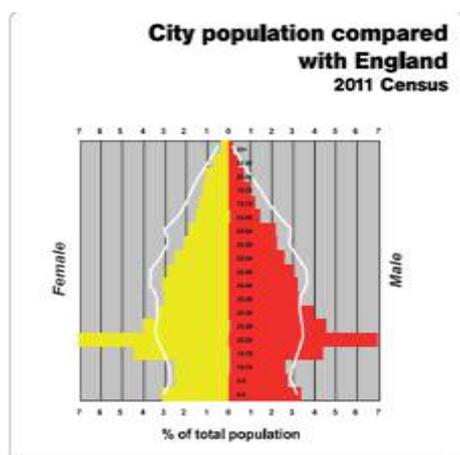


Fig 1: Population of Nottingham by age compared with England average

The 2011 Census shows that 35% of the population are from BME groups making Nottingham the city with highest proportion of people of mixed or multiple ethnic group outside London.

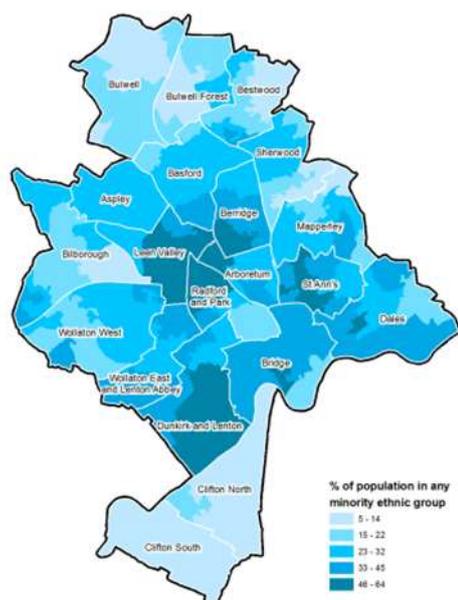
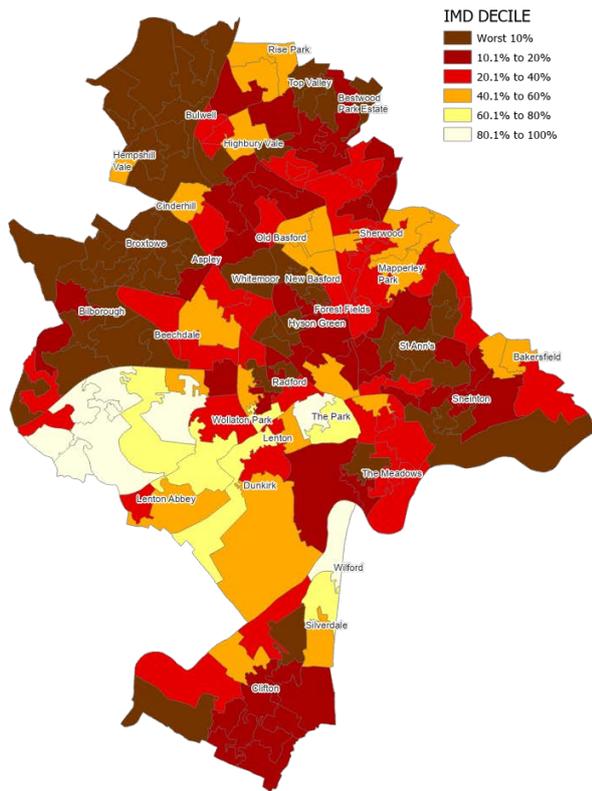


Figure 2: Map of BAME population in Nottingham by ward

Figure 2: Map of BAME population in Nottingham by ward



The socio-economic picture of the city is measured by the indices of multiple deprivation (IMD) and looks at factors including income, education, health and employment. Nottingham has high levels of deprivation and is ranked 11th out of 317 districts in England in the 2019 IMD. The level of deprivation in an area can be used to identify those communities who may be in the greatest need of services.

The high levels of deprivation in the city are reflected in many of the indicators relating to health and employment. Employment figures for 2020 show that 75.8% of those aged 16-64 were economically active compared to 79.1% nationally and unemployment figures were at 6.7% compared to 4.9% nationally. Long term sickness is the highest reason for economic inactivity (Official labour market statistics). The percentage of households that are workless stands at 22.3% compared to 13.9% nationally.

The health of people in Nottingham is generally worse than the England average and, despite its young age-structure, Nottingham has a higher than average rate of people with a limiting long-term illness or disability. *(Public Health England Profile, Health Summary for Nottingham)*

The infographic below, presented in the Council’s revised Strategic Council Plan 2020-2023, provides an overview of the challenges and opportunities for the City across a number of socio and economic factors.

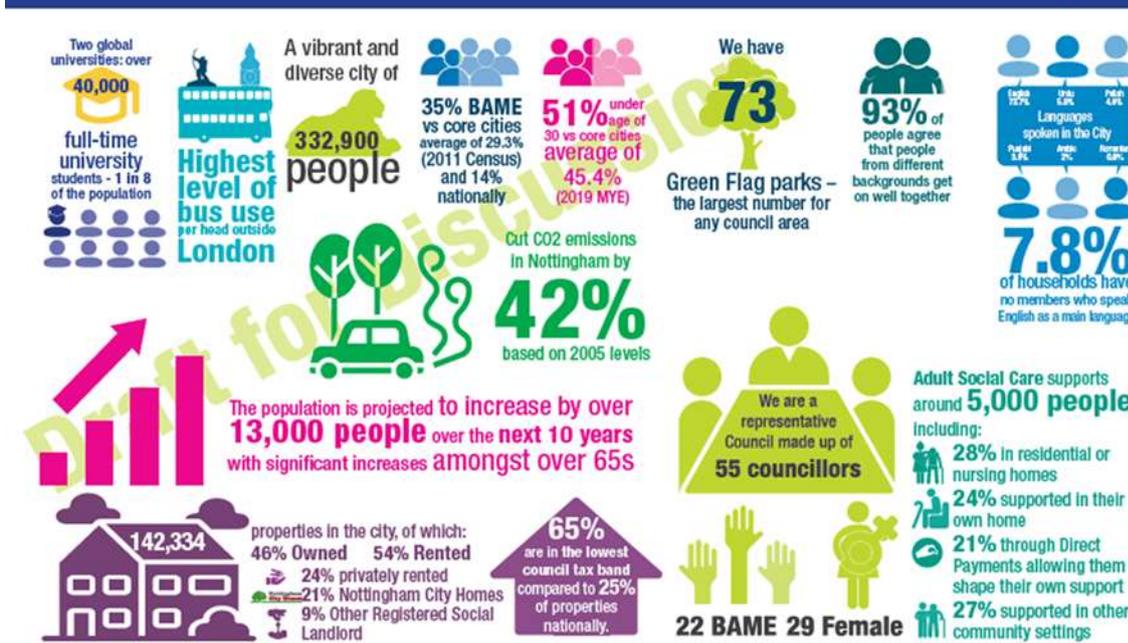
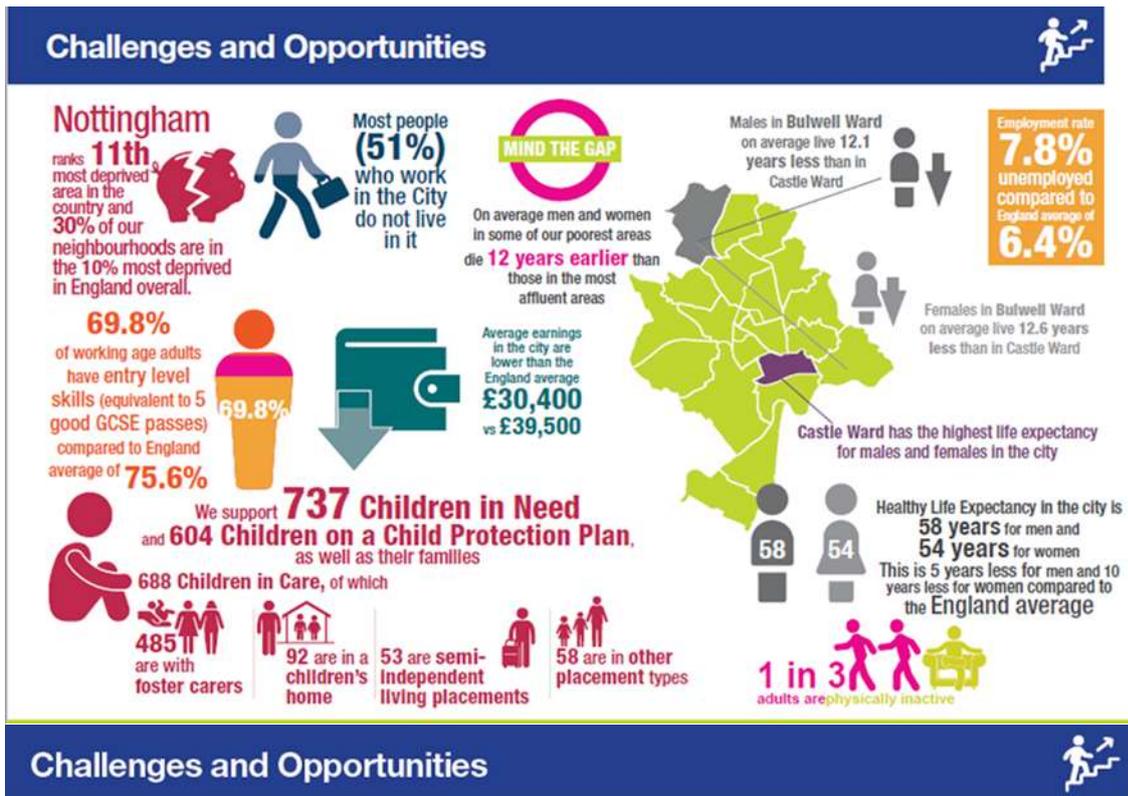


Figure 4: Challenges and Opportunities for Nottingham, revised Strategic Council Plan 2020-2023

2.1.2 NOTTINGHAM'S PRINCIPAL INDUSTRIES

Nottingham is establishing itself as an international city, with strong links to Ningbo (China), Chandigarh (India), and Karlsruhe (Germany). Its two internationally renowned universities deliver world-class research, with strengths across a wide range of science and technology sectors including biomedical sciences, ICT, environmental technologies and advanced engineering.

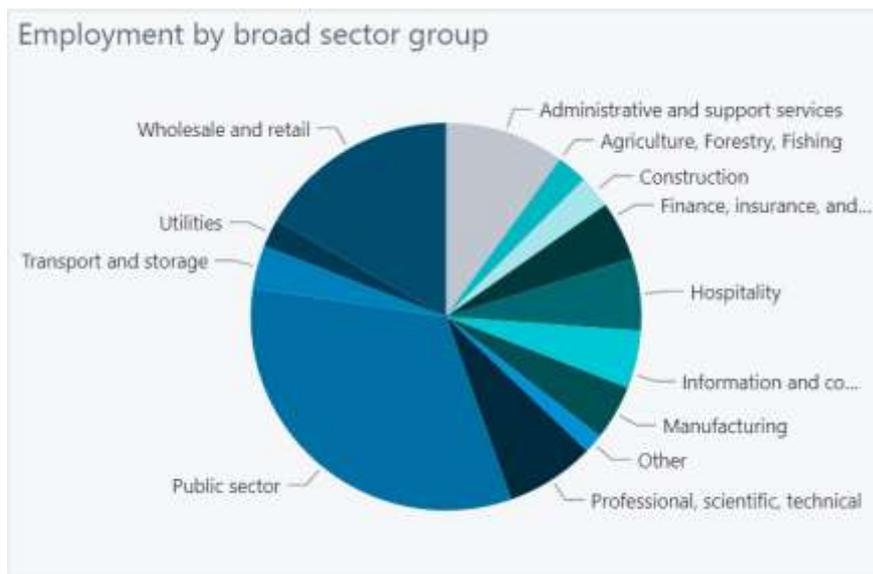


Figure 5: Nottingham employment sectors

2.1.3 REGENERATION AND ECONOMIC DEVELOPMENT

Prior to Covid, the City had already set out clear plans and a strong economic development programme to continue to develop Nottingham as a city of national and regional significance. This economic strategy focuses on supporting the City’s key sectors to grow and boost productivity, and tackling the local skills gap so that people were able to take advantage of new opportunities.

Transformation of the City’s Southern Gateway included the development of the new HMRC offices, major new housing developments, a new Further Education College Skills Hub, the transformation of Nottingham Castle, plans for the redevelopment of the Island Quarter and the redevelopment of the Broadmarsh shopping centre, with a planned Central Library as part of this. Pre-Covid, the City Council was finalising a City Centre Strategy that addressed the challenges faced by high street retail and the need to create a better mix of retail, leisure, offices, residential and public realm.

The Covid pandemic and subsequent lockdown has presented a series of new economic challenges. Some of these will be temporary, but some are likely to be longer lasting. Covid has reshaped our patterns of behaviour and some of these impacts are likely to persist. With the shift towards homeworking and the use of digital technology, we have seen a resurgence of local neighbourhoods as people have avoided travel into city centres. We need to rethink the relationship between where people live, work and play in the City – not just in the city centre, but in our neighbourhoods too.

2.2 NOTTINGHAM CITY COUNCIL’S FINANCIAL AND STRATEGIC CONTEXT

2.2.1 FINANCIAL POSITION, IMPROVEMENT AND TRANSFORMATION

Like many councils, the last few years have seen Nottingham City Council needing to make significant savings while meeting increased demand for essential services such as adult and children social care. The Covid pandemic has put the Council’s finances under additional pressure.

In response to a Non Statutory Review undertaken on the City Council, a Recovery & Improvement Plan, titled 'Together for Nottingham' has been developed providing a focus for the City Council's immediate and long-term future. This balances a positive vision for the city with regeneration and renewal while maintaining essential services to residents within the available budget. The plan highlights that savings delivered through transformation will play a key role.

The plan will be delivered over the next three years and sets the context for the Medium Term Financial Plan (MTFP). The Council is still facing a potential gap in the budget of around £28m in 2022/23 likely to mean that some difficult decisions will need to be made.

A set of principles has been formed that provide the guiderails for reviewing and re-designing council services, giving a clear set of criteria for decisions on transformation, investment and resourcing. The principles are listed below:

- We design our services with residents and communities, rather than holding the power ourselves
- We act in ways which build on individual, family and community strengths, rather than starting with what needs a council service can fill
- We take a whole family approach, seeing and understanding people in the round, rather than through a particular service's view
- We join up our interactions in order to streamline them and provide more holistic support
- We reduce the variation in how we do things, rationalising our systems and standardising, simplifying, digitising and automating our processes wherever appropriate
- We promote diversity in our experience, ethnicity, sexuality, health, disability, and ways we think at every level
- We deploy our staff more flexibly, to enable us to focus on our priorities and move at pace
- We will be smaller and more streamlined.

Whilst the Recovery and Improvement Plan is set at a strategic and organisational level, the Library Needs Assessment has had to be framed within this context. There is a need for the Library Service to achieve greater efficiency and value for money while importantly still protecting a service that is statutory.

2.3 THE COUNCIL'S PLANS FOR NOTTINGHAM

2.3.1 STRATEGIC COUNCIL PLAN

The Council's refreshed Strategic Council Plan 2021-23 was formally adopted as City Council policy at Full Council on 13 September 2021 and replaces the existing Council Plan 2019-23.

The Plan sets out the overall vision for Nottingham and the City Council, including eleven high level outcomes that the Council believes are key to delivering on the ambitions for our people and our city.

The outcomes will help to address some of the biggest challenges Nottingham faces, while continuing to deliver the modern, effective and value for money public services that local people deserve, and ensuring the Council's finances are manageable and sustainable over the medium to long term.

The Plan details the key priorities and activities, as well as how performance will be measured and reported in a clear and transparent way. The eleven high level outcomes are:

1. Clean and connected communities
2. Keeping Nottingham Working
3. Carbon Neutral by 2028
4. Safer Nottingham
5. Child-friendly Nottingham
6. Healthy and Inclusive
7. Keeping Nottingham Moving
8. Improve the City Centre
9. Better Housing
10. Financial Sustainability
11. Serving People Well

Set out within the Council Plan (2021 -2023), are key activities with specific reference to the library service as follows:

- Building a new Central Library, with particular focus on children and young people (Outcome 5: Child Friendly Nottingham)
- Providing a network of inclusive, sustainable and quality public libraries to complement the new Central Library and which meet the needs of Nottingham citizens (Outcome 1: Clean and Connected Communities)

Since the plans for the new library were developed, the global pandemic has fundamentally disrupted social and economic life. Like many sectors, libraries across the country have suffered from extended closures during the pandemic. It is not yet clear how the public's expectations and use of libraries will change.

Against this background, the Council must take stock of its vision for a new city centre library and ensure that its plans respond effectively to the changed, post-pandemic landscape. This is likely to require a new focus on the role of the central library in helping to generate footfall to counteract the decline in 'bricks and mortar' retail. The new library must both reflect 'the new normal' and influence it.

2.4 INTRODUCTION TO NOTTINGHAM CITY LIBRARY SERVICE

2.4.1 ABOUT THE LIBRARY SERVICE

Nottingham City Libraries provide welcoming, trusted and inspiring environments that offer services and programmes to help and support residents at all stages of their lives.

Libraries strengths are to offer places that create better futures for the people of Nottingham, through reading for pleasure, access to information and informal learning, employment advice and encouraging business enterprise, as well as supporting residents to build their digital skills. Libraries do not operate in isolation, but help connect people to the services they need, working in partnership to forge these links.

Nottingham City Council is responsible for the city’s Library Service. This is made up of 15 library buildings (Fig. 6) and a range of library services across the city including a library provision at Her Majesty’s Prison Nottingham, Nottingham Performing Arts Library Service (NPALS) a Local Studies offer and a Home Library Service. All these make a unique and valued contribution to the cultural, social and intellectual fabric of the city.

Libraries | Nottingham City and Nottinghamshire County

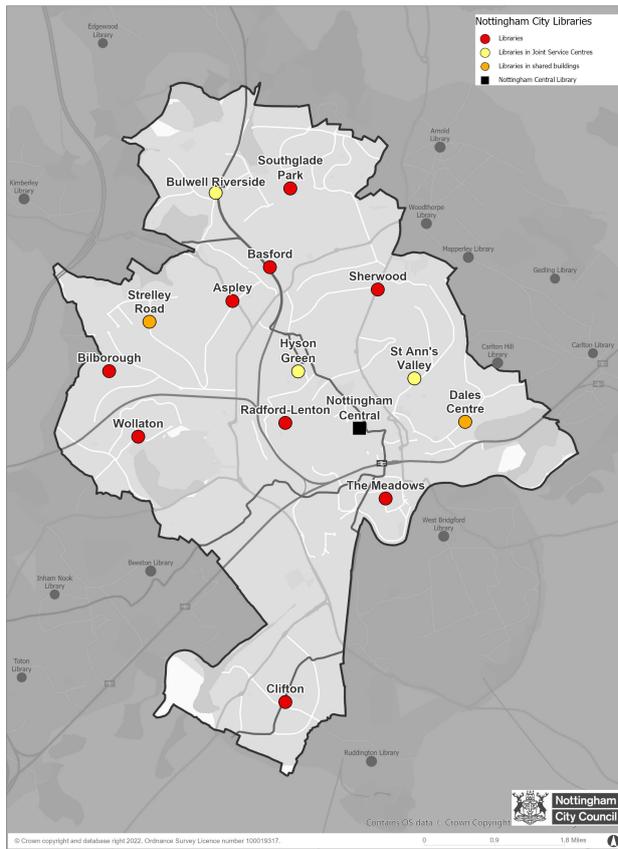


Fig 6: Map of library provision across Nottingham City

During 2019/20, users made over 880,700 physical visits to these libraries and borrowed over 602,800 books, audio books and multi-media items. As well as borrowing books, people accessed public computers with Internet (over 203,700 computer hours), free WiFi (462,900 WiFi hours) and 89,863 attendances were recorded from people accessing a variety of activities and events such as homework clubs, work clubs, business advice, cultural activities and reading challenges. Many people also accessed online library services such as borrowing e-books and accessing subscription websites with 40,785 eBooks, eAudio, eMagazines and eNewspapers borrowed.

The library service offers a wide range of services that are operated within the libraries Universal Offer framework aimed at helping to support people and improve the places where people live.

The delivery of a replacement new Central Library remains a council priority. The research carried out as part of this needs assessment has reinforced the important role that the Central Library plays in people's usage of Nottingham's Library Service. The project is continuing to move forward and external contractors are currently market testing the pricing for completing the fit-out works, as part of our value for money assurance process.

2.4.2 STATUTORY DUTY

The Council has a legal duty under the Public Libraries Museums Act 1964, which requires library authorities, like Nottingham City, to provide a "comprehensive and efficient service" for people who live, work or study within the authority area. However, the meaning of "comprehensive" and "efficient" are not defined and the legislation does not state a minimum number of libraries that must be provided.

In providing this service, councils must, among other things:

- encourage both adults and children to make full use of the library service (section 7(2)(b))
- lend books and other printed material free of charge for those who live, work or study in the area (in accordance with section 8(3))

In considering how best to deliver the statutory duty, each library authority is responsible for determining and for delivering a modern and efficient library service that meets the requirements of their communities within the available resources. Guidance sets out that any changes to how library services are delivered considers local needs and is in consultation with the public.

2.4.3 NATIONAL CONTEXT

There are 2 key external strategies that help inform the design and delivery of local library services. The 2016, [*Libraries Deliver: Ambition for Public Libraries in England*](#) 2016-2021 which sets out the strategic vision and commitment to public libraries in England and the *Libraries Connected, Universal Library Offers framework*.

The '*Libraries Deliver*' strategy recognised the challenging times that councils faced in running services and called for radical thinking to ensure libraries could 'thrive and not just survive'. The strategy encourages library authorities to use seven common design principles (*Fig 8*) to develop their library services, as well as to give due regard under the Equality Act 2010 in considering how different people will be affected by their activities.

The Universal Library Offers framework, originally launched in 2013 by the Society of Chief Librarians, now Libraries Connected, were introduced to demonstrate the power of public libraries to enrich people's lives. Revised in 2019, they support the core public library offer with its mission to connect communities, improve wellbeing and promote equality through learning, literacy and cultural activity. The aim of each offer is to develop a strategic tool with

resources, programmes and advocacy messages at a national level that can then be adapted and delivered locally to meet local needs.



Fig 7: Libraries Connected Universal Library Offer Framework

The Universal Offers overlap with the seven 'Libraries Deliver' outcomes providing a clear strategic direction within the national context for libraries to support the core public offer and to drive innovation and development. Nottingham City Libraries deliver their offer under this framework.

Libraries Deliver: Principles	Design	Libraries Deliver: Outcomes	Libraries Connected: Universal Offers
<ul style="list-style-type: none"> • Meet legal requirements • Shaped by local needs • Focus on public benefit and deliver a high-quality user experience • Make decisions informed by evidence, building on success • Support delivery of consistent national core offers • Promote partnership working, innovation and enterprise • Use public funds effectively and efficiently 		<ul style="list-style-type: none"> • Cultural and creative enrichment • Increased reading and literacy • Improved digital access and literacy • Helping everyone achieve their potential • Healthier and happier lives • Greater prosperity • Stronger, more resilient communities 	<ul style="list-style-type: none"> • Culture and Creativity • Health and Wellbeing • Information and Digital • Reading • Each offer is underpinned by 2 promises to ensure accessibility: Vision and Print Impaired People's Promise and The Children's Promise

For the purpose of this review, Employment and Skills has been added to the four key universal offers of Reading, Information and Digital, Culture and Creativity and Health and

Wellbeing to more effectively cover the strategic contribution of libraries. The review is set out under these headings.

2.4.4 MANAGEMENT OF THE LIBRARY SERVICE

The Library Service forms part of the Sport & Culture division within the newly formed Resident Services Directorate. The delivery and performance of the library service is overseen by the Head of Culture & Libraries.

A new management model and structure for the service came in to place in January 2021 to reflect the strategic direction for delivery, provide a stronger management team and to respond to the financial challenges facing the Council. This has been designed to better integrate frontline and development areas of the service under three strands these being, Communities, Resources and Partnerships.

Changes to the management model and structure for the service from 2019-20 to 2020-21 has seen an overall staffing reduction over this period of 31.1 full time equivalent (FTE), which resulted in employee expenditure costs being reduced by £345,235.

Current Staffing Numbers across the library service Total 64.56 FTE broken down into:

- 4FTE senior management roles
- An additional 4FTE with management responsibility at strategic level
- 11.75FTE strategic staff
- 41.31FTE frontline staff
- 3.5FTE support staff

Pre restructure, Nottingham was placed high against the national average across English Unitary Authorities with Nottingham having 30 staff per 100,000 population compared to 21 in 2019-20. As expected from this, employee costs were the second highest among all English unitary authorities. We would expect, following the service redesign, that Nottingham is placed further down the list in terms of employee costs and number of staff when figures are published by CIPFA in early 2022.

2.4.5 LOCAL AND NATIONAL USAGE

The way people use Libraries is beginning to change and nationally, over the last 5 years (excluding 2020-21), the number of physical visits and book issues has been in decline. In Nottingham, there has been a reduction in visits (-25%) and book issues (-21%), which is slightly higher than the national trend. However, the demand for free, reliable IT services has seen the use of public computers remain steady in contrast to national trends which sees a 31% reduction in use aligned with access to technology.

Data from the CIPFA from 2006/7-2016/17, confirmed a continued trend nationally of declining library use reporting how total issues (including books, audio-visual and other) and total visits had declined by 38% and 28% respectively.

Library profiles (Appendix 3) have been created for all libraries with details of usage, activities and running costs to show how each library is being used. More detailed information about library performance is set out in the next section.

2.4.6 LIBRARY PERFORMANCE AND SERVICE VOLUMES

The charts below (*Fig 8*) highlight some of the changes over the past 5 years of how the service is being used. Whilst 2020-21 has been included, it is recognised that this does not form part of the overall trend owing to libraries being closed for much of the year due to the pandemic. However, it is important to illustrate the dramatic change in new ways of accessing resources during this time and its effect on people’s behaviours and use of services.

The overall trend shows a decline in physical visits and issues of 19% over the past 5 years, which mirrors the national picture.

The decline in use of libraries across the country suggests this may be down to a number of reasons including budget cuts, the digital shift, and the failure to modernise. No one factor is regarded as dominant, and in Nottingham other local factors may also apply.

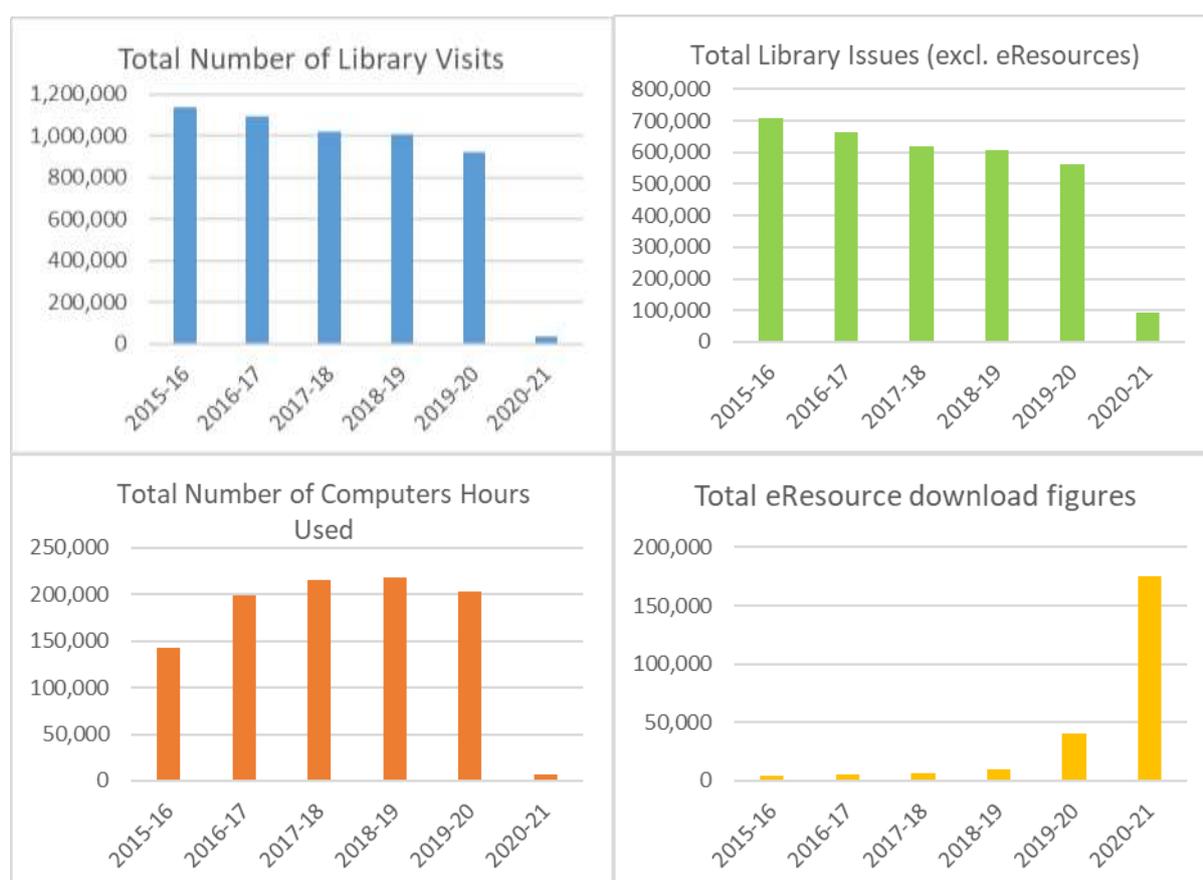


Fig 8: NCC Library usage trends 2015/16 – 2020/21

A summary of service volumes and performance for 2019/20 is listed below:

Visits

- Over the past 5 years Nottingham City Council Library Service has seen an overall decline in physical visits to library buildings

- The 3 Joint Service Centre libraries, Bulwell Riverside, Hyson Green and St Ann's Valley, attract the most physical visits, with Wollaton, Clifton, Meadows and Sherwood Libraries being the most visited neighbourhood libraries
- Anecdotal evidence from front line staff suggests that as more Council services move online, including housing applications, universal credit and Council payments, this has caused a detrimental effect of footfall in libraries, particularly in the JSCs and Nottingham Central Library when the Contact Centre relocated to another Council building
- Radford Lenton, Basford, Bilborough and Southglade Park are consistently the lowest visited libraries, accounting for 9% of total visits in 2019/20

Issues

- Over the past 5 years Nottingham City Libraries has seen a decline of physical borrowing mirroring the national picture with a 22% decline in book issues /per 1,000 population, compared to a 23% decline nationally
- Wollaton is the highest issuing library, reflecting the relative affluent demographic of the ward compared to the City with residents the least deprived in the City and with the highest rate of achievement in KS1 Reading and Writing
- St Ann's Library shows the steepest decline in issues over the last 2 years, suggesting an insight into how the library is used by the community with computer use highly popular

Computer Hours & Wifi access

- Since Nottingham City Libraries introduced free computer use in 2016, usage has dramatically increased seeing a 43% increase over the last 5 years, with usage now levelling off
- Nottingham has above average number of PC terminals and number of hours available for use compared nationally
- PC use is well above average with 612 hours/1000 population compared to 333 hours/1000 population average
- The 3 joint service centre Libraries have the highest computer usage, with St Ann's the most hours used per computer at 1,458 hours, while Wollaton and Basford have the lowest computer hours used.
- Nottingham has 1,391 hours per 1000 population WiFi usage compared to 540 hours' average nationally.
- As society moves towards a digital first option, free PCs and WiFi is essential to ensure an equality of digital access

E-resources

- Nottingham Libraries has made investment into eResources and new formats becoming available, This resulted in a 301% increase in people downloading e-resources between 2018/19 and 2019/20 (excluding 2020/21)
- eBook downloads increased by 172% over the year 2019/20. With an immediate 50% increase in downloads between March and April 2020 when the country went into lockdown. Figures are now stabilising with an average 2,500 downloads per month
- eNewspapers, introduced in January 2020, experienced a surge of 141% in downloads between March and April 2020 as users were keen to keep up-to-date with news and

current affairs. eNewspapers continue to be a popular resource, regularly attracting over 7,000 downloads per month in 2020-21

2.4.7 LIBRARY SERVICE NEEDS RANKING

As highlighted in the introduction, in the absence of a methodology that measures absolute level of need for a library in the context of statutory duty, each library authority must make a value judgement with regard to assessing need for its library services.

In order to make this assessment, we have identified four characteristics of library use and demographic make-up that indicate different aspects of community need for libraries. Combined with cost factors, this has helped to build a picture of the overall relative need for each of the 14 community libraries across the Nottingham City libraries network. The Central library has been excluded from this ranking as its offer is very different. Some Central Library data has however been included within the broader active user analysis

The information in this section sets out the performance of each individual library and then ranks performance against the following four key characteristics.

- Library Use (visits, issues, PC take up and use by registered users)
- Need (Vulnerability Index)
- Access to a library (access time by foot, by car and car ownership)
- Value for money (Net Expenditure, cost/visit/hours open/active user)

These rankings have been brought together alongside the findings from the Universal Offer priorities to produce an overall ranking of need across the network. The analysis and assessment of need is set out in Section 8 where the overall findings for the service are presented.

LIBRARY USE

Library activity levels indicate the relative need of each library in terms of the extent to which a range of library services are used by the population and provide a measure of the reach of each library.

The following library performance indicators have been used to provide a measure of participation at each library including:

- Number of library visits
- Number of active users (borrowers and computer users)
- Number of library issues
- PC take up of available hours
- % borrowing at registered site

The table below (*Fig 9*) shows the usage figures for each library for 2019/20, ranked in order from least (1) to most used (14) site.

Library	Visits	Rank	Library	Active Users	Rank	Library	Issues per Hour Open	Rank	Library	PC take up of available hours	Rank
Radford-Lenton	7,920	1	Basford	896	1	St Ann's Valley	6	1	Wollaton	27%	1
Bilborough	20,988	2	Radford-Lenton	898	2	Southglade Park	9	2	Bilborough	29%	2
Basford	22,680	3	Bilborough	1,386	3	Hyson Green	10	3	Aspley	32%	3
Southglade Park	28,968	4	Southglade Park	1,517	4	Meadows	10	4	Clifton	32%	4
Strelley Road	32,400	5	Meadows	1,648	5	Radford-Lenton	10	5	Meadows	35%	5
Meadows	32,688	6	Strelley Road	2,259	6	Bilborough	11	6	Basford	37%	6
Dales	37,500	7	Dales	2,494	7	Basford	13	7	Bulwell Riverside	40%	7
Clifton	38,436	8	Aspley	2,498	8	Aspley	14	8	Radford-Lenton	41%	8
Aspley	38,820	9	Clifton	2,529	9	Bulwell Riverside	14	9	Strelley Road	41%	9
Sherwood	40,224	10	St Ann's Valley	2,565	10	Clifton	15	10	Sherwood	46%	10
Wollaton	49,788	11	Sherwood	2,575	11	Dales	15	11	Dales	47%	11
Hyson Green	51,396	12	Wollaton	2,942	12	Strelley Road	15	12	Southglade Park	47%	12
St Ann's Valley	53,988	13	Hyson Green	3,434	13	Sherwood	27	13	Hyson Green	48%	13
Bulwell Riverside	143,186	14	Bulwell Riverside	4,719	14	Wollaton	33	14	St Ann's Valley	56%	14

Fig 9: 2019/20 NCC Library usage figures ranked with 1 being least used and 14 most used

Active users

In 2019/20, there were 49,277 Active Users registered with the library service (36,874 with postcodes mapped). Active Users are defined as those who have borrowed or returned books or used a public computer at least once in the 12 months, this equates to around 15% of the city’s population. Over the last 5 years, Nottingham has seen a decline of active users by 19% per 1000 population which follows the national trend. The last 3 years however, have seen figures remain steady.

Central Library accounts for 34% of all active users, with Bulwell Riverside and Hyson Green Libraries the top two neighbourhood libraries, both of which are joint service centres ‘one stop shops’ where a number of services including council services, housing and health are co-located within the same building driving higher levels of footfall to the site.

Data collected from library users is limited in terms of demographic information that we could use to understand the representation of active users in comparison to our city’s population. The age breakdown of users is shown in *figure 10*. Children under 12 make up approximately 25% of all active users, with Wollaton and Bulwell the top two most used in this demographic. People aged 18-59 account for 55% of all users, with Central Library making up half of all adult users, followed by Bulwell and Hyson Green as the top two neighbourhood libraries. Senior citizens over 60, make up 10% of all active users, with Central Library accounting for half of all users over this age, followed by Bulwell and Wollaton libraries.

Age breakdown for active library users | 2019-20

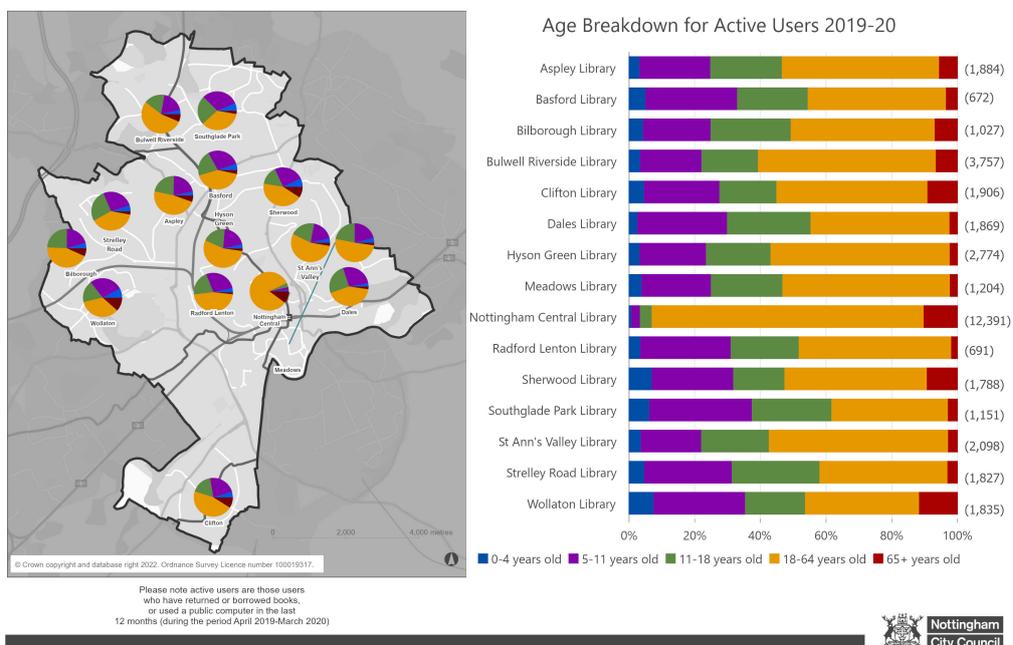


Figure 10: Age breakdown for Active users

Based on the figures in Figure 11, an overall ranking of libraries by library use has been produced by combining the ranking scores. The ranking of use is summarised in the table below (*Fig13*), with 1 being the least well used library compared to others across the network.

Radford Lenton is ranked as the least used library across the network followed by Bilborough and Basford. Details of the ranking methodology are explained in Chapter 8

Overall ranking	Total Use Ranking score (1-7)	Rank (1-14) with 1 being least well used
Radford-Lenton	17	1
Bilborough	29	2
Basford	31	3
Southglade Park	38	4
Aspley	48	5
Meadows	55	6
Strelley Road	60	7
Clifton	61	8
Dales	62	9
St Ann's Valley	63	10
Hyson Green	65	11
Sherwood	68	12
Wollaton	76	13
Bulwell Riverside	77	14

Figure 11: Ranking of Community Libraries by use

ACCESS

Library catchment areas have been defined based on the registered site of active library users, those users who have returned or borrowed books or used a public computer within the last 12 months (during the period April 2019 – March 2020) using data captured from Nottingham City's Library Management System.

Figures take into account that a new central library remains a strategic priority for the council and will continue to play a key role for library provision overall for the city

There are 146,426 residential properties in the city. Current provision shows that 83% of the city's residential household are within a 1 mile (approx. 20 min) walking catchment of a library. The map below (*Fig 12*) shows the number of households that fall within each library catchment and highlights the more densely populated areas within the catchments.

Library Needs Assessment 2021

No of residential properties within a 20 minute walking catchment from each library

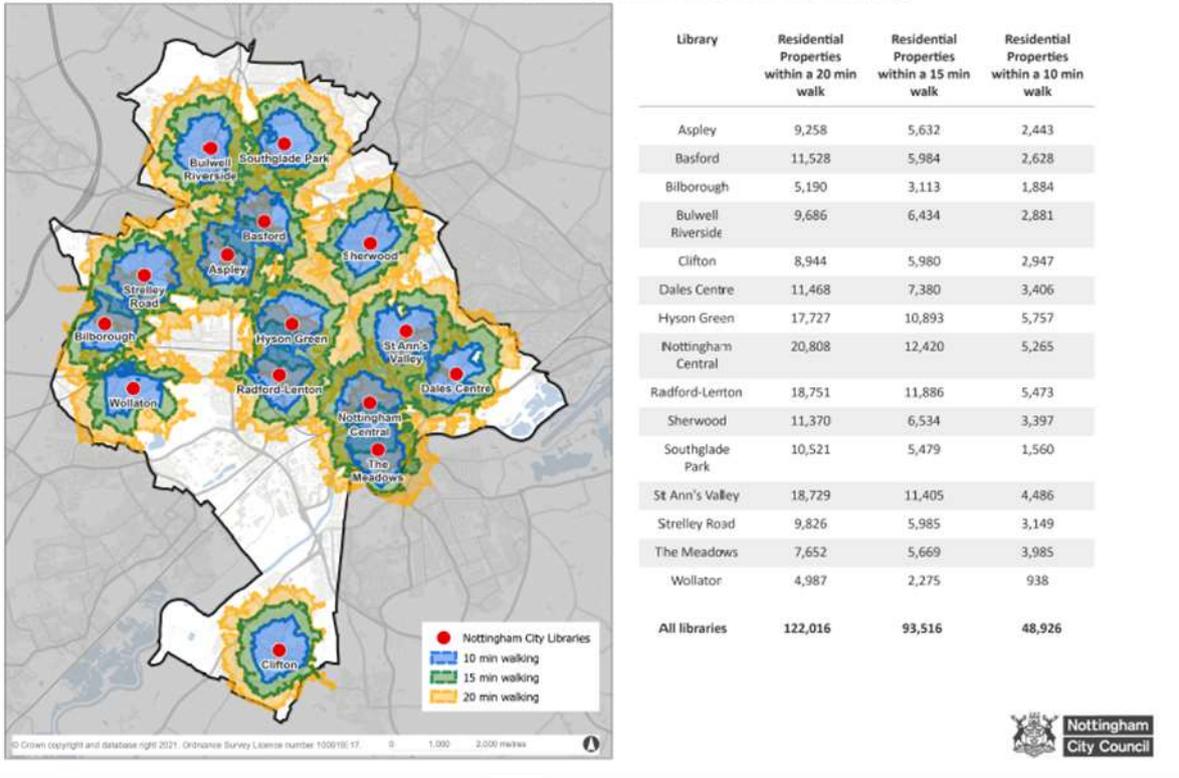
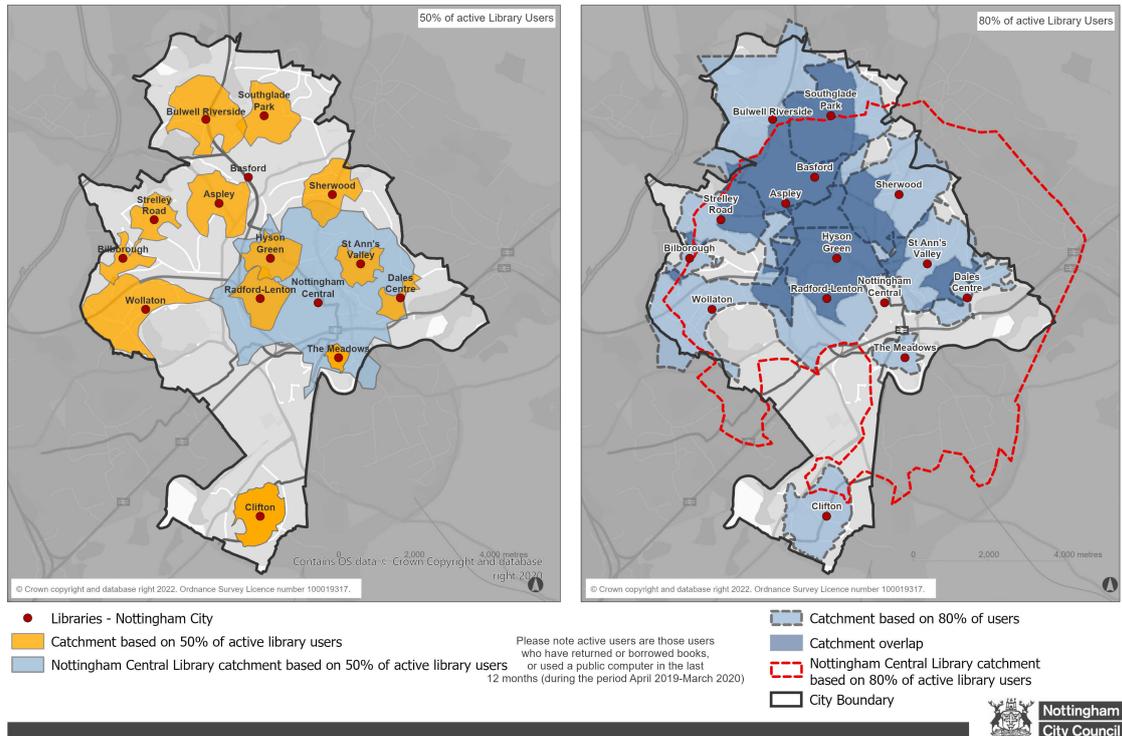


Fig 12: Residential properties within 20 min walking catchment

The maps in Figure 13 shows library catchments based on 50% and 80% of active users.

Library Catchments based on 50% and 80% of active Library users | 2019-20



(Fig 13: Library Catchments)

The largest catchment area is for Central Library. Central Library’s catchment, based on 80% of active users, includes most of the city, for 50% of active users Central Library catchment overlaps with Meadows, Dales, St Ann’s Valley, Radford-Lenton and Hyson Green.

For community libraries, based on 50% of active users, overlap can be seen in the crosshatch areas between Radford-Lenton and Hyson Green and between Basford and Aspley libraries. Based on 80% of users, there is a greater degree of catchment overlap around the centre and north of the city, where there are several libraries within close proximity of each other.

When looking at catchments and active users, understanding the relationship between where people register and the library they actually use is important. Figure 14 below shows the distribution of use across the network and which libraries our users are borrowing from.

		CHECKOUT LIBRARY FOR BORROWING ITEMS																
Which library are users borrowing from (rows)		ASPLEY	BASFORD	BILBOROUGH	BULWELL	CLIFTON	DALES	HYSON GREEN	MEADOWS	CENTRAL	RADFORD-LENTON	SHERWOOD	SOUTHGLADE	ST ANNS	STRELLEY RD	WOLLATON	COUNTY	TOTAL
USERS REGISTERED LIBRARY	Aspley	54%	2%	2%	4%	1%	1%	4%	0%	8%	0%	1%	1%	1%	14%	1%	7%	1588
	Basford	4%	50%	0%	9%	0%	0%	5%	0%	9%	1%	5%	3%	2%	2%	1%	8%	682
	Bilborough	2%	0%	55%	3%	1%	0%	1%	0%	8%	1%	1%	1%	1%	12%	6%	9%	930
	Bulwell Riverside	2%	3%	1%	64%	1%	0%	1%	1%	9%	0%	1%	3%	1%	3%	1%	10%	2511
	Clifton	1%	0%	0%	0%	76%	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	14%	1524
	Dales	0%	0%	0%	1%	0%	64%	1%	1%	10%	1%	1%	0%	5%	0%	0%	14%	1656
	Hyson Green	2%	1%	1%	2%	1%	1%	63%	1%	13%	3%	3%	1%	2%	3%	2%	4%	1705
	Meadows	0%	0%	0%	1%	3%	1%	0%	70%	10%	1%	0%	0%	2%	1%	0%	9%	875
	Central	1%	1%	1%	2%	2%	2%	3%	1%	47%	1%	5%	1%	3%	1%	3%	28%	8845
	Radford Lenton	2%	0%	1%	1%	1%	1%	10%	2%	17%	48%	2%	1%	2%	3%	4%	8%	600
	Sherwood	1%	1%	0%	1%	0%	1%	2%	0%	12%	0%	59%	1%	1%	1%	1%	19%	2164
	Southglade	1%	2%	0%	5%	1%	0%	1%	0%	4%	0%	2%	65%	1%	2%	1%	15%	980
	St Anns Valley	1%	1%	1%	2%	1%	3%	2%	0%	13%	0%	1%	1%	66%	1%	0%	8%	1103
	Strelley Road	3%	0%	4%	3%	0%	0%	1%	0%	4%	0%	0%	0%	1%	78%	1%	3%	1342
	Wollaton	1%	0%	1%	0%	1%	0%	1%	0%	7%	1%	1%	0%	0%	1%	69%	16%	2682

KEY: Registered site use Second most used Third most used Table 4: Fig 14: Which libraries are our users borrowing from?

The proportion of active library users, who use their registered site library exclusively, is an indicator of the relative need of that particular library for its local population. This indicator varies across libraries and reveals patterns of local customer behaviours that may be attributable to a range of factors including geographical isolation, ease of access to transport as well as the quality of local library service provision.

For more isolated sites where the next nearest library falls outside the 20 minute walking catchment e.g. Clifton Library, we can see that a high proportion of its use is by users who registered at that library (76%). For areas where there is more overlap or where newer libraries exist, we can see the distribution is more spread out. At Bilborough Library for example, 55% of its registered users use Bilborough, with 12% using the new Strelley Library. In comparison, only 4% of users registered at Strelley Library use Bilborough.

Central Library is popular as an alternative choice and there is also high use for County libraries outside of the city boundary shown by the blue and green highlighted cells.

The proximity of each library others, both in distance and travel time, is an indicator of its relative isolation. The table below (*fig 15*) ranks library access by time to the next nearest library by foot, by car and includes % of car ownership.

Access		
Library	Total Ranking Score	14 = poorest access
Bulwell Riverside	13	14
Clifton	13	13
Basford	19	12
Dales	19	11
Hyson Green	19	10
Southglade Park	20	9
St Ann's Valley	20	8
Bilborough	21	7
Radford-Lenton	22	6
Aspley	27	5
Sherwood	27	4
Meadows	29	3
Strelley Road	31	2
Wollaton	35	1

Fig 15: Access to alternative library

NEED

The level of deprivation within each library's catchment population is an indicator of the local need to access services. Based on Indices of Multiple Deprivation (IMD) shown on map below (*Fig 16*), Bulwell Riverside Library is located within the most deprived catchment with 9 out of its 16 Super Output Areas(SOA)¹ in the worst 10% nationally, this is followed by Strelley Road Library and St Ann's Valley Library being the next most deprived catchments.

¹ SOAs are the smallest geographical level at which census estimates are provided

Library catchments - Index of Multiple Deprivation 2019

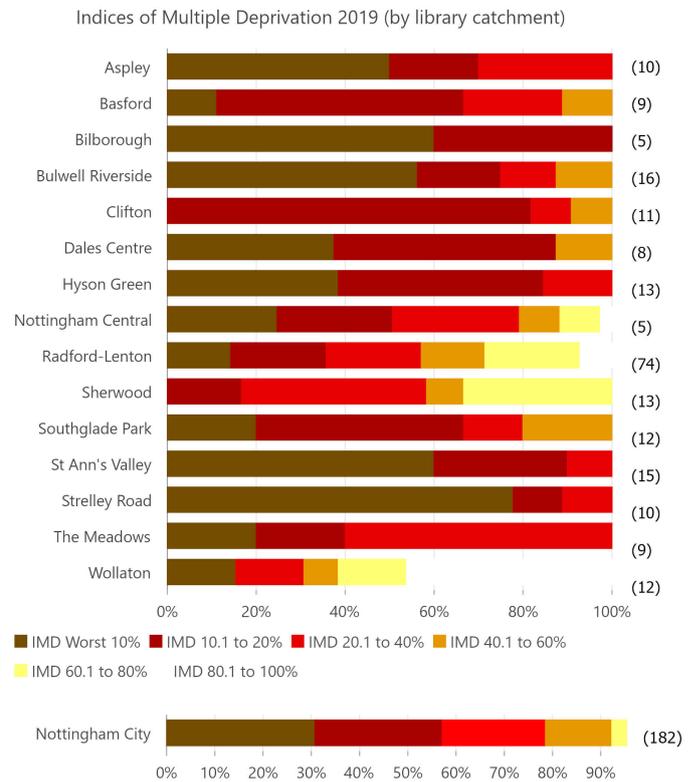
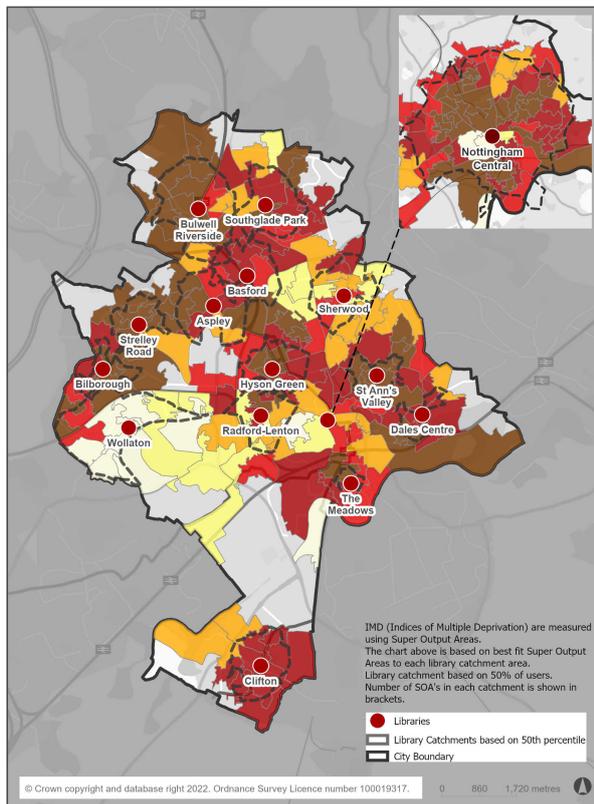


Figure 16: Library Catchments by IMD

In order to rank the libraries by need we developed a Localities Vulnerability Index (VI) based on the IMD domains that aligned with the libraries universal offer including reading, health and employment. It also considers Income Deprivation Affecting Children Index (IDACI) and Income Deprivation affecting Older People Index (IDOPI) to help understand need across different populations in the city. The scores across the chosen domains were ordered to give an overall rank of ranks. No weighting was applied to the domains chosen.

Libraries - Vulnerabilities Locality Index

Library	Rank of Ranks	IMD Score	IDACI Score	IDOPI Score	% with no Qualifications Rank	% unemployed March 2020 Rank	% of Pupils obtaining Grades 9 to 4	% achieving standard Reading Rank	% of population aged 16-64 with a long term health problem Rank
St Ann's Valley	3.3	3	1	2	8	1	1	9	1
Bilborough	3.6	1	2	5	1	6	6	5	3
Strelley Road	4.0	2	3	7	2	3	9	4	2
Dales Centre	4.8	6	9	6	7	2	2	2	4
Bulwell Riverside	5.5	5	4	10	3	4	7	3	8
Hyson Green	6.6	4	10	1	12	5	10	6	5
Southglade Park	7.3	8	5	11	5	7	5	10	7
Aspley	7.6	7	7	8	6	9	8	7	9
Clifton	7.8	10	12	12	4	10	3	1	10
Meadows	7.8	9	6	4	9	8	12	8	6
Basford	9.5	11	8	9	10	11	4	12	11
Radford-Lenton	11.3	12	11	3	14	13	11	13	13
Sherwood	12.9	13	13	13	13	12	13	14	12
Wollaton	13.3	14	14	14	11	14	14	11	14

IMD Score, IDACI Score, IDOPI Score, % with no Qualifications, % Unemployed, % with a long term health problem
 1=More deprived or a higher percentage of population with no Qualifications, unemployed or with a long term health problem
 14=Less deprived or a lower percentage of population with no Qualifications, unemployed or with a long term health problem

Fig 17: Vulnerability Locality Index

St Ann's Valley Library is ranked highest in terms of overall vulnerability need with Wollaton Library ranked lowest based on the domains chosen.

SERVICE COSTS AND VALUE FOR MONEY

In 2019/20 the total cost to manage and run the library service was £6,037,857, of which 48% was on employee costs. The Library Operating Cost comparison table (*Fig 18*) below illustrates the cost for each library. Taking costs for the joint service centre libraries out, the most expensive libraries to operate based on cost per hour open are Radford Lenton, Basford and Southglade libraries, with the least expensive being the Dales Centre and Strelley Road libraries.

In addition to the day to day spend required to run the service, information from the Council's buildings condition surveys identify that an estimated £320,000 is needed to be spent to improve library buildings to a safe and modern standard.

To meet its statutory duty the Council must deliver an efficient library service and will consider the cost efficiency of each library when designing its approach to transformation. The Library Operating Cost comparison table (*Fig 18*) ranks libraries against a number of cost criteria including net expenditure, cost per visit, cost per opening hour and cost of improvements required where 1 is the most expensive and 14 the least expensive to run.

The overall value for money ranking places Hyson Green, Radford-Lenton, Basford, and Aspley libraries in the worst performing in terms of cost. This is shown in fig 19 below

Library	Total Net Expenditure	Rank	Library	Cost per visit	Rank	Library	Cost per hour open	Rank	Library	Cost per Active User (Registered)	Rank	Library	maintenance cost (condition survey)	Rank
Hyson Green	£220,360	1	Radford-Lenton	£7.50	1	Hyson Green	£85.02	1	Hyson Green	£64.17	1	Basford	£90,922.00	1
Bulwell Riverside	£144,822	2	Hyson Green	£4.29	2	Radford-Lenton	£58.90	2	Basford	£61.85	2	Radford-Lenton	£39,121.00	2
St Ann's Valley	£125,756	3	Bilborough	£3.10	3	Bulwell Riverside	£55.87	3	Radford-Lenton	£60.03	3	Clifton	£34,237.00	3
Aspley	£104,269	4	Southglade Park	£3.06	4	Basford	£54.98	4	Southglade Park	£58.47	4	Wollaton	£31,862.00	4
Wollaton	£91,277	5	Aspley	£2.69	5	Southglade Park	£52.79	5	Meadows	£52.76	5	Aspley	£27,512.00	5
Southglade Park	£88,693	6	Meadows	£2.66	6	Aspley	£49.37	6	St Ann's Valley	£49.03	6	Dales	£24,213.00	6
Meadows	£86,953	7	Basford	£2.44	7	St Ann's Valley	£48.52	7	Bilborough	£47.01	7	St Ann's Valley	£24,213.00	7
Clifton	£80,770	8	St Ann's Valley	£2.33	8	Meadows	£42.13	8	Aspley	£41.74	8	Bilborough	£14,052.00	8
Sherwood	£68,439	9	Clifton	£2.10	9	Wollaton	£41.34	9	Clifton	£31.94	9	Southglade Park	£13,387.00	9
Bilborough	£65,150	10	Wollaton	£1.83	10	Bilborough	£38.78	10	Wollaton	£31.03	10	Bulwell Riverside	£0.00	10
Radford-Lenton	£59,374	11	Sherwood	£1.70	11	Clifton	£38.24	11	Bulwell Riverside	£30.69	11	Hyson Green	£0.00	11
Basford	£55,420	12	Strelley Road	£1.59	12	Sherwood	£33.16	12	Sherwood	£26.58	12	Meadows	£0.00	12
Dales	£53,589	13	Dales	£1.43	13	Strelley Road	£30.70	13	Strelley Road	£22.83	13	Sherwood	£0.00	13
Strelley Road	£51,578	14	Bulwell Riverside	£1.01	14	Dales	£28.63	14	Dales	£21.49	14	Strelley Road	£0.00	14

Fig 18: Library Cost Comparison

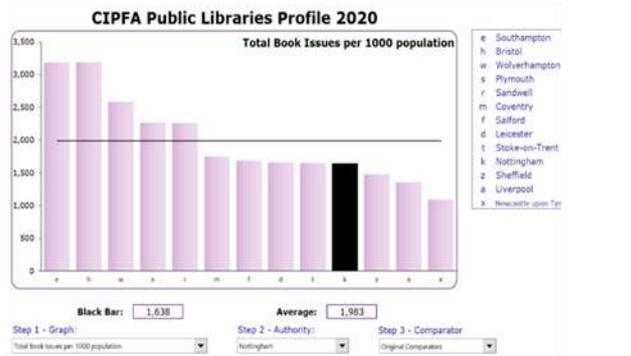
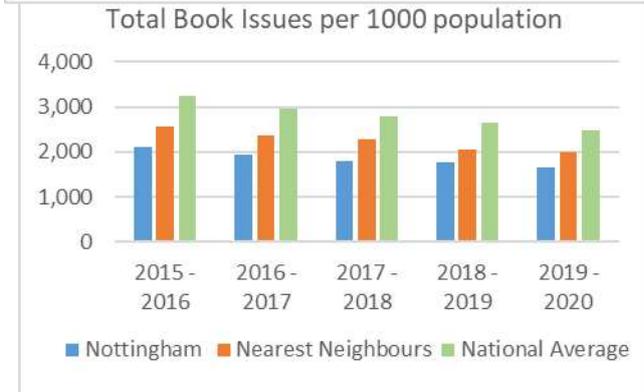
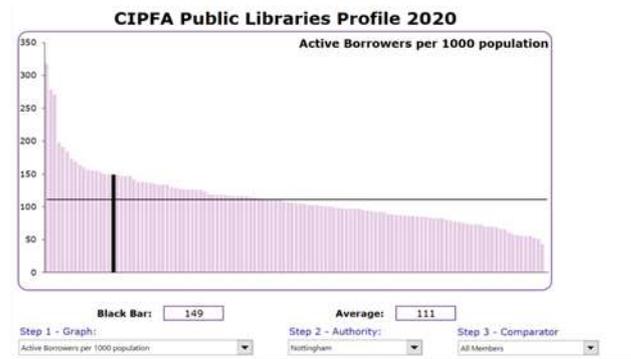
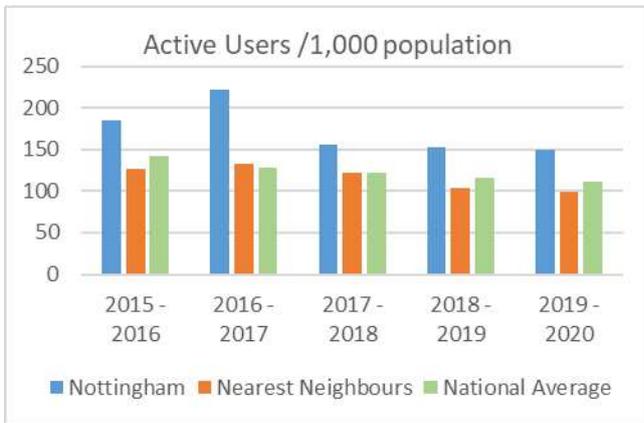
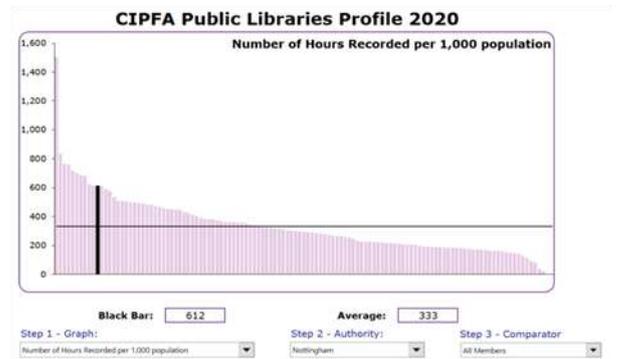
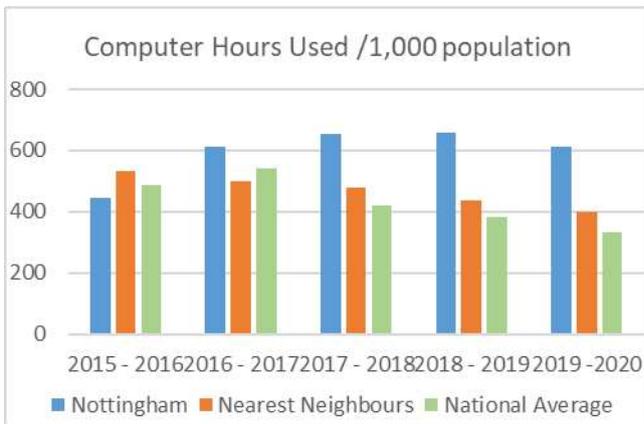
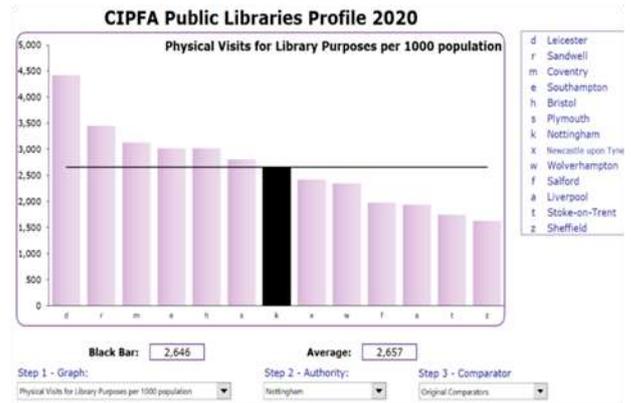
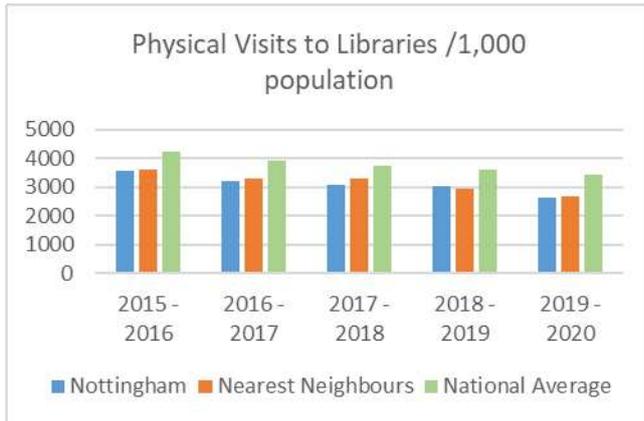
VFM Assessment		
Library	Score	Is the library cost efficient? (1 being least cost efficient)
Hyson Green	16	1
Radford-Lenton	19	2
Basford	26	3
Aspley	28	4
Southglade Park	28	5
St Ann's Valley	31	6
Bilborough	38	7
Meadows	38	8
Wollaton	38	9
Bulwell Riverside	40	10
Clifton	40	11
Sherwood	57	12
Dales	60	13
Strelley Road	66	14

Fig 19: Value for money ranking

2.4.8 COMPARISON TO NATIONAL TRENDS

The CIPFA Public Library Users Survey is the leading tool for understanding user attitudes to libraries across the UK. It has a database of thousands of libraries to draw from, and allows library services to review their own situation and to measure it against local, regional and national comparators. NCC submits figures annually against a number of indicators to help benchmark the service against other authorities, view trends over time and obtain evidence to guide the future development of libraries.

When looking at service usage and volumes it is important to show this in the context of the local and national picture. The charts below give a summary of usage and performance of the library service as a whole and compares this to similar sized library authorities and against the national picture.



Key findings from CIPFA 2019/20:

- The average number of library service points in Nottingham City’s comparator group of similar size authorities is 18, whereas the city has 15 libraries, however, when considering population figures, Nottingham’s provision is around average, at 4.5 library ‘service points’ per 100,000 population
- Nottingham is in the top quartile nationally for number of active borrowers per 1000 population suggesting that the service engages well with the population when compared to other authorities
- Nottingham is average in the number of physical visits per 1000 population, compared to its comparator group. However, over the last 5 years, Nottingham has seen a steeper decline of physical visits (26%/1000 population) compared to a slower decline nationally (19%/1000 population)
- 4% of hours worked are provided by volunteers compared to an average of 7.2%. 100% of opening hours are staffed by paid employees
- Usage of electronic workstations/pcs is above average at 612 hours used / 1000 population compared to 333 hours nationally. The national average has seen a decline of 31% over the last 5 years, while Nottingham has bucked the trend and seen a 32% increase
- Total Book Issues is significantly below the national picture with 1,638 issues / 1000 population compared to an average of 2,482

COST COMPARISON

CIPFA data shows that expenditure for the service is higher than comparators across a number of indicators. Recent changes to the staffing structure for the service has seen a reduction in total staff down from 29.6 to 26 / 1000 population. Employee expenditure accounts for 54% of the budget compared to 55% average amongst ‘nearest neighbour’ library authorities.

Cost Indicators	Nottingham	Average (nearest neighbours)
Cost per visit	£6	£5
Revenue expenditure	£16,606	£11,894
Net expenditure per 1000 population	£15,262	£11,430
Total staff / 100,000 population	30	21

Fig 20: CIPFA cost comparator indicators with ‘nearest neighbour’ library authorities

Cost per visitor has been selected as this includes all people using the service, not those just borrowing books. Cost per visitor is also above average placing Nottingham second highest amongst its 12 comparators. At local level, Radford Lenton is above average cost per visit at £7.50 compared to a £6.00 average locally.

The net expenditure per 1000 population sees Nottingham above average and second highest in its comparator group. In addition to day to day running costs, further investment is also needed across the network to maintain a quality library buildings offer.

2.4.9 HOW LIBRARIES ARE CHANGING

Public library services are recognised as a vital part of social infrastructure supporting outcomes relating to literacy, education, social inclusion, employment, health and wellbeing and digital inclusion. Covid-19 has not changed the strategic priorities of library services, so much as sharpened their focus. It has also made staff acutely aware of the levels of need and vulnerability in communities.

Technological expansion and the changing way individuals gain access to information has deeply impacted the structure of libraries physically as well as conceptually. The relevance of libraries as community hubs with Wi-Fi and available devices provides inclusivity for those without digital access. The professional skills and support of staff, coupled with libraries as safe, trusted and inclusive spaces are needed to help bridge the digital divide.

Looking ahead, public library services have tremendous potential to support individuals and communities across a range of local authority and government priority areas, many of which have been accelerated by the impact of Covid-19 and lockdown. However, it is equally clear that the library services need to continue to adapt and innovate to achieve this alongside challenging financial circumstances.

2.4.10 SUMMARY OF DIFFERENT TYPES OF MODEL OF LIBRARY SERVICE

A number of library service delivery models are reportedly developing innovative, needs-led and sustainable services across a range of agendas, such as healthier and happier lives and greater prosperity. Proponents claim that new delivery models can be an effective way of promoting sustainability, resilience and innovation across the library sector and beyond.

The DCMS has produced a toolkit designed to help library services consider the desirability, viability and feasibility of a range of alternative delivery model (ADM) options. This review provides evidence base to explore the options that may be suitable for Nottingham.

The table below (fig 21) outlines possible ADMs to help libraries services consider whether their current delivery model maximises the library service's sustainability.

Delivery model	Ownership	Governance	Services
Remaining in-house with re-engineering	100% parent council	Within council management structures and hierarchy	Can only deliver local public sector services
Local Authority Trading Company (LATC) - sometimes referred to as a Wholly Owned Company	100% parent council(s)	Can be designed for flexibility/autonomy. Requires a council appointed board. Service Level Agreement (SLA)/contract with parent council(s) - control test	Flexible - but majority of services delivered on behalf of parent council(s) - function test
Public Service Mutual (PSM)	Variety of options: council and staff, staff and community, 100% staff	Can be designed as required. Board membership dependent upon ownership. SLA/contract with council(s). Well positioned to promote co-production	Flexible - can deliver services to councils, private or VCS customers
Outsource to existing social enterprise, third sector or private provider	100% third party provider	Arranged via contract. Well positioned to promote co-production	Contracted services delivered on behalf of council(s)
Joint venture	Potential for joint ownership, including staff, council(s) and/or third party provider	can be designed as required. SLA/contracts as required. Well positioned to promote co-production	Flexible - can be delivered to council(s) and private/Voluntary and Community Sector customers

Fig 21: DCMS delivery model summary

A further delivery model option exists; the library service ‘remaining in house with re-engineering’. This option reflects the need for some level of change to take place, without externalising the service.

As part of this review, consideration has been given to the alternative delivery or ‘sourcing’ options available and the current national picture and trends in relation to the take-up of these and this is evaluated further in chapter 9.

2.4.11 LIBRARIES AND CENTRAL GOVERNMENT

Millions of people use public libraries. Across the 3,667 libraries in England physical visits in 2019 exceeding 225million and online visits around 96 million. This is more visits in total than the top 10 UK tourist attractions combined. However, across the country library services face significant challenges, not least the pressure to operate within smaller budgets while increasing their impact.

Nationally, the Libraries Taskforce, has set the overall ambition for public libraries in Libraries Deliver: Ambition for Public Libraries in England 2016-2021. An important purpose of the ‘Ambition’ report is to help central and local decision-makers understand how wider strategic goals are met by libraries and how libraries can deliver maximum return and impact.

Library services do not stand-alone. They support other public services to achieve outcomes that are needed for individuals and communities to flourish and they contribute to these social and economic outcomes across all life stages, positively impacting people’s lives and where they live.



Fig 22: Libraries Deliver Outcomes

2.4.12 IMPACT OF LOCAL AUTHORITY BUDGET PRESSURES

In recent years, local government as a whole has had the twin pressures of managing cuts to overall spending and a growing demand for social care, with cities being hit the hardest. As a whole, there has been an 18 per cent fall in the day-to-day spending by local government in cities between 2009/10 and 2017/18, compared to a 9 per cent fall elsewhere.

For Nottingham, the process for setting a balanced budget and a Medium Term Financial Plan to 2025/26 is extremely challenging. Like many councils, the last few years have seen the Council needing to make significant savings while meeting increased demand for essential services such as adult care and child protection. The Covid pandemic, which the council’s services played such a vital role in supporting the city through, has put our finances under additional pressure.

In addition, the source of Council funding has altered in recent years with less revenue support from central government and a greater proportion coming from Council Tax. Over the period of 2010/11 - 2021/22, the Council has had to make cumulative budget savings totalling £303.1m.

2.4.13 THE IMPACT OF THE COVID-19 PANDEMIC

The impacts of Covid-19 have been significant on health, the economy and society with the effects expected to impact upon people’s lives for many years to come. Health and wellbeing, businesses, employment, education and access to services have all been impacted. However,

whilst we have all been living through the same pandemic, people have experienced the pandemic differently with some groups affected more than others.

The pandemic has shown that health and wealth are inextricably connected with existing inequalities and stark differences relating to health, education, employment and financial security leaving parts of the UK more vulnerable to the virus with the worst impacts being felt by the most deprived and diverse communities.

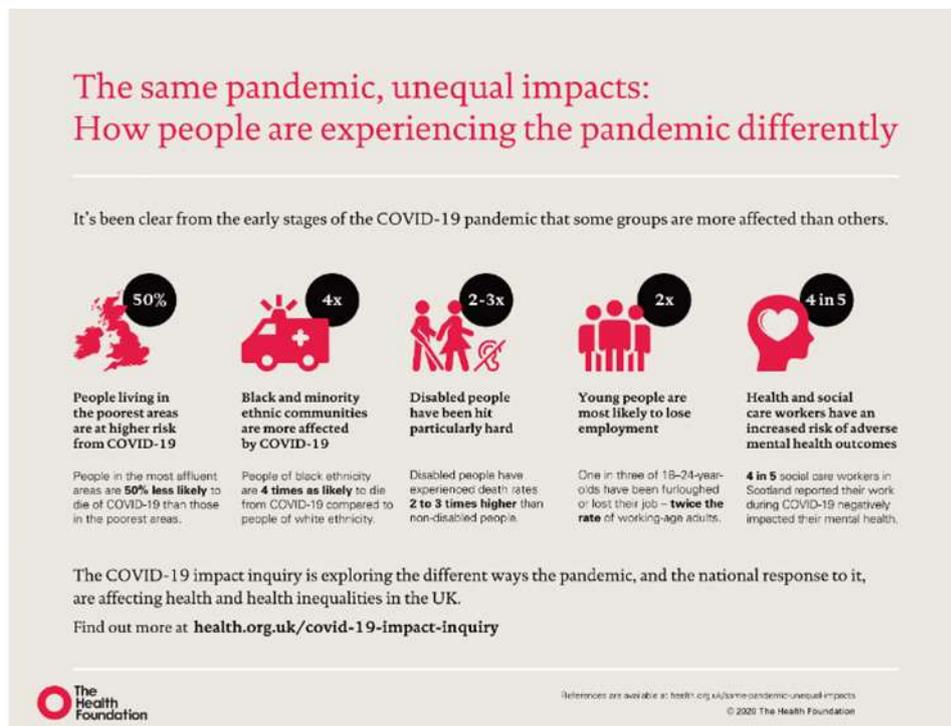


Fig 23: The Health Foundation Covid Impact Inquiry

THE IMPACT OF THE PANDEMIC IN NOTTINGHAM

The crisis has disproportionately affected more deprived neighbourhoods. Compared to the rest of England the Core Cities, like Nottingham, contain more deprived neighbourhoods as a proportion of their total neighbourhoods.

Nottingham's economy was severely hit by the pandemic with growth in the local economy going into reverse and business of all sizes experienced real challenges to their viability and growth. The lockdown has had a major impact on employment with the concentration of at-risk jobs and job losses being in lower paid and lower skilled occupations.

LIBRARY SERVICE RESPONSE TO THE COVID-19 PANDEMIC

"If Covid-19 can ever be said to have had a positive impact, it has helped the Library Service to accelerate the pace of change in relation to the way that services are delivered which would not have been considered possible. Had we been asked to implement a new service or way of working within a compressed timeframe, we would have said 'absolutely not, we can't introduce a library chat service within three weeks' or 'you can't redesign service delivery effectively in three weeks'. But we discovered that you can." (NCC Library Service)

The Covid-19 pandemic saw Nottingham's 15 public libraries, NPALS, the Home Library Service, Bookstart and Nottingham Prison Library close to the public on Friday 20 March 2020 as part of the national lockdown. The City Libraries remained closed for much of the first wave of the Covid-19 pandemic in 2020/21, however, as restrictions eased, libraries slowly opened their doors, albeit with a very different offer to normal.

The service adapted swiftly to enable it to provide services, resources and activities to help support citizens through lockdown, helping to keep communities connected and supporting the most vulnerable providing services such as volunteer support, coordination and delivery of shielding operations and contact centres for health and social care.

Changes to the digital offer were a big part of the response to lockdown and included shifting to digital channels, investing in e-books and providing community events and education online.

Although digital information was a vital way of connecting and accessing services, not everyone across the city had the access or skills to engage in this new way of living. The library service was part of the national 'DevicesDotNow' drive, distributing devices, with data, to people who needed them and helping those with limited skills to get started with their new device.

Following a second national lockdown in November, with an agreement that library provision was an essential service, a skeleton network of libraries remained open providing much needed access to free computers and literature.

Nottingham's Business & Intellectual Property (IP) Centre, based at Bulwell Riverside Library, continued to operate online during the pandemic providing help and support to new clinics with business ideas to set up their businesses. The Business & IP Centre being complimentary to the Nottingham Economic Recovery Unit and other council departments set up to support business recovery across the city.

Lock down key achievements by Nottingham City Libraries:

- Libraries heavily invested in resources to develop an online offer and electronic resources for those who could not, or chose not to visit
- Launch of virtual story time sessions for children and families
- Launch of a new Click & Collect service
- Essential use of free computers, printing & WiFi
- Free to download books, newspapers and magazines
- Grant funded programmes continued and were adapted to online offers including National Children's Book Award and Adult and Community Family Learning courses
- Successful bid to Arts Council Emergency Response Fund (£28,800) to develop a Virtual Library Service and the new website
- Redeployment of staff to support other frontline services to support citizens during the pandemic

As lockdowns continued throughout the year, physical use of libraries was low as people were reluctant to visit public spaces - physical visits were at 6% compared to 2019/20, book issues 25%, active users at 30% and computer use was 7% compared to 2019/20. The digital offer however soared as downloads of electronic reading materials experienced a 330% increase in 2020/21 compared to the previous year as demand grew exponentially over the year.

The re-opening of our buildings in April 2021 has seen visitors slowly begin to return, resulting in a 293% increase from April to December 2021. Book issues have seen a similar increase of 124% in this period.

In-person activities are gradually being introduced with the aim that a full programme of activities and events can be in place in 2022/23. This will attract a greater footfall and lead to increased use of the service.

The importance of libraries during the pandemic has been highlighted in reports from within the sector and highlights five key areas where libraries can play a key part of recovery:

- Economic recovery with help and training for job seekers and entrepreneurs
- Education support for children and SEND students who struggled to learn at home
- Isolation mitigation for vulnerable groups and to help people to reconnect locally
- Digital inclusion for residents who lack IT skills or have no access to the Internet
- Cultural partnership to help local artists and arts organisations to continue their work

The pandemic has highlighted and accelerated a new demand for a hybrid library service that meets our communities' evolving needs both online and in person. Looking ahead, the challenges and opportunities resulting from the global pandemic will need to be recognised in this review.

A separate report *Nottingham City Libraries – Libraries in Lockdown 2020-21* provides further detail of the services response to the pandemic.

2.5 WHAT PEOPLE HAVE TOLD US

2.5.1 WHAT THE PEOPLE OF NOTTINGHAM HAVE TOLD US

In this section, to help set the scene, we have reported what people have told us about their experiences with Nottingham City Library Service, whether through the survey, interviews, focus groups, partner workshops or staff workshops.

We have not sought to evaluate or 'weight' people's perceptions or opinions, but we have drawn out those that we think highlight an issue effectively. We have drawn out those views that were particularly common but have also included examples of significant or interesting 'minority' views that should be heard.

We have also made a number of observations at the end of this section where we highlight the key issues that will inform our findings and recommendations.

In the survey, people in Nottingham told us:

- a) **Almost three quarters of participants have visited a Nottingham City library in the past 2 years (74%), with 26% saying they hadn't.**

- b) **The most popular reason amongst participants for not visiting a library or using library services was because they were able to use other facilities instead (44%).** The next 4 most popular reasons were being too busy with family/work/other responsibilities (33%); not really knowing what is on offer at libraries these days other than lending books (27%); being difficult for them to get to the libraries (23%), and not needing any of the services on offer (22%).
- c) **Around two thirds of participants (68%) had visited a library at least once a month pre-pandemic.** Of that 68%, 1% said they visited every day; 5% most days; 21% once a week; 11% said they visited twice a month, and 30% said they visited once a month. 28% said they visited a few times a year, and 5% said they'd only used it once or it was a first visit.
- d) **Central Library (60%) was the library that had been visited or used by most participants,** with the next 4 most visited or used libraries by participants being Wollaton (19%); Sherwood (18%); Bulwell (14%), and Hyson Green (13%).
- e) **Central Library (40%) was also the most preferred library amongst participants,** with the next 4 most preferred libraries being Sherwood (12%); Wollaton (11%); Bulwell (7%), and Basford, Dales Centre and Hyson Green (all 4% each).
- f) **Participants' top reason for preferring a particular library was it being close to their home (62%),** with the next 4 most popular reasons being the range of services at this library (39%); being on a convenient bus route (28%); being close to shops (24%), and being close to work (13%).
- g) **Almost half of question respondents made a special trip** when visiting the library (48%), with over a third combining a visit with doing shopping (41%). The next 3 most popular reasons were visiting the library on the way to or from work, or during breaks (14%); combining visits to the library with taking children to or from school or childcare (5%), and combining visits to the library when accessing other council services e.g. claiming benefits (2%).
- h) **The most popular participants' method of travel to a library was by foot (59%),** with the next 4 most popular reasons being bus (33%); car (27%); tram (9%), and cycle (8%).
- i) There are many **reasons why people decide to visit a library.** The purpose that generated the most responses **was to borrow books** for themselves or someone else (973 responses, with 98% of respondents saying this was important to them), with the next 4 most popular reasons being for pleasure / relaxation, or in connection with personal interests (592 responses, with 97% saying this was important to them); to attend an activity or event (355 responses, with 94% saying this was important to them); to get information that I/we need in my/our day-to-day life (299 responses, with 95% saying this was important to them), and to explore local/family history (154 responses, with 94% saying this was important to them).

- j) **Borrowing books or audio books also featured as the most popular activity** encouraging participants to use a library, and their top reason for doing so. This theme is explored further in Section 3, Reading.
- k) **Participants were generally satisfied with the library service offer** including the range of books and materials (76%); information available (74%); quality of service by staff (89%); availability of staff (84%); opening hours (68%, with 15% dissatisfied); space available (58%); furniture and tables (54%, with 18% dissatisfied); tidiness and cleanliness (70%), and atmosphere and behaviour (74%).
- l) **Participants were generally neither satisfied nor dissatisfied, or just don't know about, the online or technology offer**, perhaps suggesting a lack of awareness or take-up in relation to accessing the following: computers (63%); printers and photocopiers (62%); advice on using computers (69%); free Wi-Fi (55%), and online materials (67%).
- m) **Participants were also generally neither satisfied nor dissatisfied with events and group activities** (60% neither satisfied or dissatisfied, or don't know), and classes or training courses (83% neither satisfied or dissatisfied, or don't know).
- n) **Whilst not in the majority, there was a notable level of dissatisfaction amongst participants with décor and appearance** (24%) and toilets (24%). These are not uncommon areas of dissatisfaction amongst participants from our experience, so this was not a particular surprise for us to see.
- o) **While almost half of participants don't expect the frequency of their visits to libraries will change post-pandemic** (47%), almost 40% believe they will visit more often, with just 8% saying they will visit less often, and 5% don't know.
- p) **91% (1,108 people) of question respondents said they are likely to go back to use their local library in the future**, with just 3% (29 people) unlikely, and 6% neither likely nor unlikely or don't know (75 people).
- q) **The most popular improvement that would encourage participants to use the library more would be an increased range of books and materials** (55%), with the next 3 most popular improvements being better opening hours (29%); more or better events & activities (25%), and better decoration and appearance of the building (15%). Interestingly, 14% said that 'they were happy with the current offer; there is no need to change it'.

2.5.2 KEY ISSUES AND THEMES

Overall, response to the survey suggests a very traditional view of the role of a library and a lack of awareness of the digital offer, though this may in part be explained by the profile of respondents being somewhat limited, for example lower response among young people, as outlined in Section 1.4.1

2.6 OVERALL SUMMARY OF FINDINGS

2.6.1 KEY FINDINGS ABOUT NOTTINGHAM AND ITS LIBRARY PROVISION

The points below are summarised from the research and findings from Section 2, highlighting some of the key issues and findings about Nottingham, its library service and the changing demands for library service provision.

- Local government is facing acute long-term financial challenges with pressures on budgets are a result of rising cost of social care.
- Libraries across the country have suffered from decline in funding over the past 10 years.
- There is a shift in expectations of what people want from libraries - physical borrowing and library buildings are still important, but there is a growing shift toward digital offer, including ebooks and computer usage. Library usage for Nottingham shows an overall declining trend in physical visits and issues of 15% over the past 5 years which mirrors the national picture.
- Users who responded to the 'The Next Chapter' survey in Phase 1 place a high value on traditional role of libraries in book lending however, both users and non-users are not aware of everything the service has to offer.
- Whilst the number of library buildings per population is on average, the Library services costs are high in comparison to similar library authorities.
- For the city there are high levels of deprivation that impact on a number of social, economic and health factors with stark differences between more affluent and least affluent areas.
- The data comparison figures across the libraries indicate there are a few sites that perform poorly across a range of factors.

3 READING

3.1 UNIVERSAL OFFER – READING

Engage, Imagine, Discover

Through the Reading Offer, libraries support the growth of a literate, empathetic and confident society.

The offer provides diverse and inclusive reading resources, support programmes and experiences for children and adults to create excitement around reading.

Libraries encourage individuals of all ages to read for pleasure and purpose to increase their understanding of the world, stretch their imaginations and think differently.

The reading offer provides diverse and inclusive resources, support programmes and experiences for children and adults to create excitement around reading with libraries acting as hubs, supporting and broadening opportunities, for people to engage with reading material and activities.

Reading for pleasure and independent reading has shown to have many benefits including having a positive impact on educational development and reading attainment and also social benefits including self-confidence and wellbeing, helping people to connect their community and better empathy and understanding.

3.2 NEED IN THE CITY

Literacy is the ability to read, write, speak and listen in a way that lets us communicate effectively and make sense of the world. Data shows that the socio-economic position of residents is the greater issue in reading and literacy levels with intergenerational cycles making social mobility and a fairer society, more difficult.

Lacking vital literacy skills holds a person back at every stage of their life negatively affecting their school life, employment opportunities and family life. Headlines for Nottingham include:

- By age eleven, 15% of boys and 10% of girls were two stages below their expected reading level in school (*The Guardian 2010*). Early Learning goals for children aged 5 found that 29 % of children failed to meet expected targets in reading (25% being girls and 33% being boys)
- Some 36.9 percent of boys failed to reach expected writing standards, as did 26.6 percent of girls

- Nationally, 23 percent of children tested in reading and 26.3 percent tested in writing failed to meet expected levels of development in 2017/18

Literacy rates in Nottingham are less linked to language and cultural barriers, and more to do with economic and social circumstances. Poverty and low social mobility have a large impact on the capabilities of young students in school, directly correlating with decreased performance in reading and writing.

With many Nottingham families facing tough socio-economic circumstances, low employment rates and social mobility barriers, children begin with an inherent disadvantage compared to UK school children generally.

Data on Reading, Writing and Maths standards at Key Stage 2 (Primary education) shows significant differences in children achieving standards across the city (fig 24).

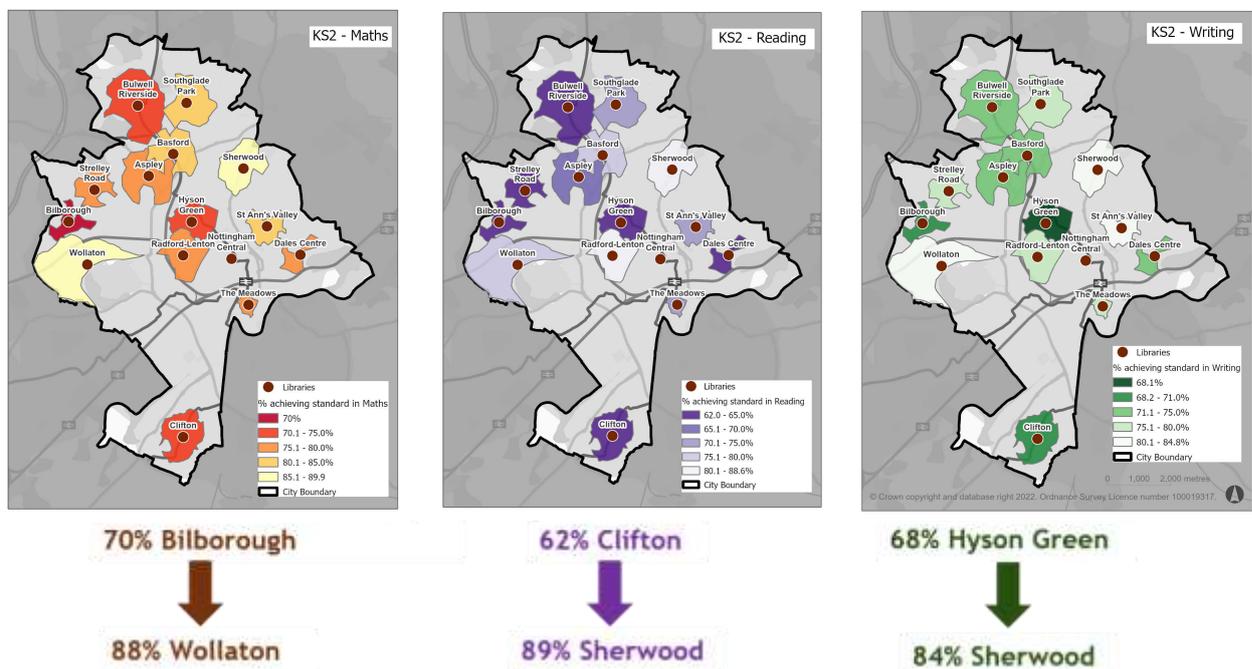


Fig 24: KS2 attainment in Nottingham by Library Catchment

3.3 WHAT'S AVAILABLE IN THE CITY

3.3.1 NOTTINGHAM CITY LIBRARY SERVICE

Within the Reading offer the library service has lending resources events and activities to engage citizens with reading for pleasure and its associated benefits. In addition, the library service works in partnership with organisations across the city and wider to support, improve and deliver reading and literacy outcomes.

Locally collected data for reading events and activities across Nottingham City Libraries shows in 2019/20 1,817 sessions were delivered with 46,359 adults and children attending. These include the conversation group, language café's, school visits, reading groups and author events. A high proportion of these activities are targeted at young people, under 18 years, to promote the journey of engaging with reading for pleasure at a young age however, while well attended they do not make a significant contribution to book issues for this age group

even though lending collections are promoted at all events and activities are on site. The highest demographic of active borrowers are within the 18- 64 age group and this is mirrored with adult non- fiction being the biggest lending area of stock

Other reading offers available whom align to support reading and literacy outcomes for citizens of all ages within the city include:

- Schools Library Service
- UNESCO city of literature
- Nottingham Literacy Trust, Read on Nottingham
- Education Improvement Board
- Education services for schools and Education improvement strategy linked to the children and young people's plan
- Targeted literacy services such as SSBC, Literacy Volunteers and Reading Recovery

3.3.2 SCHOOL LIBRARIES

The information on school libraries is patchy however, data shows that 71% of primary schools in the city buy into the school library service run by INSPIRE, indicating the need for a library space or spaces for pupils to engage with the resources available. There are also four secondary schools within the city that buy into the service.

3.3.3 ANY OTHER PUBLIC LIBRARIES

Bromley house is a private subscription-based library located in the city centre. Their demographic is typically adults between the age of 30-60 years who use a membership to borrow items but also use the venue for private study and leisure purposes. Bromley House has recently appointed a fundraising post to ensure sustainability and growth of their service.

3.3.4 NUMBER OF BOOKSHOPS

Nottingham has a large Waterstones that is pro-active in bringing high profile author events into the city and supporting events through book sales. In addition, there are independent bookshops including Five Leaves and Page45. The latter offers specialised services around manga, graphic novels and comics.

3.4 HOW THE NEEDS ARE BEING ADDRESSED

3.4.1 CITY WIDE SUPPORT FOR READING AND LITERACY

A blog by Josh Krook (2018) for Nottingham City of Literature sets out the challenges Nottingham faces in terms of poor literacy rates and what is being done to meet these challenges. Extracts from his blog are set out below and detail the programmes and initiatives across the city aimed at addressing poor literacy levels.

"In recent years, a number of public and private organizations have sought to tackle low literacy rates in Nottingham including schools, universities, NGOs and UNESCO City of Literature. This section lists what organisation are doing across the city to support reading and literacy:

- *First Story* is a national non-government organisation (NGO) that aims to place authors in residence at local schools and libraries to inspire a culture of reading and writing, whilst also training teachers.
- *Literacy Volunteers* in Nottinghamshire schools has been providing literacy support in schools for over 20 years as well as carrying out other literacy related projects across the County.
- *The National Literacy Trust* is a national NGO aiming to improve reading, writing, speaking and listening skills in the UK's poorest communities. In 2018 they launched a Literature Hub in Nottingham. The Hub encompasses a range of projects and initiatives to give young people the literacy skills they need to succeed in life.
- 44 UK business leaders have committed to tackling low literacy levels in the UK and in the local community from 2017. They aim to work with local schools, raise awareness and engage employees as parents of young children. Nottingham companies like Boots are amongst the companies involved.
- *The UNESCO City of Literature* aims to work with the local community in Nottingham to support a culture of literature and reading. Along with supporting local authors and hosting local events, the charity created a hardcopy graphic novel exploring Nottingham's literary history. Titled Dawn of the Unread, the project aimed to target groups that are not typically engaged in reading about the city's cultural heritage.
- *Nottingham Trent University* and *Coventry University* psychologists are testing new and more engaging reading resources for Year 1 classrooms in the UK. The trial of the resources began in Autumn 2018. The idea is to create a "balanced reading programme with activities on decoding, fluency and comprehension".
- Nottingham City Council has created an *Education Improvement Board*, looking at creating long-term strategic goals for improving education in schools. The improvement board focuses on ideas on early learning and new education initiatives, including literature initiatives.
- *Read On Nottingham* works with families and young children to improve their life chances by giving them the early literacy skills they need. Read on Nottingham is a city-wide initiative supported by Nottingham City Council and Small Steps Big Changes (SSBC), and is funded by the National Lottery Community Fund.

Along with general training and awareness, there are currently two programs that directly give books to young children in Nottingham:

- *The Dolly Parton Imagination Library* was created in Nottingham in 2009. Each month, children up to the age of five are given a free book. The scheme, which began in the neighbourhood of Bilborough has expanded to Hyson Green, Radford, Dunkirk, Lenton, Aspley, Arboretum, Bulwell and St. Ann's. These areas are some of the most

deprived areas in the region, so the program is working to target low income and disadvantaged communities.

- *BookTrust* is a national charity that runs a “Bookstart” program, giving free books to children at the start of their schooling lives. In 2017, they partnered with Nottingham Libraries to give free books to young children.

Finally, there are various groups and organizations that do not have a charitable aim but indirectly contribute to the growth of a literary culture in the city. These include the Nottingham Poetry Society, DIY Poets, the Nottingham Poetry Festival, along with various student and public writing groups.

There are a variety of projects in Nottingham focused on refugee writers and international writers in the local community. Often these programs aim to help support refugees arriving and integrating into the local community. These include:

- *Writing East Midlands* is a writer development agency for the region, holding residencies and literature events. They have recently created a Write Here: Sanctuary project based in Nottingham, Leicester and Derby, engaging over 140 refugees and asylum seekers in creative writing activities.
- *The Nottingham Refugee Forum* runs workshops to facilitate the writing of refugee and asylum seekers. The group runs a Women’s Cultural Exchange that specifically supports female writers in Nottingham.
- *Five Leaves Bookshop* is a local independent bookshop in Nottingham that provides a platform for minority groups, refugee stories and stories from the local community.

3.4.2 WHAT THE LIBRARY SERVICE IS DOING TO SUPPORT READING

Libraries work in partnership to deliver the reading offer and extend the range of resources and activities through skilled staff who can deliver reading and literacy outcomes for the city.

Examples of initiatives to address reading need across the city that the library service is involved in include:

THE SUMMER READING CHALLENGE

Now in its 20th year, the Summer Reading Challenge is free and open to all children aged 4 to 11 years. The library service works with schools and other organisations in the local community to encourage children to take part and read six books over the summer holiday to maintain engagement and enjoyment in reading over this period.

Nationally, the initiative has shown that children read more over the summer, read different types of books, felt more confident about reading and enjoyed reading more. In 2019, 3,014 children joined the summer reading challenge in Nottingham taking part across the cities libraries with 54,085 books issued across the 6 week holiday. 16% of participants were under 3, 44% were 4-7 years, 36% 8-11 were years and 4 % were 12 years +.

The data showcases engagement to support KS2 reading standards and is a great partnership initiative for schools to engage with libraries over the summer break to help maintain reading standards but, more importantly, for families to participate and engage with their child's reading journey through the library.

STORYPARKS

StoryParks was a sponsored project designed to make an impact on literacy levels in the city, encouraging children to engage in library-led activities within parks in their local community. The project targeted families with children aged 3-11 years encompassing early years, foundation, KS1 and KS2 with the intention to encourage reading for pleasure in support of raising KS2 reading standards. By working in partnership with local community members the project aimed to widen engagement and reading opportunities across the city.

In 2019 6,944 children and 2,076 adults engaged in 151 facilitated sessions across 5 city parks with an additional 6,000 people independently using the free resources available within the Story Park locations.



StoryParks was funded in partnership with Nottingham Building Society and was a huge highlight for families over the summer. It experimented with new approaches to engaging children and families with literacy, in an outdoor setting, utilising the library service skills, expertise and lending stock resources.

BOOKSTART

Bookstart gives free books to every child in England and Wales at two key stages before school, as well as tips and guidance on reading together. All 185 authorities in England, Wales and Scotland deliver Bookstart and Nottingham is above the national average in terms of reach and engagement.

Figures for 2019/20 show Bookstart Baby packs reached 3,645 families and Bookstart Treasure packs reached 4,338 3-4 year olds, reaching over 91% and 100% of children in these age categories respectively.

NOTTINGHAM UNESCO CITY OF LITERATURE

As one of only 6 UNESCO designated creative cities in England, Nottingham takes its place as a member of the UNESCO Creative Cities network, enabling it to play a cultural and creative role on the local, national and international stage.

The vision for Nottingham as a UNESCO City of Literature (NUCoL) is for a city where everyone is reading and writing their way to a better life.

Since 2019 a number of programmes have been piloted in partnership with the library service focusing on engagement with young people to offer a framework to increase aspiration in reading and writing skills. These include:

- *Young city of literature ambassadors* all connected with their local libraries
- *Big City Reads* empowering 3,000 young people to boost their engagement with libraries and participation in reading
- *My Voice* supporting vulnerable young people at risk of violence and collaborating with libraries as safe spaces with accessible resources
- *Storysmash* a fusion of immersive literature and technology led by libraries and working with UNESCO to deliver masterclass sessions from leading authors and game writers such as Charlie Higson and Ian Livingstone
- *Young poet laureate*, celebrating national poetry day and delivering events reaching 53,000 across the city including library venues

NUCoL plans to continue working with Nottingham Library Service with a focus on the New Central Library as a national hub of children's learning and creativity.

CONVERSATION GROUP AND LANGUAGE CAFÉ

The Conversation Group and Language Café, established in 2006 and 2011 respectively, were brought together at central library in 2015 as part of the 'Building Bridges' project. It has provided a valuable service that has helped many people to access services, form friendships, overcome social isolation and break through cultural differences and language barriers in a supportive environment.

The Language Café, led and delivered by Nottingham City Libraries, helps people learn and practice different languages and share their language skills. It is co-created with individuals and communities to maximize benefits and respond flexibly to changing needs. The outcomes include free and open access to English conversation support, tackling issues of social exclusion and integration, improving citizens' literacy skills and widening pathways to further opportunities across the library Universal Offers. Both activities rely heavily on the support of volunteers in delivering the service. These roles have an excellent reputation locally, enabling student volunteers to gain valuable experience in informal teaching and helping the local community.

COMMUNITY AND FAMILY LEARNING FUND

Nottingham City Libraries are currently in receipt of funding from the European Social Funding Agency (ESFA) to provide learning support and opportunities for families and Adults 19+ who are unemployed, on low income or from disadvantaged communities. The fund is distributed via the Community and Family Learning Programme (CFL). The CFL programme is overseen by the council's Economic Development team and is Ofsted regulated

Public libraries have always played a strong role in supporting citizens with literacy and with life-long learning. When anyone walks into one of the city's libraries they will discover a

welcoming, supportive, fun environment that is accessible to all. The libraries' universal offer fits well with the CFL ethos of helping those with fewer educational achievements and those most socially and economically disadvantaged to gain new skills to help them achieve in life and work. The library service has been delivering the CFL programme as follows:

- Following on from a successful pilot in the summer of 2019 Nottingham City Libraries were awarded funding for the academic year 2019 – 20 to deliver a series of courses to adults.
- These courses moved online in 2020/21 as a result of covid. Whilst some courses worked well online, others did not. Feedback led to changes
- A CFL project officer works full time for the duration of that academic year on this project.
- The service has a strong relationship with BEGIN (Basic Educational Guidance in Nottinghamshire) who signpost ESOL (English for Speaker of Other Languages) students to the service.
- CFL funding has allowed the Library Development Officer running the courses to obtain the qualification to deliver and expand this programme independently.
- Further CFL funding has been secured for the Academic year 2021-2022 to deliver learning courses and additional work on CFL policies.
- The service is currently delivering and planning further digital and Pre-ESOL courses and a new course for parents to give them the skills to help their young children learn to read; this will be developed and delivered in-house by the services Bookstart co-ordinator.
- Other plans look at how we can best utilise volunteers for learner support and potentially link in to our home library delivery service.

3.4.3 STRATEGIC PARTNERSHIPS

Strategically, libraries are looking to work with partners to deliver joint outcomes that better meet local need and increase outcomes that benefit citizens. Within the reading Universal Offer, there is room to move current partnerships that sometimes work on an ad hoc basis to better planned strategic partnerships. Mirroring the success of UNESCO, this would have the greatest impact working with the school's education partnership to engage strategically with primary schools for early intervention.

Locally, community libraries engage well with primary schools but there is potential to streamline work in line with the education partnership. There also needs to be more engagement with secondary schools and the Further & Higher Education sector to encourage reading for pleasure into adulthood.

Finally working with partners strengthens the reading offer throughout the city and utilises expertise and skills that partner organisations hold, making the impact for citizens in Nottingham greater. As part of the long term vision it would be good to plan for libraries to act as commissioners to assess the needs, design and achieve outcomes for citizens and communities within Nottingham city.

3.4.4 REVIEW OF STOCK AND LENDING RESOURCES

Nottingham City Libraries is a member of a regional consortium of library authorities for the bulk of its stock acquisition for both adult and children, the contracted supplier being Askews & Holts Library Services Limited. Working in this way offers benefits to consortia members including significant discounts. Other areas where a similar consortium approach to acquisition takes place is with eBooks, eAudio, eMagazines and eNewspapers and world language stock whilst other specialist stock, for example, large print and spoken word or local studies materials are purchased through other suppliers.

The bookfund budget is allocated between eResources and different library functions, for example local studies and NPALS. The bulk of the budget for physical stock is distributed between the different libraries in the network. The patterns of buying reflects issue levels, collection policy and size. As an illustration of stock levels, book stock across the network totalled some 372,000 in 2020-21 with library collections ranging from 111,000 held at the Central Library to 13,000 held at Basford Library.

The library management system enables stock to be placed on automatic rotas, books then move regularly around the city library network in order to provide a refreshed offer whilst working within the library bookfund budget. All stock other than reference materials may be reserved by library members and delivered to a library of their choice.

There needs to be increased consideration to local needs across the city rather than a “one size fits all” stock purchasing policy. There also needs to be marketing to promote resources and engage new audiences into the library to increase the level of active users but also the stock turn levels. Target setting to achieve this over the next 3 years would achieve savings within the service with minimal impact on quality of service and service delivery to the customer. Reviewing the agreements with the consortia, and working with members to seek good practice would benefit the service and ensure any future resourcing is linked to clear key performance targets to be met.

3.5 WHAT'S BEEN DONE ELSEWHERE

Set out below are a number of case studies giving examples of what other Library Services have done to support the reading offer:

TOWER HAMLETS IDEA STORE

Adult learning across the universal offers but under skills for life ESOL, literacy and numeracy courses.

[HTTPS://WWW.IDEASTORE.CO.UK/IDEA-STORES](https://www.ideastore.co.uk/idea-stores)

SUFFOLK – CHANGING THE LIBRARY NARRATIVE

Libraries reading offer has evolved and the activities hosted bring reading, language, literacy, learning, communication, social engagement, confidence building and more to create positive change for people. Suffolk libraries commissioned research to explore the real impact on communities through core activities. The evidence highlighted that for every £1 invested into the Suffolk Libraries programmes, £8.04 is returned in social value created. That is to say that

after investment costs are taken away, the social value return is over eight times the amount of investment. This is an impressive level of return and indicates that Suffolk Libraries is creating substantial impact in its local community for a wide range of stakeholders.

<https://www.suffolklibraries.co.uk/about/initiatives-and-impact/measuring-our-impact-independent-research-into-our-social-value>

3.6 WHAT PEOPLE HAVE TOLD US

The Universal Offer statement for reading is ‘To build a literate and confident society by developing, delivering and promoting creative reading activities in libraries’.

In this section, we have reported what people have told us about this, whether through the survey, interviews, focus groups, partner workshops or staff workshops.

We have not sought to evaluate or ‘weight’ people’s perceptions or opinions, but we have drawn out those that we think highlight an issue effectively. We have drawn out those views that were particularly common but have also included examples of significant or interesting ‘minority’ views that should be heard. We have also made a number of observations at the end of this section where we highlight the key issues that will inform our findings and recommendations.

3.6.1 WHAT THE PEOPLE OF NOTTINGHAM HAVE TOLD US

- a) **Participants’ top reason for visiting a library was to borrow books for themselves or someone else (83%)** and the most popular activity when using NCC libraries was to borrow books or audiobooks (92%).
- b) **Just over a quarter of participants plan to enjoy more good books as part of any post-pandemic lifestyle changes (28%).**

3.6.2 WHAT INTERVIEWEES AND ORGANISATIONS HAVE TOLD US

In our discussions, organisations have told us that:

- a) **There are clear lifelong literacy challenges across Nottingham.** The importance of early years support is significant and well recognised. The library service could play a stronger role in helping the Council to address local needs in this regard.
- b) In addition, **there are also lifelong education and basic skills challenges affecting the Nottingham workforce.** Again, these are well recognised, and initiatives are underway to help address these, but more work needs to be done, with the potential for the library service to play a stronger role.
- c) **There is the potential, and willingness amongst senior Council managers, for the library service to work more closely with Education** to deliver shared outcomes.
- d) The library service is viewed positively, **but there is the potential and willingness to do more and to work even closer with partners to deliver shared projects or outcomes,** for example, working with the UNESCO City of Literature programme.

- e) **More could perhaps be done to diversify the library service's book stock, in order to reflect the true demography of the city** on the shelves of its libraries.
- f) The ambition for the new Central Library to be 'the best children's library', set as a crown jewel within the Council's vision of Nottingham as 'a child friendly city' is commendable. However, what that means in practical terms still needs to be explored and turned into a delivery plan.
- g) **It is perceived that the library service's activities and events programme helps draw more people into the libraries.** People may then stay on to use others, such as browsing the books or reading other resources, as a secondary activity.
- h) **There is a clear, strong need for quiet study and reading space for Nottingham residents of all ages.** Libraries offer a highly valued 'oasis', or an escape, from a busy home environment for many people, while at the same time being a social space for those who live alone.

3.7 SUMMARY OF FINDINGS, KEY ISSUES AND THEMES

- **Providing a diverse selection of books, e-books and other reading materials continues to be a core function of the library service** offer and is highly valued by Nottingham residents
- The **library service works in partnership with organisations across the city** to support, improve and deliver reading and literacy for people of all ages however, **there is an opportunity for the library service to work even more closely with other Council services and external partner organisations on targeted projects** that deliver shared outcomes and improvements for Nottingham residents
- **Pupils reading standard being below average** in comparison to writing and maths at KS2
- The data shows that the **socio-economic position of the residents is the greater issue in reading and literacy levels**
- **There may be a benefit to reducing the levels of physical stock** (fewer books, but better focused) in order to **explore the potential for different uses of space** in library buildings. Reductions in physical stock could be offset by more investment in online materials and ebook stock

4 HEALTH AND WELLBEING

4.1 UNIVERSAL OFFER – HEALTH AND WELLBEING

Happier, Healthier, Connected

To support the health and wellbeing of local people and communities through services that inform, engage and connect.

Through the Health and Wellbeing Offer, libraries promote healthy living, provide self-management support and engagement opportunities for children and adults supported by welcoming spaces; effective signposting and information to reduce health, social and economic inequalities.

They offer a range of creative and social activities which engage and connect individuals and communities, combat loneliness and improve wellbeing.

4.2 NEED IN THE CITY

Health and wellbeing is a broad concept that includes physical, mental and social wellbeing. There are number of interconnecting behaviour and lifestyle factors that impact on people's health and wellbeing.

The Health Profile for the city shows many indicators of health are significantly worse for Nottingham than the England average including life expectancy, alcohol related conditions, smoking prevalence and child health as well as for other, wider determinants that impact on health including children in low-income families, GCSE attainment and the percentage of people in employment. (*PHE LA Health Profile 2019*)

4.2.1 HEALTH AND LIFE EXPECTANCY

Life expectancy in Nottingham is significantly lower than the England average and lower than the regional average, with men living approximately 3 years less and women living 2 years less (Nottingham: 77.2 men; 81.3 women. England: 79.4 men; 83.2 women). The time spent in good health, for both men and women in Nottingham, is also significantly lower than the England average with men living 5.9 years less in good health and women 8.8 years less. 7 of the city's 8 Local Area Committees have a significantly lower healthy life expectancy compared to the England average. (*Happier, Healthier Lives 2016-2020*)

Notably, people's chances in relation to life and health expectancy varies significantly between Nottingham's most and least affluent areas (*Fig 25*).

The image below, taken from Nottingham's Better Lives, Better Outcomes Strategy, shows that there are a number of areas in Nottingham where the healthy life expectancy for men and women is significantly worse than the national average.

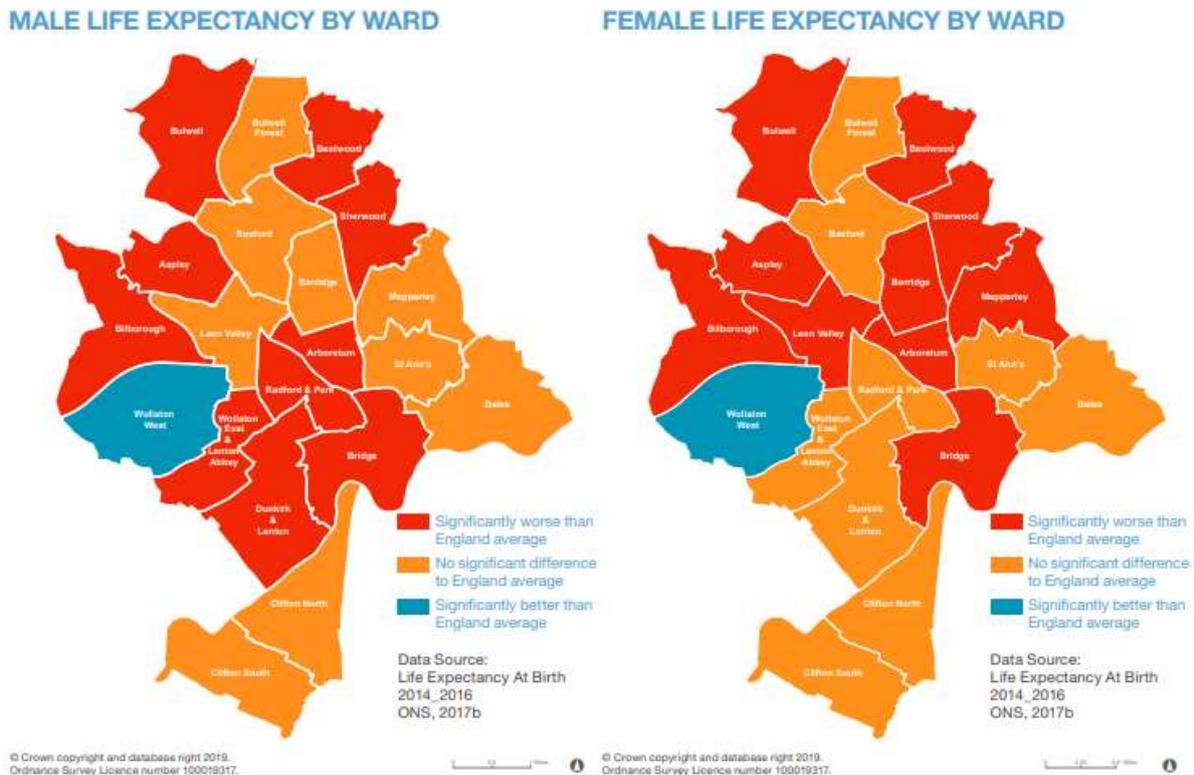


Figure 25: Life expectancy by ward, Better Lives, Better Outcomes

4.2.2 MENTAL HEALTH

In the year ending March 2020, average ratings of life satisfaction, happiness and anxiety, in the UK, all deteriorated; this is the first time since they began to be measured in 2011 that these three measures have significantly worsened when compared with the year before.

Nottingham has high levels of many of the risk factors that can contribute to poor mental wellbeing which, for adults, includes deprivation, unemployment, long term illness and financial vulnerability and for children it includes education attainment, those not in education, employment or training and children in poverty.

Mental Health is measured each year in Nottingham via the Citizens Survey, the map below (Fig 26) shows the percentage of Nottingham Citizen respondents reporting a poor mental wellbeing score.

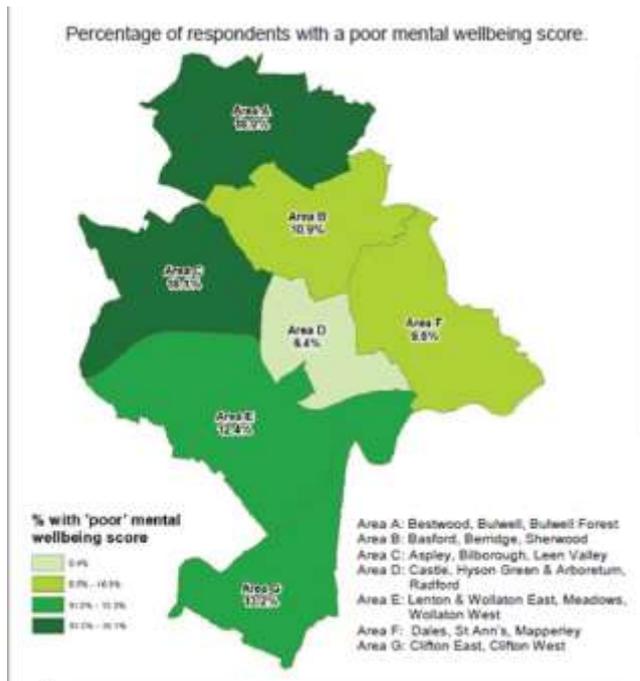


Fig 26: Nottingham Citizen survey mental wellbeing score

Figures from Nottingham’s Mental Health and Wellbeing Strategy (2019-2023) report that there are over 110,000 (based on national estimates) males and females aged 16+ years experiencing a range of mental health problems living in Nottingham and based on national prevalence rates, there are over 5,000 boys and girls aged 5-16 years who experience mental health problems.

The pandemic, and the subsequent restrictions designed to prevent its spread, are having a profound impact on mental health in both adults and young people. Research by the charity Mind reported that 60% of adults and 68% of young people in the UK have said their mental health got worse during lockdown and people without previous mental health problems have seen their mental health and wellbeing decline. The charity highlights the need for mental health to be at the centre of recovery plans.

Data from the Mental Health Foundation show that the prevalence of mental health problems increases for those unemployed or economically inactive

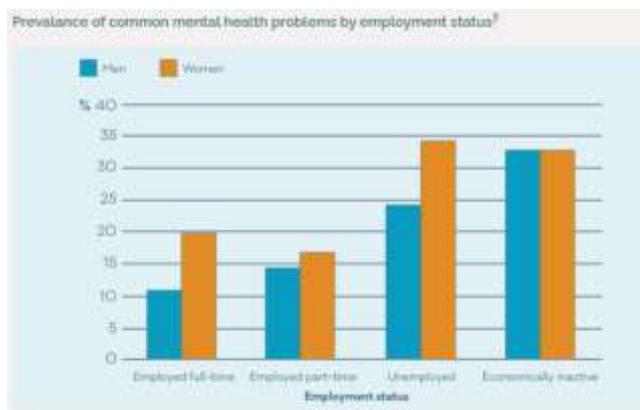


Fig 27: Mental Health Foundation – Mental health problems by employment status

COMPARISONS BY DEMOGRAPHIC GROUPS

Links between deprivation and poor health occur at every group. With the exception of the student dominated 16-24 age group, health in Nottingham is worse than the national average in each age group. The health and well-being of children (0-5 years) in Nottingham is also generally worse than the England average. With more than a third of Nottingham's children aged 0-4 years living in low-income families, they are particularly susceptible to economic and social deprivation that result in health inequalities (JSNA).

The health needs assessment of the black and minority ethnic (BME) populations within Nottingham City identified key themes around mental health, access to services, sense of belonging, lifestyle factors, education and employment. Poorer health outcomes for BME communities are often compounded by poor access to services for reasons including language barriers, lack of awareness or information, social isolation, lack of culturally-sensitive services and negative attitudes about communities, as well as differing expectations about how services can help them.

White ethnic groups in the city have higher rates of long-term health problems or disability overall, whilst some BME groups have higher rates of health problems in the older age groups. However, differences in health as a result of geography or ethnicity tend to be, in the main, the impact of a range of social and environmental factors.

In Nottingham, 54% of the Black/Black British population live in communities in the two lowest quintiles of deprivation compared to 33% of the Asian/Asian British population and 38% of the White British population.

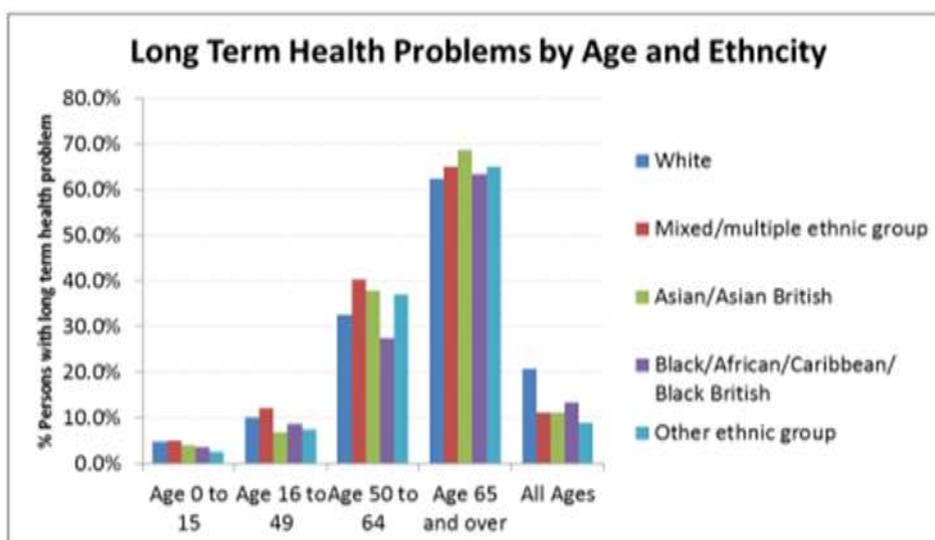


Fig 28: Long-term health problems by age and ethnicity (Census data 2011)

4.2.3 CHILDREN AND POVERTY

Children living in low-income families are particularly susceptible to economic and social deprivation that result in health inequalities. Children and adults living in households in the lowest 20% income bracket in Great Britain are two to three times more likely to develop mental health problems than those living in the highest income households.

More than a third of Nottingham's children aged 0-4 years are living in low-income families.

These health inequalities mean delayed early development, lower educational achievement, lower aspirations and poorer mental well-being and health outcomes for many of the city's children which then continue into adulthood.

In 2015, approximately 1,560 reception age children in Nottingham did not reach a good level of development by age five with literacy and mathematics being the areas of learning in which the lowest percentage of children achieved at least the expected level.

It is estimated that 50% of children in areas of deprivation start school with language delay; this equates to approximately 1,850 reception aged children in Nottingham per annum

Nottingham City's Joint Service Needs Assessment (2016) highlights recommendations where libraries could contribute to unmet needs and service gaps across the city:

- Consider wider implementation of the Fathers Reading Every Day (FRED) programme through early year's settings in line with SSBC, following a local evaluation.
- Evaluate and review the impact of enhanced book giving within Nottingham City (including Book Start, Dolly Parton Imagination Library).
- Explore the contribution of Nottingham City Libraries towards School Readiness and how this can be optimised.

HEALTH INEQUALITIES

Health outcomes vary significantly across the city. People living in the poorest neighbourhoods experience poor health considerably earlier compared to those in wealthier areas of the city.

In the IMD Health and Wellbeing Domain, of the 182 LSOA's in the city, 55 are in the worst 10% nationally and 115 are in the worst 20% nationally showing the extent of health deprivation and disability in the city. The LSOAs most affected are in the Bilborough, Hyson Green and Arboretum, Radford and St Ann's wards with 19 out of the city's 20 wards having at least one LSOA in the worst 20% nationally in terms of health deprivation.

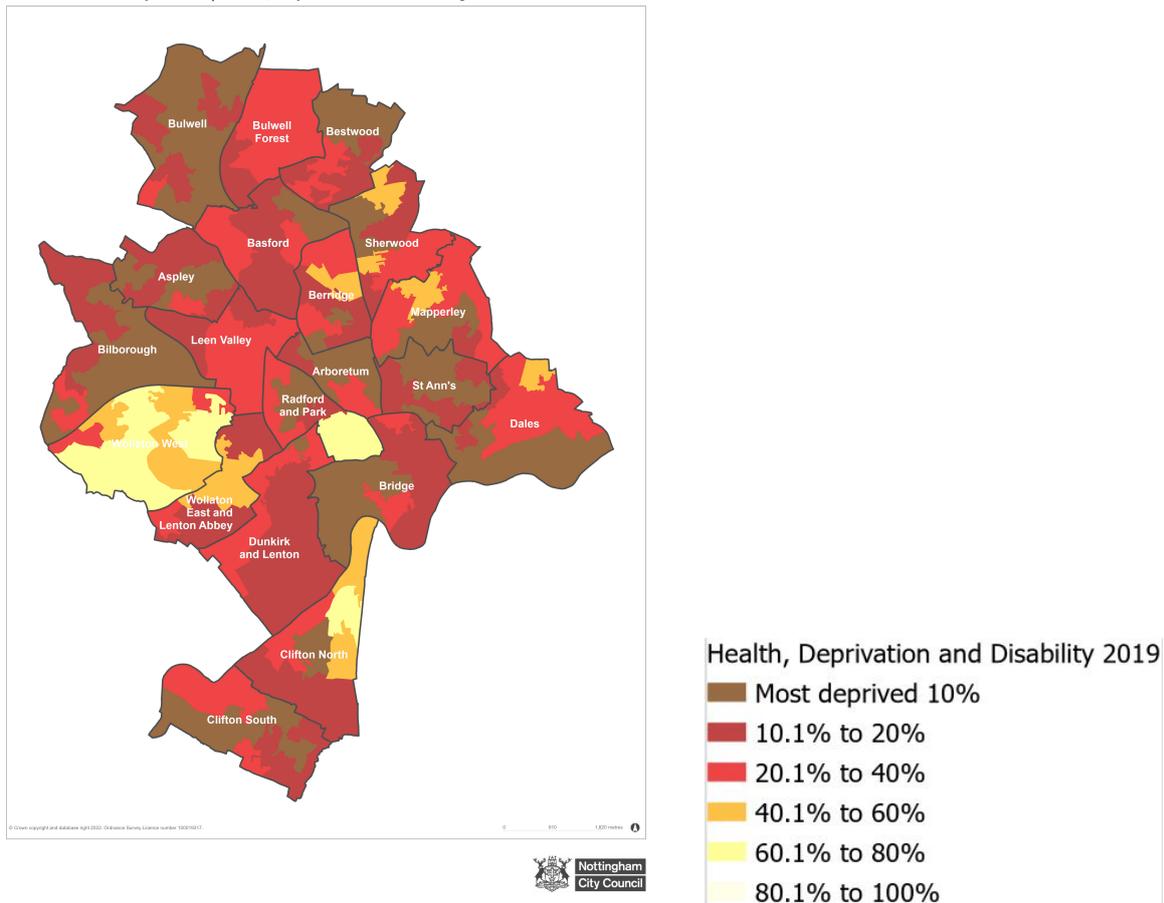


Fig 29: Nottingham Health, Deprivation and Disability

We know that mental health problems affect certain groups of people more than others; for example, people who are unemployed or homeless are more likely to experience mental health problems and those that live in more deprived areas tend to experience worse mental health outcomes. Nottingham City faces substantial challenges that impact upon mental health including higher levels of deprivation, child poverty, unemployment, and greater levels of physical and mental health factors.

4.3 WHAT'S AVAILABLE IN THE CITY

4.3.1 NCC LIBRARIES – HEALTH AND WELLBEING

The library service delivers a range of activity relating to the health and wellbeing offer including providing health information, health promotion activity, signposting to information and services and providing services to the housebound. They also deliver recognised national schemes including Bookstart, Books on Prescription and provide a home library service to people who are unable to visit library buildings.

HOME LIBRARY SERVICE

The Home Library Service (HLS) currently operates from Aspley Library, supplying books, talking books, CDs and DVDs direct to the homes of people of all ages who are unable to visit their local library due to issues such as limited mobility, disability, caring responsibilities or illness. In 2020-21, 144 customers received the support from this volunteer led service offer.

The HLS not only provides access to reading materials, but also provides contact for individuals who have limited opportunity to engage or interact with their community. This contact continued with just a short break of 4 months during the first Covid-19 lockdown, adapting to make doorstep deliveries in order to maintain Covid-19 safety.

HLS Volunteers also deliver Memory Packs to health professionals working in care settings across the city, helping to improve access to reminiscence materials for adults living with dementia.

BOOKSTART

Bookstart gives free books to every child in England and Wales at two key stages before school, as well as tips and guidance on reading together. All 185 authorities in England, Wales and Scotland deliver Bookstart and Nottingham is above the national average in percentage of reach and engagement. Figures for 2019/20 show that Bookstart Baby packs reached 3645 families and Bookstart Treasure packs reached 4338 3-4 year olds, reaching over 91% and 100% of children in these age categories respectively.

The service works with Health Visitors and early years settings to ensure that children who are born within Nottingham City have access Bookstart resources including packs for children with additional needs and dual language books. A library leaflet and a letter inviting the family into the library to get a free board book and library card are included in each Bookstart Baby pack helping to facilitate the start of early language and literacy skills and a love of sharing books and reading for pleasure. Children who say they have a book of their own are six times more likely to read above the level expected for their age than their peers who don't own a book (22% vs. 3.6%, *National Literacy Trust*).

READING WELL

Using the reach of libraries to secure better public health outcomes, Reading Well: Books on Prescription, helps people manage their health and well-being by providing accredited self-help reading via public libraries. Books can be prescribed by GPs or other health professionals but are also available on self-referral for anyone to borrow. The scheme, launched in June 2013, works by bringing together quality assured book lists endorsed by health bodies that can be trusted by health professionals, with the unique ability of libraries to reach a wide range of people, encouraging self-management and early intervention. There are currently five collections: adult mental health, dementia, young peoples' mental health, long-term conditions and children's mental health.

The most recent collection, Children's mental health, launched in February 2020 where 109 children and their teachers from five schools attended a day of wellbeing centred activity at the Central Library.

In 2021, Arts Council England and DCMS has funded additional sets of books, including e-Books and e-Audio for all public libraries to help support mental health impacted by Covid-19. Additional sets were supplied on request, which the library service has gifted to allied services such as HMP Nottingham Library and partners including the Hospital and Home Education Learning Centre and the Nottingham Recovery College.

In Nottingham, the adult mental health and dementia collections were funded in the past by Public Health and issues monitored and reported on as part of the Health and Wellbeing Strategy 2016 – 2020, Mental Health Outcome Action Plan. There is an opportunity greater partnership working with Public Health and for the library service offer to be recognised within the new Health and Wellbeing Strategy which is currently being developed.

In addition to providing services linked directly to health care, library activity contributes to linked agendas such as worklessness, informal adult learning, literacy, language and skills development, social inclusion and the building of social capital, all which have an impact on people's health and wellbeing in terms of how people are able to contribute and interact in society.

4.3.2 SOCIAL CARE SUPPORT FOR HEALTH AND WELL-BEING

In 2017-18, Nottingham City Council supported over 7,300 older and disabled adults, along with over 1,500 carers, spending in total over £100m on adult social care. However, adult social care services are under increasing pressure: demand is increasing due to longer life expectancies and people living with longer periods of long term ill-health, the National Living Wage is having a significant impact on care costs along with inflation, and funding from national Government to local councils has been cut year on year.

Nottingham faces the double impact of higher levels of deprivation meaning a greater proportion of citizens rely on state support, alongside lower levels of funding raised through council tax. The cost of providing adult social care has begun to outstrip the available resources.

In 2017, the council reviewed its adult social care services and concluded that in comparison with other local councils, services were run efficiently and were able to achieve best outcomes for citizens. However, the review also set out that they could achieve the best outcomes for more citizens more frequently and this would allow for better use of resources.

The strategy, Better Lives, Better Outcomes, sets out the Council's ambition to change the way it works with citizens, communities and partners so that it is able to achieve good outcomes with the resources available under the following four themes:

- Prevention
- Community Connections
- Independent Lives
- Choice and control

The vision is that all older and disabled citizens in Nottingham will be enabled to live as independently as they can, be connected into their communities and that where formal care and support is needed it helps to retain and restore independence.

Under the prevention theme, Libraries are recognised in the strategy as places for people to come together in support of early intervention and have a place to play in community connections linked to community support services and services to support loneliness and isolation.

4.4 HOW THE NEEDS ARE BEING ADDRESSED

4.4.1 PUBLIC HEALTH STRATEGIES

Public Health England's aim is to "protect and improve the nation's health and wellbeing, and reduce health inequalities." Their responsibilities include:

- making the public healthier by encouraging discussions, advising government and supporting action by local government, the NHS and other people and organisations
- supporting the public so they can protect and improve their own health

These goals align closely with public libraries offer which is why libraries have become more recognised in the development of local and national plans to support people's physical and mental health.

Public Health regard libraries as an important in helping to support health outcomes. They are free and accessible to all and are centres of community engagement and education, making them logical choices as partners for improving population health. They have an impact on population health be it through providing information; improving health literacy; or as a venue for community or health services.

The relationship between libraries and health is complex making it difficult to measure the impact of the different proposals on people's health. Public Health Nottingham City continue to work with Nottingham Libraries to help maximise the impact libraries can have on population health in Nottingham City.

4.4.2 HEALTH AND WELLBEING STRATEGIES - NOTTINGHAM

The Nottingham City Health and Wellbeing Board is a partnership that brings together key local leaders, clinical commission group, third sector organisations and other partners to collectively improve the health and wellbeing of the population of Nottingham and reduce health inequalities in the city. Happier Healthier Lives (2016-2022) is Nottingham City's Joint Health and Wellbeing Strategy. The strategy focuses on four main outcomes healthy lifestyles, healthy culture, mental well-being and healthy environment. Principles underpinning the strategy highlight Integrated Working as key to improving citizen health outcomes.

In conjunction with the Happier Healthier Lives strategy, Nottingham's Mental Health and Wellbeing Strategy (2019-2023) sets out the actions to improve the Mental Health of Nottingham citizens. The strategy focuses resources on addressing mental health through three key areas:

- Preventing mental health problems
- Mental health promotion and early intervention
- Treatment and recovery

The strategy outlines the overarching approach to improving the mental health and wellbeing of the citizens of Nottingham City. Its purpose is to provide a shared direction of travel that consolidates existing local plans and aligns to wider partnership strategies whilst identifying nuances specific to Nottingham City.

4.4.3 LIBRARIES' CONTRIBUTION TO HEALTH & WELLBEING

Across the country, public libraries serve as locations for health education, outreach and public health services, often partnering with local health agencies. As people are more likely to visit their library than a doctor, libraries are key points of community engagement making them the perfect partner for public health programs and health education.

Of the many hats that libraries wear, their role in building community health is one of the most important. With access to a vast segment of the population, libraries are uniquely positioned to support people of different backgrounds and experiences. This makes them natural partners for public health in areas where they struggle to reach and communicate with their communities.

Libraries have a big community engagement role as safe, trusted spaces for people looking for help, advice and information. While librarians aren't health experts, they are information experts and can help people gain a better understanding of health & wellbeing and signposting people to health information and services.

In 2016, Public Health England recognised the important role libraries played in communities and identified areas where they and libraries could work more closely together to promote public health messages including:

- Libraries as spaces for information and resources for health displays
- Promotion of PHE digital campaigns in conjunction with free use of the internet in libraries
- PHE support with health campaigns that work for particular issues or demographic in local areas
- Signposting PHE channels when they are asked about health behaviours, for example "do you have anything on losing weight, or giving up smoking?"
- Link to national PHE campaigns enabling libraries to respond when people see national campaigns, and come to the library wanting more information

Links to PHE campaigns take place across the library network

4.4.4 WHAT'S BEEN DONE ELSEWHERE

Commissioning libraries to improve public health has seen the development of strong relationships with healthcare partners and raised the awareness of the role that libraries can play in delivering public health outcomes in health and wellbeing. Set out below is an example from St Helen's Library Services and what they have done to support the Health and wellbeing offer.

In 2013, **Arts and Culture in St Helens** – part of St Helens Library Services – was awarded a grant from Arts Council England (ACE) to deliver a programme of arts in libraries which we called Cultural Hubs. In 2015, as part of Cultural Hubs, Public Health commissioned a 12-month pilot Arts on Prescription programme, through the Alef Trust. The programme exceeded expectations in all areas and a second programme has been commissioned.

Public Health involvement

We began a conversation with Public Health in 2012, when ACE gave us a grant to deliver projects to explore the benefits of arts engagement for those suffering from mental health issues. We asked Public Health to help us by being involved in a steering group to shape the programmes and choose the artists involved.

When the money from ACE ran out, Public Health continued to support further programmes and a strong relationship developed based on recognition of outcomes, which included increased self-esteem, resilience and confidence, a lessening of social isolation, better levels of physical activity and health and increased citizenship through volunteering, education and employment.

In 2015, Library Services became part of a Public Health and Well Being Team which has helped strengthen partnerships and increase awareness of the pivotal role that libraries can play in delivering Public Health outcomes.

Arts on Prescription

Aimed at those experiencing mild to moderate stress, anxiety or depression, the Arts on Prescription programme ran from June 2015–July 2016. 53 people completed the programme and using the Warwick-Edinburgh Mental Wellbeing Scale, showed an average improvement of 5.2 points at programme exit, with a social return on investment of £11.55 for every £1 spent.

Users were very positive about the benefits, feeling that expressing themselves through a variety of art forms really helped increase their well-being. Many indicated that sessions being held in libraries helped, as they viewed libraries as safe, non-judgmental and non-threatening spaces. The social nature of the workshops was really important, as many had felt lonely and isolated because of their issues. One participant said:

“Before taking part, I felt I’d lost sense of who I was and felt I was trapped in a dark place. I can now see light again and have regained confidence in the person I used to be. The creative process is responsible and I get lost in drawing and painting for hours on end. I now feel I can join new groups and meet new people. Without this programme, I honestly think I would still be at home feeling lost and alone in the darkness”

77% of those who completed the programme had referred themselves, and it seems clear that a programme like this is well suited to those whose initial motivation levels are high.

4.5 WHAT PEOPLE HAVE TOLD US

In this section, we have reported what people have told us about this theme, whether through the survey, interviews, focus groups, partner workshops or staff workshops.

We have not sought to evaluate or 'weight' people's perceptions or opinions, but we have drawn out those that we think highlight an issue effectively. We have drawn out those views that were particularly common but have also included examples of significant or interesting 'minority' views that should be heard. We have also made a number of observations at the end of this section where we highlight the key issues that will inform our findings and recommendations.

4.5.1 WHAT THE PEOPLE OF NOTTINGHAM HAVE TOLD US

In the survey, people in Nottingham told us:

- a) **During the pandemic, participants generally perceive that their ability to get help from their community has stayed the same (63%),** with 20% saying this has got better and 17% saying this has got worse.
- b) **Participants generally perceive that their physical health has stayed the same (46%) or got worse (42%)** during the pandemic.
- c) **Participants generally perceive that their mental health has got worse (59%)** during the pandemic, possibly linked to their feelings of being in touch with people which have also worsened (74%).
- d) **Participants plan to spend more time socialising (40%),** getting fitter or healthier (40%) and spending more time outdoors (34%) as part of any post-pandemic lifestyle changes.
- e) **Almost three quarters of participants are satisfied with the local area they live in (72%),** compared with those who are dissatisfied (14%), neither satisfied nor dissatisfied (14%) or don't know ($\leq 0\%$).
- f) **Participants consider the top issue affecting their area to be a lack of things for young people to do (34%),** with the next 4 top issues being clean air, pollution or carbon reduction (28%); crime and/or personal safety issues (27%); lack of community facilities (26%), and a poor choice of shops (26%).

Participants were asked to consider how the library service could help people, given how the world has changed significantly in the last year. The word cloud below shows the most common phrases or words that participants shared with us:



Fig 30: How the library service could help people

4.5.2 WHAT INTERVIEWEES AND ORGANISATIONS HAVE TOLD US

In our discussions organisations have told us:

- There is the potential, and willingness amongst senior Council managers, **for the library service to work more closely with Public Health to deliver shared outcomes**
- **There are clear lifelong public health challenges across Nottingham.** The importance of early years support and intervention is significant and well recognised. The library service could play a stronger role in helping the Council to address local needs in this regard
- **The library service, and library buildings, play a significant role in supporting people with health challenges,** such as social isolation, or supporting those with dementia. The library service’s role as a communal meeting space is highly valued by Nottingham residents, where they are viewed as ‘non-threatening’, ‘trusted’, ‘safe spaces’. Library service staff are trusted and 'seen as someone you can talk to if you have a problem'
- **The library service plays a key role in signposting residents with questions to other services or sources of information.** The library service is viewed as a starting place that can help people to resolve issues when they don’t know where else to turn to if they need a helping hand or some advice
- There is evidence of passion and energy amongst some library service staff to do something non-traditional in terms of a service offer that could help local residents
- There is an opportunity for the Council, and its services (including the library service), to be more creative in its engagement with non-traditional users. The use

of green spaces and parks was highlighted as one particular example that residents would like to see continue to be used imaginatively

- Library staff possess specialist skills that weren't fully utilised to their full potential during the Council's Covid response. Library staff offer more than pure 'people power' that can complete basic tasks, possessing **strong trusted community relationships and empathy skills that help them to relate closely with local residents**
- **The Council is occasionally perceived as being overly 'paternalistic'** in its relationship with Nottingham residents. Its future role could be explored, including the opportunity for it to be more 'enabling', setting residents up to 'do it more for themselves'

4.6 SUMMARY OF FINDINGS, KEY ISSUES AND THEMES

- **The Health Profile for the city shows many indicators of health are significantly worse for Nottingham than the England average** with stark inequalities between the more deprived and more affluent neighbourhoods
- **Nottingham has high levels of many of the risk factors that can contribute to poor mental wellbeing** which, for adults, includes deprivation, unemployment, long term illness and financial vulnerability and for children it includes education attainment, those not in education, employment or training and children in poverty
- **The pandemic has had a damaging impact on people's sense of isolation** and their mental health
- **There is a clear opportunity to work more closely with Public Health** to address the lifelong public health challenges affecting Nottingham resident
- **Libraries provide highly valued social glue; they are important free social spaces** providing links within the community offering a trusted, non-threatening, safe communal space.
- **Library service staff possess specialist skills**, offering much more than just basic person-power. They are skilled workers and could potentially help the Council achieve far more than traditional library service outcomes.

5 INFORMATION AND DIGITAL

5.1 UNIVERSAL OFFER – INFORMATION AND DIGITAL

The library service is guided by the Universal Offer framework in the delivery of its Information and Digital Offer as set out below.

Inform, Inspire, Innovate

Through the Information and Digital Offer libraries provide quality information and digital support. Libraries enable individuals and communities to develop learning skills to find answers and to inform life choices.

The offer helps children and adults to engage and feel safe online. It ensures resources and opportunities are accessible and it embraces creative and innovative technology

5.2 THE IMPORTANCE OF ACCESS AND SKILLS IN A DIGITAL WORLD

Since the early 2000's, technology has radically transformed our daily lives. From communication and entertainment to employment and education, the internet has changed the way people live, work and operate. Today, basic digital skills are essential in order for adults to use and engage in the digital world. The positive changes brought about by technology and digital access include helping people stay connected to friends and family, improving their ability to get a job, and helping people manage and improve their physical and mental health.

However, whilst technology has brought about many positive changes, there is still a significant amount of people without the skills or access to engage in the digital world. [The Consumer Digital Index 2020](#) (CDI) shows that, without any intervention, by 2030 a quarter of the UK will still have a very low level of digital engagement. A lack of digital skills and access can have a huge negative impact on a person's life, leading to poorer health outcomes and a lower life expectancy, increased loneliness and social isolation and less access to jobs and education. The Good Things Foundation shows the digital divide and the differences and impact between those who are digitally included versus those that are excluded.



Figure 31: The Good Things Foundation – The Digital Divide 2020

5.2.1 DIGITAL ACCESS AND COVID

Covid has made digital access and skills a necessity and highlighted our reliance on digital technology. Findings from the 2021 CDI show that in the first 12 months of the pandemic, 1.5 million more people started using the Internet with the UK making 5 years' worth of progress in 1 year in terms of digital engagement.

In parallel to this progress, disadvantaged families found themselves 'locked out of education' during the pandemic, as they could not afford the cost of online learning. An Ofcom report from 2020 estimated that up to 1.8m children did not have access to a laptop, desktop or tablet at home, with low-income households also less likely to have an internet connection in their home and instead relying on expensive mobile phone data packages at an already extremely challenging time financially.

A number of library staff were seconded to the City Council's Golden Number telephone support service during the first Covid lockdown, gaining first-hand experience of speaking to people being left behind an increasingly digital world:

"Everyone I spoke to could use a phone but not many had a mobile, mainly landlines, and hardly any had access to the internet, and those who did didn't really know how it worked or how it could be used to help them. When I was talking to them about different ways to get help/food/etc. I talked about the online shopping option and I only found a couple of people who knew what I meant and were happy to give it a go. Working with the Golden Number team has shown me just how many people are

becoming left behind in this age of technology and it is very sad. Just because these people don't/can't use PCs or access the internet, they are becoming the forgotten generation” (NCC Library Team Member)

Digital Inclusion is a social issue. For a city like Nottingham, where pockets of the city have high levels of disadvantage and deprivation, those already at a disadvantage are the people most likely to be missing out through digital exclusion.

Lockdown meant losing a big part of what Nottingham Libraries provide beyond book lending including a programme of 5,329 physical events in 2019/20 across the network with over 89,500 attendances. However, after our buildings closed, the website was transformed to reflect the new digital offer. During lockdown the service reached over 2,587 people through Facebook Live events online and created content to engage local communities. The service delivered a total of 3,230 events online using videos via Facebook Live and Vimeo, webinars and Zoom sessions between April 2020 to March 2021, engaging over 3,230 people.

5.3 NEED IN THE CITY

5.3.1 DIGITAL ACCESS IN THE CITY

The 2018 [Internet User Classification \(IUC\)](#) has been used to map internet usage and engagement across the city and within the library catchment areas

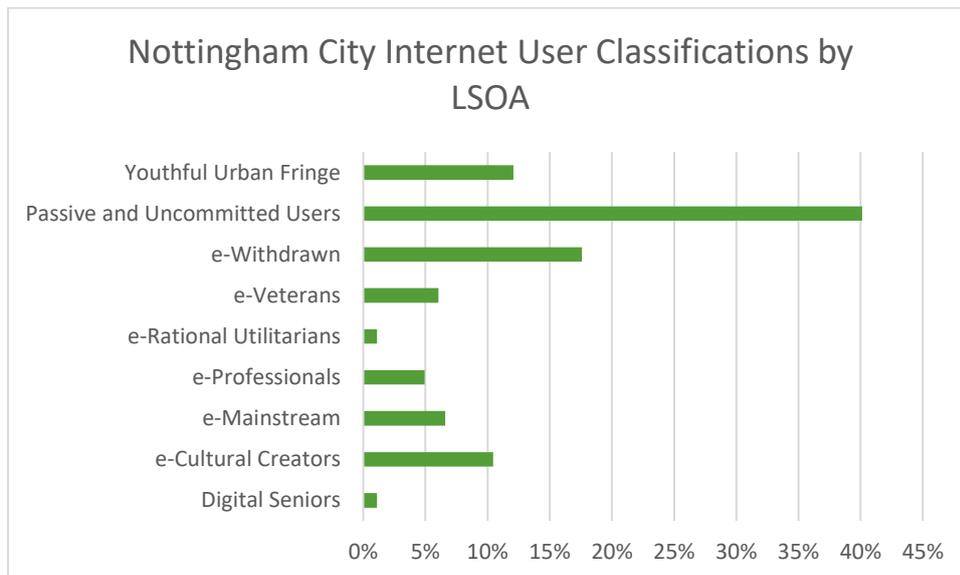


Fig 31: Nottingham City Internet User Classification

The mapping shows that 40% (73/182) of the city’s Lower Super Output Areas (LSOA) are classified as having ‘*passive and uncommitted users*’ meaning individuals who have limited or no interaction with the Internet and include areas where access to broadband is well below average. In addition, a further 18% are classified as ‘*e-withdrawn*’, mainly characterised by individuals who are the least engaged with the internet.

As shown by the maps below (fig 32), the areas of the city with the higher levels of deprivation (have individuals with the least interaction with the internet. Understanding this geography

and the interaction with public sector services is important in order to help to mitigate digital inequality and provide the right interventions to support digital service use at local level.

Library Catchments | Internet User Classification (2018)

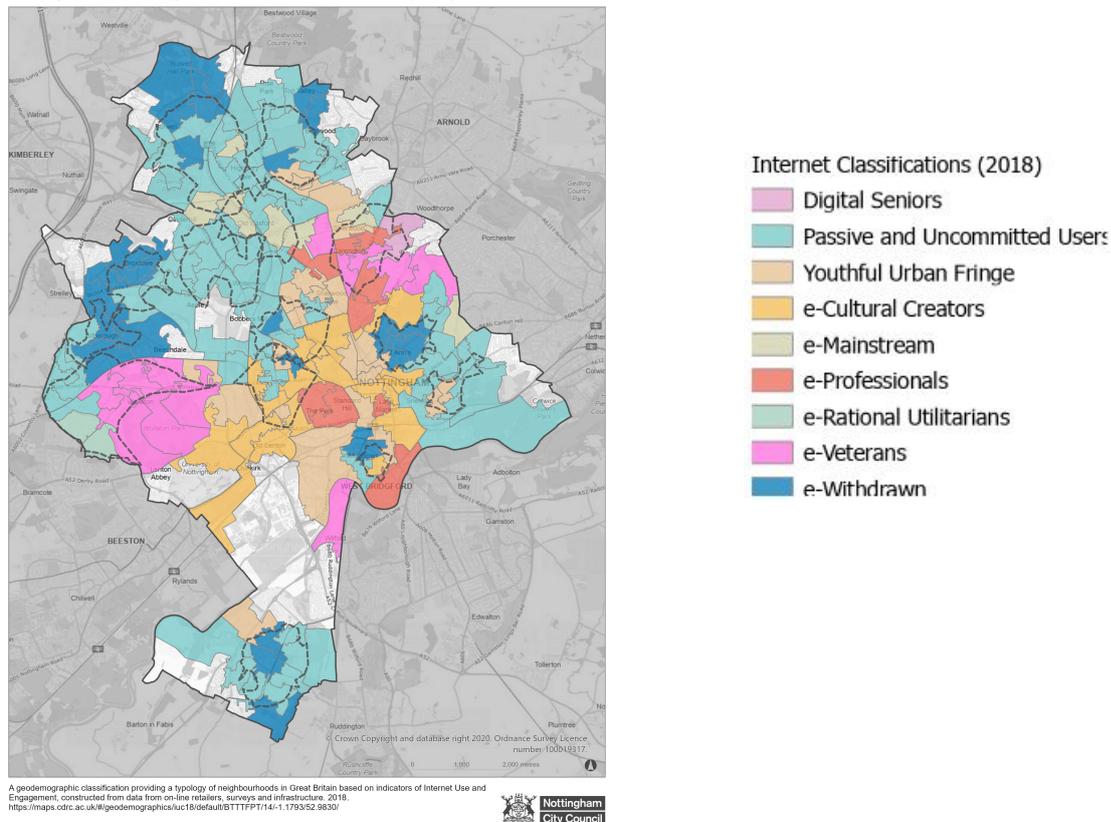


Fig 32: Internet user classification for Nottingham City

5.3.2 DIGITAL SKILLS IN THE CITY

Of the 11.3m people in the UK who lack the basic digital skills they need to use the internet effectively (*Essential Digital Skills Framework*), there are particular cohorts of the population who are more likely to be digitally excluded than others. This includes older people, people in low income groups, people with fewer education qualifications, people without a job and people whose first language is not English.

Data from the DCI 2021 shows that 77% of people in the East Midlands have the essential digital skills needed to safely benefit from, participate in and contribute to the digital world of today and the future compared to 84% nationally.

Research into digital inclusion by Connected Nottinghamshire found that based on the use of basic digital skills, digital exclusion was 'likely' for Nottingham City with just over 41% of the population having used all five basic digital skills (*fig 33*) in a three month time period.



Fig 33: Essential Digital Skills Framework – Five key digital skills

Nottinghamshire Connected found that digital exclusion predominantly followed levels of deprivation, which, for Nottingham, included people with fewer educational qualifications, those with long-term illness or disability and those already at a financial disadvantage.

The library service has highlighted a number of needs, drawn from front line experience, of groups and individuals who are potentially at risk of digital exclusion. These include:

- Citizens who cannot afford an appropriate device/data
- Citizens who have a digital device but lack essential digital skills
- Citizens who have learnt basic desktop computer skills at work but lack the “new” digital skills needed as technology moves forward
- Citizens with low education attainment who lack confidence to reengage with anything deemed educational
- Citizens whose first language is not English
- Time poor individuals e.g. have young children and can’t get childcare; people who have more than one job, work/sleep at non-conventional times

The feedback reflects the wider findings regarding digital exclusion and reflects the patterns and themes seen across the chapters linked to levels of deprivation.

5.4 WHAT'S AVAILABLE IN THE CITY

5.4.1 THE DIGITAL AND INFORMATION OFFER IN LIBRARIES

Like many libraries, Nottingham City Libraries, do far more than lend books, providing vital services to their communities including learning, advice and social support. Nottingham City Libraries are part of the Online Centres Network and Learn My Way Centres, giving people access to the internet and providing a supportive learning environment to help people in gaining the skills they need to use it.

All libraries across the city provide free to use access to desktop computers, printers and scanners and offer free Wi-Fi to use with personal devices with no time restraints. Use of public computers is almost double that of the national average with a total of 612 hours per 1000 population compared to 333 hours being used in 2019/20. There has been a phased programme of PC refresh across the service that now includes 215 terminals across the library network.

The service offers informal, individual support for help with basic digital tasks alongside more structured support and group learning opportunities including online shopping, online forms, social media, online Safety, digital doctor events, and targeted sessions to support disadvantaged groups.

In addition to the offer provided directly by the library service, the sites work with outside agencies to host Work Clubs, Community Family Learning (adult Learning) and NHS drop in sessions.

Activities for children include informal learning and guidance at after school sessions, Code Clubs held periodically across libraries, and focussed workshops during the annual Nottingham Festival of Science and Curiosity.

A new service 'Click and Collect' online service, set up during Covid has remained in place and offers a digital way for library users to request reading material.

5.4.2 THE DISTRIBUTION OF DIGITAL AND INFORMATION SERVICES IN LIBRARIES ACROSS THE CITY

Nottingham City libraries offer free digital access providing essential support to our local citizens who may otherwise have very little or no engagement with the digital world and online services. The library service provides free access to PC's at all libraries across the network with unlimited free Wi-Fi usage as well as the free use of public scanners and printing options.

Figures for 2019/20 show that take up of PC use, based on 409,290 hours available, was at 50% across the network. Some sites have higher take up than others with the old central library at 64% with 96,806 hours usage in 2019/20. The chart below shows the PC hours used at each library compared to the hours that were available. These figures do not account for WIFI use on personal devices as this data is not available on an individual library basis

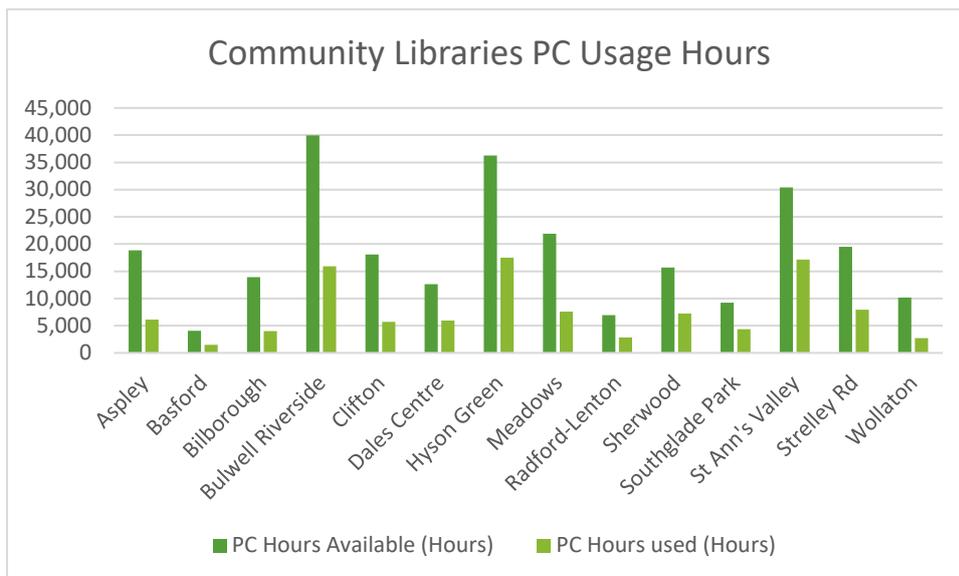


Figure 35: PC use at NCC community libraries

Set out in the 2019-2023 Council Plan, was a pledge to “provide digital access points and support to use them in Nottingham's libraries and council offices”. As of 2019, there were 22 recognised public access computer locations across the city, including job centres and neighbourhood centres, 15 of which were libraries. Digital access and support is provided across the city by a number of organisations including:

- *Get Nottinghamshire Connected* is a Digital and Social Inclusion Project working across Nottingham and Nottinghamshire. In order to improve Nottinghamshire’s digital inclusion a number of support mechanisms exist to get people online
- *Bright Ideas Nottingham* working in partnership with Digital Activist Inclusion Network (DAIN)
- *Digital Support Hubs* offer free training and support in a community spaces where people can learn how to use technology and digital devices through informal learning and guidance from staff and volunteers
- *Digital Unite’s Digital Champions Network* delivers digital skills to staff and volunteers turning them into Digital Champions. These digital champions then provide one-to-one support to help others understand the benefits of using the internet
- *Nottingham Women’s Centre* offer training and activities to support women to gain confidence and skills to achieve their potential and offer online tech advice and support via drop in session
- *ClickSilver Connections* provide, free one-to-one support to build your digital skills for people aged over 55 with limited or no digital skills

- *Age UK* and their One Digital programme use digital champions to provide services ranging from 1:1 support in older people's homes and IT drop in sessions through to larger scale community events
- *Inspire* offer a programme of courses for adults, including accredited courses, and help into training and employment. Courses are free for people in receipt of eligible benefits.
- *Work clubs* take place across the library network delivered by external organisations. Though not officially IT focused, they provide IT help by necessity and refer participants to library staff for extra help with learning basic digital skills and is a good way of picking up and helping new learners
- *Nottingham College* offer IT courses and improver courses suitable for adults all levels and abilities. Courses are free for people receiving eligible benefits and take place in community venues

5.5 HOW THE NEEDS ARE BEING ADDRESSED

5.5.1 EXISTING PROGRAMMES IN NOTTINGHAM LIBRARIES

Nottingham City Libraries are part of the Online Centre Network, from the Good Things Foundation. 'Bridging the Digital Divide' is a campaign led by Good Things Foundation and calls on Government and other organisations to help the UK become the most digitally included nation in the world. The campaign is aimed at ensuring 100% of the UK is thriving in a digital world by 2028.

This enables access to a number of beneficial schemes and campaigns aimed improving access and digital skills including:

- 'Learn My Way' free online courses to support and teach computer beginners providing friendly, expert guidance for those who need help with computers.
- 'Get Online' campaign week in October each year to proactively promote digital inclusion. In 2021 the focus was on helping people feel confident in using the library's suite of e-Resources
- Being a part of the Good things Foundation 'Online Centres Network' which provides a database of places where people can go to get online in supported environments, including all city libraries
- Access to grant funding opportunities.

The library service heavily relies on external funding to help offer an enhanced digital and IT learning base. Recent project examples include:

- Community Family Learning (CFL): A range of language and digital learning courses to disadvantaged adults (aged 19+) within our communities. The Community and Family

Learning programme, funded by European Social Fund and delivered by Nottingham City Council, has offered a more structured approach to informal learning for adults with a variety of basic digital skills courses to more specialist courses such as 'How to build a Website'. Starting in libraries in 2019 and continuing online from autumn 2020, the programme is now a blended approach with online and in-library courses.

- During the pandemic, two projects funded by the Good Things Foundation enabled libraries to distribute 30 tablets and 10 phones each with 24 GB of data to adults facing digital exclusion along with start-up support.
- A recent laptop loaning scheme in one of our community libraries to help digitally isolated citizens – children and adults – to become digitally engaged, confident and skilled to broaden life choices and work skills.
- A partnership with 'Get Nottinghamshire Connected' saw drop-in sessions take place libraries promoting the use of the NHS app but also offering general help with IT on personal devices, helping over 50 people gain confidence before the sessions stopped due to Covid-19 lockdown.

5.6 WHAT'S BEEN DONE ELSEWHERE

Set out below is a case studies giving of what Leeds has done to support the digital offer:

CASE STUDY - 100% DIGITAL LEEDS



Leeds City Council is committed to tackling poverty and reducing inequalities and a big part of this is increasing digital inclusion.

Leeds Library and Information Service has a track record of delivering digital inclusion activities so when the council decided to consolidate its efforts, it chose the library service to lead the city's digital inclusion programme.

The programme is working to address the three main barriers to digital inclusion: Skills, Motivation and Access

To enable the library service to deliver the 100% Digital Leeds programme, it received two funding allocations totalling over £750,000 made up of £350,000 from other council budgets and £400,000 from the Leeds City Region Business Rates Pool. Investment on this scale demonstrates the council's commitment to tackling digital exclusion and demonstrates confidence in the library service's ability to deliver this high-profile programme.

Model savings and the potential additional economic benefits of digital inclusion for citizens, including cost/time savings, gains in earnings and employment, and savings to the NHS from increased health and wellbeing are all form part of the return in investment from the programme. The 100% Digital Leeds team are working with the Local Government Association and the Good Things Foundation on their Return on Investment model. These discussions are intended to develop a model that could be used by other Councils as well as Leeds

In February 2020, annualised savings as a result of individual behaviour changes and channel shift due to the 100% Digital Leeds programme were:

Service	Savings
A&E	£310,426
GP	£230,427
Leeds City Council	£98,686
Other Gov. Offices	£72,703
Jobcentre Plus	£69,370
Total Savings	£781,612

5.7 WHAT PEOPLE HAVE TOLD US

In this section, we have reported what people have told us about this, whether through the survey, interviews, focus groups, partner workshops or staff workshops.

We have not sought to evaluate or ‘weight’ people’s perceptions or opinions, but we have drawn out those that we think highlight an issue effectively. We have drawn out those views that were particularly common but have also included examples of significant or interesting ‘minority’ views that should be heard. We have also made a number of observations at the end of this section where we highlight the key issues that will inform our findings and recommendations.

5.7.1 WHAT THE PEOPLE OF NOTTINGHAM HAVE TOLD US

In the survey, people in Nottingham told us:

- a) **The majority of participants have experienced no changes in their ability to find information due to the pandemic (60%)**, although it should be of concern that for a significant minority (20%) this has worsened and it would be worth exploring further why this is the case and how the library service might help address this.
- b) Respondents generally **plan to complete the following activities more often or always online** in the future: finding out information (95%); asking for advice or help (69%); accessing public services (70%), and banking (79%).
- c) Respondents generally **plan to complete the following activities in person** (i.e. rarely online or never online) in the future: shop for food (68%); shop for clothes (53%); read books & other materials (71%); attend an event, education or training course (65%), and meeting family or friends (82%).
- d) **30% of respondents do plan to access books & materials online** in the future.
- e) **Just under half of participants have accessed library services online during the pandemic (47%)**, compared with 53% who have not.

- f) **Just over half of participants are likely to access library services online in future (51%).** This suggests a likely increase in the service's online users in the short-term future

5.7.2 WHAT INTERVIEWEES AND ORGANISATIONS HAVE TOLD US:

- a) **Digital, or 'tech', poverty is a significant issue in pockets across the City.** Whilst it is recognised (and commendable) that some thousands of devices were distributed by the Council during lockdown giving many more people IT access, there is still significant work to be done in order to alleviate this substantial problem that is affecting many Nottingham residents.
- b) There is a perception that a purely online service offer can exclude, or 'alienate' people. **There is a need for a hybrid 'phygital' (physical meets digital) offer** - combining in-person and online resources, to avoid excluding those without access to tech or the skills to use it. Online events during the pandemic have proved popular, but residents look forward to in-person events returning fully.
- c) **The 'click and collect' service is considered popular and seems to be working well.** Nottingham residents would like to see this continued.
- d) **There is a clear need for physical spaces in the community to freely access IT** (e.g. for submitting job applications or online resource) for a bookable and practical period of extended time. The libraries already offer the opportunity to get online (hardware and wifi), which could be enhanced and more widely promoted, but closure of libraries during the Covid pandemic has clearly affected this and unfairly impacted those experiencing tech poverty.
- e) Linked to the tech poverty theme, whilst many residents may have access to smart phones, they may not have access to other devices, limiting their ability to access certain public services. There may be an opportunity for Nottingham public services, including the library service's future online offer, to be **redesigned in a way that can makes access via smartphones or other handheld devices easier.**
- f) Some residents require IT training and support in order to access tech and online resources (such as learning how to use e-books). It has been suggested that the **library service's current approach to offering IT support and online service could be reviewed and enhanced.** This could include the needs of home-bound users and those less able to travel to a library so that they can benefit from the ebook and online offer.
- g) **There is an opportunity to do more to maximise the potential of self-service technology in libraries** and aspire to much higher usage rates. This, in turn, would free up library staff time currently spent on transactional tasks to provide more personal support to local residents.
- h) **The impact of the pandemic on the 'post-Amazon' high-street is not yet fully known.** How society will respond in the coming 12-24 months is hard to guess, along with high-

street consumer footfall, residents' appetite for accessing public buildings, and the future demand and use of physical communal spaces.

- i) **Not all users of the service's online offer live in Nottingham, and that some access from outside.** In this regard, the positive impact of the library service, and the Council, is currently extending beyond its geographic boundaries.

5.8 SUMMARY OF FINDINGS, KEY ISSUES AND THEMES

Below are some of the key points from the findings relating to need for Digital and Information services in the city:

- Today, **basic digital skills are essential** in order for adults to use and engage in the digital world.
- **40% of the city's LSOA's (73/182) are classified as having individuals who have limited or no interaction with the Internet** with access to broadband well below average
- **Online engagement is lowest in more deprived areas.** For those withdrawn from internet use it is possible that people have opted out either because it is considered unnecessary or because of economic reasons
- **Libraries play a key role in providing free access points to digital** for residents
- **Use of public computers is almost double that of the national average** with a total of 612 hours per 1000 population compared to 333 hours being used in 2019/20. **Although take up of the PC hours available is only at 50%**
- Our libraries provide courses to support and teach computer beginners. **Providing friendly, expert guidance for those who need help with computers.**
- **There is a clear role for the library service in helping to address 'tech poverty' and digital exclusion in Nottingham,** providing free access to PCs, Wi-Fi and IT training. This could be improved by **working more closely with other Council services and partners on targeted projects** that deliver shared outcomes and improvements for Nottingham residents.
- **Libraries, and library staff, play a key role in signposting Nottingham residents to information and providing advice.** They offer a first 'port of call' for residents who are unsure about how to access public services and employment support, such as browsing online vacancies or completing a job application process.

6 CULTURE AND CREATIVITY

6.1 UNIVERSAL OFFER – CULTURE AND CREATIVITY

Explore, Create, Participate

Through the Culture and Creativity Offer, libraries work with cultural providers to spark curiosity, imagination and fun. Libraries enable new creative skills to flourish and enriches the lives of children and adults by providing arts and cultural experiences in local settings.

The offer celebrates diversity, promotes inclusivity, values identity and contributes to an active local cultural economy

6.1.1 CULTURE AND CREATIVITY

Through the Culture and Creativity offer, libraries work with cultural providers to bring art and cultural experience to local settings. They hold local studies collections that share and celebrate the unique cultural heritage of a community. Libraries are welcoming spaces where children and adults can immerse themselves in every form of art from local artists, theatre, music, dance and literature.

Annually, over 225 million visits take place across the UK public libraries network for cultural events and activities, with over 94% of public libraries actively programming such work. The libraries cultural offer, in partnership with organisations delivering the wider cultural offer, widens opportunities for people who do not normally participate in arts and culture. It brings engagement, enjoyment, lifelong interest and often new pathways to continue their pursuit of arts, culture and creativity.

The value added and impact of cultural activity is high and evidence shows that arts and cultural activities can provide additional benefits and outcomes to health and wellbeing, education and lifelong learning, community engagement and employment with positive economic benefits from the gross value added (GVA).

With libraries as cultural hubs within communities, they can offer gateways to wider cultural activities and enable people to experience and participate in culture at a range of different levels.

6.2 NEED IN THE CITY

6.2.1 CULTURAL ENGAGEMENT

Data around cultural activity and engagement in the city is being collected although more analysis on this is required. What we can see from earlier studies is:

- In 2015, 10 of the city's major cultural attractions generated a total of 1.87 million visitors (overall tourism to Nottingham City in 2015 was 10.7 million). Tourism, including cultural tourism, contributes an estimated £466m to Nottingham's economy.
- There are more than 2,300 registered creative and digital businesses in Nottinghamshire, mainly concentrated in the city.
- Nationally 76% of creative industries are sole traders with no employees and make up the largest proportion of enterprises within the creative industries
- Creative Economy employment across the UK increased by 5.1% from 2.8 million jobs in 2014 to 2.9 million jobs in 2015. It is still the largest growing sector
- Nationally the arts and culture industry is growing and contributes 10.8 billion per year to the UK economy (*Arts Council England*)
- Value added in the cultural sector is high. Nationally for every £1 spend on direct delivery there is indirect impact of 58p and induced impact of 63p making the social return on investment beneficial
- Local Government Association also published a report that cultural investment sees a £4 return for every £1

6.2.2 CULTURAL ACCESS

For Nottingham, data available shows:

- Key culture organisations are predominantly in the city centre requiring travel to locations or outreach work
- Outreach work focuses on engagement with school settings rather than community or service related engagement
- Engagement with young people through schools (*fig 34*) accounts for an average of 40% audience in comparison to 60% who would engage directly or with their families. What is not identified is what this percentage is as footfall against other visitor traffic
- Engagement with core culture organisations within the city can be monitored by age and ethnicity demographics. For age, it identifies that engagement with primary schools produces the greatest impact (*fig 35*). In the case of engagement by BME

groups, apart from the New Arts Exchange based in Hyson Green, arts organisations are under-represented by the diverse Nottingham population (fig 36).

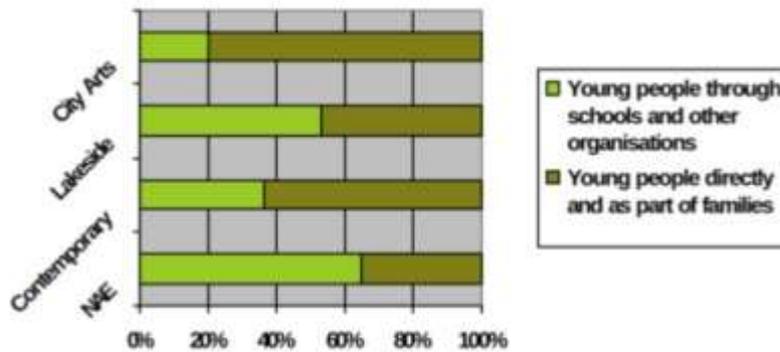


Fig 34: Access route for Cultural Engagement

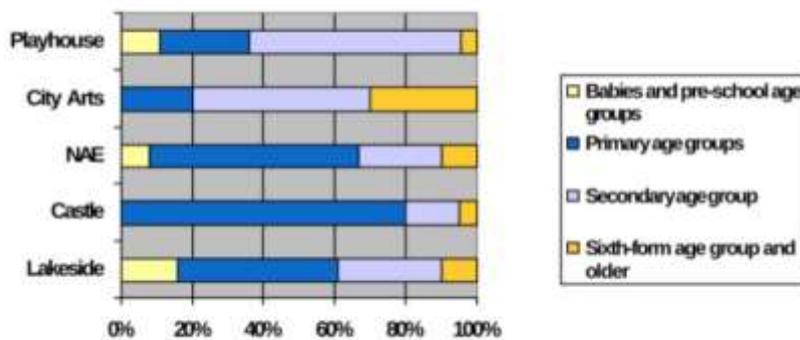


Fig 35: Cultural engagement with young people

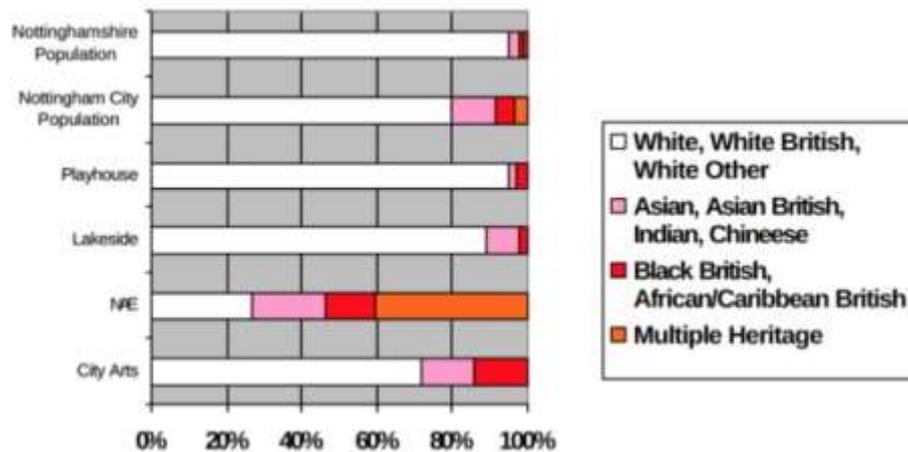


Fig 36: Cultural engagement by ethnicity

Challenge Nottingham is Nottingham’s Cultural Education Partnership championing creativity in schools and communities. Their vision is to support and inspire Nottingham’s diverse population of children and young people to be imaginative, innovative and creative.

The Cultural Rucksack is ChalleNGe's collaborative work with Nottingham's schools, drawing together inspirational arts experiences, devised jointly by teachers, schools and creative organisations to align with the school curriculum and meet the needs, aspirations and

interests of young people. It celebrates the rich heritage and cultural diversity of Nottingham, ensuring young people grow up feeling connected to and valued by their city.

Engagement with Cultural organisations can be compared across schools and other organisations however, libraries do not fall into the research as public service organisations or culture hubs.

The Nottingham Citizen Survey (2019) identified that Radford, Castle, Hyson Green and Arboretum citizens are happy with the range of events. These wards have NAE, Nottingham Castle, The Arboretum and Forest Recreation Ground events. Linked to the data above they reach a diverse audience. Aspley, Bilborough, Bulwell, Basford all have higher levels of dissatisfaction with the range of events in their immediate areas.

6.2.3 ECONOMIC DATA ON CULTURAL AND CREATIVE INDUSTRIES

Data gathered by Nesta, shows that Nottingham City performs within the top 10% of creativity across cities in the UK. Information for Nottingham on the economic performance of DCMS creative subsectors and creative industries shows that Nottingham has 2071 creative businesses, 22,957 creative jobs that translates to £401,349.1 of creative GVA

6.3 STRATEGIC NEED

In 2016 Nottingham City Council adopted a cultural “Strategic Framework” for the City developed in partnership with the sector. In part, this also reflected the City ambitions to become the UK European Capital of Culture in 2023. Whilst this document needs to be refreshed, it did lay out key objectives for culture that are still relevant and include;

- Quality: - every person in Nottingham will engage in cultural activity recognised internationally for quality and diversity
- Education: culturally-inspired lifelong learning for every person in Nottingham and schools to develop opportunities to access creative skills and careers
- Place: every person will enjoy public realm culture with the ability to co-create, revitalising neighbourhoods
- Economy: creative and cultural industries will grow and boost inward investment, partners and cultural tourism to increase economies.
- Health and Wellbeing: developing cultural research and partnerships that enhance the health and wellbeing of all city residents

Nottingham’s libraries are well placed to support these aims and should look to ensure its working helps delivers these outcomes for its residents.

6.4 HOW THE NEEDS ARE BEING ADDRESSED

6.4.1 CULTURE AND CREATIVITY OFFER IN LIBRARIES

With close links to Nottingham City Council's Cultural Officer and the Strategic Cultural Partnership, Nottingham City Libraries are able to network with cultural organisations in the city and beyond and become a key player within the cultural landscape of the city. The service works with a variety of cultural providers to deliver services across the city:

Arts Council England (ACE) Emergency Response Funding was awarded in 2020 to deliver a wide scale, free, online cultural programme for adults and children during the Covid-19 lockdown along with a new library website. The website design enables library projects and services to be showcased and easily accessible to library users. Activities included: writing workshops from Writing East Midlands, author interviews, art workshops, poetry performance and storytelling to start the summer holiday

The service has directly commissioned projects such as 'The Chai Experience', 'Libraries are for Little Ones' and 'The Virtual Library'. The service also works in partnership on other projects where the cultural provider may hold funding but libraries are a key partner or in a consortia with other library authorities to commission work. Audience engagement and delivery through and with partners have included:

- The children's theatre project
- The Spark Arts for Children.
- Celebrating Age: Words of Wisdom
- Thingamabobas from makers of Imaginary Worlds
- Livery: Poetry , rap and art in libraries*

Details about Nottingham City Libraries cultural services and projects are set out below.

NOTTINGHAM PERFORMING ARTS LIBRARY SERVICE

Nottingham Performing Arts Library Service (NPALS) is run by Nottingham City Libraries. Launched as a new regional service in 2016, NPALS lends sets (multiple copies) of music scores and drama scripts delivering a sustainable music and drama service to 191 community and amateur groups across Nottingham, Nottinghamshire, Leicester, Leicestershire and Rutland as well as to a further 75 groups from elsewhere across the UK. With 3500 music and 2500 drama titles and a total stock of over 100,000 copies. It is one of the largest lending collections in the UK

The majority of the administration is now online, with a bespoke web based library management system providing 24/7 access for music and drama groups from any location. The service had received national recognition for its unique service delivery which enables groups to register, search & view the full catalogue, order & reserve sets, make payments and track orders. Music sets are charged on a pay as you go basis per item, per month and drama sets are charged as an annual subscription. NPALS currently generates an income of circa £20,000 for the library service

This service is regarded as key to enabling the community performing arts sector to flourish across the region, providing an affordable, but sustainable way for groups to access music and drama sets

NOTTINGHAM LOCAL STUDIES LIBRARY

Nottingham Local studies library hosts a range of collections which reflect the heritage and culture of our area. The Local Studies Library dates back to the first public library in Nottingham when a donation of about 100 local history books from local sheriff, Mr M. I. Preston, was received in 1868. It now supports a wealth of material about significant local people and the history and development of local places, buildings and customs including on Robin Hood and his links to Nottingham Castle and local industries such as lace and Pharmaceuticals. Staff regularly complete research requests from Nottingham and around the world on all aspects of local and family history.

The library has close partnerships links including:

- Nottinghamshire Archives
- Nottingham Museums
- University of Nottingham
- Nottingham Trent University
- Nottingham local History Association
- The Thoroton Society

Local Studies also holds a significant photographic collection dating back to 1918 and which now contains tens of thousands of images of local people, places and events which are hosted online on the popular Picture Nottingham website. Digitisation of the collection is ongoing with flagship projects Picture Nottingham, hosting online access to over 20,000 images and ability to purchase associated merchandising such as framed photographs making a successful commercial contribution to the library service and the Discover Nottingham's History app with themed galleries covering local legends such as Robin Hood and Lord Byron.

In a normal year the service would support around 2,000 enquirers a year, in person and via email or phone, helping them to find information and research their field of interest. The service hosts regular talks and events linked to local and family history, as well as visits from schools, colleges, local groups and societies. The service actively work with local projects and individuals including two prominent ventures: Museum of Our Streets (MOOS), a collaboration with local educational support and artists to produce resource packs celebrating the Radford area which are used by local schools; and online reminiscence packs featuring our photographs of Nottingham Market Square, local transport and industries.

Since 2020, in response to the closure of Central Library, the service has moved its historical newspapers to St Ann's library and continued to offer the enquiry service. The online offer has also been improved with regular e-jigsaws, attracting more than 3,000 players over the past year, and in the development of the "Discover Nottingham history" App.

CHAI EXPERIENCE PROJECT, SUPPORTED BY THE HERITAGE LOTTERY FUND

This project exists to curate, interpret and celebrate the impact and influence of Asian citizens on the social heritage of Nottingham by gathering oral histories, photos, documents

and ephemera from people who settled in Nottingham in the 1950s and 1960s after moving from South Asia. The Nottingham Local Studies Library has a unique collection documenting social heritage since the 1700's but, there is a gap recording the influence of Asian citizens and culture that we aim to preserve for future generations and wider awareness.

CELEBRATING AGE PROJECT IN PARTNERSHIP WITH CITY ARTS, NOTTINGHAM CITY OF LITERATURE, THEATRE ROYAL AND CONCERT HALL AND AGE UK

The project focussed on bringing older people together to actively participate in arts and cultural activity. Libraries partnered on the 'Words of Wisdom' element of the project, inviting older people to engage in art and culture using a writer or theme as a springboard to the creation of poetry, film, photographs and artwork.

THE SPARK ARTS, AMONG IDEAL FRIENDS CHILDREN'S THEATRE

A consortium project with East Midlands library authorities and The Spark Arts, funded by ACE, this is a flagship project for libraries delivering high quality theatrical experiences to family and school audiences. Performances are delivered at low cost across the library network permitting access to theatre for children who may not otherwise experience live theatre. From 2018 – 2021 over 2,000 children attended and during 2020 the programme adapted to be freely available online.

LIBRARIES ARE FOR LITTLE ONES, FUNDED BY SMALL STEPS BIG CHANGES

The project, delayed due to Covid, will begin in February 2021, is aimed at non-library members to deliver early cultural experiences to children aged 0 – 3 and their parents/ carers in two SSBC wards. Building on a previous SSBC funded project, children can enjoy taking part in free fun, sensory, stimulating experiences delivered through storytelling, theatre and bringing books and stories to life making trips to the library and cultural activity an accessible and enjoyable part of growing up.

LIVERARY

Libraries partnered with local music promoters Can't Stop Won't Stop to host the 'Liverary' project joining poetry, rap and art in libraries. The project worked with diverse groups of young people to develop their work, which they then showcased in libraries to a non-traditional audience of over 60 people who were in turn offered the opportunity to perform as part of an open mic spot.

Frequent partnership with external arts and cultural partners in the last two years include:

THE MAKERS OF IMAGINARY WORLDS THINGAMABOBAS PROJECT

Thingamabobas toured two libraries in summer 2021 with an interactive art installation comprising circus inspired artificial life forms with embedded artificial intelligence (AI) and capabilities for touchless interaction that responded to the audience's movements, creating a real spectacle enjoyed by 160 people over a two week period. A member of staff commented: 'Highlight of the week was the little boy who ran through the library screaming "THEY'VE GOT A ROBOT! THEY'VE GOT A ROBOT" as loud as he could.'

WE NEED NEW NAMES PROJECT

'We Need New Names' is a partnership with theatre company Fifth Word who are working with local Nigerian born playwright Mufaro Makubika to adapt the novel by Noviolet Bulawayo. Libraries hosted an online interview with Makubika and a focus group of library members to discuss key themes in the novel to help inform the adaptation which will be premiered at the Nottingham Playhouse in 2023.

6.5 WHAT'S BEEN DONE ELSEWHERE

ART OF LIBRARIES GLOUCESTERSHIRE

Creative catalyst for engaging children and young people in arts but also empowering communities to commission and plan so that libraries enable activities rather than delivering. The project was funded for 3 years and as a partnership bid with create Gloucestershire leading but recognising that libraries as hubs had reach to the most in need.

DORSET LIBRARY SERVICE, LIBRARIES AS CULTURAL HUBS

2 year arts council project. Focused on community need but creating briefs and programming. Partnered with Arts organisation The Art Development Company. The Library Service developed the funding bid, wrote artist briefs for residencies and recruitment of all artists, support the cultural hub co-ordinator, part of the steering group, feed into evaluation and reporting. The project sought to increase opportunities to engage with arts and cultural experiences, increase use of Library Services and bring communities together.

LIBRARIES UNLIMITED - EVOLVE

Cultural programming delivered in partnership with artists, communities and funded by Arts Council England. The Evolve programme combines interactive art, technology, experiences, literature and storytelling to change perceptions of libraries and open them for all generations to enjoy. The aim to encourage curiosity, creativity, imagination and storytelling, embracing collaboration, engagement, ingenuity and inclusivity.

MANCHESTER HERITAGE

Archives North West, film archive, records office, BFI, family history society and local studies library – combined to create a heritage offer within the main library building. The heritage centre features interactive exhibitions, events and talks, sound and film bytes as well as web content to make it an immersive, cultural heritage experience for visitors and citizens. There are volunteers on hand from the partners at designated times to provide expertise and information. The project enabled accreditation to be gained raising the profile but also ability to fundraise for sustainability. The partnership increased footfall, participation, outreach and engagement but also supporting the long term preservation of cultural heritage material, making it more accessible and raising civic pride.

6.6 WHAT PEOPLE HAVE TOLD US

The Universal Offer statement for culture and creativity is 'To enable local communities to access and participate in a variety of quality and diverse arts and cultural experiences through local libraries'.

In this section, we have reported what people have told us about this, whether through the survey, interviews, focus groups, partner workshops or staff workshops.

We have not sought to evaluate or 'weight' people's perceptions or opinions, but we have drawn out those that we think highlight an issue effectively. We have drawn out those views that were particularly common but have also included examples of significant or interesting 'minority' views that should be heard. We have also made a number of observations at the end of this section where we highlight the key issues that will inform our findings and recommendations.

6.6.1 WHAT THE PEOPLE OF NOTTINGHAM HAVE TOLD US

In the survey, people in Nottingham told us:

- **95% (1,348 people) of question respondents said they visited the city centre to access culture** and the arts pre-pandemic, with 26% (370 people) saying they stayed within their local area to access these amenities.
- While the most popular activity encouraging participants to use a library is to borrow books or audio books (75%), **the next 4 most popular reasons** were to attend a **learning activity for adults** (49%); to **attend a social activity for adults** (40%); to **attend a community group** meeting in a library meeting room (38%), and to **consult printed, manuscript or microfilm reference sources**, including local history material (36%).
- Participants' top reason for visiting a library was to borrow books for themselves or someone else (83%), with **the next 4 most popular reasons** being for **pleasure/relaxation**, or in connection with **personal interests** (50%); to attend an **activity or event** (32%); to **get information** that I/we need in my/our day-to-day life (25%), and to **explore local/family history** (13%).

6.6.2 WHAT INTERVIEWEES AND ORGANISATIONS HAVE TOLD US:

In our discussions, interviewees have told us that:

- **Nottingham is a culturally vibrant city, blessed with energetic, pro-active organisations who 'get on' with showcasing the creativity of their programmes.** There is an opportunity for the library service, and the new Central Library as a focal point, in showcasing, 'cultivating' or 'incubating' Nottingham's creative energy and 'inspiring creativity' across the city.
- Considerable expectations have been raised about the new Central Library. Many partners are already invested in a vision for it which is ambitious and focused on children and young people, **but it remains unclear what role it will play in Nottingham's cultural offer to residents and visitors.**

- **There is the potential, and willingness for the library service to work more closely with local arts partners, organisations and practitioners to deliver creative activities and/or shared outcomes that positively showcase Nottingham as a cultural destination.**
- **It is perceived that the library service’s activities and events programme helps draw more people into the libraries.**
- **The Cultural Rucksack project is popular, providing a helpful focal point for cultural activities or projects in Nottingham.** There is an opportunity for the library service’s future creative and cultural offer to link in closely with this.
- **There is a ‘cultural disconnect’ between the city centre and non-city centre communities** of residents, creative people and creative organisations.
- Creative organisations require access to non-bureaucratic, cheap and easily locatable event space. **There is an opportunity for library buildings to act as a 'cultural space' or 'host venue', working closely in partnership with the city’s creative communities.** It is perceived that the ability to book space is currently hindered by tedious bureaucracy, unhelpful form processes and a lack of responsive named contacts for answering basic initial enquiries from creative people.
- **The Nottingham cultural sector is uncertain about the impact of the pandemic on future audience behaviours and event programmes.** The duration for this uncertainty is unclear, exacerbated by the Government’s lack of clarity and a long-term plan of financial support for the cultural sector and its many freelance workers.
- As we identified in our survey analysis, **we are concerned whether the diverse cultural communities in Nottingham were fairly represented or heard from within our conversations, and as such, may not fully reflect the diverse demography of Nottingham as a city.** We believe there may be creative BME organisations or creative voices that we do not know about, or have not yet heard from, as part of our initial engagement work.

6.7 FINDINGS, KEY ISSUES AND THEMES

- **Nottingham’s strategic framework evidences culture as an essential part of the city’s arsenal to improve quality of life for all our citizens** and attract new investment which will help shape everyone’s future
- **Data around cultural activity and engagement in the city needs improvement.**
- There are more than 2,300 registered **creative and digital businesses in Nottinghamshire, mainly concentrated in the city**

- **Outreach work focuses on engagement with school settings rather than community or service related engagement**
- **The Library service has a track of delivering high quality cultural services** such as NPALS and Local Studies, and in working with partners on commissioned and funded projects. This provides the opportunity to develop this wider cultural offer by and in libraries for a diverse and wider community.
- **Libraries are understood as places of recreation, enrichment and learning which go beyond books.** As we emerge from the pandemic there is an opportunity to enhance this role of libraries across the city.
- **There is widespread appetite among culture, education and community partners for a central library which offers an ‘experiential’ programme focused on children and young people's creativity** but the library service needs to work with partners to clarify and agree a vision for the library.
- **Cultural participation across the city is variable and libraries should do more to engage new/under-represented audiences,** working with cultural, education and community partners.
- Cultural partners value libraries for programmable spaces and **libraries should position themselves as the key community resource for events and activities**

7 EMPLOYMENT AND SKILLS

7.1 EMPLOYMENT, SKILLS AND LEARNING IN LIBRARIES

The Libraries Universal Offer framework has four main themes that reflect and respond to local and national strategic priorities. The four themes; Reading, Information and Digital, Culture and Creativity, and, Health and Wellbeing, headline what libraries lead on, their main focus. As there is currently no Universal Offer statement specifically for employment and learning, we have adapted text from the Libraries Taskforce 'Libraries Deliver' into a useable statement to explain this offer:

To enable people to realise their potential by accessing advice and learning that aids their employment prospects and job skills

The outcomes from the Universal Offers have far reaching effects with the four themes providing a foundation for greater prosperity, helping people to achieve their full potential and creating stronger, more resilient communities.

This section focuses on the job skills supported by the library universal offers and examines employment, economic inactivity, skills and learning

7.2 NEED IN THE CITY

One of the most common measures of deprivation is the Indices of Multiple Deprivation which applies weightings to different themes (housing, health and well-being, education and skills, income deprivation, crime). Nottingham has high levels of deprivation and ranks 11th out of the 317 districts in England using the average score measure.

For many people deprivation is regarded as synonymous with poverty and is not an easy term to measure. Deprivation can be defined as the consequence of a lack of income and other resources, which cumulatively can be seen as living in poverty.

Poverty impacts on families, children and the whole of society and its consequences are far-reaching creating problems of social isolation, low educational attainment, unemployment and impacting on mental and physical health and social interaction.

Nottingham City has a high level of child poverty, regardless of the definition used. 40,700 Nottingham City children live in families where no adults work or where those who are in work earn an income low enough to receive tax credits. This is equivalent to 58.5% of children compared to rates of 43.8% in Greater Nottingham and 37.4% in England.

7.2.1 EDUCATIONAL ATTAINMENT

Pupils' attainment, both at the end of primary school (Key Stage 2) and at the end of GCSEs (Key stage 4), have a strong relationship with the likelihood of staying in education, apprenticeships or employment. Of the working age population of Nottingham (18-64 years), 25.6% of citizens have no academic or professional qualifications.

As shown in Chapter 3, educational attainment across the city is significantly different between the more deprived and the more affluent areas. The map below shows the differences across the city of pupils at KS4 (the two years of school which incorporate GCSE's) obtaining grades 9-4 (the national expectation is grade 5) with stark differences between the most and least deprived neighbourhoods.

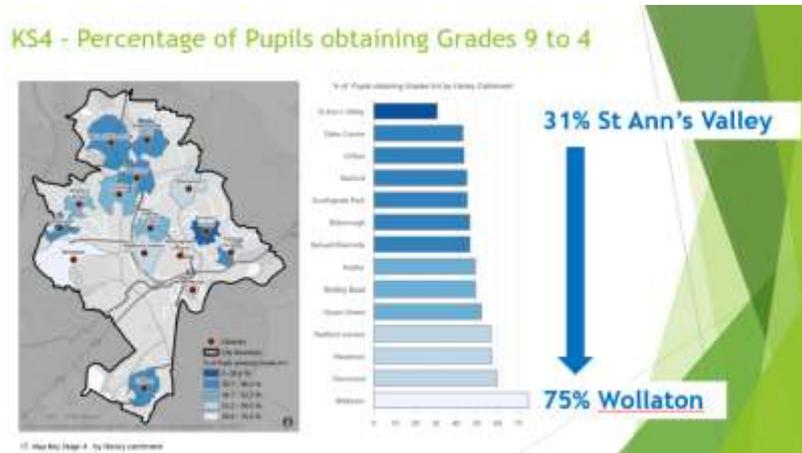


Fig 37: KS4 Percentage of pupils obtaining Grades 9 to 4

Following on from this, just under a third of City LSOAs² rank within the most deprived 10% of the national rankings in terms of education and skills

2019 Indices of Deprivation | Education, Skills and Training

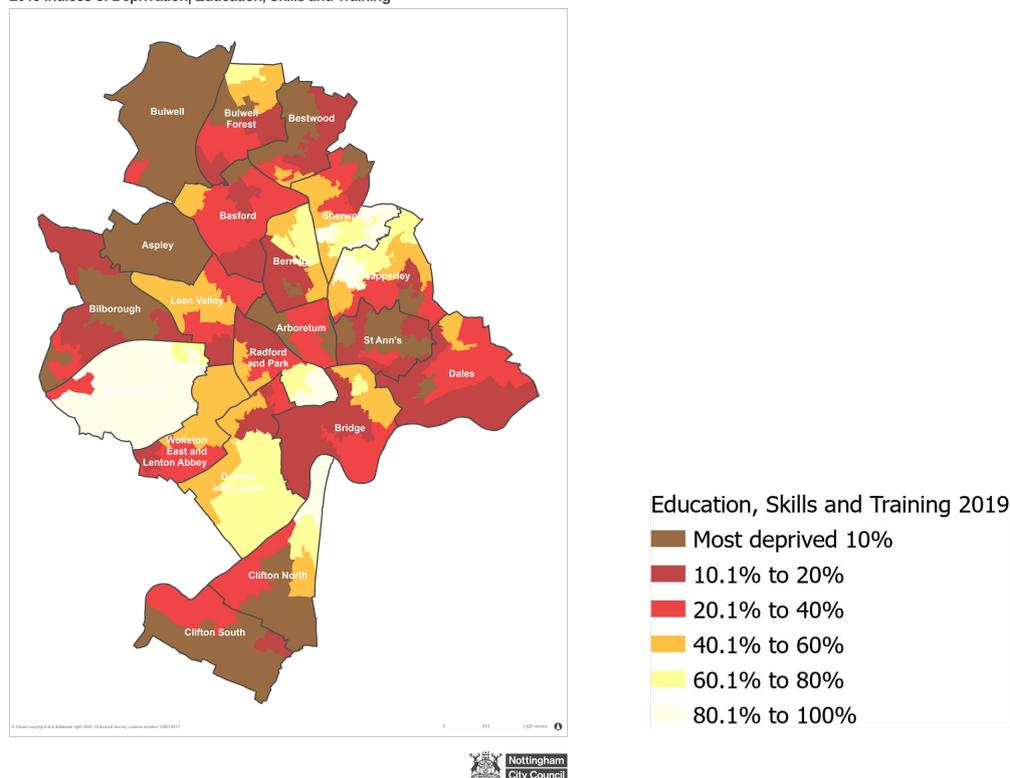


Fig 38: Indices of deprivation – Education and skills

Nottingham City comprises of 182 lower super output areas (LSOAs). In England, there are 32,844 lower super output areas and each one has been ranked according to the measures of deprivation. 1 is the most deprived and 32,844 is the least deprived.

7.2.2 EMPLOYMENT FIGURES

When looking at how people's level of qualification relates to their economic activity, the national picture shows that fewer than half of people with no qualifications are in employment compared with 8 in 10 of individuals with at least one qualification (*Office for National Statistics*)

For Nottingham, there are significant variations across wards with Bilborough and Strelley wards both having over 40% of the working age population without any qualifications.

The latest official unemployment figures for April 2021 show 18,533 people in Nottingham City were out of work and claiming unemployment related benefits, 8.0% of the City's working age population. Pre Pandemic figures show 10,985 claimants in Nottingham.

Annual change figures show that unemployment in Nottingham is 25.5% higher than in April 2020 at which point unemployment rates were rising rapidly as a result of the first national lockdown. This increase is lower than the national average of 28.9% but higher than the Greater Nottingham and regional averages (21.9% and 20.1% respectively)

In the IMD Employment Deprivation domain, Nottingham has 56 SOAs ranked amongst the 10% most deprived in the country, this has increased from 54 in 2015 and 34 in 2010. |All the SOA areas in Aspley Ward rank amongst the 20% most employment deprived nationally and Bilborough ward contains the most deprived LSOA in the City – ranking 23rd nationally. The chart below (*fig 39*) shows the unemployment claimant rate by ward.

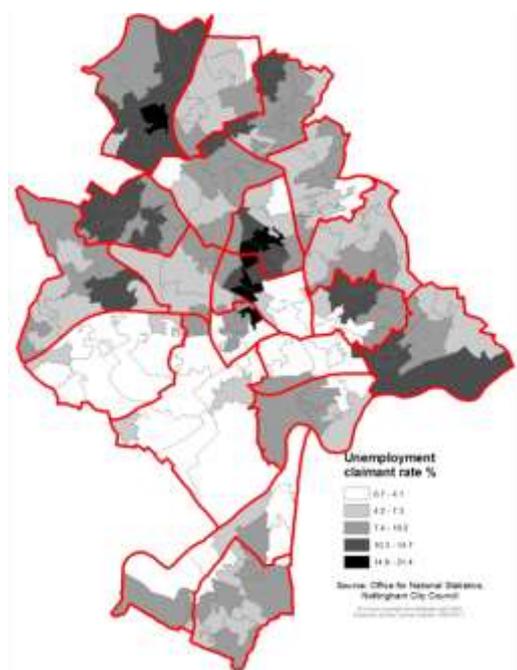


Fig 39: % of working age population unemployment claimant rate (2021)

7.2.3 VARIATIONS ACROSS THE CITY

Estimated unemployment varies across the cities wards from 12.4% in Bulwell and Aspley wards to 2.5% in Castle. IMD Income deprivation figures 2019 show that 30% of the city's LSOAs are amongst the 10% most deprived nationally, with just over half in the worst 20%.

One ward, Aspley, is comprised entirely of LSOAs in the worst 10% for Income deprivation. As in 2010, the ward contains the worst ranking City LSOA placing it 91st out of 32,844 LSOAs in the country.

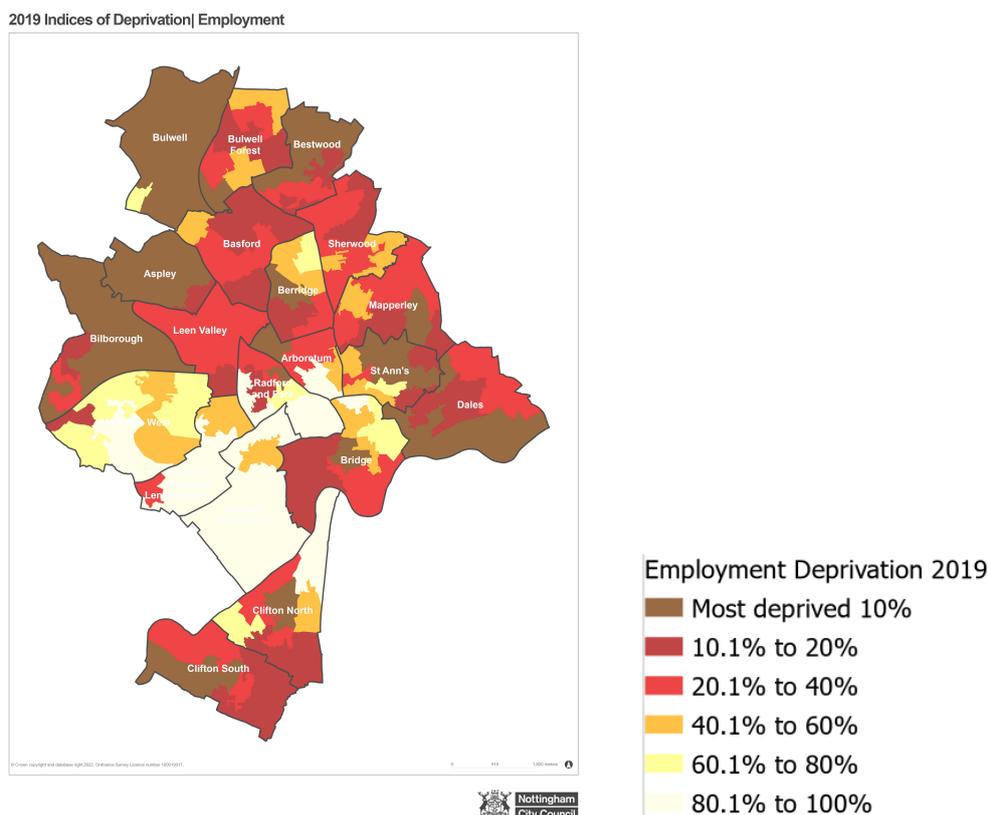


Fig 40: Indices of Deprivation 2019: National rank of Employment deprivation by LSOA

7.2.4 PROJECTIONS OF POST-COVID EMPLOYMENT IMPACTS

In Nottingham, as in the rest of the UK, residents and workers in more deprived areas have been less able to work from home. In Nottingham 37% of people have jobs they are able to do from home however, in the most deprived quartile of neighbourhoods just 28% of residents can work from home compared to 44% of residents in the least deprived quartile of neighbourhoods.

Despite lower health risks the virus has been a major setback for cities' young populations. Young people are attracted by and contribute to the diverse labour markets and vibrant cultures that make cities such powerful agents for growth. While younger people have had fewer health risks, they have been at the sharp end of the labour market impacts with those aged under 25 being 2.5 times more likely to work in a sectors subject to lockdowns.

Those in lower skilled jobs have been exposed to the impact of the recession, reflected in the increase in claimant rates (unemployment) and the use of the furlough scheme, but those in higher-skilled jobs have been able to continue to work despite the disruption.

Once the pandemic is over, the underlying social and economic challenges that core cities like Nottingham were already facing will still exist and improving the skills of the city's population is seen as essential to tackling these challenges.

7.2.5 FUTURE WAYS OF WORKING AND REMOTE WORKING

The Covid outbreak has meant big life changes for many, including adjusting to new ways of working. While some people have returned to their normal workplace, many are still working from home or going through a phased return.

However, even before Covid the move to a more flexible work life was being asked of by employees. With remote working already being embraced by many businesses, the practice was already trending upward. It was anticipated that by 2028, 73% of all departments will have remote workers (*Tech Republic March 2019*) and libraries list in a range of remote workspaces to be considered as potential remote workspaces.

Whilst working from home does have perks, like less commuting, for many, changes like these have been challenging too. Feelings of stress, lack of motivation, anxiety and uncertainty have been reported alongside worry about future job prospects or the best way to juggle work with personal and family life during the pandemic and as we move into an accelerated hybrid way of working.

Working from home is not for everyone and the quality of available workspace shapes people's work-from-home experience. Perceptions on whether remote work is succeeding differs widely along demographic lines.

7.3 WHAT'S AVAILABLE IN THE CITY

7.3.1 LIBRARIES & EMPLOYMENT

Work Club sessions regularly take place at libraries across the city in partnership with many community organisations. Work clubs enable attendees to be assessed by an experienced employment advisor and signposted towards relevant provision or assisted with production of a CV, applying for jobs and helped in overcoming any barriers, such as difficulty paying for transport to interview.

Libraries also provide space where clients can use library PCs to search for work with support from the library staff or independently. Work Clubs are used as a portal for the various programmes offered by the library service and its partners.

In addition to the Work Clubs, the service host 'Futures' who use libraries as a venue for some of their meetings with clients on their young people's programmes and encourage clients to join the library and show them how to use the available PCs and resources bringing in new customers and enabling Futures to meet clients in the community.

The library service have strong links with Nottingham Jobs, who promote relevant activity on their website and in their newsletter, and we promote their key events, such as Jobs Fairs, in libraries.

The service works closely with Department for Work and Pensions on the Business & Intellectual Property Centre (BIPC), supporting their clients on a self-employment pathway, and previously held a contract with them to provide Assisted Digital support when Universal Credit was rolled out in the city.

The Library also has representation on the Employment and Skills Area Partnership enabling the service to engage with other key stakeholders around the city to raise awareness of the library offer and keep up with developments elsewhere.

7.3.2 LIBRARIES AND ADULT LEARNING

In chapter 3, Community Family Learning (CFL) was discussed in relation to support for the reading offer in the city. CFL forms a big part of the adult learning offer in Nottingham City Libraries with creative, digital, ESOL and IT courses all forming part of the adult learning programme.

7.3.3 BUSINESS START-UP

The library service is part of the national Business & Intellectual Property Centres Network supporting start-ups, entrepreneurs and small businesses. Currently funded through the British Library by DCMS, the offer in coming months will increase to include access to valuable market research reports and company information plus a range of webinars and expert 1:1 advice for businesses and the opportunity to network with other business owners.

As part of the British Library's national network, the service are able to stream events that are hosted in London, bringing inspiration from big-name entrepreneurs to a Nottingham audience and in addition work with various local experts who provide free advice to library customers.

The service work with many organisations and partners with a focus on employment and skills. Many have been involved in the annual 'Start up Day' event that takes place in libraries. The service is positioned as very much a hub where people can find out about the breadth of support available across the city and identify what is the best fit for them to find employment and work related support.

7.3.4 THE SPREAD OF THE OFFER ACROSS THE CITY

Some of the partners and organisations working in relation to employment and skills in the city are listed below:

- [D2N2 Growth Hub](#) – predominantly supports established businesses with training and support with funding for growth and recruitment. Delivers a monthly surgery at the library's Business & IP Centre
- [B-Global](#) – Nottingham's Black-led Business Network
- [East Midlands Chamber](#) – membership organisation offering training and networking

- [NTU Enterprise](#) – recently opened new Enterprise Centre providing a range of support for students, staff, alumni and the wider community
- [University of Nottingham Business Network](#) – connects businesses with the University and its expertise, running monthly breakfast events and other events
- [Creative Quarter](#) – supports creative and digital businesses
- [The Big House Programme](#) – ERDF funded support for creative and digital businesses delivered by Nottingham Trent University and Creative Quarter among others
- [NBV Enterprises](#) – runs start-up programmes and provides office space at their base in Basford
- [Prince’s Trust](#) – The ‘Explore Enterprise’ programme supports young people aged 18-30 and not in full time employment to explore their business ideas and find out what is involved in running a business
- [My Way Project CIC](#) – runs courses for women helping them to gain confidence in running a business, some are particularly aimed at women from low-income backgrounds
- Department for Work and Pensions (DWP) – have a cohort of clients on Universal Credit who are on a self-employment pathway. They often refer people to the library service for support
- [Federation of Small Business](#) – membership organisation running local networking and training events
- [Notts Fire and Rescue Service Business Safety Team](#) – supporting businesses with fire safety

In libraries:

- English Conversation Groups
- Community and Family Learning courses
- Historically we’ve delivered 1:1 IT sessions for customers needing help with basic IT skills
- Assisted digital –contracts to support various projects such as Census 2021, Universal Credit, EU Settlement Scheme etc.

Other provision in the city:

- [Nottingham College](#) run a range of community courses such as English, Maths, and Food Hygiene etc.
- [Right Track](#) are running Community and Family Learning courses aimed at parents of under 11s covering topics such as phonics, maths and English to be able to support their children’s learning
- A number of other providers involved in the CFL funding in [2019-20](#)
- [Belong Nottingham](#) run a range of ESOL courses
- [BEGIN](#) run free ESOL, English and Maths courses funded by Nottingham City Council and Nottingham College
- [CT Skills](#) run a variety of training courses and apprenticeships

7.4 HOW THE NEEDS ARE BEING ADDRESSED

7.4.1 COUNCIL ECONOMIC DEVELOPMENT AND EMPLOYMENT PROGRAMMES

This section lists other employment programmes and employment support across the city

- *Towards Work - Building Better Opportunities*, a part European Social Fund (ESF) funded project across the D2N2 Local Enterprise Partnership, supports people with barriers to work such as health issues,
- *Money Sorted*, led by St Ann's Advice Centre, for people out of work needing help with managing money
- *Opportunity and Change*, led by Framework, for people looking for work who have complex support needs such as addiction or homelessness
- *Way2Work* – part ESF funded, this is a Nottingham City Council-led programme delivered by multiple partners for people aged 16+. Way2Work is especially for people who are facing personal and economic barriers to finding a job such as lack of basic maths and language skills, single adult families, people from BAME communities, over 50s, and people with disabilities or health conditions which have a long-term and significant impact on their daily lives
- *Pathways to health and social care* – part ESF funded, this project is led by Nottingham City Council, supporting any resident in the county or city who is not working and looking to work in the health or social care sector
- *Nottingham Works* – part ESF funded, this project is led by Nottingham City Council supporting unemployed and economically inactive 16-29 year olds in Nottingham City to progress into education, training and employment. The project is due to end in 2023
- *Prince's Trust* – run a range of "Get Into" taster programmes for young people 18-30 not in full-time education, training or employment for sectors such as retail, NHS, IT
- *Nottingham City Homes* – run a wide variety of employability support for their tenants as well as offering apprenticeships, Women in Construction programme and work experience opportunities
- *Futures For You* – delivers on a wide range of contracts including National Careers Service (NCS) and a number of City Council funded programmes. They are the main support provider for 16-17 year olds not in education, employment or training (NEET) but also support people of any age through the NCS and other contracts
- *Nottingham Jobs* – this is a partnership between Nottingham City Council, DWP and Futures. It advertises local jobs, organises Job Fairs and recruitment days and promotes learning and training opportunities.
- Plus a wide range of community organisations which incorporate employability and skills in their work.

7.4.2 COVID RECOVERY PLANS - JOBS AND GROWTH

The Centre for Cities report looks at the economic impact of Covid-19 on the 11 Core Cities to understand how their economies were affected and how they bounced back from the first national lockdown.

Covid-19 has left no part of the UK untouched and has affected daily life across the country. The biggest impacts have been seen in the city centres of London and the Core Cities – turning city centres to ghost towns as many thousands of office workers have switched to home working and people have been cautious about spending their leisure time there.

A large part of the economic damage appears to be a temporary short term shock, and we have already seen the pent-up demand released as people returned to city centres after restrictions were lifted, helping to recreate and establish many jobs in city centres.

Nevertheless, there is a risk that any a permanent shift towards working from home would stunt a recovery, as high-skilled exporting workers opt to stay home and consume less within city centres, damaging the job prospects of lower skilled people in the city centres who depend on that spending.

These local economic problems arise not from the direct cost of Covid-19, but from how it has changed and may change residents' behaviour towards city centres, spending, and urban travel.

7.4.3 LEVELLING UP AND HIGH STREET FUNDING PROGRAMMES

Covid-19 has not just had a tragic human and social cost, but an economic one too. Cities Outlook 2021 indicates that it has made the 'levelling up' challenge at least four times harder, as so many jobs have been lost or furloughed over this period, with 80 per cent of the levelling up challenge concentrated in urban areas.

Recovery and levelling up are national priorities. To help cities avert the risk of long-term scarring, tackle the urgent crises of job losses, economic inequality and the climate emergency; there is an emphasis to facilitate a new model for hybrid office working; consolidate a retail offer that is more about experience; strengthen their commitment on their cultural and creative strategies; and pivot towards future sources of inclusive growth driven by innovation.

7.5 WHAT'S BEEN DONE ELSEWHERE

As the country tries to recover economically from the effects of the Covid-19 pandemic, libraries are extremely well-placed to help people looking for work and support their communities.

LIBRARIES: HELPING LOCAL COMMUNITIES FIND WORK

Data from Arts Council England (ACE) show there is strong evidence to demonstrate how effective the library services are in giving access and providing assistance to communities that may need it the most:

Data provided by Norfolk Library Service, Somerset Library Service and Wandsworth Library Service to Libraries Connected for the weeks immediately following lockdown indicate that:

- At Battersea, **62% of the sample of PC users were unemployed**. In terms of reasons for using a PC at Battersea, **nearly one-third (31%) stated they were using it for job seeking** and of this group almost every individual was currently unemployed.
- Library users in these three library service samples tended to live in less well-off postcodes. Across the samples between **63% and 68% of users came from the lower half of the national deprivation distribution**.
- **One in five (21%) PC users at Norwich Millennium library came from postcodes in the most deprived decile nationally**, the highest proportion amongst the three locations.

In addition to this, the 2019 Democratising Entrepreneurship report illustrated the impact of the **British Library Business & IP Centre National Network** on the communities the network has supported:

- over the last three years the network **supported the creation of 12,288 businesses, equivalent to 15 new businesses every working day**, 22% from the most deprived areas, 47% in the Northern Powerhouse areas
- of those who started a new business, 55% were women, 31% came from diverse backgrounds, 17% were disabled and 29% were aged 35 and under and 22% from the most deprived areas
- **Creating jobs:** services helped new and established businesses **create an estimated total of 7,843 net additional FTE jobs**
- **Boosting local economies:** net additional **GVA (Gross Value Added) for Business & IP Centre** supported businesses was an estimated £78 million, **a payback of £6.95 for every £1 of public money spent**.

7.6 WHAT PEOPLE HAVE TOLD US

In this section, we have reported what people have told us about this, whether through the survey, interviews, focus groups, partner workshops or staff workshops.

We have not sought to evaluate or 'weight' people's perceptions or opinions, but we have drawn out those that we think highlight an issue effectively. We have drawn out those views that were particularly common but have also included examples of significant or interesting 'minority' views that should be heard. We have also made a number of observations at the end of this section where we highlight the key issues that will inform our findings and recommendations.

7.6.1 WHAT THE PEOPLE OF NOTTINGHAM HAVE TOLD US

In the survey, people in Nottingham told us:

- **Participants generally perceive that their employment situation has stayed the same (62%) or got worse (26%)** during the pandemic, with just 13% reporting an improvement in their circumstances.
- **Participants generally perceive that their education situation has stayed the same (70%) or got worse (23%)** during the pandemic, with just 8% reporting an improvement in their circumstances.

These responses reflect the wider concerns and uncertainties across the country about the longer-term impact of the pandemic on job prospects and learning. A quarter of respondents to each question reported that their employment or education situation had worsened. As the country emerges from restrictions on daily life and job protection measures are wound down, uncertainty and demand for support to secure new employment or develop new skills can be expected to rise.

7.6.2 WHAT INTERVIEWEES AND ORGANISATIONS HAVE TOLD US

In our discussions, organisations have told us that:

- **There is rising unemployment in pockets around Nottingham.** Post-pandemic, there is an emerging retraining and/or upskilling need for Nottingham's workforce, considering the impact on hospitality and industry jobs, as well as those working in industries that are unable to work from home.
- **There is also a clear need for residents to access lifelong learning,** education opportunities and training courses within Nottingham, with the potential for the library service to work more closely with other Council services and partners to deliver targeted projects that deliver shared outcomes and improvements for Nottingham residents.
- **There is the potential, and willingness for the library service to work more closely with academic partners** to deliver shared outcomes.
- As previously mentioned in Section 5, **the format for learning and training courses offered by the library service could be reviewed,** given the experience of home-bound service users and those less inclined or able to travel to a branch library setting.
- **The library service plays a key role in helping job seekers requiring IT support,** or lacking basic IT skills, with access to free IT. Library staff also play a key role in signposting residents to information sources elsewhere, such as Jobseekers support; the Business & IP Centre, and Nottingham university services.
- Whilst library staff themselves are seen as helpful, the information they have available to offer is not always in the best format for residents. English is a second language for

some Nottingham residents, **so there is a need for access to English language courses, as well as information being available in non-English language** for Nottingham's diverse communities.

7.7 FINDINGS, KEY ISSUES AND THEMES

- **Educational attainment across the city, at both Key Stage 2 & Key Stage 4, is comparatively low** with significant difference between the more deprived and the more affluent areas.
- **There is perception that there is rising unemployment in pockets across Nottingham.** The existing need for access to lifelong training and upskilling opportunities across the city has been exacerbated by the impact of Covid on employment and education circumstances.
- **Libraries provide a range of learning and employment support** as part of wide range of provision across the City however, indications from the survey show that there is a lack of awareness of learning and classes on offer in libraries (even among users). 50% of the respondents said they 'Didn't Know'
- **Partners believe that libraries could play an important role in communicating and signposting on what's on offer** and are keen to work with the library service to reach communities.
- Based on feedback we received, **there appears to be an opportunity for new learning and training course formats to be explored** and there are **partners keen to work with the library service to help extend learning opportunities.**
- **Library staff are a trusted signpost for information and support**, playing a key role in helping those requiring free IT access to employment and education information. They support residents with navigating various processes, such as job applications, applying for support or exploring information online, all of which are needs that have been exacerbated by Covid and the necessary closure of public buildings.
- **There is reportedly a clear ongoing need for access to English language skills** and information in non-English languages to fully reflect the first languages of many in Nottingham's diverse communities.

8 WHAT WE'VE FOUND OUT ABOUT OUR LIBRARY SERVICE

8.1 PURPOSE OF THIS CHAPTER

This chapter brings together the key findings and analysis from our research above and highlights the areas that the service needs to focus on to enable modernisation, meet the needs of Nottingham city residents and be cost effective.

8.2 WHAT'S DRIVING CHANGE

There is strong recognition that public library services are more than just books and are a vital part of social infrastructure. However, there has been a steady change to the way in which people access library services and information, generally aligned with economic, societal and technological changes.

With decreasing budgets and changes in consumer habits, library services are having to redesign services and find innovative ways to reduce costs while maintaining a quality service that meets with need. In Nottingham, there are a number of factors that have been highlighted from the research that have provided insight and focus for the future direction of the service, these include:

- Variation across the network in how libraries are being used and the suitability of buildings.
- Shift in expectations of what people want from libraries - physical borrowing and library buildings are still important, but there is a growing trend towards digital use including ebooks and computer usage.
- Financial challenges for the City Council mean that the service has to make sure its provision is cost effective. Whilst the number of library buildings per population is on a par nationally, the Library Service's costs are high in comparison to similar sized library authorities.
- The renewed improvement focus for the City Council is a 'Working Together' approach, including working better with partners and on shared outcomes.
- There are high levels of deprivation in parts of the city that impact on health, education and opportunity. There are also stark differences between the more affluent and least affluent areas of the city. Services need to tailor their offer to better reflect this need and target resources accordingly.

8.3 WHAT NEEDS ARE WE MEETING?

The library service plays a role in helping to tackle a number of agendas under Libraries Connected's Universal Offer framework. The table below summarises the current position in the city and how needs are being met by the library service:

UNIVERSAL OFFER	NEEDS BEING MET BY THE LIBRARY SERVICE
Reading	<ul style="list-style-type: none"> • Lending resources, events and activities to engage citizens with reading for pleasure and the associated benefits • Libraries work in partnership to deliver the reading offer and extend the range of resources and activities through skilled staff who can deliver reading and literacy outcomes for the city • A focus for the New Central Library as a hub of children’s learning and creativity • Language Café and Conversation Groups providing free and open access to English conversation support, tackling issues of social exclusion and integration, improving citizens literacy skills and widening pathways to further opportunities across the library Universal Offers.
Health & Wellbeing	<ul style="list-style-type: none"> • A range of activity relating to the health and wellbeing offer including providing health information, health promotion activity, signposting to information and services • Providing free social spaces and links within the community • Supporting people with health challenges, such as social isolation • Providing ‘non-threatening’, ‘trusted’ and ‘safe spaces • A specialist skilled work force
Information and Digital	<ul style="list-style-type: none"> • Giving people access to the internet and providing a supportive learning environment with formal and informal IT support to help people in gaining the skills they need • Providing physical spaces in the community for people to freely access desktop computers, printers and scanners and offer free Wi-Fi to use with personal devices with no time restraints • First ‘port of call’ for residents who are unsure about how to access public services • Signposting residents with questions to other services or sources of information • Enhanced Online offer and Click and Collect service providing access to library services away from library buildings

UNIVERSAL OFFER	NEEDS BEING MET BY THE LIBRARY SERVICE
Culture & Creativity	<ul style="list-style-type: none"> • Programmable spaces and community resource for events and activities • Cultural and creative activities through events programme • Activities and events that celebrate Nottingham’s diverse communities • Specialist cultural services for Nottingham and the wider region through NPALS and Local Studies
Employment & Learning	<ul style="list-style-type: none"> • Providing a range of learning and employment support as part of wide range of provision across the City • A key role in helping job seekers requiring IT support, or lacking basic IT skills, with access to free IT • A key role in signposting residents to information sources elsewhere, such as Jobseekers support; the Business & IP Centre, and Nottingham university services.

8.4 WHAT NEEDS ARE NOT BEING MET?

The library service works alongside a number of key partners and organisations in the city to deliver programmes and activities to support Nottingham residents. However, there is an opportunity for the library service to work even more closely with other Council services and external partner organisations on targeted projects that deliver shared outcomes and improvements for Nottingham residents.

The library service cannot be the answer to everything and, as such, needs to focus its offer to best fit the skills, resources and budget available in the context of meeting the needs of Nottingham residents and library users. Earlier chapters have highlighted some gaps and opportunities for the service as it aims to modernise and become more sustainable. These are summarised in the table below:

	Key Issues	Gaps / Opportunities
Reading	<p>There are clear lifelong literacy challenges across Nottingham.</p> <p>There are also lifelong education and basic skills challenges affecting the Nottingham workforce</p> <p>The data shows that the socio-economic position of the residents is the greater issue in reading and literacy levels</p>	<p>There is the potential, and willingness for the library service to work more closely with Education partners to deliver shared outcomes</p> <p>There may be a benefit to reducing the levels of physical stock (fewer books, but better focused) in order to explore the potential for different uses of space in library buildings.</p>

	Key Issues	Gaps / Opportunities
	<p>There is a clear, strong need for quiet study and reading space for Nottingham residents of all ages</p>	
Health and Wellbeing	<p>The Health Profile for the city shows many indicators of health are significantly worse for Nottingham than the England average with stark inequalities between the more deprived and more affluent neighbourhoods</p> <p>Nottingham has high levels of many of the risk factors that can contribute to poor mental wellbeing</p> <p>The pandemic has had a damaging impact on people's sense of isolation and their mental health</p>	<p>A clear opportunity to work more closely with Public Health to address the lifelong public health challenges affecting Nottingham residents</p> <p>Library service are skilled workers and could potentially help the Council achieve far more than traditional library service outcomes - e.g. in its future Covid recovery; building on their community relationships; empathy; trust etc.</p>
Information and Digital	<p>Digital exclusion is a significant issue in pockets across the City. There is still significant work to be done in order to alleviate this problem that is affecting many Nottingham residents.</p>	<p>There is a clear role for the library service in helping to address digital exclusion in Nottingham, providing free access to PCs, Wi-Fi and IT training.</p> <p>This could be improved by working more closely with other Council services and partners on targeted projects that deliver shared outcomes and improvements for Nottingham residents.</p>
Culture and Creativity	<p>There is a 'cultural disconnect' between the city centre and non-city centre communities of residents, creative people and creative organisations</p>	<p>Cultural participation across the city is variable and libraries should do more to engage new/under-represented audiences, working with cultural, education and community partners.</p> <p>Libraries should position themselves as the key community resource for</p>

	Key Issues	Gaps / Opportunities
		events and activities as local cultural hubs
Employment and Learning	<p>There are lifelong education and basic skills challenges affecting the Nottingham workforce.</p> <p>The existing need for access to lifelong training and upskilling opportunities across the city has been exacerbated by the impact of Covid on employment and education circumstances.</p> <p>Low levels of educational attainment in city, concentrated in poorest wards.</p> <p>Indications that there is a lack of awareness of learning and classes on offer in libraries (even among users). 50% 'Didn't Know' in survey.</p>	<p>Provision across the city is disjointed, poorly understood and partners believe that libraries could play an important role in communicating and signposting on what's on offer and are keen to work with the library service to reach communities.</p> <p>An opportunity for new learning and training course formats to be explored and there are partners keen to work with the library service to help extend learning opportunities.</p> <p>Need for access to English language skills and information in non-English languages to fully reflect the first languages of many in Nottingham's diverse communities.</p>

8.5 NEW TYPES OF DEMAND

ACCESS TO INFORMATION TECHNOLOGY

The Covid pandemic has accelerated a move to a more digital world. Whilst the future is uncertain, the changes that the population has made in the past 2 years in adapting to a different way of living and working has shown a need for a hybrid offer of both physical and digital services.

SOCIAL AND ECONOMIC PROBLEMS LINKED TO THE PANDEMIC

Looking ahead, public library services have tremendous potential to support individuals and communities across a range of local authority priority areas, many of which have been accelerated by the impact of the Covid-19 pandemic. These include:

- Health and wellbeing - greater awareness of the importance of mental health and growing health inequalities
- Communities, culture and belonging - the increased importance of local communities
- Knowledge, employment and skills - addressing structural inequalities linked to income, education & skills

Support in relation to these themes will be in demand to help address the challenges Nottingham faces.

SHARED SPACES

In response to the Non Statutory Review on the City Council, a Recovery & Improvement Plan has been developed to ensure long term financial sustainability. It is recognised that transformation will play a key role in the Council having a more streamlined approach to delivering services

As a part of this, a programme is being developed aimed at taking a strategic approach towards the council's locally based services, including libraries. This proposes a whole council approach focused on the geography of the City and the way residents live, rather than a service-based approach.

It will include a review of the way land and assets of the council are used, how we deliver services to customers and how we engage with our communities and partners in order to create a revised locally based utilising shared spaces.

8.5.1 EFFECTIVENESS OF THE LIBRARY NETWORK

Whilst the number of library buildings are comparable with other authorities, based on population, there are some sites which are under used and do not represent value for money for the service. In order to determine the effectiveness and need of libraries across the network a ranking methodology was devised in order to review and rank provision.

As set out in Chapter 2, the assessment of need identifies 4 Characteristics for libraries that build a picture of the overall relative need for each of the 14 community libraries across the Nottingham City libraries network.

The 4 characteristics used are:

- Use of the library (visits, issues, PC take up and use by registered users)
- Need (Vulnerability Index)ASXDZ
- Access to a library (access time by foot, by car and car ownership)
- Value for money (Net Expenditure, Cost/visit/hours open/active user)

Using this information, each library has been ranked against the four characteristics. These rankings have then been brought together to produce an overall ranking of library need across the network.

When all the 4 characteristics (use, need, access and VFM) are combined and weighted it gives an overall picture of relative need across the city, defined by each library catchment area. The results are shown in the table below. The data in Chapter 2 (2.4.7) presents the figures for the service in relation to use, cost, access and need for which the rankings of the libraries have been calculated, further detail of the performance and socio-economic data can be found in Appendix 2.

A weighting was applied to the assessment to reflect the purpose of libraries, the financial position and access across the city. The weighting is as follows: 35% on Use, 35% on Need, 20% on VFM and 10% on Access

This table shows the weighted ranking table:

	Use	Need	Access	VFM	Weighted
Library	Rank (1-14) with 1 being least well used	Rank (with 14 being most in need)	Rank (14 = poorest access)	Rank (1 being least cost efficient)	Overall Rank (14 = least use/need)
Radford-Lenton	1	3	6	2	14
Basford	3	4	12	3	12
Aspley	6	7	5	4	11
Meadows	5	5	3	8	11
Sherwood	12	2	4	12	7
Bilborough	2	13	7	7	7
Wollaton	13	1	1	9	7
Southglade Park	4	8	9	5	7
Hyson Green	11	9	10	1	5
Strelley Road	7	12	2	14	4
Clifton	8	6	13	11	3
Dales	9	11	11	13	2
St Ann's Valley	10	14	8	6	2
Bulwell Riverside	14	10	14	10	1

Figure 41: Libraries Overall Assessment of need ranking table

The data highlights that whilst some libraries are performing well in terms of use and cost, there are some that have high unit costs (e.g. linked to their position in joint service centres), and some that are not performing well overall.

The higher the overall ranking, highlighted in green, suggests that that library is not performing as well as others across the network and therefore is less 'needed'.

8.6 HOW EFFICIENT AND EFFECTIVE THE SERVICE IS

8.6.1 DATA ON COMPARATIVE PERFORMANCE OF SERVICE

To assess the efficiency and effectiveness of the service it involved at both local data and data from other library authorities. The data from CIPFA helped to set out the position of the library service in comparison with similar sized library authorities and are set out in chapter 2.

Key findings from CIPFA 2019/20 are summarised as:

- The average number of library service points in Nottingham City's comparator group of similar size authorities is 18, whereas the city has 15 libraries, however, when considering population figures, Nottingham's provision is around average, at 4.5 library 'service points' per 100,000 population

- Nottingham is in the top quartile nationally for number of active borrowers per 1000 population suggesting that the service engages well with the population when compared to other authorities
- Nottingham is average in the number of physical visits per 1000 population, compared to its comparator group. However, over the last 5 years, Nottingham has seen a steeper decline of physical visits (26%/1000 population) compared to a slower decline nationally (19%/1000 population)
- 4% of hours worked are provided by volunteers compared to an average of 7.2%. 100% of opening hours are staffed by paid employees
- Usage of electronic workstations/pcs is above average at 612 hours used / 1000 population compared to 333 hours nationally. The national average has seen a decline of 31% over the last 5 years, while Nottingham has bucked the trend and seen a 32% increase
- Total Book Issues is significantly below the national picture with 1,638 issues / 1000 population compared to an average of 2,482

8.7 WHAT ELSE HAVE PEOPLE TOLD US ABOUT THE LIBRARY SERVICE?

In this section, we have reported what else people have told us, whether through the survey, interviews, focus groups, partner workshops or staff workshops, that didn't fit under one of the Universal Offer headings.

We have not sought to evaluate or 'weight' people's perceptions or opinions, but we have drawn out those that we think highlight an issue effectively. We have drawn out those views that were particularly common but have also included examples of significant or interesting 'minority' views that should be heard.

8.7.1 KEY ISSUES AND THEMES

The following key issues and themes emerged from our engagement with stakeholders:

- Users are largely happy with the service. Most respondents to the survey indicated general satisfaction with the library service and valued what was on offer. **While they had suggestions for improving the service, particularly in relation to the digital offer, they were not in favour of a reduction in the number of libraries.**
- Nottingham is a rapidly evolving 21st century city. **There are significant pockets of inequality and significant population growth across the city, with anticipated future increases in demand on public services likely.** The library service could play a stronger, more recognisable role in achieving broader Council outcomes.
- There is a political appetite to retain a network of libraries and develop the service in a forward thinking, pro-active manner. Although there are significant financial pressures affecting local government, and Nottingham City Council, in particular, **there may be opportunities to 'reduce the footprint' of services, by working more closely with others.**

- There is evidence of a past Council culture of silo working. **There is a need for the Council to look more outwardly across existing service, and organisational, boundaries to work with its partners (and itself) to deliver more effectively to its residents**, with the potential and appetite amongst officers to make this happen. There is an opportunity for more detailed conversations to happen in relation to this.
- There is a perception that the library service currently tries to do everything for everyone and spreads itself too thinly. **There is an opportunity to move away from the current 'one size fits all' service offer, to more considered and tailored offers for individual library branches, depending on the local needs** and preferences of residents. What this could look like in the future would require further exploration and understanding in more detail.
- **'Developing the citizen'**: some interviewees indicated they would like to see the Council, and its services, playing a less paternalistic, **more supportive and developmental role for Nottingham residents in the future.**
- **Visibility and marketing**: some residents and partners have said they don't always know where libraries are, how to access their services or even what is on offer from the service. **There is the suggestion that the library service could benefit from a strong marketing push within the city about what they offer to its residents for free.**
- **Celebrating the library service's achievements**: library service staff could (and should) shout about their achievements and the positive outcomes they achieve for Nottingham's residents in order to help **increase the visibility of the service's impact, both internally within the Council and externally to its partners and the community.**
- **Workforce diversity**: some residents and partners have said they would like to see more diversity within the library service's workforce, **reflecting the demography of Nottingham as a city.**
- **Some residents want to 'keep it local'**, travelling only a short distance to access what they want. Some people are reluctant to travel to a specialist location or into the city centre to access more, or a better, range of resources.

8.8 THE OUTCOMES NEEDED FROM THE REVIEW

8.8.1 WHAT WILL INFORM THE OUTCOMES:

Each chapter has highlighted a number of key issues and themes from the research and consultation that has taken place in this first phase. Based on the needs analysis, findings and what people have told us, this process has helped to identify what is working and what isn't working for the city's library service.

Consultation with internal and external partners and organisations has been a valuable exercise in helping to explore where opportunities exist to work together on the planning and delivery of shared outcomes.

When this information is aligned with the challenges facing libraries, including advances in technology, and the financial challenges with reduced public expenditure, it helps to define where the service needs to focus its efforts and resources in responding to this change so that the service can remain sustainable.

The outcomes for the service informed by the review aim to support the delivery of council key priorities and transformation principles.

8.8.2 OUTCOMES NEEDED FROM THIS REVIEW

Information from the key findings have helped to provide the focus for the transformation of the service and set the vision for a modern and sustainable library offer for the city. Through the transformation process proposed, **the library service will realise a vision which:**

- **Connects communities both physically and online**
- **Provides inclusive opportunities for citizens to realise their potential**
- **Inspires lifelong learning and new skills**

To deliver the vision, any transformation programme will have been successful if in 3-years' time, the library service can say it has achieved the outcomes set out in the Outcomes Framework below (*fig 42*).

PROJECT OUTCOMES FOR THE NEXT CHAPTER REVIEW OF THE LIBRARY SERVICE

No	Primary outcome	Secondary outcomes
1	Our library service plays a key role in bringing our communities together	<ul style="list-style-type: none"> • Our libraries are valued as destinations for communities to spend time, discover information and learn. • Our libraries are where people take part in a wide range of activities together and reduce social isolation. • Our libraries bring people together from across our communities to strengthen cohesion and celebrate diversity.
2	Our library service is championing literacy and learning in the City	<ul style="list-style-type: none"> • People are inspired to read more and share their love of reading. • The library service plays an active part in helping young people to read, write and learn. • People use the library service to improve their literacy and learn new skills to make the most of life.
3	Our library service is helping the City's economy to thrive	<ul style="list-style-type: none"> • Our libraries enhance our local shopping areas and public realm and the City Centre. • People are using the library service to fully engage with the digital world.

		<ul style="list-style-type: none"> Libraries support businesses to thrive and help people into work and improve their skills for employment.
4	Our library service is efficient and cost-effective	<ul style="list-style-type: none"> Our library resources are well located and sustainable. The service is integrated and demonstrates measurable impact across shared outcomes with other services and partners. The service has reduced its costs and the unit costs and the impact of our library service compares well with other library services’. We make use of technology to be efficient and focus our resources on supporting people. We maximise the use of our workforce skills and resources.

Fig 42 Library Transformation Outcomes Framework

HOW THE OUTCOMES WILL BE USED

The strategic outcomes have been used to inform a ‘gap analysis’ that identifies how far the service is currently from meeting those outcomes. Given those gaps, a series of general and strategic options have been developed that could help to close those gaps.

The resulting recommended options form the basis for a new vision for the library service and a transformation programme designed to deliver that new vision. These are all described in the next chapter.

9 THE FUTURE OPTIONS FOR THE LIBRARY SERVICE

9.1 WHAT WE HAVE EXAMINED

In earlier chapters we looked at the key needs within the City, bringing together our statistical analysis and what people told us under the themes through which the library service could have an impact and make a real difference.

In chapter 8 we went on to summarise what we have found out about the effectiveness of the current service and identified four Primary Outcomes, each with Secondary Outcomes that represent what a transformed and highly effective library service might achieve.

In chapter 9 we explain the process that we have followed to deliver those outcomes, working closely with the Library Leadership Team who will be responsible for taking forward an agreed programme of transformation.

We summarise the gaps between current provision and future aspiration, draw out what people in Nottingham have told us, look at some examples of initiatives in other library services across the UK and abroad, and then focus in on the interventions that could move forward not only the library service but also the council's wider agenda.

All of this then culminates in options for the future of the service, which will form the basis for wider consultation with local communities and individuals during early 2022.

9.2 ANALYSING THE GAPS

9.2.1 ANALYSING HOW FAR WE ARE NOW FROM THE OUTCOMES

Having identified primary and secondary outcomes for the library service we have used a basic logic model to identify the activities and inputs that will be needed to move the service towards those outcomes.

The Library Service Leadership Team has been closely involved in this process, taking full advantage of their extensive knowledge of the City and the current service and also ensuring that they are fully engaged since they and their teams will play a key role in taking the service forward.

This diagram (*fig 43*) illustrates the methodology we have followed:



Fig 43: Gap analysis process

In Step 5 we evaluated the current position against each of the proposed outcomes for the service, identifying the gaps, drawing on the summary in chapter 8 of the opportunities for the library service to help address the needs that are not being met.

9.2.2 SUMMARY OF PRINCIPAL GAPS

A detailed analysis was undertaken of the gaps between the future primary and secondary outcomes wanted and the current state of the library service. The principal gaps that emerged can be summarised as:

Primary Outcome 1: Bringing communities together

- Reaching non-users: need to reach non-users and particular sections of the community.
- Planning events and activities: need more data on what people want; longer-term planning of more, higher quality events.
- Reducing barriers: need for fewer barriers to joining and using library services.
- Improving ambience: some interiors need to be as welcoming as the best, reviewing balance of space available for shelving and activities.

Primary Outcome 2: Championing literacy and learning

- Improving participation in literacy and learning activities: need to address take up which is currently variable across geographical areas and with among partners.
- Engaging all young people: need to reach a bigger proportion of young people.
- Increasing partnership working: need to develop and increase partnership working with education, health and other sectors to deliver shared outcomes for literacy and learning.

Primary Outcome 3: Helping the city's economy to thrive

- Finding right locations: a number of libraries are not located well to add to - or benefit from - footfall in local shopping parades.
- Improving the digital offer: need for a more flexible digital offer to reflect current and future needs: extend work with partners and volunteers to improve delivery of digital support.
- Increasing collaboration: need to collaborate more with partners to support the development of skills and employment, utilising library spaces and resources.

Primary Outcome 4: Efficiency and cost-effectiveness

- Rationalising the library network: need to review distribution of buildings and how library services are delivered to better reflect current and anticipated patterns of use.
- Engaging with partners: need to work more closely with council and other partners to review opportunities for co-location and collaboration.
- Reviewing comparative costs: need for ongoing benchmarking of the service with comparable library services to identify areas where greater efficiency or reduced costs may be possible.
- Investing to deliver a transformed service: need to invest in new and updated technology; need to invest in workforce skills to enable staff to deliver a refocused service.

These gaps have informed our analysis of the ideas and options that have emerged for improving the library service.

9.3 THE POSSIBLE OPTIONS

9.3.1 THE IDEAS THAT PEOPLE HAD

During our engagement with library service stakeholders, in the form of individual and group interviews, workshops, focus groups and the survey, many ideas were suggested for the future of the library service.

We have categorised a number of the suggestions made during the engagement exercise with Activist. These are summarised and captured verbatim in the tables below. Given the impressive volume of comments received, we have tried to focus on conveying the breadth of ideas that library stakeholders have shared with us and have not sought to weight them. These suggestions have helped to inform the ideas for the future.

Table 9: Ideas generated during our engagement with library service stakeholders

Primary Outcome 1: Bringing communities together

Interviewee comments included:

- Explore opportunities to work together inter-generationally.
- [Shift] from paternalistic [NCC approach as service] deliverer to a community of strength.
- [The library offer is] fundamental to wellbeing and development.
- [Build on the] creative activities... reading in the park, benches in the library; holidays.
- [Library service should be] an exciting place for [communities] to learn and discover.

Staff workshop comments included:

- [Offer] early intervention... helping people making better choices in their lives early on.
- [Libraries are] one of few openly accessible places [to offer] social engagement activities.
- [Provide public service] signposting... be a place that can introduce/give confidence.
- [Ensure the service is] not one size fits all... [tailor] for certain community needs/area.
- [Deliver] skills and resources outside of buildings to encourage new audiences e.g. digital.
- [Library service offer needs to ensure it is] physically being seen in communities.

Partner workshop comments included:

- [Provide] a live setting; for some communities, interaction is not digital.
- Use parks more creatively to engage with our communities that we aren't reaching.
- [Libraries to be first signpost for] mental health; [we] are aiming to be a 'stigma free city'.
- [Libraries provide] an environment that people feel comfortable entering.
- [Consider library users where] English as 2nd language... [provide] translated materials.
- [The library offer must be] multi-functional... [include] schedules and activities taking place... [libraries are] a community resource.
- [Library service to join up with others including] food banks; community orgs... [the] massive community network for food distribution; [connect help for] people in poverty.
- Libraries need to be open after school.

Focus group suggestions included:

- [Provide] activities and classes focused on health and mental health.
- [Offer] café spaces [where users can] relax with good coffee.
- [Library buildings to have] good quality interiors... [be] 'fresh and welcoming'.

Survey participant comments included:

- [Provide] a clean safe space available to all with adequate facilities and computers.
- [Offer] befriending.
- [Provide] better child facilities.
- [Offer] book clubs and social events for different age groups... [this helps to] create community spirit... [Libraries] provide company and support for the lonely.
- [Providing] physical spaces are valuable and different to the internet experience.
- Concentrate on [those] who need the service the most. Unemployed, disadvantaged and those who have no access to the internet.
- [Provide] access to more popular publications/magazines including other languages reflecting Nottingham's [multi-cultural] diversity.
- Having a local library has been absolutely crucial to me and I have really struggled without it during the pandemic.
- [Offer should include] borrowing books different classes Pilates singing yoga.
- [Offer should include] Educational Presentations, Health and Wellbeing Groups and Talks.
- [Libraries offer] a safe space or refuge from a bad home environment or domestic abuse.
- [People visit] to use the printers.
- [Libraries offer] a central point for information and help. A social hub.
- [Libraries are] a safe place to go which doesn't cost anything.
- [Libraries help to] build understanding amongst groups that may not interact.

Primary Outcome 2: Championing literacy and learning

Interviewee comments included:

- Libraries have a key role in the early years development.
- [Library service offer needs to] be more agile about how we [work with partners] and the matrix of skills... [Libraries are at the heart of] speech language communication.
- [Meet the] big need for access to IT reflecting deprivation and digital divide.
- [Being a catalyst for the] cultural heartbeat of the city is key.
- Libraries could really be a centre of excellence around diversity in literature building on recent high profile authors... [Libraries to lead a] knowledge sharing programme between publishers and libraries to strengthen offer for children and young people.
- [Libraries to help with] nurturing next generation of writing talent in Nottingham.

Staff workshop comments included:

- [Provide] access to facilities - e.g. computers, Internet... [this is a] big lifeline for people.

Partner workshop comments included:

- [Library service to help facilitate connections between] community-led reading [and] texts that support building awareness in response to important movements including Black Lives Matter, WeShallNotBeRemoved etc.
- [Library service offer needs to consider the] last 9 months re: George Floyd, equality and diversity... people need to see themselves in the books they read in their libraries;
- [Library buildings must be] really accessible and welcoming... [for the] facilitating of ideas.
- [Libraries should be] a place for exploring.

Focus group suggestions included:

- [Offer] a wider range of stock (eg music) and a focus on literature with local connections.
- [Offer] longer time-slots for PC access.
- [Provide] more support in libraries for information skills.

Survey participant comments included:

- [Do] more promotion of online services. [I'm] not sure what the library offer online or how to access it.
- [Provide a] well-resourced Central Library and reasonable number [of] branch libraries.
- [Provide] more online books [as a] free service... Reduce [the] amount of library's [to re-invest in] children community run Activities.
- [Offer] digital access to the Nottingham Archive, ancestor search & history websites.
- Don't close any libraries. Increase the books on offer [and] range of free courses.
- [Continue] Borrowbox e-audiobooks. [It] has kept me sane during lockdown.
- Email monthly newsletter to library subscribers. [Offer] screen shows [of] arts / historical items / documentaries so that people can take a break to sit and view.
- [Library offer to] focus on books and events.
- [Improve] on line access to books with [community] click and collect systems.
- [Continue to offer] children's books.
- [Provide] free drinking water while [studying] in library for long hours
- Build a partnership with local schools to support Key Stage learning by offering access to additional resources. For example, a class is learning about the Romans and the teacher is able to provide a link to a package of resources at the library that has been developed between the Libraries and Local Education Authority.
- [Libraries are] a place can go with no money and access info and computers
- [Provide] ebooks in different languages.
- [Provide] a source of comforting and challenging texts, a site for information, access to computer resources and materials. [Offer] a safe reassuring space for people to read, participate, listen and learn.
- [Libraries to] be a source of relevant, reliable, topical and diverse information.

- [Provide facilities to research] your family tree [at] local library instead of going into town.
- [Libraries to become] centres of knowledge with inclusivity at the heart of it.
- Provide braille books.

Primary Outcome 3: Helping the city's economy to thrive

Interviewee comments included:

- [Provide] hire space to community organisations that pay £10 an hour.
- [Use] library buildings... space when library service not open [to] generate income.
- [Introduce] a Youth Hubs [model]... [similar to the model for] Community Hubs.
- [Provide] computer suites. [Offer] spaces to go to for learning.
- [Partner closely with] tourism, opening up the castle... Central Library [as] an incubator.

Staff workshop comments included:

- [Respond to] unemployment rates in Nottingham [being] higher than national average; [recognise the role of libraries in] supporting people with skills to get into work.
- [Provide] jobhunting skills; alignment with jobs and skills [development].
- [Make more of Nottingham-wide] partnership collaborations to get the messages out.
- Don't charge – [our] space [should be] used in alignment with our offer to community.
- [Ensure] partners... feel part of our service, affiliated, not just a room hire.

Partner workshop comments included:

- [Recognise that local] artists [are] telling us they want time and space in whatever corner.
- [Library offer to respond to reduced need around] night-time economy and gigs as before.
- [Libraries should be] flexible... somewhere that feels home... with multiple purposes.
- [Libraries to be] a more interesting 'destination'.
- [Allow communities] permission to program; [be] open.
- [The new Central Library] needs to be iconic and special.
- [Recognise levels of] in work poverty; [library offer to] support people into employment.
- [Facilitate business] start-ups... not necessary the usual starting point you'd start to look; [consider] how do libraries position themselves?
- South side Nottingham [is] receiving lots of investment; [consider how a] library [can] contribute to this as a destination [e.g.] secondary visits – café etc.
- [Invest in] innovative arrangements - e.g. Read to Ride... to get people in.
- [Repositioning of] castle, gallery, museum, library - should be seen as similar importance.

- [Ensure the service provides] a warm welcome; [are partners] signposting to each other?
- [Facilitate ways] for creatives to come together and connect.
- [Provide] space for collectives, artists and groups to meet .

Focus group suggestions included:

- [Library service to reflect on the] style of the Nottingham Contemporary with its range of courses, welcoming staff and 'unstuffy' atmosphere.

Survey participant comments included:

- Facilities could/should be available to small groups... offer gallery space for local artists.
- A music info hub is required... Central Library acted as practically the sole classical music hub of the city.
- [Library service to] develop a broader programme of chargeable events and activities in collaboration with other local partners like Lakeside, universities, private providers, charities or community ...
- [Provide] a quiet place to browse while I charge my phone when out and about in town.
- [Offer public] room hire.
- [Provide] access to computers... online services... events and job search related activities
- [Support] educational attainment... [and] the economy (skills, business resources).
- [Provide] job displays
- [Offer] craft fairs with local businesses.
- Help people write their cvs and find jobs.
- [Invite] private companies [to hire] meeting room to show the community what [they] offer.
- Co-working space for people working from home but wanting somewhere to meet.

Primary Outcome 4: Efficiency and cost-effectiveness

Interviewee comments included:

- [The aspirational vision for new Central Library] as a space to promote reading and range of activities is a good one; but [is probably] too expensive to afford going forward... [as a Council], we need to think about community services.
- [Library service needs to consider its] USP, skills, ability to add to [wider partnerships].
- [Library service] footprint probably needs to shrink more... have fewer facilities.
- [Library] offer needs to be clear and simple while diverse in reach and tailored to need.
- Part-time libraries are a reality; saving [requirements] might make [them] more part-time.
- We don't want to get anywhere near [to just providing the statutory minimum].
- I'd prefer libraries to be open for a shorter space of time than close them.

Staff workshop comments included:

- Can we afford to keep every library?
- [Library service to consider delivery of] core offer by paid staff [with] increased volunteers.
- [Consider that] working with volunteers [can] add value for their community.
- [Be conscious that] if you're not prepared to pay for it, you make it appear of less value.

Survey participant comments included:

- [Offer] better and longer opening times.
- Because of poor public travel in my area... we need a library... staffed by librarians and with a good selection of books.... opening hours are infrequent.
- [My] library has been valuable to me as a place for reading and for borrowing books, and will be, after the pandemic, a place I'll use or quiet study.
- [My library] combines Doctors/Clinics/Hosing and Welfare rights in One building.... couldn't ask for better service to the community Thanks.
- I will just order books to pick up. [The] size of the building and it's stock is irrelevant.
- I can't understand why so much money is spent on a city centre library.
- I don't want to make a special trip to the city centre and I would like the money spent on improving local libraries for children.
- [I am] unlikely to ever visit a library again.
- [The] effect of libraries are little felt.
- [Consider that] if people have to travel further then the less [library services] will be used.
- [The library service] work much more with external/ partner agencies to bring some opportunities into the Libraries, i.e. working with Universities/College to signpost for careers/ research/ events or bringing organisations in the Libraries to do 'pop-up' events.
- I don't think closing local libraries is a good idea and also don't think being staffed by volunteers is fair... lots of people in the community rely on libraries for more than just books so need paid staff to cope with this.
- [The library service] is a brilliant part of community life giving a free education to those who want it.
- [Poor] families need better access to IT at local libraries. Poor families need better access to books and information... Libraries should not be for the rich with their unwanted books as stock and only available in affluent areas where folk have time to volunteer.
- [Provide] no staffing at all... [use] only volunteers.
- Please retain paid staff! Volunteers can't be relied on and don't have the knowledge.
- Thinking more generally, is there a case for amalgamating City libraries with Inspire, developing the key libraries including the Central Library?
- I have been a regular visitor to [my local] library for 40 years and although the staff have been friendly and efficient the building had deteriorated significantly.

- [The] online service for ebooks and magazines [is] excellent... efficient and accessible.
- [The library service is] managing to remain helpful and efficient in difficult circumstances.
- [My local library is] run well, efficient and knowledge staff.
- [Charge] (more) for some specialist services - some people have lots of money and some want to help the community and keep services going.
- Hold special education events for councillors to teach them their limitations so that they do not squander money on such projects as Robin Hood Energy.

9.3.2 THE LESSONS FROM ELSEWHERE

Within a general framework, reflected in the Universal Offers outlined in Section 2 the focus and delivery of public library services varies across the country, reflecting differing local needs and priorities. There are, nevertheless, examples of initiatives (both in the UK and abroad) that could help address the gaps identified for each of the primary outcomes identified for Nottingham's library service, some of which are outlined earlier in this report. Examples of ideas from elsewhere in the UK and internationally include:

PRIMARY OUTCOME 1: BRINGING COMMUNITIES TOGETHER

A number of library services have developed new models for the role that a library service can play in its community:

- Libraries as 'havens in our community', a report from Roskilde, Denmark
<https://christianlauersen.net/2021/04/19/a-haven-in-our-community-the-impact-and-value-of-public-libraries/>
- Libraries of sanctuary: supporting migrant communities. An initiative in the UK and Ireland
<https://www.libfocus.com/2021/04/libraries-of-sanctuary-supporting.html>
- 'Libraries welcome everyone: Six stories of diversity and inclusion from libraries in England' ACE
https://www.artscouncil.org.uk/sites/default/files/download-file/ACE_Libraries_welcome_everyone_report_July18.pdf
- Libraries' role in levelling up. LGA report. "Councils fund and run a wide range of culture and leisure services, including libraries, museums, theatres, parks, sports pitches and leisure centres, which have significant value in preserving people's mental and physical wellbeing, supporting educational outcomes, connecting communities and creating resilient liveable places".
<https://www.local.gov.uk/parliament/briefings-and-responses/levelling-agenda-house-commons-15-june-2021>

Other library services have explored ways to encourage non-users to take part, e.g.:

- Discontinuing library fines/overdue charges to encourage use by non-users. Has now been tried by numerous local authorities e.g. Rutland, Kirklees, Leeds, Blackpool with Darwen, Bath and NE Somerset, Bath, Portsmouth. Blackpool introduced this in Apr 2019 and by Feb 2020 were reporting a 9% increase in new members. <https://www.thebookseller.com/news/2019-sees-rapid-increase-libraries-dropping-fines-barrier-access-1150876>
- Leeds also removed the need to prove ID to obtain membership (Octo 2019).

A number of library services have used arts and culture to make libraries more engaging and creative:

- A 'co-production' approach to events and activities in libraries was used in 'Art of Libraries', Gloucestershire: A creative catalyst for engaging children and young people in arts but also empowering communities to commission and plan so that libraries enable activities rather than delivering.
- 'Libraries as cultural hubs', Dorset: Focused on community need but creating briefs and programming. Partnered with The Art Development Company.
- Libraries Unlimited 'Evolve' Cultural programming delivered in partnership with artists, communities and funded by Arts Council England. Combines interactive art, technology, experiences, literature and storytelling to change perceptions of libraries and open them for all generations to enjoy. The aim to encourage curiosity, creativity, imagination and storytelling, embracing collaboration, engagement, ingenuity and inclusivity.

PRIMARY OUTCOME 2: CHAMPIONING LITERACY AND LEARNING

A number of library services organise major events, working with partners to encourage reading:

- Reading Festivals are run by a number of local authorities and range in scale between single venues to across the whole city/area e.g. Borderlines is Cumbria's literature festival in Carlisle; the Manx Litfest festival is held across the Isle of Man with multiple sponsors.

Other library services have integrated or developed joint delivery of adult learning and basic skills e.g.:

- Fully integrated delivery of library and adult learning: Tower Hamlets Idea Stores. [https://www.ideastore.co.uk/assets/documents/misc/A_Library_and_Lifelong_Learning_Development_Strategy_for_Tower_Hamlets\(1\).pdf](https://www.ideastore.co.uk/assets/documents/misc/A_Library_and_Lifelong_Learning_Development_Strategy_for_Tower_Hamlets(1).pdf) http://designinglibraries.org.uk/documents/Idea_Stores_next_generation.pdf
- Combined management of library and adult learning: Buckinghamshire Council (originally a Bucks CC initiative)
- Using libraries to deliver basic skills programmes because they are non-institutionalised venues that offer trusted space: NCC has already begun this, working with the Community Partnerships and Projects within the Economic Development Team. Other examples include: Leicestershire (Go Learn); Inspire

(Community and Family Learning); Makerspaces address STEM and STEAM but at base level literacy and numeracy through collaboration and problem solving e.g. The Glass Box, Hull.

Some library services work in close partnership with local health services:

- Working with health services: social prescribing by GPs and other health professionals: Books on Prescription e.g. Suffolk (Open Space); Norfolk (Healthy Lives project); Essex (Connectwell); Gateshead (Public Health)
<https://www.librariesconnected.org.uk/news/social-prescribing-academy>
<https://www.england.nhs.uk/blog/social-prescribing-at-the-library/>
https://www.london.gov.uk/sites/default/files/social_prescribing_next_steps_document.pdf
<https://www.librariesconnected.org.uk/RESOURCE/READING-WELL-CASE-STUDIES>
- Calgary Library in the US has a wellness desk, which offers free drop-in mental health services
<https://www-cbc-ca.cdn.ampproject.org/c/s/www.cbc.ca/amp/1.5761319>

PRIMARY OUTCOME 3: HELPING THE CITY'S ECONOMY TO THRIVE

Many library services have looked at whether all their library buildings are still in the right location. More recently, this includes reviewing library locations to support changes in lifestyle patterns and use of town centres, especially post- Covid-19: “The retail paradox is that greater digital presence requires something different on the high street to attract footfall and brand loyalty; pre-Covid, weariness with an online existence put the focus on offering experiences, particularly to the millennial generations”.
<http://designinglibraries.org.uk/index.asp?PageID=1705>

Some authorities have combined a public library and a school library e.g. Peterborough, but this has been found to create conflicts of use, including with patterns of use, and in recent years has become less popular.

Many local authorities in the UK and internationally are recognising that the library service can play a key role in addressing digital exclusion as shown by the example of ‘100% Leeds Digital’ referenced in Chapter 4:

Examples internationally include:

- Australia: A library in Melbourne is operating a trial offering Wi-Fi dongles with 60GB per month of data to 100 families for a year to combat digital exclusion.
<https://www.theguardian.com/australia-news/2021/oct/31/hotspot-in-a-cold-climate-the-melbourne-library-that-transformed-lockdown-for-struggling-families>
- USA: “Libraries are doubling down on their role in expanding digital access. To reach vulnerable groups even after the pandemic, that means getting outside their own building”.
<https://www.bloomberg.com/news/articles/2021-03-25/how-libraries-are-expanding-internet-access>

Many library authorities have initiatives to address the employment and skills agenda ranging from support with job seeking through to running small and medium enterprises. Nottingham already has a Business and IP Centre, but libraries elsewhere are also experimenting with a range of support with more basic job application and interview skills, e.g.:

- Doncaster offers employment skills training <https://www.doncaster.gov.uk/services/get-involved/angela-i-m-learning-relevant-life-skills>
- DoSpace in Omaha offers a Virtual interview lab, which is a bookable space equipped with a PC, high-speed internet, webcam, quality sound and with most of the common online meeting software already installed. <https://dospace.org/blog/virtual-interview-lab/>

PRIMARY OUTCOME 4: EFFICIENCY AND COST-EFFECTIVENESS

Many local authorities are reviewing the delivery of their library service to make it more cost-effective while still meeting local needs:

- In recent years many local authorities have been reviewing the delivery of their library service, including rationalising the library network, motivated not only by the need for financial efficiencies but also because library buildings have often been in the same location for a considerable time and no longer reflect either the focal point of a community or are inadequate in a rapidly changing and increasingly technology-focused world. This has led to a number of solutions being pursued:
 - Libraries operated with varying degrees of community management, although depending on the level of local authority support still given, levels of savings efficiency may not be great. Examples include Buckinghamshire, Barnet, Bath & NE Somerset, Bradford, Brent, and Camden.
 - Exploring opportunities for co-location with other services, many different co-locations have been tried and what works will depend not least on the local environment and identified needs. NCC has experience of co-location in JSCs. Other authorities where One Stop Shops or Customer Contact Centres have been co-located with libraries include [Worcestershire](#), [Scottish Borders](#), [Westminster](#), 2 existing and 1 proposed at [Stockton, Worcestershire](#), [Scottish Borders](#), [Westminster](#).

Other examples of co-location include:

- Citizen's Advice Bureau ([Dudley](#)).
- Community centre ([North Yorkshire](#)).
- Community radio station ([Swindon](#))
- Health centres. Examples of 32 libraries co-located with health centres: <https://www.jiscmail.ac.uk/cgi-bin/webadmin?A2=LIS-PUB-LIBS;d3f78871.1110>
- Pharmacy ([Lincolnshire](#))
- Police ([Oxfordshire](#)) ([Waltham Forest](#)).
- Post Office ([Buckinghamshire](#)), ([Suffolk](#)), ([Devon](#)).
- Tourist information ([Northumberland](#), [North Yorkshire](#)).

- Redistributing service delivery to adjacent libraries following a review of community need, patterns of use and travel distances, or in some instances replacing two libraries with one new one e.g. Tower Hamlets' Idea Stores were the result of a comprehensive review of the location of both libraries and adult education centres.
- Public Library Statistics are published annually by CIPFA, although some caution is needed because of the time-lag in reporting years as well as how some numbers are reported. Nevertheless, detailed work to review Nottingham's position with regard to the 'Nearest Neighbours' set of comparator authorities offers the opportunity to identify areas where greater efficiency or reduced costs may be possible.

Some library services have achieved substantial efficiency as well as service improvement, harnessing the opportunities offered by new technology:

- Many library services have redesigned reception areas to create a more welcoming space, removing large counters and replacing them with well-sited self-issue points and small staff 'pods'. This not only improves 'first impressions' but also supports increased use of technology and a refocus of staff time/skills e.g. Harrow, London; Inspire, Nottinghamshire.
- Some library services have achieved high levels of customer use of self-service technology for the issue and return of loan items and other simple activities. Success appears to be dependent on: a policy to encourage self-service as the 'norm'; initial promotion of self-service and help to use it, or achieving this through a 're-launch'; replacing staff counters with small enquiry pods that are not designed to carry out basic transactional tasks. An example of success is Harrow, which achieved over 90% use of self-service at all its libraries. Other successful examples are Barnet and Bracknell Forest.
- Technology Enabled Opening (TEO) is now being successfully operated at a number of libraries. This allows users to access the library using a membership card when there are no staff on duty. Clearly a number of technical and safety arrangements have to be put in place, and there is a need for capital investment but also in staff or volunteer support to encourage use. The technology was first developed to enable libraries to extend their opening hours, though it is now in some cases being used to replace staffed hours, however, with care a balance to achieve both these objectives should be possible. Examples include: Barnet (which substantially reduced staffed hours, arguably too much without sufficient user support); Peterborough, Newcastle.

Many library services have recognised the need to maximise the time and skills of their workforce, some making very effective use of volunteers to engage the local community as well as support delivery:

- A successful library service transformation inevitably also entails a refocusing of how staff time is used and thus the skills needed to deliver a customer-responsive and

efficient service e.g. Harrow Libraries supported the change with customer service and floor-walking training.

- The majority of library services, including Nottingham's, now make some use of volunteers to support the delivery of services. Volunteers do require a level of management input and attention needs to be given as to how they are recruited, trained and deployed, as well as their relationship to the paid workforce, but there are examples of authorities that have successfully achieved high volumes of volunteer input e.g. Merton, Bracknell Forest, Leicestershire.

Other authorities have looked at other ways delivery models for their library service:

- A number of authorities have experimented with other 'sourcing' models or 'alternative service delivery models' in order to reduce costs. Examples include Croydon and Dudley councils which outsourced their services to the private or third sector and Nottinghamshire County Council which spun its library service out into a new charitable organisation. Some of these experiments are perceived to have failed, with services being brought back in-house. We explore further these options later in this chapter.

9.3.3 WHAT PEOPLE TOLD US ABOUT POSSIBLE OPTIONS FOR CHANGE

In our engagement with the public through the survey, we set out examples of ways that other local authorities in England have adopted different ways of delivering library services.

Participants were asked to rate each of the options on a five-point scale³ which we have summarised in the table below. We have also shown a 'net rating' figure for each option by deducting all dislikes from likes.

Table 9.n: Survey responses to the different ways adopted by local authorities to deliver library services⁴

Option	Like	Neither	Dislike	Net
Have fewer but better quality libraries	26%	21%	53%	-27%
Provide greater use of online services	46%	<u>38%</u>	16%	+30%
Have libraries which are managed and run by local community organisations and volunteers	29%	<u>29%</u>	42%	-13%

³ Like a lot; Like a little; Neither like nor dislike; Dislike a little; Dislike a lot. For simplicity in the summary table, we have combined the two categories for 'like' and 'dislike'.

⁴ This survey question received approximately 1,640 responses. Survey participants did not always express a view about every option, so the response figure changes option by option.

Option	Like	Neither	Dislike	Net
Share the library with other community buildings in your local areas or with other public services	53%	27%	20%	+33%
Charge for some of the services offered in libraries	19%	<u>33%</u>	48%	-29%
Have unstaffed access to library buildings at any time of day using an access card	28%	19%	53%	-25%
Keep the current number of libraries open but with reduced opening hours	20%	20%	60%	-40%
Reduce the current number of libraries but increase their opening hours)	19%	20%	62%	-43%
Have a library service managed by a charitable trust or another local authority	20%	<u>39%</u>	42%	-22%

From this summary, we observe that participants **responded positively** to the following suggestions for different ways of delivering library services:

- Provide greater use of online services (net rating +30%).
- Share the library with other community buildings in your local areas or with other public services (net rating +33%).

Participants **on balance⁵ responded negatively** to the following suggestions for different ways of delivering library services:

- Have libraries which are managed and run by local community organisations and volunteers (net rating -13%).
- Have a library service managed by a charitable trust or another local authority (net rating -22%).
- Have unstaffed access to library buildings at any time of day using an access card (net rating -25%).

Participants **strongly⁶ responded negatively** to the following suggestions for different ways of delivering library services:

- Have fewer but better-quality libraries (net rating -27%).
- Charge for some of the services offered in libraries (net rating -29%).
- Keep the current number of libraries open but with reduced opening hours (net rating -40%).
- Reduce the current number of libraries but increase their opening hours (net rating -43%).

⁵ A net rating of -1% to -25% inclusive.

⁶ A net rating of -26% to -100% inclusive.

It is also noteworthy that a higher percentage of participants **neither liked nor disliked** more than the overall 'net rating' figure for the following suggestions:

- Provide greater use of online services (neither 38%; net rating +30%).
- Have libraries which are managed and run by local community organisations and volunteers (neither 29%; net rating -13%).
- Charge for some of the services offered in libraries (neither 33%; net rating -29%).
- Have a library service managed by a charitable trust or another local authority (neither 39%; net rating -22%).

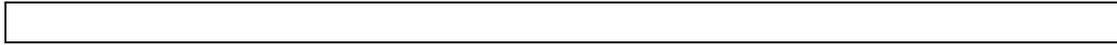
Survey participants also shared a wide range of additional written comments and views with us. We have summarised a number of their suggestions verbatim⁷ in the table below.

Table 9.n: Survey comments and views on the different ways to deliver library services

<ul style="list-style-type: none"> • [Offer] 23 hour access with monitoring, [with] time limits 8hr or 40min max. • [Provide] a clean safe space available to all with adequate facilities and computers. • [Offering access] after work (5pm) would really encourage me to go. • [Act as] a social hub... the environment needs to be attractive. • [Library buildings need] to be accessible to all potential users but also needs to respect that people use it to read, study and work. • A mobile unit would be good so elderly disabled people can access this. • Our libraries need love and attention and knowledgeable, passionate and qualified staff without heavy reliance on volunteers and charities to fill gaps in the provision. • [Offer] space inside and outside the library. • [Offer] encouragement/help to offer oneself for voluntary work. • [Provide] a local library which can offer an attractive range of reading books. • [Libraries are] important for the community and I would probably use them more if they were combined with more of a community centre. With local events on. • [Libraries should be] places to address issues of digital exclusion and access for those who do not have WiFi/computing. • [Provide] a better environment to study, relax, sit. Plants and natural light. • [Improving the] decoration of the buildings will motivate me more to visit a library. • [Offer] better telephone access not just online information. • [Introduce] cafe type libraries where you can sit, have a coffee and read. • Don't have libraries that are relatively close to each other closed on the same days. • [Provide] events and activities to respond better to needs of individual communities • [Improve marketing as] events. courses, what is on offer not always well publicised • Keep all of them open but use volunteers or share spaces with [others].
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⁷ Text in [brackets] added by Activist to help readers contextualise any participant comments.

- [Libraries] are a great local resource that is easy for people to reach without [a car].
- Have food and drinks available.
- [Having] LIBRARIES RUN BY OTHER THAN QUALIFIED LIBRARIANS... DIMINISHES THEIR IMPORTANCE.... DREADFUL IDEA.
- [Have] more staff around, ready to help instead of being stood behind a counter.
- I am happy with the way things are.
- [At the new Central Library] I am hoping for great improvement in the services and facilities on offer particularly in access, toilets, quiet spaces, and clearly designated areas for accessing specialist book collections.
- [The old Central Library was] unpleasant... looking forward to the new building.
- Invest in local libraries not big vanity projects in the town centre.
- [I have PC] access at home but it is clear that this is a lifeline for other people.
- [Offer] a very relaxing environment.
- [Continue] the online service for ebooks and magazines... think it's excellent.
- The staff are excellent and the maps selection is very good. No changes needed.
- [Provide] a drop off box for returning out of hours.
- [Provide] a dedicated sports and leisure part to the library with information points.
- [Offer paid for] adult educational courses ... used to happen at Colleges.
- [Offer] more events for younger teens. They are often badly left out of things and at a loose end - so a means of meeting others with similar enthusiasms e.g. Hunger Games or Harry Potter obsessions or manga!
- All libraries should have safe walking and public transport links to facilitate use by older people, the vulnerable and young families.
- [Libraries] have to be better promoted and funded .. every [NCC] library and other public building (i.e. swimming pools etc.) seem to be badly maintained.
- [Do more] dynamic outreach work to get people to go to the libraries.
- Noise and smells [in library buildings] need to be managed better.
- Nottingham needs a prestigious high quality central library as part of what helps define an ambitious regional city. In turn this should be supported by quality local libraries at the neighbourhood level.
- People prefer to have people help them not have to deal with machines. The library is one of the few places left that offer a personal service which matches [needs].
- Some staff are mean. [Provide] training in diversity and inclusion. BLM and not enough black authors in collection.
- [Open Central Library the latest in evenings due to accessibility by bus or tram.
- Get citizens to volunteer to meet with staff and for the citizens to show what issues they have when using your on line site. I for one would be happy to do that.



In summary, participants had numerous ideas for how to improve or extend what the library service has to offer but were largely opposed to any options for change that reduced the number of libraries, their opening hours and how they were staffed.

In this phase of engagement with the public, they were not asked to address how they would change the service if the Council had to reduce its funding or how they would strike a balance between budget reductions in library services compared with other council services.

People who participated in the survey are more likely to be users of the library service. As a result, they would probably know more about the service than non-users, but may have a different perspective from the majority of the City’s residents.

9.3.4 HOW WE HAVE ASSESSED EACH OPTION

By this point in the process, having identified the range of needs across the City which the library service can help to address, we have defined the current position of the library service and formulated Primary and Secondary outcomes. These represent our aspiration for how it will look in the future and highlighted the gaps between the current position and those desired outcomes.

We then moved on (with reference to the methodology diagram at 9.2.1.) to the following steps:

- Step 6: identifying first long list of interventions that could potentially help to close that gap,
- Step 7: refining these into a shortlist
- Step 8: testing whether they will work e.g. has this been tried before by NCC? Or elsewhere? Is further research needed?
- Step 9: carrying out an impact assessment i.e. what benefits will this intervention bring?

In the following section we summarise the interventions that were considered, identifying which ones were felt to be the most important and most effective if taken forward.

9.3.5 ANALYSIS OF EACH POSSIBLE FUTURE OPTION

The following tables summarise the longlist of interventions we identified. In effect every item on this longlist was considered of value, and we have shown the full list here to indicate the range of possibilities. However, in a further review of this list the items highlighted in **bold** were considered the *highest priority* and potentially *most effective*, taking into account the needs analysis and feedback from engagement. Together these could form the basis for a robust programme of transformation of the library service.

OPTIONS FOR OUTCOME 1: BRINGING COMMUNITIES TOGETHER

Gap	Possible interventions (priorities in bold)
Reaching non-users: need to reach non-users and	<ul style="list-style-type: none"> • Remodel the space and interiors in all libraries to create 'community lounges'

particular sections of the community	<ul style="list-style-type: none"> • Introduce 'community cafés' into each library • Reconfigure space reducing book range and moving to 'click and collect' for more specialist books. • A charter for what people can expect in every library; upskilling staff accordingly • Shared buildings in the right location
Planning events and activities: need more data on what people want; longer-term planning of higher quality events.	<ul style="list-style-type: none"> • Expand and curate the programme of events and activities underway in each library to reflect need and demographics of their local area • Collaborate with public health and other partners to increase well-being support and social prescribing. • Embed early library use through a children & young people offer at Central and across the network • Update children's activity programme across library network to align with new Central Library offer • Resourcing for staff to upskill
Reducing barriers: need for fewer barriers to joining and using library services	<ul style="list-style-type: none"> • Launch recruitment programme to ensure volunteers reflect their local communities • Develop programming in each library to reflect need and demographics of their local area • Enhanced programme of cross-cultural activities to raise awareness and celebration of other cultures • Launch rebranding and new communication strategy to engage under-represented groups • Removal of fines and user charges • Extend partnerships with community organisations to improve collaboration, sign-posting, cross-marketing (<i>both across network and locally-tailored</i>) • Identify gaps with non-users (part of marketing) • Targeting and promoted marketing • Ensuring partnership links into communities we don't currently reach; recognition of partners

OPTIONS FOR OUTCOME 2: CHAMPIONING LITERACY AND LEARNING

Gap	Possible interventions (priorities in bold)
Improving participation in literacy and learning activities: need to address take up which is currently variable across geographical areas and with among partners.	<ul style="list-style-type: none"> • Encourage the growth of book clubs and other literary events in libraries • Develop major campaign to promote reading (bookshops, online, other partners e.g. UNESCO City of Literature) • Develop creative writing workshops and groups, e.g. through a Writer in Residence approach • Refresh our offer make it relevant so people want to join book clubs and literary events in libraries e.g.

	<p>Reading Friends, offer to ESOL groups, learners of English</p> <ul style="list-style-type: none"> • Attractive library spaces; we are stock heavy; streamline our stock; smaller but higher quality collections based on our research into what library users in that location want • Improving click and collect offer; robust click and collect system to meet demand and requirements of it • Remove reservation charges for stock to improve choice for users
Increasing partnership working: need to develop and increase partnership working with education, health and other sectors to deliver shared outcomes for literacy and learning	<ul style="list-style-type: none"> • Collaborate with partners to extend adult learning programmes, including in libraries in order to extend literacy and language skills development programmes • Extend literacy and language skills development programmes in libraries and other venues. • Review need and availability of ESOL training in communities across city. • Need to revisit partnering with basic skills education sector • More partnerships e.g. Nottingham College, health partnerships to deliver life skills type courses

OPTIONS FOR OUTCOME 3: HELPING THE ECONOMY TO THRIVE

Gap	Possible interventions (priorities in bold)
Revitalising library spaces: need to refurbish and adapt library interiors, creating more welcoming reception areas with less barriers and greater use of new technology; reviewing space available for shelving and activities.	<ul style="list-style-type: none"> • Interior design and refurbishment of the library portfolio where not already done recently • Access section 106 and early engagement with regeneration team • Collaborate with property services to ensure future library locations are central to the future planning for communities (part of rationalising other services' facilities). • Use other facilities to promote library provision and access. • Promote the central library as a core part of the city's offer and Broadmarsh development • Participate actively in business improvement district and promotion programmes to encourage local shopping. • Design and marketing of libraries, visibility from the street
Engaging with partners: need to work more closely with council and other partners to	<ul style="list-style-type: none"> • Extended partnership - beyond delivery as well; diversity; ideas for what we can do beyond what we're already doing; extending our resourcing

<p>review library locations and co-location.</p>	<ul style="list-style-type: none"> • Measurement of impact that feeds into the economic strategy • Explore opportunities for further collaboration and integration with other services, e.g. employment advice and learning. • Marketing - through partners; posters; online - overcome limitations; more outreach • How visible is the employment and business skills support package?
<p>Improving the digital offer: need for a more flexible digital offer to reflect current and future needs: extend work with partners and volunteers to improve delivery of digital support.</p>	<ul style="list-style-type: none"> • Grow the use of staff, volunteers and partner organisations to support the digital offer • Expand the digital support and learning offer to library users of all ages including promoting the new children's digital offer in new central library and targeting those who are digitally excluded • Expand the availability of free access PCs and extend time allowed for each reservation. • Access funding to deliver projects to increase accessibility to devices and work with partners e.g. D2N2 and creative quarter to develop a more comprehensive digital model • Review people's needs e.g. skills needed; possibly outdated already. Flexible approach. Future needs? Are we offering the right things for 1:1s - are we meeting future digital needs? • Intro of Wi-Fi printing [already underway]; increase our public PC estate - or develop tech offer - e.g. Wi-Fi printing, print your own from devices? Flexibility for user needs that have changed. • Whether we can provide access to digital storage. • Entice people who don't see digital as relevant to them.
<p>Increasing collaboration: need to collaborate more with partners to support the development of skills and employment, utilising library spaces and resources</p>	<ul style="list-style-type: none"> • Collaboration across partners • Early engagement • Facilitate partners to work in libraries offering support with job applications and interviews • Collaborate with partners to develop responsive support to new skills needs.

OPTIONS FOR OUTCOME 4: EFFICIENT AND COST-EFFECTIVE

Gap	Possible interventions (priorities in bold)
<p>Increasing partnership working: need for more collaborative and partnership</p>	<ul style="list-style-type: none"> • Sharing premises with other services; e.g. youth site or community sites; potential to reduce staffing • Partnership collaborations to provide savings.

<p>working to make the best use of resources.</p>	<ul style="list-style-type: none"> • Consideration needed for wider council agenda and role physical library space, resources and staff play in delivering quantitative and qualitative outcomes. • Consider alternative service delivery models (i.e. sourcing options) to improve efficiency and the use of resources (strategic option 1). • Looking at areas in a wider cross-service way
<p>Rationalising the library network: need to review building location and how library services are delivered to better reflect current and anticipated patterns of use.</p>	<ul style="list-style-type: none"> • Identify opportunities for co-location (in target areas) with other services and other partners • Review the need for library sites that have high operational costs and low performance and/or the potential for co-location or re-location (strategic option 2).
<p>Reviewing comparative costs: need for ongoing benchmarking of the service with comparable library services to identify areas where greater efficiency or reduced costs may be possible</p>	<ul style="list-style-type: none"> • Develop a sustained programme of comprehensive benchmarking of core library service inputs and outputs and revised practices and/or adjust budgets where this shows results are out of line with 'norm' • Introduce new outcome-based performance measures for newly focused library service. • Explore opportunities for further collaboration with other library services e.g. similar to that in place for stock ordering/processing • Explore external grant funding • Donations and private fundraising e.g. 'Friends of library' group • Income generation, Room hire, Fees and charges, ticketing, commercial contracts for assets such as Local studies material, R&D through audience reach
<p>Investing to deliver a transformed service: need to invest in new and updated technology; need to invest in workforce skills to enable staff to deliver a refocused service.</p>	<ul style="list-style-type: none"> • Relaunch self-service (and improve RFID) to make it the norm, removing all service 'counters' • Refocus staff time and skills away from transactional towards increased interaction with users • Increase, enhance, better package online presence and offer • Pilot the introduction of technology enabled opening, reviewing opening hours both to rationalise staffed hours and extend availability of library service. • Reduce/refocus the stock budget and invest more in on-line. • Review device loaning opportunities including internet access outside of libraries • Invest in volunteer support programme to improve our service and range of activities

	<ul style="list-style-type: none"> • Need to ensure continued skills development and upskilling especially when service offer changes • Reduction in library opening hours • Using volunteers as a second worker • Volunteer led library options • Staff restructure. 75% of the current budget spent on the library service is staffing (CIPFA higher than similar authorities).
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The options highlighted in bold are considered most likely to have the greatest impact on the proposed outcomes for the service. Within these, there are two options that could result in more fundamental, strategic changes to the nature of the library service:

1. Considering ‘sourcing’ options or ‘alternative service delivery models’.
2. Rationalising the library network.

These are examined in greater detail in the next two sections.

9.3.6 STRATEGIC OPTION 1: SOURCING OPTIONS FOR THE LIBRARY SERVICE

INTRODUCTION

In this section, we examine the choices facing the Council in how it delivers or ‘sources’ an effective library service and meets its statutory duty. This includes examining the alternatives available - the choice between retaining the service in-house, procuring it from the private or third sector, sharing or divesting of all or part of the service. These alternatives are sometimes described as ‘alternative service delivery models’⁸

In this section, the options are summarised and then each of the options is explored in turn before an initial assessment is made of the options which could be pursued further in the next phase of the review. These options were touched on in chapter 2.

THE SOURCING OPTIONS

The Council has four basic sourcing choices when considering how best to organise the delivery of the services that it wants. These are summed up in the table below.

9.3.7 TABLE: SOURCING OPTIONS AND EXAMPLES⁹

Make	Buy	Share	Divest
<ul style="list-style-type: none"> • In-house transformation 	<ul style="list-style-type: none"> • Outsourcing to private sector 	<ul style="list-style-type: none"> • Shared services • Shared management 	<ul style="list-style-type: none"> • Transfer to community

⁸ We have not used the phrase ‘alternative service delivery models’ as we consider the term misleading as the models usually cited are different forms of *governance* rather than service delivery.

⁹ Bohl, E. (2012) *When the Salami’s Gone, SOLACE guide to commissioning and sourcing*. London: SOLACE

<ul style="list-style-type: none"> • Continuous improvement • Arm's length trading company 	<ul style="list-style-type: none"> • Outsource to third sector • Private-sector joint ventures 	<ul style="list-style-type: none"> • Public sector joint ventures 	<ul style="list-style-type: none"> • Spin-out to mutual or trust • Devolve to district or parish • Closure
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These categories are not entirely discrete. For example, services that are 'divested' (such as mutuals) or 'made' (such as arms-length companies) will operate under a contract and will share some of the characteristics of an outsourced arrangement.

The choice between the options will need to be informed by the Council's capacity and capability to deliver improvements and savings and an assessment of the likelihood that another option will deliver better results.

In this first phase of the review, the options can be explored at a high level before narrowing down to a shortlist of options to be explored further. In the next phase of the review, the shortlisted options can be examined in greater detail before a final recommendation is made for the preferred model.

9.3.8 EXAMPLES OF DIFFERENT WAYS OF SOURCING LIBRARY SERVICES

Until recent years, the vast majority of public library services in England were delivered in-house. For some local authority services there is a competitive market for outsourced service delivery. That had not been true for library services. This may, in part, be due to the fact that Compulsory Competitive Tendering did not apply to library services and so a market was not stimulated in the way that it was for, say, leisure services.

In recent years, a limited market did develop for outsourced library service delivery, initiated largely by London Boroughs. Two organisations provided outsourced services to a number of local authority clients: GLL (a social enterprise) and Carillion (a large construction and FM multinational). Carillion collapsed in 2018 and as a result GLL is now the only significant provider of outsourced library services.

A small number of shared services developed, again generally London-based. An early example was a back office shared service for Bexley and Bromley councils, but this was discontinued. There are several consortia which share back-office library functions, such as library software applications. These include SELMS which has 14 members (in the South) and the East Midlands Library (EMLIB) consortium of which Nottingham City is one of five members.

Elsewhere in the country, there has been interest in 'divesting' services, including the spinning out of services to charitable trusts (e.g. Nottinghamshire's Inspire: Culture, Learning and Libraries) or transferring libraries to community management. Some library services have also devolved library management to parish councils (e.g. in Cornwall).

Both outsourcing and sharing provide an opportunity for economies of scale in central and back-office costs, but the potential for these economies in library services is not that great since central and back-office costs tend to be relatively low as a proportion of total costs.

The pattern for many outsourced services has been to reduce staffing costs by employing staff on different terms and conditions, although TUPE¹⁰ regulations provide protections for staff already in post at the time of transfer. Private and third sector employers will often employ new starters on different terms and conditions, particularly to reduce the cost of pensions to the employer¹¹.

The bulk of library services' costs rest in the branch network and its staff and so there have been efforts to encourage volunteers to support libraries or take them over. Many authorities have dramatically increased the number of volunteers (e.g. Merton where a third of 'staffing' working hours were reportedly delivered by volunteers). Some have transferred libraries altogether to community management (e.g. Charmouth Community Library in Devon). The experience of community managed library services is mixed. Some authorities continue to provide some funding to support community managed libraries, others have not, leading to financial problems as the community organisation struggles to find the money to operate the service *and* maintain the building.

Many library services have achieved significant transformation while remaining in-house. These include Tower Hamlets, which merged its library and adult education services and relocated them into new, purpose-built 'Idea Stores' at the heart of local shopping centres, dramatically increasing usage.

Nottingham City's own library service has co-located libraries in joint service centres (at Hyson Green, St Ann's Valley and Bulwell) and has also replaced parts of its network with new, purpose-built libraries (Dales and Strelley Road) which offer very high quality and well-designed interiors.

In-house library services have also been successful in introducing automation, e.g. through self-service checkouts in most libraries and unstaffed libraries with self-service entry out of hours (e.g. Bracknell Forest). Many in-house services have also succeeded in recruiting high numbers of volunteers (e.g. Merton).

¹⁰ Transfer of Undertakings (Protection of Employment) Regulations 2006" as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014.

¹¹ For a period from 2003 to 2010, the Code of Practice on Workforce Matters in Local Authority Service Contracts required outsourcing providers to employ new joiners who work beside transferred staff should be employed on terms and conditions which are 'fair and reasonable ...[and]... overall no less favourable than those of transferred employees', including reasonable pension arrangements. This statutory code of practice was withdrawn by the Coalition Government in December 2010.

SOURCING OPTIONS AND FINANCIAL IMPLICATIONS

What emerges from the case studies of different approaches to sourcing library services is that the principal driver for the new models is saving money. The main mechanisms for reducing the cost of operating a library service include:

- **Reducing operational costs:** cutting the day-to-day costs and overheads of library management through automation or achieving economies of scale through sharing.
- **Spreading building overheads:** reducing the costs of maintaining branch library buildings, either by sharing the buildings with others or locating other services there.
- **Reducing staff costs:** through self-service and automation, streamlining management, or reducing terms and conditions (for new starters in non-council services).
- **Increasing the use of volunteers:** either through recruiting volunteers to undertake work previously undertaken by paid staff or asking volunteers to take over the entire management of a service.
- **Cutting the service:** this could include reductions in opening hours, the fund for the book stock or the closure of some branches.

Each sourcing option will differ in its ability to realise each of these types of saving and the Council will need to decide which it considers to be necessary, desirable or acceptable in policy terms.

The Council will also need to consider how long it can wait for savings through new sourcing models to be realised. For both outsourcing and spinning out a service, there is a substantial period of preparation required, which could take between one to two years and incur costs such as specialist procurement and legal advice. The Council will also need to decide on its appetite for risk as there are examples of outsourcing and spin-outs that have failed or produced disappointing results.

INITIAL ASSESSMENT OF SOURCING OPTIONS

Based on this preliminary examination of sourcing options, we have undertaken an initial evaluation of the different models and recommended some for further examination in the next phase.

9.3.9 TABLE: INITIAL EVALUATION OF SOURCING OPTIONS AND RECOMMENDED SHORTLIST

Option	Key considerations	Shortlist?
Make: continue to deliver the library service in-house	<ul style="list-style-type: none"> • Staff costs and overheads likely to be more expensive. • Demonstrable track record of delivering transformational change. • Volunteering is at a low base and offers the potential for savings. • Opportunities for co-location with other services, particularly council services. 	Yes: to continue in-house provision as better able to deliver shared premises and the fastest results.

Option	Key considerations	Shortlist?
	Potential savings: moderate	
Buy: procure from private or third sector	<ul style="list-style-type: none"> • Not a competitive market, but local option in Inspire. • Savings from outsourcing result from lower staff pay and conditions. • Procurement process costly and potentially abortive and would delay any savings. • Introduces client-side costs for contract management. • The survey showed opposition to this option. Potential savings: moderate	<p>No: outsourcing would be high risk for uncertain returns.</p> <p>Yes: to explore the potential for collaboration with charities such as Inspire.</p>
Share: collaborate to share expertise or resources.	<ul style="list-style-type: none"> • Existing track record of collaboration through EMLIB consortium. • Further regional and local collaboration may bring benefits. • Savings from consolidation limited as back-office costs generally low. • The survey showed opposition to this option. Potential savings: low/moderate	<p>Yes: to continue and extend consortium working with EMLIB.</p>
Divest: devolve or transfer to third sector or community.	<ul style="list-style-type: none"> • May bring savings through community management. • No track record of community management of libraries in the City and limited volunteering. • Will take several years to build capacity. • Spin-out charity would take time to and resources to establish and might not be successful in procurement process. Potential savings: low/moderate	<p>Yes: to explore the potential for community management over time.</p>

9.3.10 SOURCING OPTIONS RECOMMENDED

This assessment suggests a narrower focus for further work on sourcing options. Given the importance of the rapid realisation of savings, the following options are recommended for further work:

- Make: **in-house provision will be the principal focus** for the work of the review since it is more likely to deliver more rapid results, e.g. in improving and modernising the service, increasing volunteering and delivering savings.
- Buy: **outsourcing should not be pursued**, given the limited market and costs and risks of procurement. Opportunities for some collaboration with Inspire should be explored, particularly given the proximity of their libraries on the City's boundaries.
- Share: **the service should continue its collaboration with the EMLIB consortium** and explore opportunities for back-office rationalisation.
- Divest: **the service should examine whether a community management model may be possible**, particularly where the City decides to close some poorly performing libraries which local communities might want to find new ways of supporting.

9.3.11 STRATEGIC OPTION 2: RATIONALISATION OF THE NETWORK

Every council in England is required to provide a 'comprehensive and efficient' library service. It must do so in a way which meets the needs of local library users taking into account the resources available.

This doesn't mean that all library branches must or should remain open, if they are in the wrong location or in a building unsuited to delivering the services needed by today's communities, and the communities of the future.

What a comprehensive and efficient service means will differ between councils, and will depend on the needs of each area. Councils can take their available resources into account when deciding how to deliver their public library service and therefore have the freedom to design their library service, based on their analysis and assessment of local needs.

The Council has not carried out a fundamental assessment of its library network for many years. In some instances, certain libraries are not now in the most suitable location. Many libraries have overlapping usage catchments and demand in certain areas has declined. This option considers how well our 15 library buildings are used, how much they cost to run, where they're located and what condition they're in.

Whilst some of the smaller libraries are much loved, they are not well-used and the asset base of the service needs major investment. By reviewing the use of library buildings, we aim to bring our relatively high costs in line with similar library services in the UK – and help keep our library services financially sustainable, within the context of Nottingham City Council's overall budget position.

The questions asked in the assessment of all libraries across the network were:

- Is the library well used?
- Do its operating costs compare well?
- What are the levels of need in the library catchment area?
- What would be the impact of closure?

Based on the overall assessment, there are three libraries where their performance raises questions over their future suitability as part of a modern library service. These are **Basford Library, Radford-Lenton Library and Aspley Library**. The rationale behind this is set out for each library in the tables below:

BASFORD LIBRARY

Performance Rationale	Mitigation considerations	Wider consideration
<ul style="list-style-type: none"> • Basford Library ranks low for physical visits & issues • It has the lowest number of Active Users the least new members • Only 50 % of Active Users registered at Basford Library use Basford as their primary location. • PC take up: 37% • Building costs / condition survey: approx. £90k required to bring the building up to modern standards • Cost per Active User: £61.85 • Residential population centre has been displaced and the library's location has poor visibility. 	<ul style="list-style-type: none"> • Next Nearest Library: Bulwell Riverside • Alternative service provision: Online and digital offer and Home Library Service for vulnerable service users • 50% of Active Users registered at Basford use other libraries (Next most used Bulwell 9% and Central 9%) • Good transport links – access to city centre for Central Library 	<p>Vulnerability Index ranking: (1= highest relative need, 14 = lowest relative need)</p> <ul style="list-style-type: none"> • IMD: 11/14 • Reading Standard: 12/14 • Educational attainment: 4/14 • HWB:11/14 • Employment:11/14 • Digital Access: Average • Number of households affected with a 20 min walking distance: 3178 households (58% within worst 20% IMD) and 544 active users

RADFORD-LENTON LIBRARY

Performance Rationale	Mitigation considerations	Wider consideration
<ul style="list-style-type: none"> • Radford-Lenton Library ranks lowest for physical visits and also for issues. Visits represent less than 1% of all library visits across the network • It has the second lowest number of Active Members and has had the least number of new members • Only 47% of Active Users registered at Radford-Lenton Library use Radford-Lenton as their primary location • PC Take up: 41%. (Radford-Lenton ranks second lowest for hours used per PC) • Cost per visit: £7.50 • Building costs / condition survey: approx. £40k 	<ul style="list-style-type: none"> • Next Nearest Library: Hyson Green Library is within a 1 mile buffer of Radford-Lenton Library • Alternative service provision: Online and digital offer and Home Library Service for vulnerable service users • 52% of Active Users registered at Radford-Lenton use other libraries (Next most used Central 17%, Hyson Green 10%) • Good transport links access to city centre for Central Library 	<p>Vulnerability Index ranking: (1= highest relative need, 14 = lowest relative need)</p> <ul style="list-style-type: none"> • IMD: 12/14 • Reading: 13/14 • Educational attainment:11/14 • HWB:13/14 • Employment:13/14 <p>Digital Access: Below Average</p> <p>Number of households affected with a 20 min walking distance: 5024 households (39% within worst 20% IMD) and 692 active users</p> <p>Local issues:</p> <ul style="list-style-type: none"> • John Carrol LC • NPALS is based here. It is proposed NPALS would be relocated to the distribution base created by the proposal to repurpose Aspley Library

ASPLEY LIBRARY

Performance Rationale	Mitigation considerations	Wider consideration
<ul style="list-style-type: none"> • Aspley Library ranks 6th on overall ranking of use • It has 2498 Active Users and ranks 10th lowest for new members, 20% down on the previous year. • 54 % of Active Users registered at Aspley Library use Aspley as their primary location • PC take up offer: 32%. • The building requires investment to bring it up to standard. Building costs / condition survey: approx. £28k 	<ul style="list-style-type: none"> • Next Nearest Library: New Strelley Road Library and Bilborough Library • Alternative service provision: Online and digital offer and Home Library Service for vulnerable service users • 46% of Active Users registered at Aspley Library use other libraries (Next most used Strelley Road 14%, Central 8%) 	<p>Vulnerability Index ranking: (1= highest relative need, 14 = lowest relative need)</p> <ul style="list-style-type: none"> • IMD: 7/14 • Reading: 7/14 • Educational attainment: 8/14 • Health and Wellbeing: 9/14 • Employment: 9/14 <p>Digital Access: Below average</p> <p>Number of households affected with a 20 min walking distance: 1768 households (62% within worst 10% IMD) and 568 active users</p> <p>The size of the site, including access and parking present an ideal location to expand the distribution base and offer for mobile, NPALS, outreach work and Click and Collect services as well as a stock distribution centre for the network.</p>

The assessment of the options that are most likely to deliver the outcomes for the library review will lead to a transformation of the service. In the next section, we set out what the new vision for the service will be and the programme of work needed to deliver that vision.

The Council will need to consider the feedback received and any new options that might emerge before finalising its plans. The results of the survey suggest that there is likely to be strong opposition to any closures and this will need to be tested further in the next round of consultation.

The potential for alternative ways of improving the value-for-money of the library network will also need to be explored further before any final decisions are taken and the impact on people with protected characteristics will need to be considered carefully.

9.3.12 TOWARDS A POTENTIAL NEW VISION

The findings from the needs assessment have informed a proposed vision and four primary outcomes to be achieved. These focus on what is required to best support our communities and reflect the outcomes outlined in the Council Plan.

The Council aims to create a library service that:

- connects communities both physically and online;
- provides inclusive opportunities for citizens to realise their potential; and
- inspires lifelong learning and new skills.

This new vision and the proposed programme of transformation will form the basis for consultation with the public and other stakeholders.

9.3.13 TRANSFORMATION PROGRAMME

Based on the review and analysis of alternative sourcing options, in-house provision will be the principal focus for the delivery of the library service at this stage. A transformation programme for library service, linked to the strategic direction for the council, is more likely to deliver the desired results and savings required.

As such, the list of interventions set out in 9.35 have been regrouped into work streams which together make up a transformation programme for the future library service.

- **Workstream 1: Bringing communities and individuals together to strengthen and celebrate diversity**

This looks at how libraries can work together with their partners and communities to develop libraries as cultural hubs, making them exciting places of choice for communities to learn and discover. This also looks at attracting and encouraging a new and diverse audience by offering a libraries as a multifunctional space.

- **Workstream 2: Championing literacy and learning in the City**

This builds on the library services existing strength and focus on reading and literacy. Working with education and literacy partners, this will include extending the learning offer away from formal settings and strengthening community connections with libraries. It will also look at the development of online and digital literacy and learning resources.

- **Workstream 3: Contributing to the economic prosperity of the City's communities and individuals**

Better positioning of the role of libraries in supporting individuals gain the skills they need access to work and championing the service as a key community resources information and support as part of the city's post covid recovery. Working with employment and skills partners in commission projects will be a key part of this

And as spaces for people working from home but wanting somewhere to work, meet.
English language

- **Workstream 4: Delivering a service that is efficient cost-effective and sustainable: Modernising and rationalising the library network**

This looks at the buildings that have low usage and high costs with newer, more modern libraries located nearby. It also recognises that old traditional buildings will require significant investment to bring them up to a modern day standard and may not be fit for purpose to meet this future standard and need from the service.
- **Workstream 5: Delivering a service that is efficient cost-effective and sustainable: Making the most of technology**

This explores the introduction of Technology Enabled Opening (TEO) to allow libraries to remain open at off peak times. This could also enable wider community use from partners looking for community venues. This will also include the shift in digital focus with continued development and growth of the website and on-line offer.
- **Workstream 6: Delivering a service that is efficient cost-effective and sustainable: Building partnerships and collaboration**

A collaborative community model which seeks to use shared spaces by services and partners with natural synergies. A council wide programme bringing this together with a strategic assessment will essential.
- **Workstream 7: Delivering a service that is efficient cost-effective and sustainable: Making the most of people's talents**

This will involve effective use of resources to better match libraries usage patterns and linking training and development alongside use of volunteers. This will also involve an outward focus for the service around marketing, advocacy and partnership development

10 CONCLUSION

There are a lot of differences between Nottingham's 15 library buildings in terms of how well they're used, how much they cost to run, where they're located and what condition they're in.

Fewer visits to library buildings isn't unique to Nottingham – there's been a national decline in library usage over the last ten years, which has been mirrored here and further accelerated by the pandemic. How people access library resources has changed, too, with physical book loans in libraries decreasing.

Reducing the number of underused, out-of-date library buildings in Nottingham, where nearby alternative provision exists, could help ensure the service remains financially sustainable and investment can be targeted at the remaining library sites to ensure they remain up to date and accessible.

Nowadays, basic digital access and skills are essential, so that everyone can engage with an increasingly digital world. In Nottingham, public computer usage is almost double that of the national average and 51% of respondents to the council's earlier survey said that they are likely to access library services online in future. Therefore investment is needed to develop this growing part of the service over the next five years. However, a balance must be struck between our digital and physical provision, so communities can benefit from the best of both worlds.

Libraries already provide essential access to education opportunities, lifelong learning and training courses in Nottingham, both in person and online. Library staff, too, play a key role in signposting people to information and services, such as jobseekers' support, Business & IP Centre Nottinghamshire and the city's wider universal services. Libraries also play a significant role in supporting people with health challenges, including dementia and social isolation. The role of library buildings as communal meeting spaces is highly valued by people who live in Nottingham, where they are viewed as 'non-threatening,' 'trusted' and 'safe spaces.'

By identifying opportunities for better collaboration with partners and Public Health colleagues, it's hoped some of the lifelong challenges faced by many people in our city can be addressed – from health and wellbeing to education and learning.

Nottingham City Libraries staff offer a 'first port of call' for residents who are unsure about how to access public services and employment support – from browsing online vacancies to completing a job application process. They offer trusted advice and guidance in a number of areas, and libraries are seen as somewhere with people you can talk to if you have a problem.

Building on these strengths will help to provide the right kind of help where it's needed most. It's hoped that by adapting the service where needed and investing in the people who deliver it, encouraging volunteering and flexible working, Nottingham's lifelong literacy, education and basic skills challenges can be tackled, to improve outcomes for everyone in Nottingham.

The council like many other local authorities is facing a challenging financial situation. Libraries like all services have not been unique in having to find savings. In spending Council

taxpayers' money, we should ensure value for money. It is important that we recognise that usage is changing and the ways people access services is changing. Therefore this review is not just a cost saving exercise but a longer-term modernisation programme for the service.

We need to recognise that any change will, for some, be difficult. It is important that as a city we look at the wide range of public buildings we operate to ensure we deliver best value and where usage is low we need to make decisions on what services we can continue to provide within the given budget.

Numerous authorities have made a wide variety of decisions about changes to their Library provision. Many have rationalised and closed libraries, while others have investigated different operating models from outsourcing provision to other providers or into Trusts. A number of library services have asked communities to manage and deliver the service. Within the wide spectrum of approaches there is not one right or wrong answer and all come with advantages and disadvantages. That is why it is right that we ask Nottingham residents whether what we are proposing is best for the city.

11 RECOMMENDATIONS AND NEXT STEPS

The analysis of library management data, financial information and socio economic picture have highlighted where the service should focus its resources to help deliver a “comprehensive and efficient” service. As such, a set of proposals have been identified.

Based on the evidence provided, coupled with the financial pressures being experienced by Nottingham City Council, proposals are being put forward for consultation on changes to the Library network based on modernisation and rationalisation of the library network.

These are:

- Closure of Basford Library and Radford Lenton Library
- Closure of Aspley Library to the public to re-purpose as a distribution point for Home Library Service, Bookstart, NPALS and other outreach services

11.1.1 HOW WE WILL CONSULT PEOPLE OVER THE PROPOSED CHANGES

Nottingham City Council is launching a 12-week consultation into proposed changes to its library service. Launching on Monday 31 January, the consultation recommends a number of changes to help the library service adapt and continue to thrive in the future, ensuring the council continues to meet the needs of Nottingham’s residents while also ensuring the service is cost-effective and efficient.

This follows on from a consultation undertaken last year where over 1,700 responses were received, helping the council to take a detailed review of the service’s performance.

Libraries still have an important role to play in supporting the city and its communities, but the way people use library services has changed and will continue to do so. The council is looking at how the service could be delivered in new ways and is asking people to get involved to say what they think about the proposals, to help determine a long-term plan.

Like all service providers we need to constantly review and ensure that our activities and resources are still relevant. There is a danger that if we don’t plan for change then our services run the risk of becoming irrelevant, redundant and the annual investment made by the council tax payer does not achieve the outcomes our communities need.

No decision on closures has been made at this stage. We are very much making proposals and want to hear the views of Nottingham residents around whether what we are recommending is right.

We are open to hearing and considering all alternative options made to us around different delivery options. It is important that we have open conversations around this and any other matters that people participating in the consultation wish to bring up.

There are several ways that people will be able to find out more and comment on proposals and share their views these include:

SURVEY QUESTIONNAIRE

This will be available to be completed on-line via the Library services dedicated Web Pages and through the Council's 'Engage Hub' for consultations. Hard copies will be made available in all Nottingham City libraries and at in person, planned public consultation meetings. Where other languages or different formats are required this will be facilitated 'on request' in line with the Council current consultation procedures.

To read more about the transformation programme and complete the survey from Monday 31 January, people can visit or pop into a city library where they can get a survey form to complete.

Any questions about the transformation programme or consultation, can be emailed to engage@nottinghamcity.gov.uk.

PUBLIC CONSULTATION MEETINGS

During the 12-week consultation period, there will also be opportunities to attend public consultation sessions. Further details of these will be made available on the Libraries Website www.nottinghamcitylibraries.co.uk/the-next-chapter or call in at your local City Council library

ENGAGEMENT CHANNELS

To ensure we are able to capture as wider views of our residents as possible, a number of communication channels will be used. All commencing from Monday 31st January 2022.

This will include:

- A press release going out on Monday 31st January 2022 to all our media partners.
- Consultation web-sites and landing pages going live on Monday 31st January 2022
- Posters going up in all libraries to encourage people to give us their views.
- Mailing to all active library customers, via Symphony, will take place.
- Social Media posts on FaceBook and Twitter via My Nottingham and Nottingham City Libraries, to encourage people to get involved.
- Targeted mailing to key stakeholders and partners to become engaged.

Throughout the consultation we will also be undertaking a number of sessions with a range of individuals and groups to enable feedback from more hard to reach sections of our communities.

Collation of consultation feedback will be reviewed and considered in order to inform the final decision that the Council will take regarding Nottingham City's future library service.

11.1.2 OVERVIEW AND SCRUTINY

The Council's Overview and Scrutiny Committees will play a role in actively reviewing local library provision through pre-decision scrutiny, helping to advise the portfolio holder (an Executive member of a council cabinet) responsible for the library service as policy is developed.

Overview and Scrutiny Committees will provide internal challenge to any proposals to library services before they go to the portfolio holder for a formal decision. They do this by examining the underlying rationale of the proposal and if necessary suggesting alternative approaches that could be explored prior to decision.

Once a formal decision is taken, councillors may also be able to use call-in powers to raise any outstanding issues or concerns; for example to challenge the assumptions and evidence behind decisions. Call-in provides a mechanism for councillors to intervene where they feel that a decision being made by the executive needs to be revisited (or possibly changed). It provides a significant check and balance in the leader/cabinet system of governance.

12 APPENDICES

APPENDIX 1: PHASE 1 PUBLIC SURVEY

Libraries - The Next Chapter

Have Your Say



Help write the next chapter for Nottingham City Libraries.

Tell us what's important to you and what else you want from a modern library service by providing your feedback in this survey.

We want to make sure that our library service provides what people need and delivers value-for-money. We would like to hear your views and ideas and understand how the pandemic has affected you and your plans for the future.

We want to hear from all of you; whether you use the library all the time or haven't visited your local library for years! All responses will be entered into a prize draw with the chance to win a family ticket to "Titus: T-Rex is King" exhibition at Wollaton Hall this July.

How will we use your responses?

- Responses will be collated, summarised and included in a report to Councillors and Senior Managers
- Please do not disclose any personal identifiable information unless specified
- Responses to the survey to be held for a period of 48 months
- View the full Council's privacy notice: <http://www.nottinghamcity.gov.uk/privacy-statement>
- Responses to the survey will be processed for analytical purposes only by our specialist contractor, Activist Group. See their privacy notice: <https://www.activistgroup.co.uk/wp-content/uploads/2019/07/Activist-privacy-policy-v2.0-August-19.pdf>

Note: Anonymised data will be shared for reporting purposes.

SECTION 1: Your plans after the pandemic

This past year has been very different and challenging. We would like to understand a little about how the COVID-19 pandemic has affected you and your plans.

Q1. How has the pandemic changed things for you or your household for the following:

	Much better	Slightly better	No change	Slightly worse	Much worse
Employment	<input type="radio"/>				
Education	<input type="radio"/>				
Housing	<input type="radio"/>				
Getting help from your community	<input type="radio"/>				
Finding information	<input type="radio"/>				
Physical health (due to catching COVID)	<input type="radio"/>				
Physical health (not related to COVID)	<input type="radio"/>				
Mental health and wellbeing	<input type="radio"/>				
Feeling in touch with people	<input type="radio"/>				

Q2. Thinking about the future, please tell us the personal changes you would like to make after the pandemic? Please select no more than three options.

- | | |
|--|---|
| <input type="checkbox"/> Spend more time socialising | <input type="checkbox"/> See more shows or go to the cinema |
| <input type="checkbox"/> Find a job or get a better job | <input type="checkbox"/> Enjoy more good books |
| <input type="checkbox"/> Try new things or develop a talent | <input type="checkbox"/> Do some voluntary work |
| <input type="checkbox"/> Do some more education or a training course | <input type="checkbox"/> Spend more time outdoors |
| <input type="checkbox"/> Move to a different area | <input type="checkbox"/> Get fitter or healthier |
| <input type="checkbox"/> Travel more in the UK or abroad | <input type="checkbox"/> Go back to how things were before the pandemic |
| <input type="checkbox"/> Go out to the shops more | |

Other, please state.

Q3. During the pandemic, people have used the internet to do more online using their computers, tablets or smartphones. In the future, how do you want to carry out the following? Please give one response for each option.

	Always online	Often online	Rarely online	Never online
Shop for food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shop for Clothes/household items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find out information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ask for advice or help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Read books and other materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access public services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend an event, education or training course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet friends or family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 2: How you use the Nottingham City Council Library Service

Q4. Have you visited a Nottingham City Library in the past 2 years?

Yes - Go to Q7

No - Go to Q5

If no at Q4 answer Q5 and Q6

Q5. Why have you **not** visited a Nottingham City Library or used library services? Please tick all that apply.

- I am too busy with family/work/other responsibilities
- I don't tend to read/don't enjoy reading
- I use other facilities instead of the library service (high-street shops, internet, eBooks)
- Opening hours are inconvenient
- It is difficult for me to get to the libraries
- It is difficult to park at the libraries
- I feel that the fines and charges are too high
- The library is not accessible to me as a disabled person
- I do not really know what is on offer at libraries these days other than lending books

- I don't think libraries are for people like me
- I don't like the atmosphere in the library
- I have not needed any of the services on offer
- I have not found the staff helpful in the libraries in the past
- Libraries do not have the services I want
- I don't know where my nearest library is
- There are not enough computers
- There are not enough resources in non-English languages
- There are not enough resources in audio or large print

Other, please state

Q6. Which of the activities from the list below would encourage you to use libraries? Please tick all that apply.

- To borrow books or audio books
- To use of a computer / accessed the internet
- To use Wi-Fi
- To consult printed, manuscript or microfilm reference sources, including local history material
- To read newspapers, magazines or books in the library

- To use the library as a place for quiet study
- To use the photocopier / fax facilities
- To attend a social activity for adults
- To attend a learning activity for adults
- To attend a children's event or activity
- To attend a community group meeting in the library meeting room

Other, please state

If no at Q4 go to Section 3

If yes at Q4 answer Q7-Q21

Q7. Which Nottingham City Libraries have you visited or used? Please tick all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Aspley Library | <input type="checkbox"/> The Meadows Library |
| <input type="checkbox"/> Basford Library | <input type="checkbox"/> Radford-Lenton Library |
| <input type="checkbox"/> Bilborough Library | <input type="checkbox"/> Southglade Park Library |
| <input type="checkbox"/> Bulwell Riverside Library | <input type="checkbox"/> Strelley Road Library |
| <input type="checkbox"/> Clifton Library | <input type="checkbox"/> St Ann's Valley Library |
| <input type="checkbox"/> Dales Centre Library | <input type="checkbox"/> Wollaton Library |
| <input type="checkbox"/> Hyson Green Library | <input type="checkbox"/> Central Library |

Q8. Which is your preferred Library?

- | | |
|---|---|
| <input type="radio"/> Aspley Library | <input type="radio"/> The Meadows Library |
| <input type="radio"/> Basford Library | <input type="radio"/> Radford-Lenton Library |
| <input type="radio"/> Bilborough Library | <input type="radio"/> Southglade Park Library |
| <input type="radio"/> Bulwell Riverside Library | <input type="radio"/> Strelley Road Library |
| <input type="radio"/> Clifton Library | <input type="radio"/> St Ann's Valley Library |
| <input type="radio"/> Dales Centre Library | <input type="radio"/> Wollaton Library |
| <input type="radio"/> Hyson Green Library | <input type="radio"/> Central Library |

Q9. Why is this your preferred library? Please tick all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Close to home | <input type="checkbox"/> Close to school or college |
| <input type="checkbox"/> On a convenient bus route | <input type="checkbox"/> I work or volunteer at this library |
| <input type="checkbox"/> Close to work | <input type="checkbox"/> Close to shops |
| <input type="checkbox"/> Range of services at this library | <input type="checkbox"/> Parking facilities |

Other, please state

Q10. Before the pandemic, how often did you visit your preferred library?

- | | | | |
|---------------------------------|------------------------------------|--|--|
| <input type="radio"/> Every day | <input type="radio"/> Once a week | <input type="radio"/> Twice a month | <input type="radio"/> I've only used it once/it was my first visit |
| <input type="radio"/> Most days | <input type="radio"/> Once a month | <input type="radio"/> A few times a year | |

Q11. How do you usually travel to your preferred library? Please tick all that apply.

- | | | | |
|----------------------------------|--------------------------------|-------------------------------|------------------------------|
| <input type="checkbox"/> On foot | <input type="checkbox"/> Bus | <input type="checkbox"/> Tram | <input type="checkbox"/> Car |
| <input type="checkbox"/> Cycle | <input type="checkbox"/> Train | <input type="checkbox"/> Taxi | |

Other, please state

Q12. What purpose(s) do you have for visiting your preferred library? Please tick all that apply.

- | | |
|--|--|
| <input type="checkbox"/> For pleasure/relaxation, or in connection with personal interests | <input type="checkbox"/> To socialise/meet people |
| <input type="checkbox"/> To get information that I/we need in my/our day-to-day life | <input type="checkbox"/> To explore local/family history |
| <input type="checkbox"/> To learn to read/to support the development of reading skills | <input type="checkbox"/> To volunteer |
| <input type="checkbox"/> To borrow books for myself or on behalf of someone else | <input type="checkbox"/> To look for a job/support with getting a job |
| <input type="checkbox"/> To support formal or informal learning e.g. homework club | <input type="checkbox"/> To work as a paid member of library staff |
| | <input type="checkbox"/> To gain new skills or find out something that will help with work |
| | <input type="checkbox"/> To attend an activity or event |

Other, please state

Q13. Please consider the options you selected at Q12 and tell us how important these are. If you didn't select them at Q12, please select don't know.

	Very important	Important	Not important	Not important at all	Don't know
For pleasure/relaxation, or in connection with personal interests	<input type="radio"/>				
To get information that I/we need in my/our day-to-day life	<input type="radio"/>				
To learn to read/to support the development of reading skills	<input type="radio"/>				
To borrow books for myself or on behalf of someone else	<input type="radio"/>				
To support formal or informal learning e.g. homework club	<input type="radio"/>				
To socialise/meet people	<input type="radio"/>				
To explore local/family history	<input type="radio"/>				
To volunteer	<input type="radio"/>				
To look for a job/support with getting a job	<input type="radio"/>				
To work as a paid member of library staff	<input type="radio"/>				
To gain new skills or find out something that will help with work	<input type="radio"/>				
To attend an activity or event	<input type="radio"/>				

Q14. Do you normally make a special trip to your preferred library, or do you combine the journey with something else? Please tick all that apply.

- | | |
|---|---|
| <input type="checkbox"/> I make special trips to visit the library | <input type="checkbox"/> I combine visits to the library when accessing other council services e.g. claiming benefits |
| <input type="checkbox"/> I visit the library on my way to or from work, or during my breaks | <input type="checkbox"/> I combine visits to the library with taking children to or from school or childcare |
| <input type="checkbox"/> I combine visits to the library with doing the shopping | |

Other, please state

Q15. How satisfied or dissatisfied are you with the following at your preferred library?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Range of books and materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of service by staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printers and photocopiers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice on using computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free Wi-Fi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online materials (e.g. e-books, journals and periodicals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events and group activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classes or training courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decoration and appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Furniture and tables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tidiness and cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Atmosphere and behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16. Which of the following activities offered by Nottingham City Libraries have you done/used? Please tick all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Borrowed books or audio books | <input type="checkbox"/> Used the library as a place for quiet study |
| <input type="checkbox"/> Used a computer/accessed the internet | <input type="checkbox"/> Used the photocopier/fax facilities |
| <input type="checkbox"/> Used Wi-Fi | <input type="checkbox"/> Attended a social activity for adults |
| <input type="checkbox"/> Consulted printed, manuscript or microfilm reference sources, including local history material | <input type="checkbox"/> Attended a learning activity for adults |
| <input type="checkbox"/> Read newspapers, magazines or books in the library | <input type="checkbox"/> Attended a children's event or activity |
| | <input type="checkbox"/> Attended a community group meeting in the library meeting room |

Q17. Which of the activities you selected are the most important to you? Please tick one option.

- | | |
|--|--|
| <input type="radio"/> Borrowed books or audio books | <input type="radio"/> Used the library as a place for quiet study |
| <input type="radio"/> Used a computer/accessed the internet | <input type="radio"/> Used the photocopier/fax facilities |
| <input type="radio"/> Used Wi-Fi | <input type="radio"/> Attended a social activity for adults |
| <input type="radio"/> Consulted printed, manuscript or microfilm reference sources, including local history material | <input type="radio"/> Attended a learning activity for adults |
| <input type="radio"/> Read newspapers, magazines or books in the library | <input type="radio"/> Attended a children's event or activity |
| | <input type="radio"/> Attended a community group meeting in the library meeting room |

Q18. How often do you think you will visit your library in the future compared with before the pandemic?

- Much more often
 Slightly more often
 Neither, it will stay the same
 Slightly less often
 Much less often
 Don't know

Q19. Have you accessed library services online during the pandemic? Please tick all that apply.

- Yes, using my mobile
 Yes, using a laptop/computer
 Yes, using a tablet
 No, I haven't accessed services online during the pandemic

Q20. In the future, how likely would you be to:

	Very likely	Likely	Neither likely nor unlikely	Unlikely	Very unlikely	Don't know
Access library services online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go back to using your local library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q21. What improvements would encourage you to use the library service more often? Please select the top three options from the list below.

- | | |
|---|---|
| <input type="checkbox"/> I am happy with the current offer, there is no need to change it | <input type="checkbox"/> More space available |
| <input type="checkbox"/> Increased range of books and materials | <input type="checkbox"/> Better decoration and appearance of the building |
| <input type="checkbox"/> Better information | <input type="checkbox"/> Better location of the buildings |
| <input type="checkbox"/> Better quality of service by staff | <input type="checkbox"/> Easier access to the buildings |
| <input type="checkbox"/> More staff | <input type="checkbox"/> Better furniture and tables |
| <input type="checkbox"/> Better opening hours | <input type="checkbox"/> Better toilets |
| <input type="checkbox"/> More or better computer facilities | <input type="checkbox"/> Improved tidiness and cleanliness |
| <input type="checkbox"/> More or better advice on using computers | <input type="checkbox"/> Better atmosphere and behaviour |
| <input type="checkbox"/> More or better online resources (e.g. e-books, journals and periodicals) | <input type="checkbox"/> Food and drink to buy |
| <input type="checkbox"/> More or better events and activities | <input type="checkbox"/> More services and activities online |
| | <input type="checkbox"/> Don't know |

Other, please state

SECTION 3: Your ideas for libraries

Q22. Other local authorities in England have adopted different ways of delivering library services. Please tell us whether you like or dislike the following options.

	Like a lot	Like a little	Neither like nor dislike	Dislike a little	Dislike a lot
Have fewer but better quality libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide greater use of online services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have libraries which are managed and run by local community organisations and volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Share the library with other community buildings in your local areas or with other public services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Charge for some of the services offered in libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have unstaffed access to library buildings at any time of day using an access card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keep the current number of libraries open but with reduced opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce the current number of libraries but increase their opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have a library service managed by a charitable trust or another local authority	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q23. Please provide any views you have about the library service offer now and if you think changes are needed?

Q24. Thinking about how the world has changed in the last year, how do you think the library service could help people?

SECTION 4: The city centre and the local area where you live

Q25. Do you live within the Nottingham City Council Boundary? To help, think about who you pay your Council Tax to.

- Yes I live within the Nottingham City boundary
 No I don't live within the Nottingham City boundary
 Don't know

Q26. Please tell us your postcode. We will use this information to analyse data by area.

Q27. What amenities did you visit/use in the city centre or your local area before the pandemic? Please tick all that apply.

	The city centre	Your local area
Shops	<input type="checkbox"/>	<input type="checkbox"/>
Culture and the arts e.g. theatre	<input type="checkbox"/>	<input type="checkbox"/>
For work or voluntary work	<input type="checkbox"/>	<input type="checkbox"/>
Cafes and restaurants	<input type="checkbox"/>	<input type="checkbox"/>
Nightlife	<input type="checkbox"/>	<input type="checkbox"/>
Education e.g. college or school	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>
Parks and outdoor exercise	<input type="checkbox"/>	<input type="checkbox"/>
Gym and indoor exercise	<input type="checkbox"/>	<input type="checkbox"/>
Places of worship	<input type="checkbox"/>	<input type="checkbox"/>
Medical centre/doctor	<input type="checkbox"/>	<input type="checkbox"/>

Q28. How did you usually travel to access amenities in your local area and the city centre? Please tick all that apply.

	The city centre	Your local area
On foot	<input type="checkbox"/>	<input type="checkbox"/>
Cycle	<input type="checkbox"/>	<input type="checkbox"/>
Train	<input type="checkbox"/>	<input type="checkbox"/>
Tram	<input type="checkbox"/>	<input type="checkbox"/>
Bus	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>
Car	<input type="checkbox"/>	<input type="checkbox"/>

Q29. How satisfied or dissatisfied are you with the quality of life in your local area where you live?

- Very satisfied
 Satisfied
 Neither satisfied nor dissatisfied
 Dissatisfied
 Very dissatisfied
 Don't know

Q30. Please view the list below and select the top three issues you feel are affecting your area?

- | | |
|--|---|
| <input type="checkbox"/> Lack of jobs or well-paid work | <input type="checkbox"/> Crime and/or personal safety issues |
| <input type="checkbox"/> Cost of living | <input type="checkbox"/> Health or dietary issues |
| <input type="checkbox"/> Cost and quality of housing | <input type="checkbox"/> Educational opportunities |
| <input type="checkbox"/> Poor choice of shops | <input type="checkbox"/> Bringing people from different backgrounds together more |
| <input type="checkbox"/> Limited public transport | <input type="checkbox"/> Clean air, pollution or carbon reduction |
| <input type="checkbox"/> Lack of community facilities | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Lack of things for young people to do | |

Other, please state.

We will be holding focus groups to help us understand more about what people need from a library service and how to make sure it delivers value for money. If you would be willing to take part, please confirm below.

- Yes, I would be happy to attend a focus group No, I do not want to attend a focus group

Would you like to be entered into the prize draw with the chance to win a family ticket to "Titus: T-Rex is King" exhibition at Wollaton Hall this July?

- Yes, I would like to be entered into the prize draw No, I do not want to be entered into the prize draw

If you would like to join a focus group or be entered into the prize draw please provide your details below.

Name

Contact email address

Contact telephone number

SECTION 5: Equalities monitoring

Equalities monitoring enables the Council to check that everyone in the city is accessing the services to which they are entitled and that no-one is being unlawfully discriminated against. Information provided will be treated confidentially and in accordance with the Data Protection Act 1998 and only used to ensure that everyone is treated fairly.

All questions are voluntary and whether you choose to respond to some, none or all will not make any difference to the service you receive. However, answering as many questions as possible will help us to ensure that our services are fair and accessible to all.

Please tick the statement which best describes you.

I am:

- Male Female Prefer not to say

Please tick the statement which best describes you.

I am:

- Under 16 25-34 45-54 65-74 Prefer not to say
 16-24 35-44 55-64 75+

Please tick the statement which best describes you.

I am:

- I consider myself to be disabled I consider myself not to be disabled Prefer not to say

Other, please state:

Please tick the statement which best describes you:

I am:

- | | |
|---|---|
| <input type="radio"/> White - English, Welsh, Scottish, Northern Irish, British | <input type="radio"/> Asian - Pakistani |
| <input type="radio"/> White - Irish | <input type="radio"/> Asian - Bangladeshi |
| <input type="radio"/> White - Gypsy Traveller | <input type="radio"/> Asian - Kashmiri |
| <input type="radio"/> White - Other | <input type="radio"/> Asian - Chinese |
| <input type="radio"/> Mixed - White & Black Caribbean | <input type="radio"/> Asian - Other |
| <input type="radio"/> Mixed - White & Black African | <input type="radio"/> Black - African |
| <input type="radio"/> Mixed - White & Asian | <input type="radio"/> Black - Caribbean |
| <input type="radio"/> Mixed - Other | <input type="radio"/> Black - Other |
| <input type="radio"/> Asian - Indian | <input type="radio"/> Arab |
| | <input type="radio"/> Prefer not to say |

Please tick the statement which best describes you.

I am:

- Bisexual Gay Woman/Lesbian Prefer not to say
 Gay Man Heterosexual or Straight

Prefer to self-describe:

Please tick the statement which best describes you.

I am:

- | | | |
|---------------------------------|------------------------------|---|
| <input type="radio"/> Agnostic | <input type="radio"/> Hindu | <input type="radio"/> Pagan |
| <input type="radio"/> Atheist | <input type="radio"/> Jewish | <input type="radio"/> Sikh |
| <input type="radio"/> Buddhist | <input type="radio"/> Muslim | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Christian | <input type="radio"/> None | |

Prefer to self-describe:

Thank you for completing this survey. Please take your completed response to your local library.

APPENDIX 2: LIST OF CONSULTEES – ORGANISATIONS AND STAKEHOLDERS

Strategic and Partner workshops

A number of strategic and partner workshops took place as part of the Phase 1 Consultation and Engagement programme. Workshops were grouped by theme. The organisations that took part in the workshops are listed below:

Cultural Partners

- Nottingham's Strategic Cultural Partnership (SCP)
- East Midlands Libraries Consortium

Education Partners

- ChalleNGe Nottingham – Nottingham's Cultural Education Partnership
- National Literacy Trust , Read on Nottingham
- Stemcity Partnership - Stemcity partnership is a voluntary consortium of organisations working together to promote science engagement and learning in Nottingham.

Community Partners

- Nottingham Community and Voluntary Service
- Renewal Trust
- Empleo
- Nottingham Citizens
- University of Nottingham
- Nottingham Trent University

Nottingham City Council

- Library Leadership Team
- Library Service representatives

Interviews

Individual interviews took place with representatives from the following Nottingham City Council departments:

- NCC Chief Executive
- NCC Portfolio Holder for Sport, Culture & IT
- NCC Consultant in Public Health
- NCC Education Services
- NCC Adult Social Care
- NCC Economic Development
- NCC Sport & Culture

Interviews took place with representatives from the following external organisations:

- CEO, Inspire
- Director of Nottingham UNESCO City of Literature

APPENDIX 3: INDIVIDUAL LIBRARY PROFILES

Aspley Library Profile 2019-20

Nuthall Road, Nottingham, NG8 5DD
 Tel: 0115 915 2802
 Email: aspley.library@nottinghamcity.gov.uk

Aspley Ward

Opening Hours

Mon	9am - 6pm
Tue	9am - 6pm
Wed	9am - 6pm
Thur	9am - 1pm
Fri	9am - 6pm
Sat	9am - 1pm

Hours open per week: 44 **Built:** 1937

Gross Internal Area: 570 sq m **Usage per sqm:** 71 per sq m



**NOTTINGHAM
 CITY
 LIBRARIES**



Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£104,269	Annual Issues	30,174	Arts & Crafts sessions	Games Club
Cost per visitor	£2.69	Issues per hour	14	Garden Volunteers	After School sessions
Running cost per hour open	£47.40	Staff/self-serve issues	68% / 32%	Councillor Surgeries	School Class Visits
Annual visits	38,820	Events run	469	Games Cafe	SSBC sessions
Average visitors per hour	18	Event participants	5,084	Knit & Knatter	Summer Reading Challenge
Lending Stock	16,529	Public PC hours per device	680	IT 121 Help	Surestart: Stay, Play and Learn
New Stock	1,451	PC usage as % of opening hours	32%	Work Club	Totstime
Services				Resources: Staffing	
9 PCs		Self-Serve Machine		Senior Library Customer Advisor (D grade)	
Free WiFi		Vending machine		Library Customer Advisor (C grade)	
Print & Photocopy		Room for Hire x 2		Total front line staffing hours: 90	

Aspley Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Aspley Library	Number	% of Nottingham Total	
All registered members	10,966	4.6%	<i>of all library members</i>
Active users	2,498	5.1%	<i>of all active users</i>
Visits	38,820	4.4%	<i>of all library visits</i>
Issues	30,175	5.5%	<i>of all issues</i>
New Members	439	3.9%	
No. of users who have logged onto a public pc	1,669	4.7%	<i>of all PC users</i>
PC usage (hours used)	6,119	3.0%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		32.5%	<i>of capacity</i>

Commercial Use

Total Income	£6,265
Room Hire	
Rates	<ul style="list-style-type: none"> Commercial Rates: £5 - £10 p/hour Community Rates: Free
Annual Use	<ul style="list-style-type: none"> Commercial: 43 bookings Community: 34 bookings
Income	£1,875
Vending Machines	
Income	£179

Service Offer

Strategic Outcomes supporting Nottingham Citizens	No. of sessions in 2019/20	Citizen reach in 2019/20
Improving Reading and Literacy	138	2,483
Improving Digital Access and Literacy	10	10
Cultural and Creative Enrichment	200	1,913
Greater Prosperity	48	93
Healthier and Happier Lives	11	70
Achieving full potential	39	326
Strong and resilient communities	19	37

Aspley Library Profile 2019-20

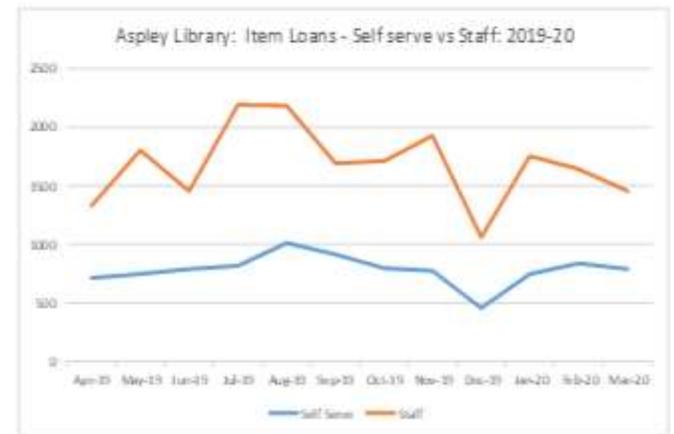
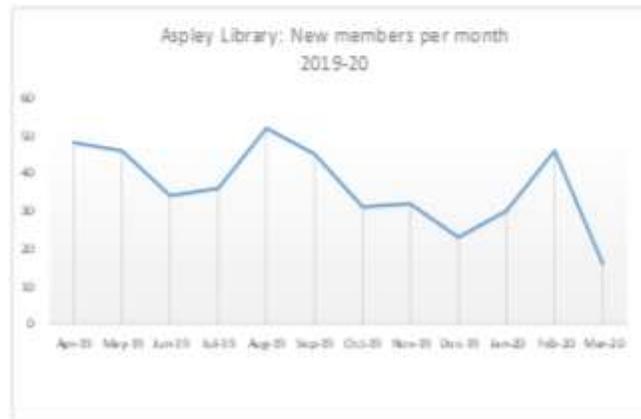
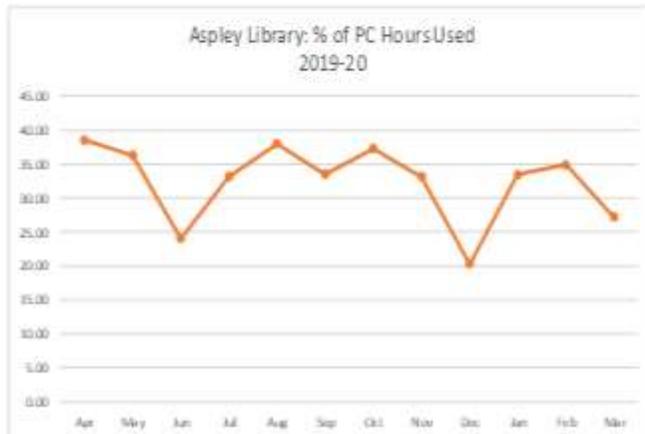
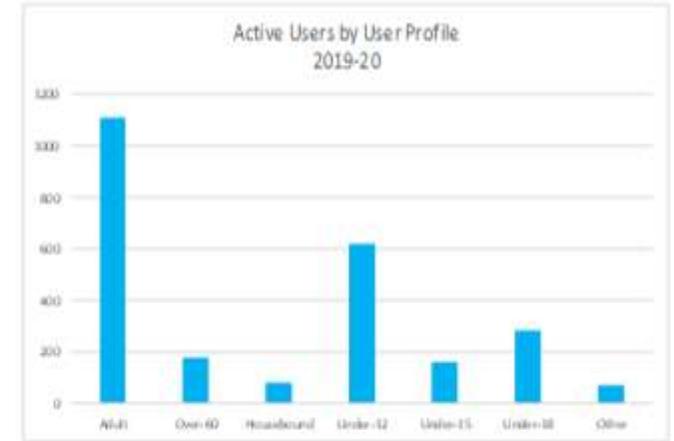
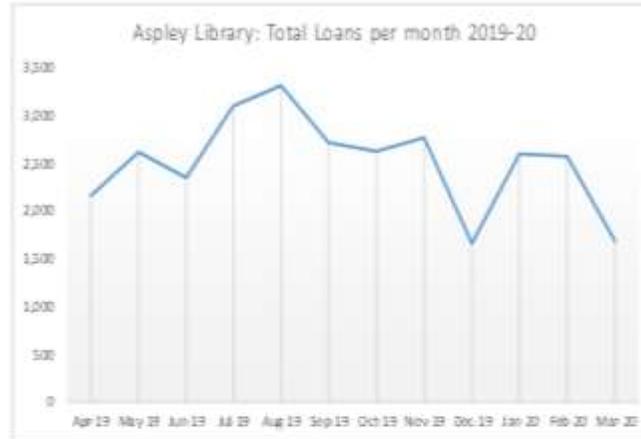
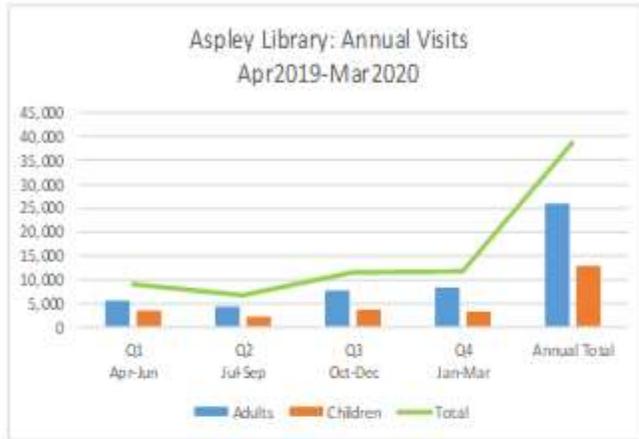
Ward Profile: Aspley

		Aspley Communi- ty	Nottingham City
Total Population		19,550	331,069
Age	Under 16 (%)	31.6	18.8
	16-64 (%)	60.2	69.7
	65+ (%)	8.1	11.5
Ethnicity	White British (%)	70.1	65.4
	Non-White British (%)	29.9	34.6
The ward has the highest proportion of children of all City wards, representing nearly a third of the population.			
The Black or Black British group make up 10.5% of the population, and the Mixed group make up just under 10%.			
Total DWP claimants (%) Aug 2019		29.1	16.7
Unemployment rate (%) Nov 2019		8.1	4.6
Incapacity benefit (%) Aug 2019		9.4	6.8
Super Output Areas ranking	9 (out of 56 in Nottingham)		
Health	higher rate of premature deaths from both Cardiovascular Disease and cancer, than Nottingham, but the differences are not statistically significant.		
Crime	similar rates of dwelling burglary, violence and a lower rate of vehicle crime, compared to the City averages		
<i>Source: Aspley Ward Profile 2019 https://www.nottinghaminsight.org.uk/my-area/</i>			

Local Information

Transport links	Buses: NCT 78, Local 11	
Local Schools	Bluecoat Aspley Academy (0.8 miles) Rosslyn Park Primary and Nursery School (0.9 miles) Nottingham Girls' Academy (0.9 miles) Ambleside Primary School (0.8 miles) Whitemoor Academy (Primary and Nursery) (0.5 miles) Old Basford School (0.6 miles) Ellis Guilford School (0.2 miles)	
Libraries nearby	Library	Distance
	Basford	0.8 miles
	Strelley Road	1.3 miles
	Hyson Green	1.5 miles
Community buildings (within a 1 mile walking radius)	Aspley Community and Training Centre (0.8 miles) Bells Lane Community Centre (0.9 miles) Old Basford Community Centre (0.7 miles)	
	Community spaces incl. Salvation Army, YMCA, Naburn Court, The Indaba Hut Café, Minver Crescent Sports Centre, Stockhill Park Pavillion, Aspley Youth Centre, New Generation Church, St Margarets Church, The New White moor Baptist Church	

Aspley Library Profile 2019-20



Basford Library Profile 2019-20

NOTTINGHAM
CITY
LIBRARIES

Vemon Road, Nottingham, NG6 0AR

Tel: 0115 915 2855

Basford Ward

Opening Hours

Mon	9am - 1pm
Tue	9am - 1pm
Wed	CLOSED
Thur	9am - 6pm
Fri	CLOSED
Sat	9am - 1pm

Hours open per week: 21 Built: 1926

Gross Internal Area: 335 sq m Usage per sqm: 70.5 per sq m



Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£55,420	Annual Issues	12,720	Councillor & MP Surgery	Arts & Crafts Activity
Cost per visitor	£2.44	Issues per hour	12	Games Cafe	Holiday Activities
Running cost per hour open	£52.78	Staff/self-serve issues	69 / 31	IT 121 help sessions	Music/Theatre event
Annual visits	22,680	Events run	426	Knit and Stitch	Summer Reading Challenge (Activity)
Average visitors per hour	23	Event participants	4,583	Library Talks	Sure start Childrens Centre Activities
Lending Stock	12,317	Public PC hours per device	374	Welfare/Debt Advice	Totstime
New Stock	989	PC usage as % of opening hours	37%	Work Club	Volunteer/work experience
Services				Resources: Staffing	
4 PCs		Self-Serve Machine		Senior Library Customer Advisor (D grade) 21 hours	
Free WiFi		Room for Hire x 1		Library Customer Advisor (C grade) 25 hours	
Print & Photocopy				Total front line staffing hours: 46	

Basford Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Basford Library	Number	% of Nottingham Total	
All registered members	5,039	2.1%	<i>of all library members</i>
Active users	896	1.8%	<i>of all active users</i>
Visits	22,680	2.6%	<i>of all library visits</i>
Issues	12,720	2.3%	<i>of all issues</i>
New Members	174	1.5%	
No. of users who have logged onto a public pc	461	1.3%	<i>of all PC users</i>
PC usage (hours used)	1,494	0.7%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		37%	<i>of capacity</i>

Commercial Use

Total Income	£1,840
Room Hire	
Rates	<ul style="list-style-type: none"> • Commercial Rates: £10 p/hour • Community Rates: Free
Annual Use	<ul style="list-style-type: none"> • Commercial: 1 bookings • Community: 133 bookings
Income	£23
Vending Machines	
Income	£877

Service Offer

Strategic Outcomes supporting Nottingham Citizens	No. of sessions in	Citizen reach in 2019/20
Improving Reading and Literacy	92	2657
Improving Digital Access and Literacy	11	15
Cultural and Creative Enrichment	137	1310
Greater Prosperity	55	167
Healthier and Happier Lives	1	10
Achieving full potential	102	330
Strong and resilient communities	28	94

Basford Library Profile 2019-20

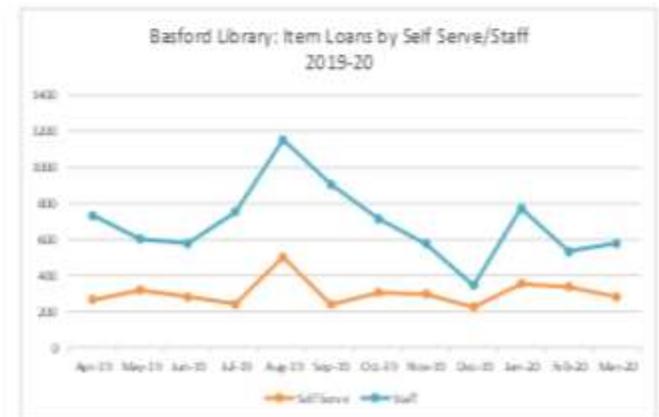
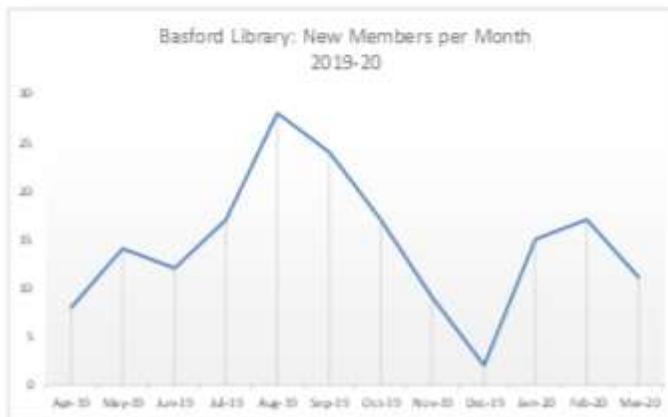
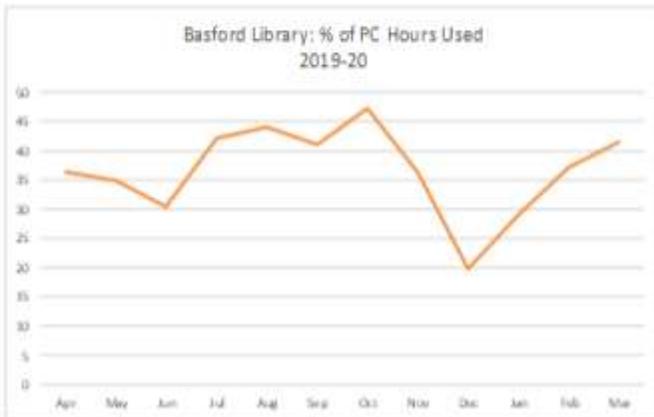
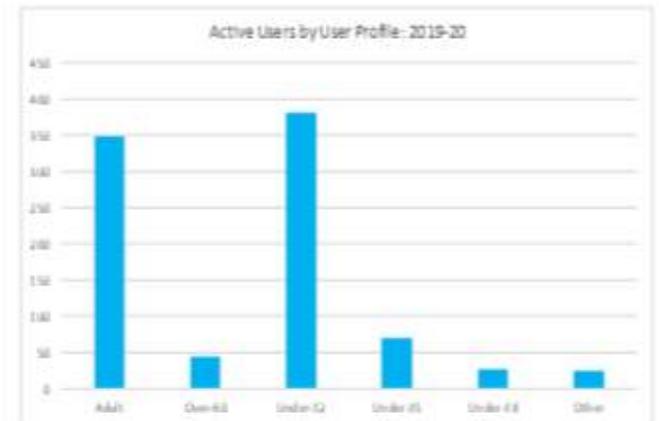
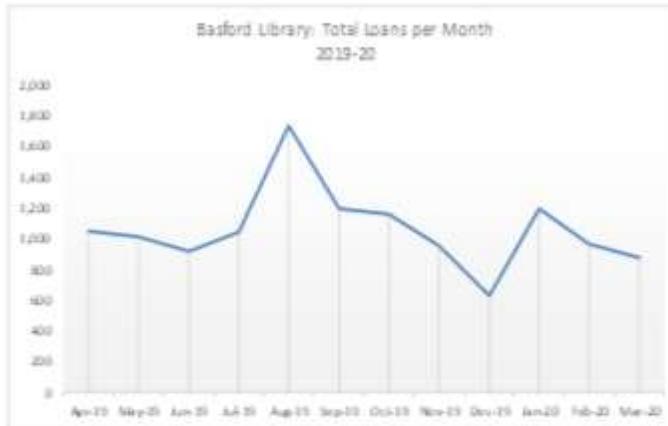
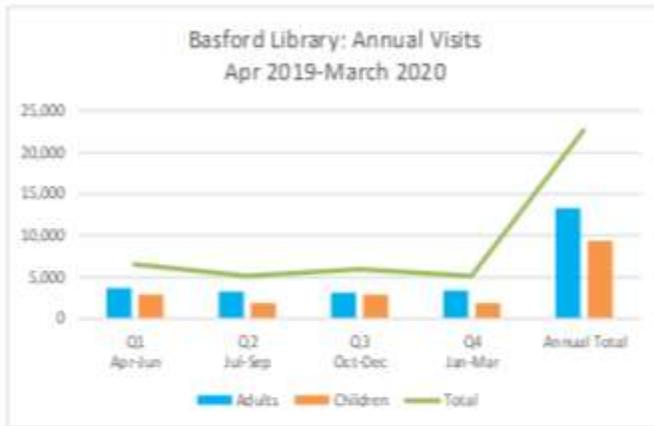
Ward Profile: Basford

		Basford Community	Nottingham City
Total Population		16,484	331,069
Age	Under 16 (%)	21.3	18.8
	16-64 (%)	65	69.7
	65+ (%)	13.7	11.5
Ethnicity	White British (%)	70.1	65.4
	Non-White British (%)	29.9	34.6
The ward has a slightly higher proportion of children and older people compared to the City			
70% of the population are White British, with the Black or Black British group, the Asian or Asian British group and the Mixed ethnic group all making up around 8% of the population.			
Total DWP claimants (%) Aug 2019		19.5	16.7
Unemployment rate (%) Nov 2019		4.7	4.6
Incapacity benefit (%) Aug 2019		7.8	6.8
Super Output Areas ranking		1	
Health	higher rate of premature deaths from cancer but a lower rate of premature deaths from cardiovascular disease, than Nottingham, but the differences are not statistically significant.		
Crime	slightly lower rates of dwelling burglary and vehicle crime, and a slightly higher rate of violent crime, when compared to the City.		
<i>Source: Basford Ward Profile 2019 https://www.nottinghaminsight.org.uk/my-area/</i>			

Local Information

Transport links	Tram: Net Routes - Phoenix Park & Hucknall Buses: NCT 68 & 69	
Local Schools	Southwark Primary School (0.4 miles) Djanogly Northgate Academy (0.8 miles) Heathfield Primary and Nursery School (Scotland Road) (0.4 miles) Whitemoor Academy (Primary and Nursery) (0.8 miles) Old Basford School (0.3 miles) Heathfield Primary and Nursery School (Kersall Drive) (0.8 miles) Ellis Guilford School (0.6 miles)	
Libraries nearby	Library	Distance
	Aspley	0.8 miles
	Bulwell Riverside	1.4 miles
	Southglade Park	1.2 miles
	Hyson Green	1.5 mile
Community buildings (within a 1 mile walking radius)	Leen Valley Community Centre (0.8 miles) Heathfield Community Centre (0.9 miles) New Basford Community Centre (0.6 miles) Highbury Vale Community Centre (0.9 miles) Old Basford Community Centre (0.6 miles) Community Spaces incl. Church Of Our Lady Of Perpetual Succour, New Generation Church, Stockhill Park Pavillion	

Basford Library Profile 2019-20



Bilborough Library Profile 2019-20

NOTTINGHAM
CITY
LIBRARIES

Bracebridge Drive, Nottingham NG8 4PN

Tel: 0115 915 2820

Email: bilborough.library@nottinghamcity.gov.uk

Bilborough Ward

Opening Hours

Mon	9am - 6pm
Tue	9am - 6pm
Wed	CLOSED
Thur	9am - 6pm
Fri	9am - 1pm
Sat	9am - 1pm

Hours per week: 35

Built: 1960

Gross Internal Area: 485 sq m Usage per sq m: 45



Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£65,150	Annual Issues	17,962	Arts & Crafts sessions	After School sessions
Cost per visitor	£3.10	Issues per hour	10	Councillor Surgeries	Learning Support Tutors
Running cost per hour open	£37.23	Staff/self-serve issues	79% / 21%	Knit and Stitch	Music/Theatre event
Annual visits	20,988	Events run	375	Reading Group	Class Book Exchange/Visit
Average visitors per hour	12	Event participants	4,053	Police Surgery	Summer Reading Challenge
Lending Stock	11,788	Public PC hours per device	498	Welfare/Debt Advice	Surestart: Stay, Play and Learn
New Stock	1,203	PC usage as % of opening hours	29%	Work Club	Totstime
Services				Resources: Staffing	
8 PCs		Self-Serve Machine		Senior Library Customer Advisor (D grade) 30.5h	
Free WiFi		Room for Hire x 1 or split into 3 rooms		Library Customer Advisor (C grade) 42h	
Print & Photocopy				Total front line staffing hours: 72.5	

Bilborough Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Bilborough Library	Number	% of Nottingham Total	
All registered members	6,273	2.6%	<i>of all library members</i>
Active users	1,386	2.8%	<i>of all active users</i>
Visits	20,988	2.4%	<i>of all library visits</i>
Issues	17,962	3.3%	<i>of all issues</i>
New Members	250	2.2%	
No. of users who have logged onto a public pc	903	2.5%	<i>of all PC users</i>
PC usage (hours used)	3,988	2%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		28.7%	<i>of capacity</i>

Commercial Use

Total Income	£3,730
Room Hire	
Rates	<ul style="list-style-type: none"> Commercial Rates: £10-£30 Community Rates: Free
Annual Use	<ul style="list-style-type: none"> Commercial: 203 bookings Community: 216 bookings
Income	£1,767

Service Offer

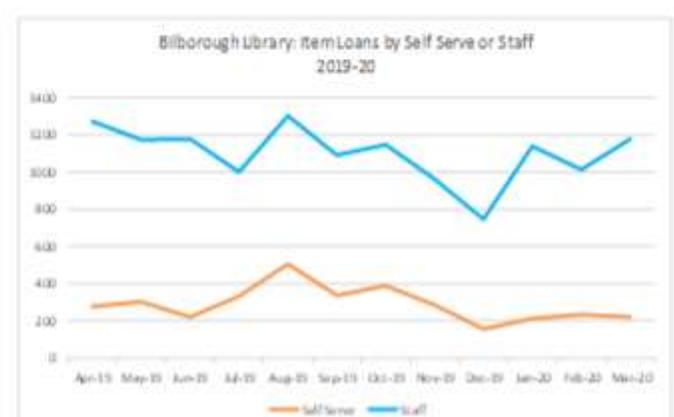
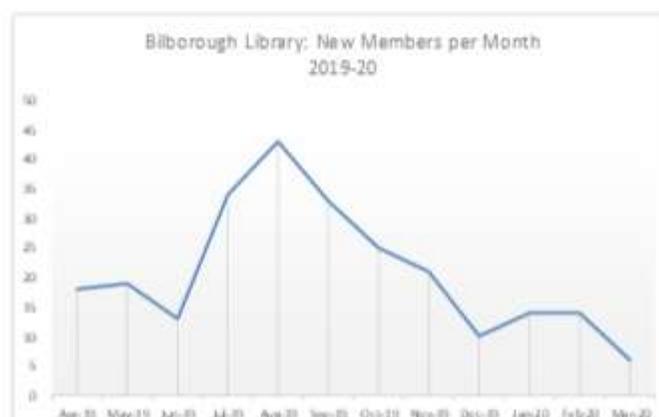
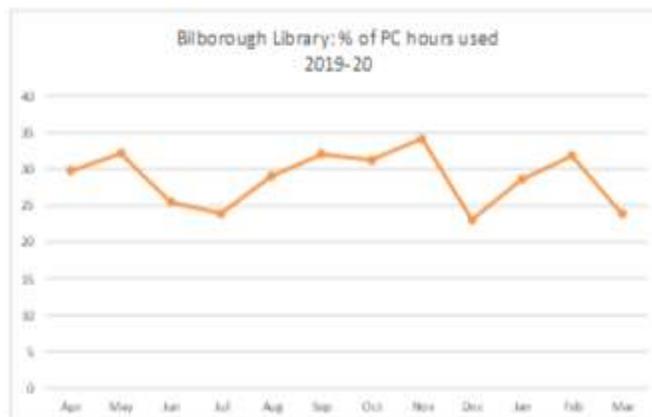
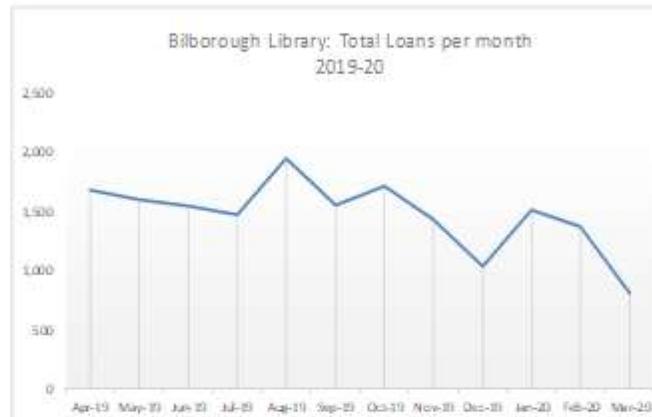
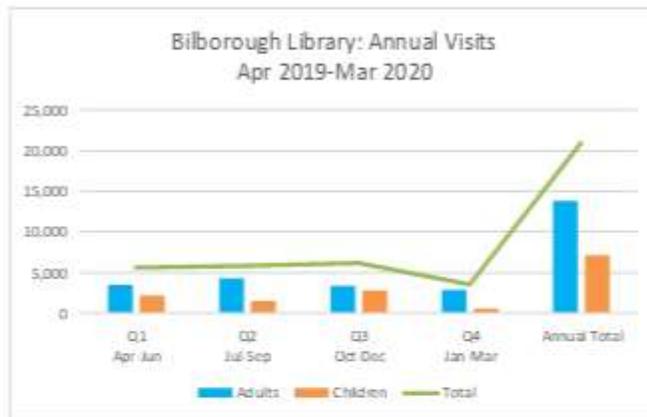
Strategic Outcomes supporting Nottingham Citizens	No. of sessions in 2019/20	Citizen reach in 2019/20
Improving Reading and Literacy	51	379
Improving Digital Access and Literacy		
Cultural and Creative Enrichment	123	2033
Greater Prosperity	90	272
Healthier and Happier Lives		
Achieving full potential	72	1245
Strong and resilient communities	39	124

Bilborough Library Profile 2019-20

Ward Profile: Bilborough			
		Bilborough Community	Nottingham City
Total Population		16,685	331,069
Age	Under 16 (%)	23.4	18.8
	16-64 (%)	60.1	69.7
	65+ (%)	16.4	11.5
Ethnicity	White British (%)	77.1	65.4
	Non-White British (%)	22.9	34.6
<p>The ward has a higher proportion of children than the City, representing 23.4% of the population.</p> <p>Nearly 80% of the population are White British, higher than the City percentage of 65%.</p>			
Total DWP claimants (%)	Aug 2019	29.1	16.7
Unemployment rate (%)	Nov 2019	5.5	4.6
Incapacity benefit (%)	Aug 2019	13.8	6.8
Super Output Areas ranking	8 (out of 56 in Nottingham)		
Health	higher rate of premature deaths from Cancer and a significantly higher rate of premature deaths from Cardiovascular Disease, than Nottingham.		
Crime	slightly lower rates of dwelling burglary and vehicle crime when compared to the City, and a slightly higher rate of violent crime.		
<p>Source: Bilborough Ward Profile 2019 https://www.nottinghaminsight.org.uk/my-area/</p>			

Local Information		
Transport links	Buses: Local 4 & 11, NCT 35 & 28	
Local Schools	Bluecoat Beechdale Academy (0.9 miles)	
	Nottingham University Sam worth Academy (0.4 miles)	
	Westbury Academy (0.6 miles)	
	Glenbrook Primary and Nursery School (0.7 miles)	
	Brocklewood Primary and Nursery School (0.9 miles)	
	Jubilee L.E.A.D Academy (0.8 miles)	
	Oak Field School and Specialist Sports College (0.7 miles)	
	Bluecoat Primary Academy (0.8 miles)	
	Melbury Primary School (0.4 miles)	
	Portland Spencer Academy (0.6 miles)	
Proximity to libraries nearby	Library	Distance
	Strelley Road	1.0 miles
	Wollaton	1.4 miles
Community buildings (within a 1 mile walking radius)	Birchover Park Community Centre (0.6 miles)	
	Sheila Russell Centre (0.9 miles)	
	Wollaton Grange Community Centre (0.6 miles)	
	Community Spaces incl. St John The Baptists Church, Lincoln Court, St Hughs Church Hall, St Martin Of Tour Church, The Pelican Pub	

Bilborough Library Profile 2019-20



Bulwell Riverside Library Profile 2019-20

Bulwell Riverside Centre, Main St, Bulwell, Nottingham, NG6 8QJ
 Tel: 0115 883 3500
 Email: bulwell.library@nottinghamcity.gov.uk

Bulwell Ward

Opening Hours

Mon	8.30am - 6.30pm
Tue	8.30am - 6.30pm
Wed	8.30am - 6.30pm
Thur	8.30am - 6.30pm
Fri	8.30am - 6.30pm
Sat	9am - 1pm

Hours open per week: 54

Built: 2011

Gross Internal Area:

Usage per sqm:



NOTTINGHAM
CITY
LIBRARIES



Service Information

Highlights 2019/2020

Annual Running Costs	£144,822	Annual Issues	35,740
Cost per visitor	£1.01	Issues per hour	13
Running cost per hour open	£53.64	Staff/self-serve issues	79% / 21%
Annual visits	143,186	Events run	285
Average visitors per hour	55	Event participants	7,782
Lending Stock	23,980	Public PC hours per device	994
New Stock	2,206	PC usage as % of opening hours	40%

Regular Events

Councillor & MP Surgery	Music/Theatre event
IT 121 sessions	Summer Reading Challenge
Knit and Stitch	School Class Visits
Reading Group	Storytime
Work Club	Totstime

Services

16 PCs	Self-Serve Machine
Free WiFi	Room for Hire - various rooms (Joint Service Centre managed)
Print & Photocopy	Joint Service Centre

Resources: Staffing

Senior Library Customer Advisor (D grade) 37h
Library Customer Advisor (C grade) 126h
Total front line staffing hours: 163

Bulwell Riverside Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Bulwell Riverside Library	Number	% of Nottingham Total	
All registered members	22,412	9.4%	<i>of all library members</i>
Active users	4,719	9.6%	<i>of all active users</i>
Visits	143,186	16.2%	<i>of all library visits</i>
Issues	35,740	6.5%	<i>of all issues</i>
New Members	891	7.8%	
No. of users who have logged onto a public pc	3,697	10.4%	<i>of all PC users</i>
PC usage (hours used)	15,913	7.8%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		40%	<i>of capacity</i>

Commercial Use

Total Income	£4,496
Room Hire	
Rates/Income	Managed by Centre Management

Service Offer

Strategic Outcomes supporting Nottingham Citizens	No. of sessions in 2019/20	Citizen reach in 2019/20
Improving Reading and Literacy	102	4011
Improving Digital Access and Literacy	4	4
Cultural and Creative Enrichment	107	3045
Greater Prosperity	43	480
Healthier and Happier Lives	13	175
Achieving full potential		
Strong and resilient communities	16	67

Bulwell Riverside Library Profile 2019-20

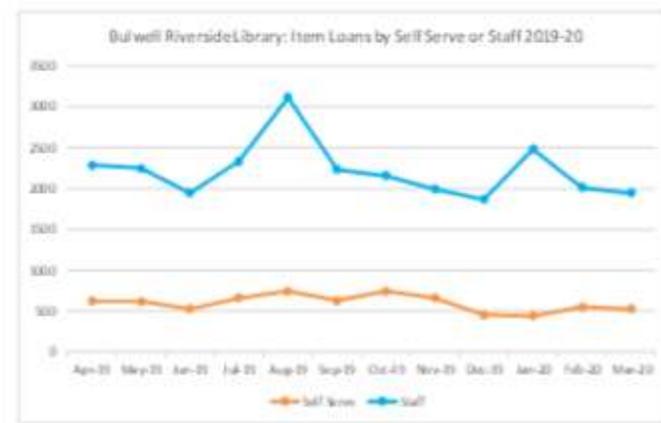
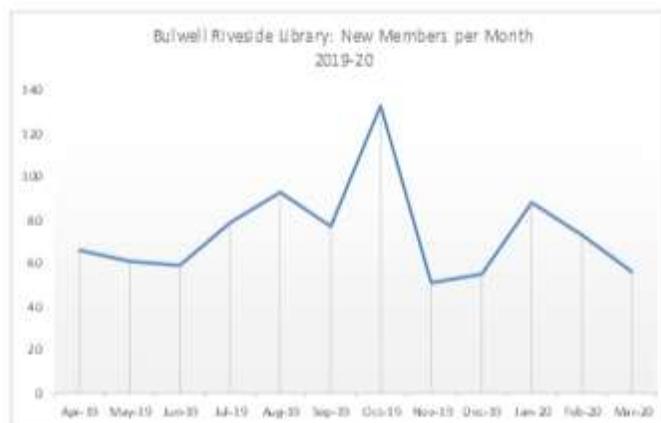
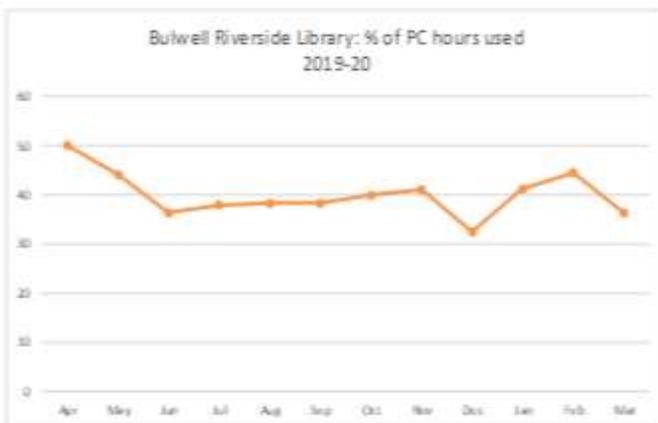
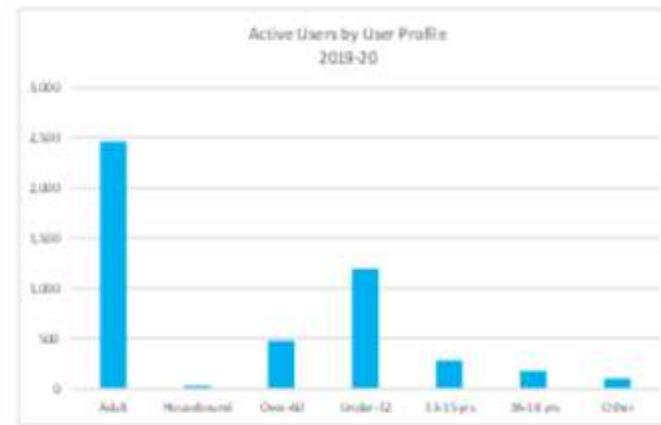
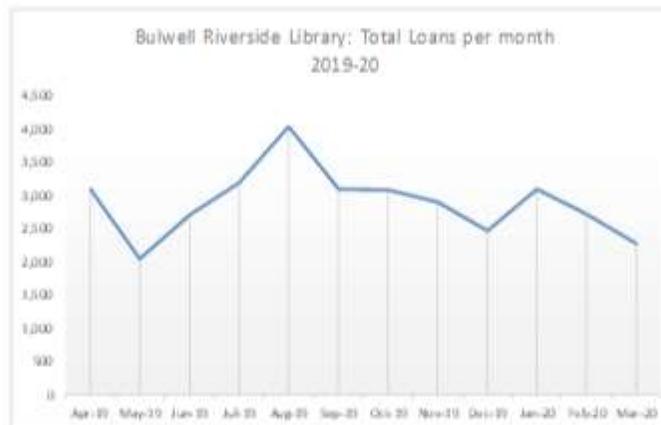
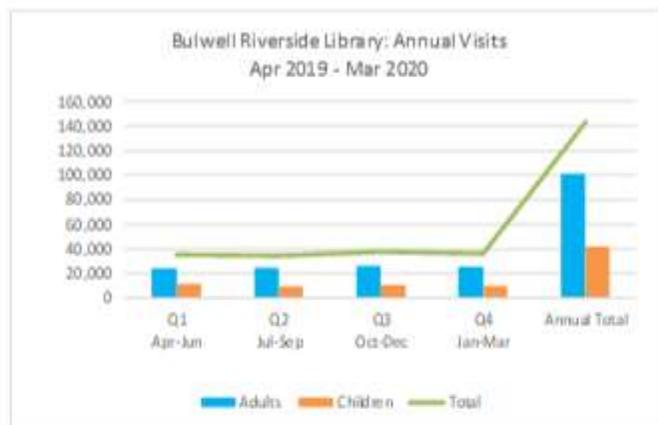
Ward Profile: Bulwell

		Bulwell Community	Nottingham City
Total Population		16,375	331,069
Age	Under 16 (%)	23.6	18.8
	16-64 (%)	61.6	69.7
	65+ (%)	14.8	11.5
Ethnicity	White British (%)	81.4	65.4
	Non-White British (%)	18.6	34.6
<p>The ward has a higher proportion of children than the City, representing 23.6 the population, compared to 18.8%</p> <p>The ward also has a higher proportion of older people - at 14.8% compared to</p>			
Total DWP claimants (%) Aug 2019		29.2	16.7
Unemployment rate (%) Nov 2019		8.1	4.6
Incapacity benefit (%) Aug 2019		11.4	6.8
Super Output Areas ranking		10 (out of 56 in Nottingham)	
Health	life expectancy at birth is significantly lower in Bulwell for both males and females than in several other wards.		
Crime	third highest rates of violent crime of all wards		
<p>Source: Bulwell Ward Profile 2019 https://www.nottinghaminsight.org.uk/my-area/</p>			

Local Information

Transport links	Tram: Net route Hucknall	
Local Schools	Rufford Primary and Nursery School (0.8 miles) Bulwell St Mary's Primary and Nursery School (0.5 miles) The Bulwell Academy (0.8 miles) Snape Wood Primary and Nursery School (0.8 miles) Crabtree Farm Primary School (0.4 miles) Cantrell Primary and Nursery School (0.6 miles) Heathfield Primary and Nursery School (Kersall Drive) (0.9 miles) Hemps Hill Primary School (1.2 miles) Our Lady of Perpetual Succour Catholic Voluntary Academy (0.8 miles)	
Libraries nearby	Library	Distance
	Southglade Park	1.5 miles
	Basford	1.4 miles
Community buildings (within a 1 mile walking radius)	Crabtree Farm Community Centre (0.4 miles)	
(within 1 mile walking radius)	Community spaces incl. Tesco Community Space, Bulwell United Reformed Church, Church Of Our Lady Of Perpetual Succour, Mellish Sports Centre, Bestwood Road Sports and Social Club, St Marys Church	

Bulwell Riverside Library Profile 2019-20



Clifton Library Profile 2019-20

NOTTINGHAM
CITY
LIBRARIES

Southchurch Drive, Clifton, Nottingham NG11 8AB

Tel: 0115 915 2837

Email: clifton.library@nottinghamcity.gov.uk

Clifton East Ward

Opening Hours

Mon	9am - 6pm
Tue	9am - 6pm
Wed	9am - 1pm
Thur	9am - 6pm
Fri	9am - 6pm
Sat	9am - 1pm

Hours per week: 44

Built: c1983

Gross Internal Area: 470 sq m

Usage per sq m: 85 per sq m



Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£80,770	Annual Issues	31,584	Councillor Surgeries	After School sessions
Cost per visitor	£2.10	Issues per hour	14	Games Cafe	Author/Book/PoetryEvent
Running cost per hour open	£36.71	Staff/self-serve issues	70% / 30%	IT 121 sessions	Holiday Activities
Annual visits	38,436	Events run	274	Library Talks	Lego Event
Average visitors per hour	18	Event participants	6,117	Work Club	Summer Reading Challenge
Lending Stock	20,488	Public PC hours per device	715		Class Book Exchange/Visit
New Stock	1,898	PC usage as % of opening hours	32%		Totstime
Services				Resources: Staffing	
8 PCs		Self-Serve Machine		Senior Library Customer Advisor (D grade) 37h	
Free WiFi		Room for Hire x 1		Library Customer Advisor (C grade) 53h	
Print & Photocopy				Total front line staffing hours: 90	

Clifton Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Clifton Library	Number	% of Nottingham Libraries Total	
All registered members	12,696	5.3%	<i>of all library members</i>
Active users	2,529	5.1%	<i>of all active users</i>
Visits	38,436	4.4%	<i>of all library visits</i>
Issues	31,584	5.8%	<i>of all issues</i>
New Members	495	4.4%	
No. of users who have logged onto a public pc	1,586	4.5%	<i>of all PC users</i>
PC usage (hours used)	5,725	2.8%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		32%	<i>of capacity</i>

Commercial Use

Total Income	£4,751
Room Hire	
Rates	<ul style="list-style-type: none"> • Commercial Rates: £10 p/hour • Community Rates: Free
Annual Use	<ul style="list-style-type: none"> • Commercial: 5 bookings • Community: 93 bookings
Income	£34

Service Offer

Strategic Outcomes supporting Nottingham Citizens	No. of sessions in 2019/20	Citizen reach in 2019/20
Improving Reading and Literacy	83	3139
Improving Digital Access and Literacy	41	51
Cultural and Creative Enrichment	18	686
Greater Prosperity	81	488
Healthier and Happier Lives	20	1006
Achieving full potential	16	54
Strong and resilient communities	7	10

Clifton Library Profile 2019-20

Ward Profile: Clifton East

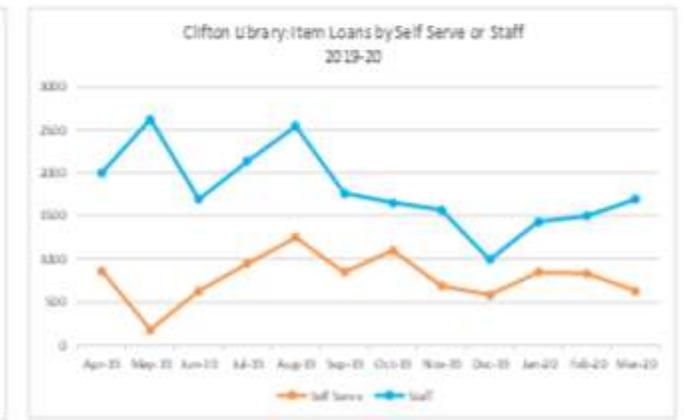
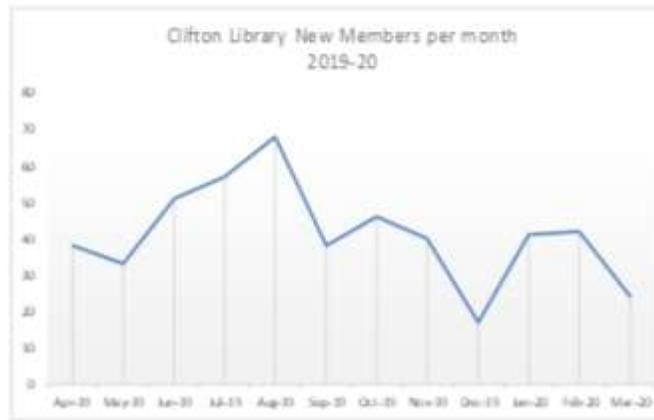
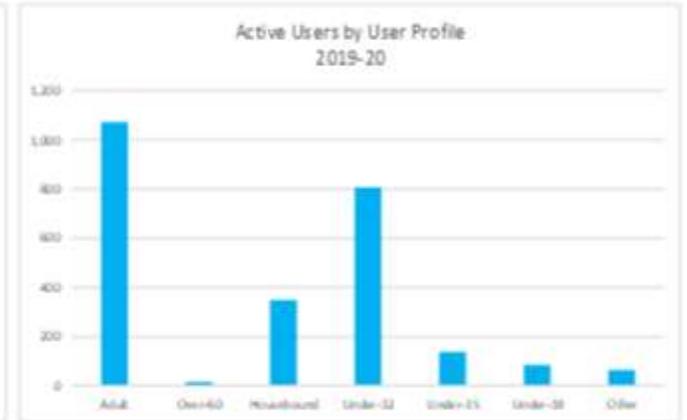
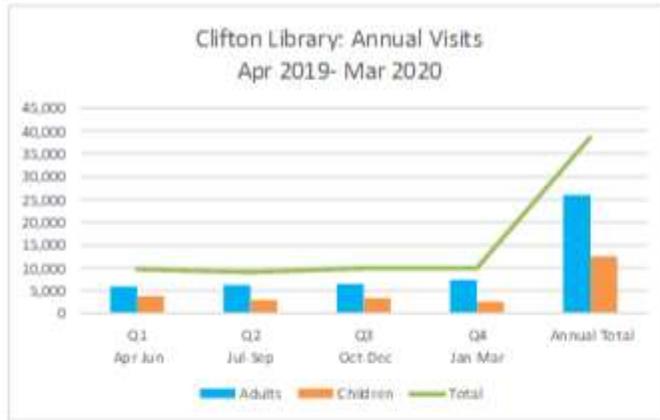
		Clifton East Community	Nottingham City
Total Population		17,049	331,1069
Age	Under 16 (%)	21.2	18.8
	16-64 (%)	62.8	69.7
	65+ (%)	16	11.5
Ethnicity	White British (%)	88.5	65.4
	Non-White British (%)	11.5	34.6
<p>The ward has a higher proportion of children than the City - at 21.2%, compared to 18.7% in the City</p> <p>88.5% of the population are White British, compared to 65% in the City overall.</p>			
Total DWP claimants (%) Aug 2019		23.5	16.7
Unemployment rate (%) Nov 2019		5.3	4.6
Incapacity benefit (%) Aug 2019		9.1	6.8
Super Output Areas ranking	0 (out of 56 in Nottingham)		
Health	higher rate of premature deaths from Cardiovascular Disease and slightly lower for cancer, than Nottingham, but the differences are not statistically significant.		
Crime	slightly lower rates of dwelling burglary, violent crime and vehicle crime than the City overall		

Source: Clifton East Ward Profile 2019 <https://www.nottinghaminsight.org.uk/my-area/>

Local Information

Transport links	Tram: NET routes: Clifton South Buses: NCT 48, 53 & 3 TB SKYEX CT4N 22 & 23	
Local Schools	The Milford Academy (0.5 miles)	
	Highbank Primary and Nursery School (0.8 miles)	
	Dovecote Primary and Nursery School (0.7 miles)	
	Whitegate Primary and Nursery School (0.6 miles)	
	Farnborough Academy (0.8 miles)	
	Nethergate School (0.5 miles)	
Proximity to libraries nearby	Blessed Robert Widmerpool Catholic Voluntary Academy (0.3 miles)	
	The Glapton Academy (0.6 miles)	
	Library	Distance
	Ruddington Library (County)	1.7 miles
The Meadows	3.4 miles	
Community buildings (within a 1 mile walking radius)	Highbank Community Centre (0.5 miles)	
	Park Gate Community Centre (1.0 miles)	
	Clifton Community Centre (0.6 miles)	
Community Spaces incl. The Hope Centre, Clifton Village Hall, Clifton Young People's Centre, Holy Trinity Church (

Clifton Library Profile 2019-20



Dales Library Profile 2019-20

206 Sneinton Dale, Sneinton, Nottingham NG2 4HJ

Tel: 0115 876 1990

Email: dales.library@nottinghamcity.gov.uk

Dales Ward

Opening Hours

Mon	9am - 6pm
Tue	9am - 1pm
Wed	9am - 7pm
Thur	Closed
Fri	9am - 6pm
Sat	9am - 1pm

Hours per week: 36

Built: post 1979

Gross Internal Area: 270 sq m

Usage per sq m: 145 per sq m



Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£53,589	Annual Issues	27,706	Coffee Morning	After School sessions
Cost per visitor	£1.43	Issues per hour	15	Conversation Group	Arts & Crafts Activity
Running cost per hour open	£29.77	Staff/self-serve issues	22% / 78%	Councillor Surgeries	Learning Support Tutors
Annual visits	37,500	Events run	775	Knit and Stitch	Local community festival/event
Average visitors per hour	22	Event participants	8,170	Reading Group	Summer Reading Challenge
Lending Stock	15,469	Public PC hours per device	746	Welfare/Debt Advice	Talk in assembly/school
New Stock	1,346	PC usage as % of opening hours	47%	Work Club	Totstime
Services				Resources: Staffing	
8 PCs		Self-Serve Machine		Senior Library Customer Advisor (D grade) 31.5h	
Free WiFi		Vending machine		Library Customer Advisor (C grade) 43h	
Print & Photocopy		Room for Hire x 1		Total front line staffing hours: 74.5	

Dales Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Dales Library	Number	% of Nottingham Total	
All registered members	9,608	4%	<i>of all library members</i>
Active users	2,494	5.1%	<i>of all active users</i>
Visits	37,500	4.3%	<i>of all library visits</i>
Issues	27,706	5.1%	<i>of all issues</i>
New Members	452	4%	
No. of users who have logged onto a public pc	1,607	4.5%	<i>of all PC users</i>
PC usage (hours used)	5,968	#%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		47%	<i>of capacity</i>

Commercial Use

Total Income	£3,414
Room Hire	
Rates	<ul style="list-style-type: none"> • Commercial Rates: £10 p/hour • Community Rates: Free
Annual Use	<ul style="list-style-type: none"> • Commercial: • Community:
Income	£195

Service Offer

Strategic Outcomes supporting Nottingham Citizens	No. of sessions in 2019/20	Citizen reach in 2019/20
Improving Reading and Literacy	168	4666
Improving Digital Access and Literacy	6	6
Cultural and Creative Enrichment	80	5770
Greater Prosperity	112	380
Healthier and Happier Lives	90	876
Achieving full potential	225	738
Strong and resilient communities	89	249

Dales Library Profile 2019-20

Ward Profile: Dales

		Dales Community	Nottingham City
Total Population		17,225	331,069
Age	Under 16 (%)	23.3	18.8
	16-64 (%)	65.1	69.7
	65+ (%)	11.6	11.5
Ethnicity	White British (%)	55.6	65.4
	Non-White British (%)	44.4	34.6

Sixth highest proportion of children of all City wards, representing nearly a quarter of the population, compared to less than 19% in the City.

55% of the population are White British, with the Asian or Asian British group making up 20% of the population, and the Mixed group making up a further 7.5%.

Total DWP claimants (%) Aug 2019	21.0	16.7
Unemployment rate (%) Nov 2019	6.2	4.6
Incapacity benefit (%) Aug 2019	8.3	6.8
Super Output Areas ranking	3 (out of 56 in Nottingham)	

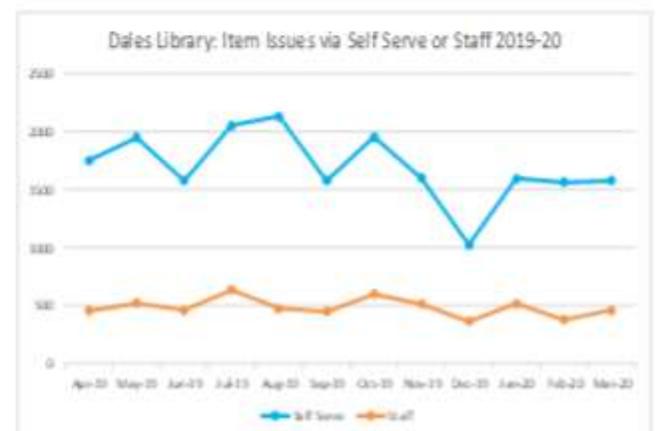
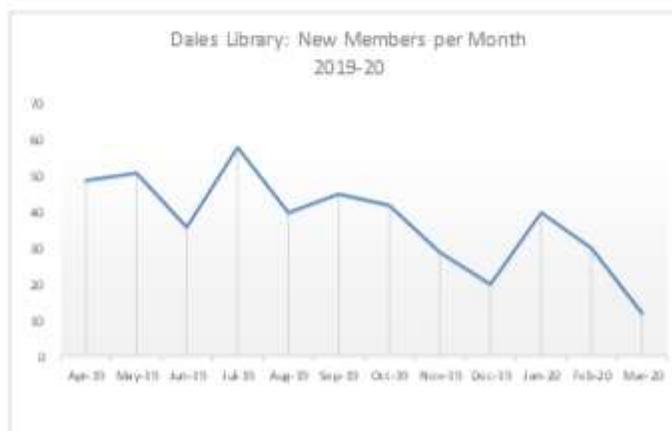
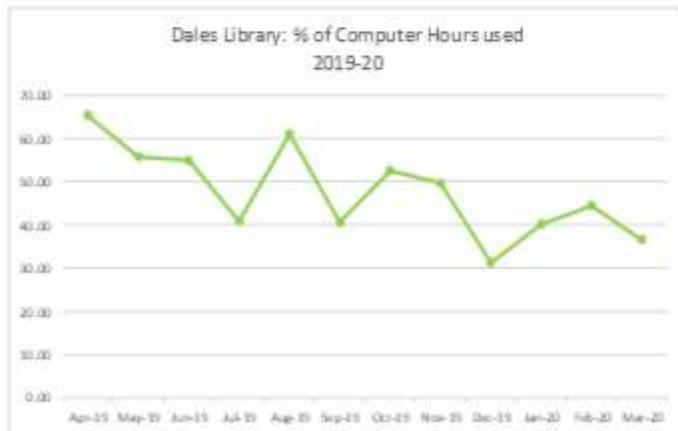
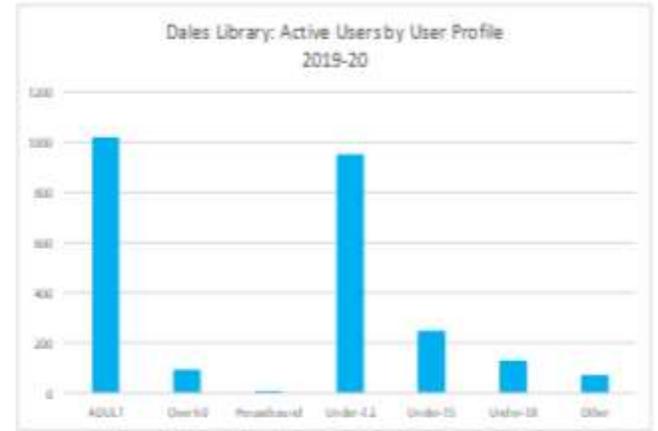
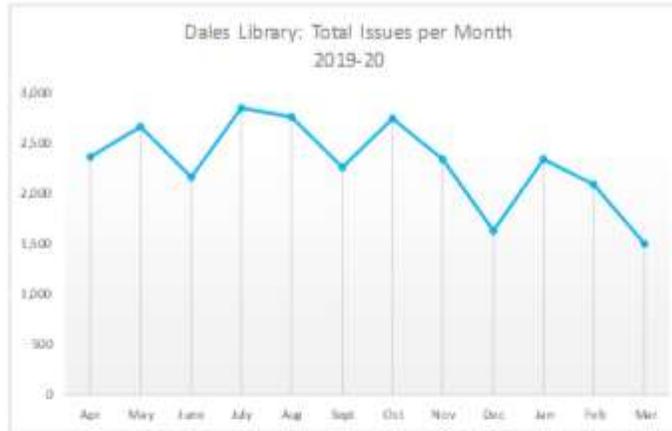
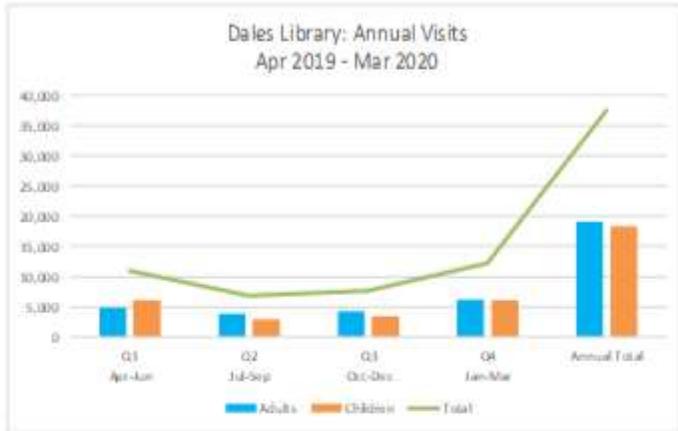
Health	higher rate of premature deaths from cancer and a lower rate of premature deaths from Cardiovascular Disease, but the differences are not statistically significant.
Crime	lower rates of dwelling burglary, violent crime and vehicle crime than the City overall

Source: Dales Ward Profile 2019 <https://www.nottinghaminsight.org.uk/my-area/>

Local Information

Transport links	Buses: NCT 43	
Local Schools	William Booth Primary and Nursery School (0.6 miles) Sneinton St Stephen's C of E Primary Academy (0.6 miles) Edale Rise Primary and Nursery School (0.1 miles) Rosehill Special School (0.8 miles) Windmill L.E.A.D Academy (0.3 miles) Blue Bell Hill Primary and Nursery Academy (0.9 miles) Hogarth Academy (0.9 miles) Nottingham Academy (Greenwood Rd site) (0.6 miles) Nottingham Academy (Sneinton Blvd site) (0.2 miles)	
Proximity to libraries nearby	Library	Distance
	Carlton Hill Library (County)	1.0 miles
	St Ann's Valley	1.1 miles
	Nottingham Central	1.5 miles
	The Meadows	1.8 miles
Community buildings (within a 1 mile walking radius)	Beaumont Street (0.7 miles)	Greenway Community Centre (0.5 miles)
	TRACS, (Tenants and Residents Association Central Sneinton) (0.5 miles)	Sneinton Old School Hall (0.6 miles)
	Sneinton Hermitage Community Centre (0.5 miles)	Bluebell Hill Community Centre (1.0 miles)
	The Brickyard Community Centre (0.9 miles)	Bakersfield Community Centre (0.2 miles)
	Community Spaces incl. Sea Cadets Nottingham, Dales United Reformed Church, St Cyprians Church, Cherrys Nursery (Cherry Lodge), St Christophers Church, Pavilion, King Edward Park, Stonebridge City Farm, Renewal Trust, Nottingham Wild Cats Basketball, Kingdom Hall	

Dales Library Profile 2019-20



Hyson Green Library Profile 2019-20

The Mary Potter Centre, 76 Gregory Boulevard, Nottingham, NG7 5HY
 Tel: 0115 883 8332
 Email: hyson_green.library@nottinghamcity.gov.uk

Hyson Green Ward

Opening Hours

Mon	8.30am – 6.30pm
Tue	8.30am – 6.30pm
Wed	8.30am – 6.30pm
Thur	8.30am – 6.30pm
Fri	8.30am – 6.30pm
Sat	9am - 1pm

Hours per week: 54

Built:

Gross Internal Area:

Usage per sq m:



NOTTINGHAM
CITY
LIBRARIES

Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£220,360	Annual Issues	26,210	Conversation Group	After School sessions
Cost per visitor	£4.29	Issues per hour	10	Councillor Surgeries	Author/Book/PoetryEvent
Running cost per hour open	£81.61	Staff/self-serve issues	57% / 43%	Knit and Stitch	School Class Visits
Annual visits	51,396	Events run	345	Work Club	SSBC sessions
Average visitors per hour	20	Event participants	6,421	Volunteer/work experience	Summer Reading Challenge
Lending Stock	18,019	Public PC hours per device	1,249		Storytime
New Stock	2,022	PC usage as % of opening hours	49%		Totstime
Services				Resources: Staffing	
14 PCs		Self-Serve Machine		Senior Library Customer Advisor	
Free WiFi		Room for Hire x various rooms		Library Customer Advisor	
Print & Photocopy				Total front line staffing hours: 182	

Hyson Green Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Hyson Green Library	Number	% of Nottingham Total	
All registered members	16,414	6.9%	<i>of all library members</i>
Active users	3,434	7%	<i>of all active users</i>
Visits	51,396	5.8%	<i>of all library visits</i>
Issues	26,210	4.8%	<i>of all issues</i>
New Members	911	8%	
No. of users who have logged onto a public pc	3,176	9.0%	<i>of all PC users</i>
PC usage (hours used)	17,499	8.6%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		49%	<i>of capacity</i>

Commercial Use

Total Income	£7,017
Room Hire	
Rates	Managed by Joint Service Centre
Income	£395

Service Offer

Strategic Outcomes supporting Nottingham Citizens	No. of sessions in 2019/20	Citizen reach in 2019/20
Improving Reading and Literacy	141	2,356
Improving Digital Access and Literacy		
Cultural and Creative Enrichment	19	296
Greater Prosperity	46	230
Healthier and Happier Lives	12	176
Achieving full potential	91	2,464
Strong and resilient communities	23	56

Hyson Green Library Profile 2019-20

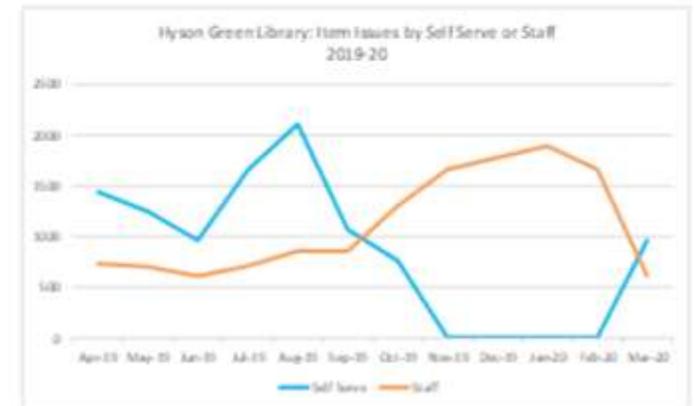
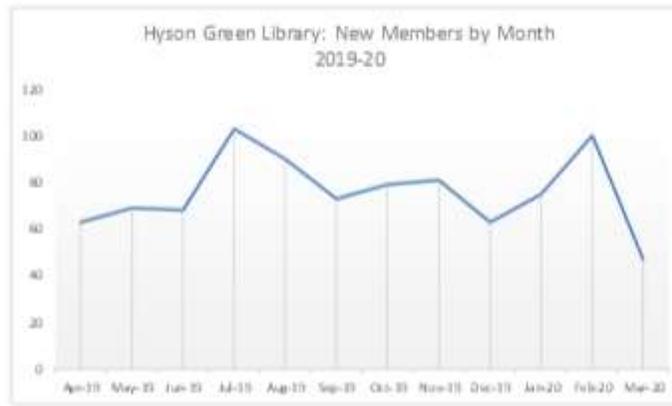
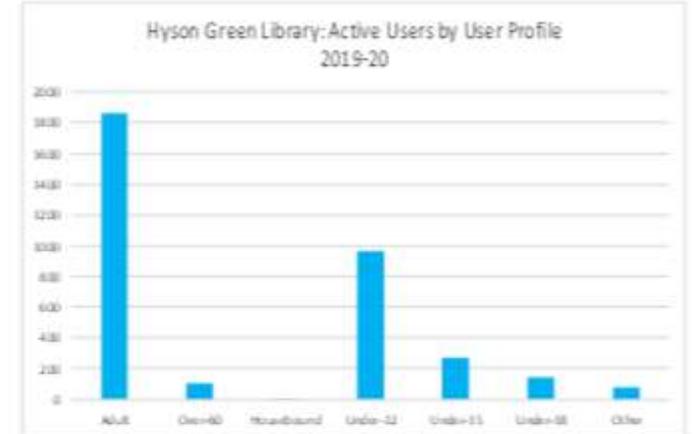
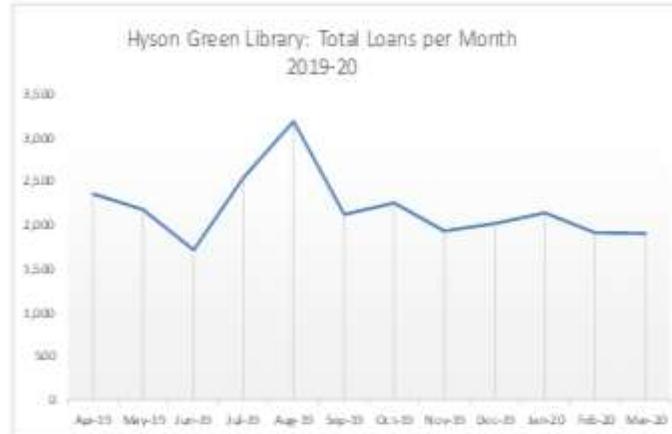
Ward Profile: Hyson Green

		Hyson Green Community	Nottingham City
Total Population		25,015	331,069
Age	Under 16 (%)	15.5	18.8
	16-64 (%)	80.0	69.7
	65+ (%)	4.5	11.5
Ethnicity	White British (%)	44.3	65.4
	Non-White British (%)	55.7	34.6
<p>The ward has a higher proportion of working age people, representing 80% the population, compared to less than 70% in the City.</p> <p>44% of the population are White British, with the Asian or Asian British group comprising 26.2% of the population and the Black or Black British group making up 9.9%</p>			
Total DWP claimants (%) Aug 2019		14.3	16.7
Unemployment rate (%) Nov 2019		5.0	4.6
Incapacity benefit (%) Aug 2019		5.8	6.8
Super Output Areas ranking	4 (out of 56 in Nottingham)		
Health	higher rate of premature deaths from Cardiovascular Disease and a lower rate of premature deaths from cancer, but the differences are not statistically significant.		
Crime	second highest rate of dwelling burglary and the third highest rate of violent crime		
<p>Source: Hyson Green Ward Profile 2019 https://www.nottinghaminsight.org.uk/my-area/</p>			

Local Information

Transport links	Tram: NET routes Phoenix Park & Hucknall Buses: LOCAL 14 & 12	
Local Schools	Forest Fields Primary and Nursery School (0.7 miles) St Mary's Catholic Voluntary Academy (0.5 miles) Berridge Primary and Nursery School Brushfield site (7-11) (0.3 miles) Radford Primary School (0.8 miles) Djanogly City Academy (0.4 miles) Bentinck Primary and Nursery School (0.4 miles) Scotholme Primary and Nursery School (0.5 miles) Nottingham Nursery & Training Centre (0.8 miles) Mellers Primary School and Foundation Unit (0.5 miles) Berridge Primary and Nursery School Bobbersmill site (3-7) (0.4 miles)	
Proximity to libraries nearby	Library	Distance
	Radford-Lenton	0.9 miles
	Nottingham Central Library	1.3 miles
	Aspley	1.5 miles
Community buildings (within a 1 mile walking radius)	New Basford Community Centre (1.0 miles) Hyson Green Community Centre (0.2 miles) Forest Fields Community Centre (0.7 miles) Forest Fields Neighbourhood Centre (0.7 miles)	The Lodge Community Centre (0.9 miles) Radford Youth & Community Centre (0.2 miles) Asian Women's Project Ltd (0.5 miles) Tennyson Hall Youth & Community Centre (0.5 miles)
Community spaces incl. The New Whitmoor Baptist Church, Naburn Court, Chapel House, Sumac Centre, Mansfield Road Baptist Church, Polish Catholic Centre, Forest Fields Welfare Association, The Vine Community Centre, Mount Zion Millennium City Church, Karimia Institute, Muslim Hands, The Bridge Centre, Forest Recreation Ground Pavillion, Trinity Church, St Andrews Church, Greek Orthodox Church, Guru Nanak Dev Ji Gurdwara, Nottingham Islam Information Centre, Castle Cavendish Works, All Souls Church & Community Centre, St Pauls Catholic Church, Forest Fields Neighbourhood Centre, Hyson		

Hyson Green Library Profile 2019-20



Meadows Library Profile 2019-20

Wilford Grove, Nottingham, NG2 2DR

Tel: 0115 915 2834

Meadows Ward

Opening Hours

Mon	9am - 6pm
Tue	CLOSED
Wed	9am - 6pm
Thur	9am - 6pm
Fri	9am - 6pm
Sat	9am - 4pm

Hours per week: 43

Built: 1925

Gross Internal Area: 422 sq m Usage per sq m: 80 per sq m



Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£86,953	Annual Issues	19,644	Conversation Group	After School Activity
Cost per visitor	£2.66	Issues per hour	9	Councillor Surgeries	Arts & Crafts Activity
Running cost per hour open	£40.44	Staff/self-serve issues	49% / 51%	Games Cafe	Holiday Activities
Annual visits	32,688	Events run	440	Knit and Stitch	Lego Event
Average visitors per hour	16	Event participants	6,251	Reading Group	Class Book Exchange/Visit
Lending Stock	13,970	Public PC hours per device	688	Work Club	Totstime
New Stock	1,210	PC usage as % of opening hours	35%		
Services				Resources: Staffing	
11 PCs		Self-Serve Machine		Senior Library Customer Advisor (D grade) 35h	
Free WiFi		Vending machine		Library Customer Advisor (C grade) 53h	
Print & Photocopy		Room for Hire x 2		Total front line staffing hours: 88	

Meadows Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Meadows Library	Number	% of Nottingham Total	
All registered members	6,945	2.9%	<i>of all library members</i>
Active users	1,648	3.3%	<i>of all active users</i>
Visits	32,688	3.7%	<i>of all library visits</i>
Issues	19,644	3.6%	<i>of all issues</i>
New Members	323	2.8%	
No. of users who have logged onto a public pc	1,420	4.0%	<i>of all PC users</i>
PC usage (hours used)	7,573	3.7%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		35%	<i>of capacity</i>

Commercial Use

Total Income	£2,634
Room Hire	
Rates	<ul style="list-style-type: none"> Commercial Rates: £5-£10 Community Rates: Free
Annual Use	<ul style="list-style-type: none"> Commercial: 6 bookings Community: 36 bookings
Income	£120

Service Offer

Strategic Outcomes supporting Nottingham Citizens	No. of sessions in 2019/20	Citizen reach in 2019/20
Improving Reading and Literacy	239	4000
Improving Digital Access and Literacy	1	1
Cultural and Creative Enrichment	116	1745
Greater Prosperity	44	160
Healthier and Happier Lives	21	278
Achieving full potential		
Strong and resilient communities	18	34

Meadows Library Profile 2019-20

Ward Profile: Meadows

		Meadows Community	Nottingham City
Total Population		10,262	331,069
Age	Under 16 (%)	19.9	18.8
	16-64 (%)	70.9	69.7
	65+ (%)	9.2	11.5
Ethnicity	White British (%)	52.2	65.4
	Non-White British (%)	47.8	34.6

The ward has seen a very small increase in population of 1.6% over the last 5 years, compared to the City's 6.6%

The Black or Black British group making up 11.3% of the population, and the Asian or Asian British group making up 17.9% - both more than double the City averages

Total DWP claimants (%) Aug 2019	13.8	16.7
Unemployment rate (%) Nov 2019	4.1	4.6
Incapacity benefit (%) Aug 2019	7.1	6.8
Super Output Areas ranking	1 (out of 56 in Nottingham)	

Health higher rate of premature deaths from both Cardiovascular Disease and cancer, than Nottingham, but the differences are not statistically significant.

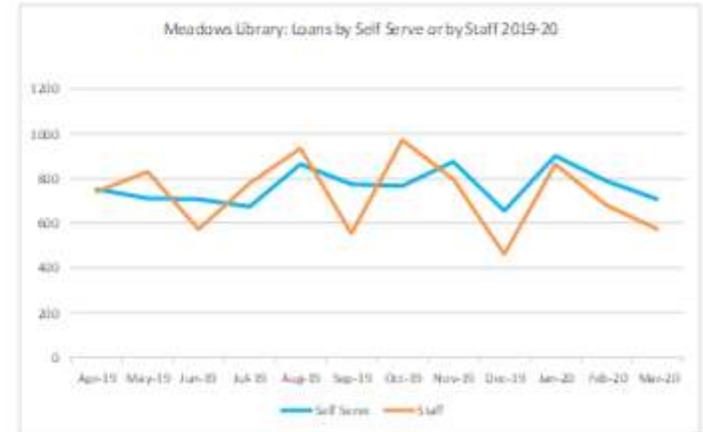
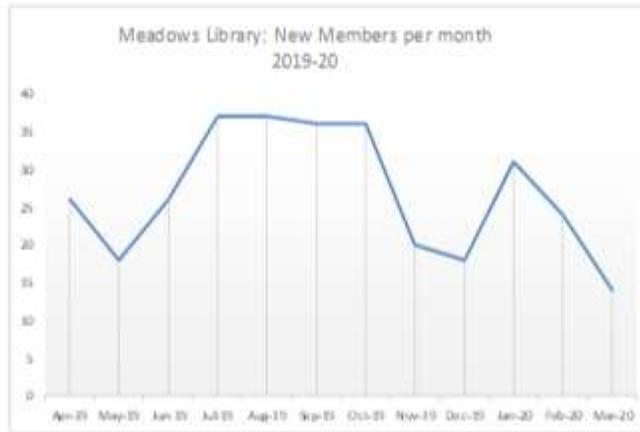
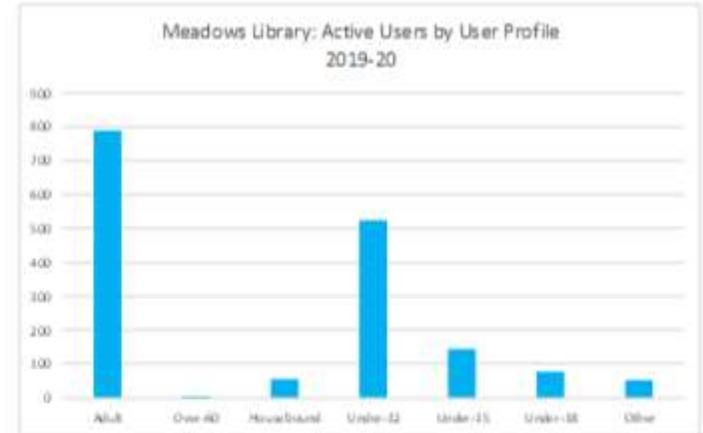
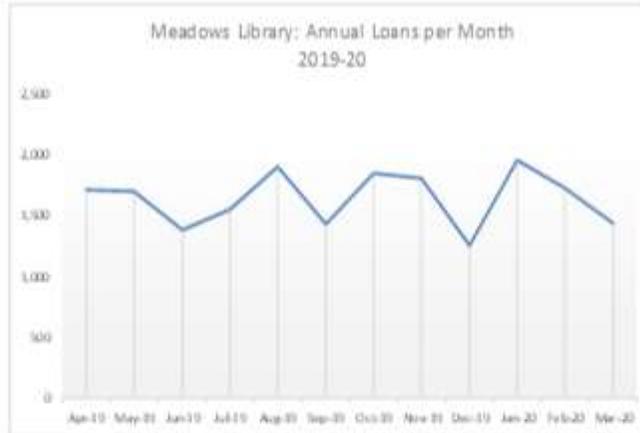
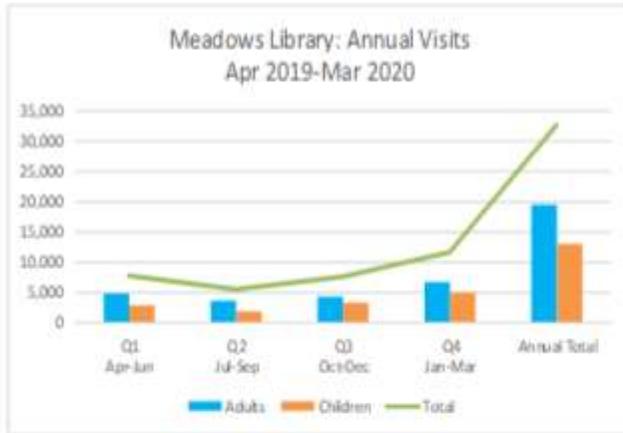
Crime one of the lowest rates of dwelling burglary of all wards and similar rates of vehicle crime and violent crime as the City.

Source: Meadows Ward Profile 2019 <https://www.nottinghaminsight.org.uk/my-area/>

Local Information

Transport links	Buses: NCT 11	
Local Schools	The Becket School A Catholic Voluntary Academy (1.8 miles)	
	Greenfields Community School (0.3 miles)	
	St Patrick's Catholic Voluntary Academy (0.9 miles)	
	Victoria Primary School (0.7 miles)	
	Welbeck Primary School (0.4 miles)	
	Emmanuel School (1.3 miles)	
Proximity to libraries nearby	Library	Distance
	West Bridgford (County)	1.1 miles
	Nottingham Central	1.2 miles
Community buildings (within a 1 mile walking radius)	Queens Walk Community Centre (0.2 miles)	
	Community Spaces incl. Meadows Health Centre, Bridgeway Hall Methodist Mission, St Saviours Church, Portland Leisure Centre, Meadows Muslim Centre, Meadows Youth And Community Centre, Our Lady And St Patrick Church, The Salvation Army	

Meadows Library Profile 2019-20



Radford-Lenton Library Profile 2019-20

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Lenton Boulevard, Nottingham, NG7 2BY

Tel: 0115 915 2849

Email: radford_lenton.library@nottinghamcity.gov.uk

Radford Ward

Opening Hours

Mon	9am - 1pm
Tue	CLOSED
Wed	9am - 6pm
Thur	CLOSED
Fri	9am - 1pm
Sat	9am - 1pm

Hours per week: 21 Built: 1925

Gross Internal Area: 523 sq m Usage per sq m: 16



Service Information

Highlights 2019/2020		Regular Events	
Annual Running Costs	£59,374	Annual Issues	10,136
Cost per visitor	£7.50	Issues per hour	3
Running cost per hour open	£56.55	Staff/self-serve issues	66% / 34%
Annual visits	7,920	Events run	127
Average visitors per hour	8	Event participants	2,280
Lending Stock	10,922	Public PC hours per device	389
New Stock	1,014	PC usage as % of opening hours	41%
Services		Resources: Staffing	
8 PCs	Self-Serve Machine	Senior Library Customer Advisor (D grade) 21h	
Free WiFi	NPALS	Library Customer Advisor (C grade) 21h	
Print & Photocopy	Room for Hire x 1	Total front line staffing hours: 42	

Radford-Lenton Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Radford-Lenton Library	Number	% of Nottingham Total	
All registered members	5,102	2.1%	<i>of all library members</i>
Active users	898	1.8%	<i>of all active users</i>
Visits	7,920	0.9%	<i>of all library visits</i>
Issues	10,136	1.9%	<i>of all issues</i>
New Members	132	1.2%	
No. of users who have logged onto a public pc	466	1.3%	<i>of all PC users</i>
PC usage (hours used)	3,115	1.5%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		41%	<i>of capacity</i>

Commercial Use

Total Income	£861
Room Hire	
Rates	No room hire facilities
Annual Use	
Income	

Service Offer

Strategic Outcomes supporting Nottingham Citizens	No. of sessions in	Citizen reach in 2019/20
Improving Reading and Literacy	62	1898
Improving Digital Access and Literacy		
Cultural and Creative Enrichment	5	191
Greater Prosperity	58	152
Healthier and Happier Lives	1	6
Achieving full potential		
Strong and resilient communities	20	32

Radford-Lenton Library Profile 2019-20

Ward Profile: Radford

		Radford Community	Nottingham City
Total Population		16,681	331,069
Age	Under 16 (%)	9.8	18.8
	16-64 (%)	87.3	69.7
	65+ (%)	2.8	11.5
Ethnicity	White British (%)	49.3	65.4
	Non-White British (%)	50.7	34.6

The ward has the lowest proportion of older people - at just 2.8%

49.3% of the population are White British, with the Black or Black British group making up 10.9% of the population, and the Asian or Asian British group making up 21.6%.

Total DWP claimants (%) Aug 2019	9.4	16.7
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Unemployment rate (%) Nov 2019	3.1	4.6
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Incapacity benefit (%) Aug 2019	4.4	6.8
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Super Output Areas ranking	2 (out of 56 in Nottingham)	
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Health	significantly higher rate of premature deaths from Cancer
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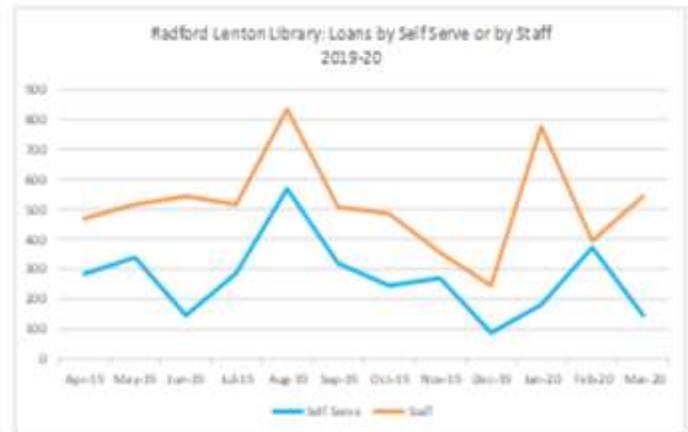
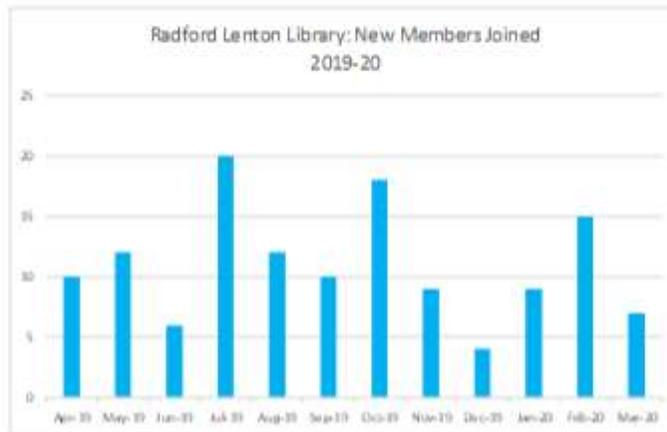
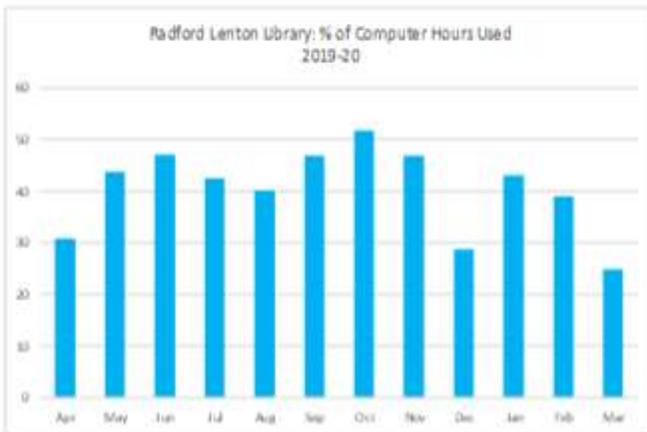
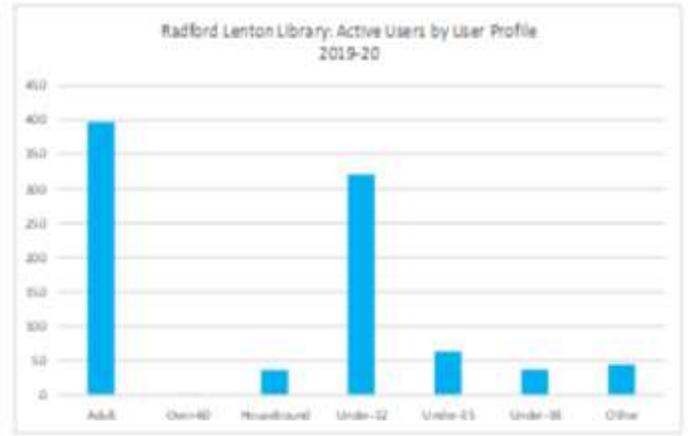
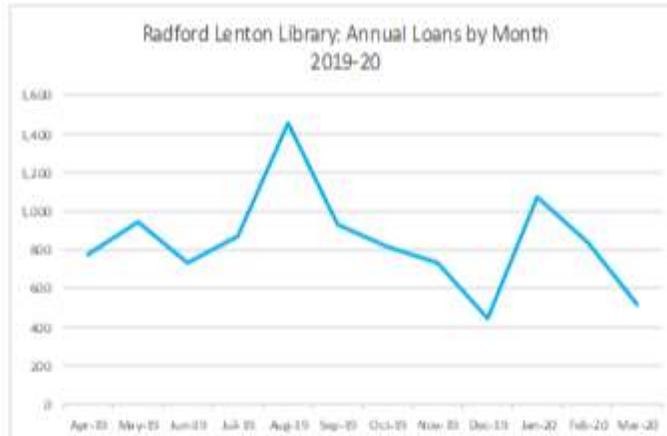
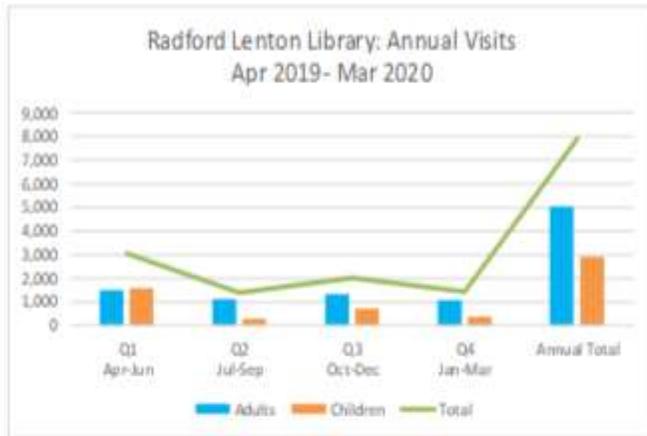
Crime	highest dwelling burglary rate of all wards at 30.8 per 1000 compared to 12.9 for the City overall
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Source: Radford Ward Profile 2019 <https://www.nottinghaminsight.org.uk/my-area/>

Local Information

Transport links	Buses: NCT 28,30,31. LOCAL 10, COLLEGELINK, TB2	
Local Schools	Berridge Primary and Nursery School Brushfield site (7-11) (0.7 miles) Dunkirk Primary and Nursery School (Abbey Campus) (0.6 miles) Radford Primary School (0.4 miles) Mellers Primary School and Foundation Unit (0.5 miles) Nottingham Nursery & Training Centre (0.3 miles) Southwold Primary and Early Years Centre (0.7 miles) Bentinck Primary and Nursery School (0.6 miles) Edna G Olds Academy (0.5 miles)	
Proximity to libraries nearby	Library	Distance
	Hyson Green	0.9 miles
	Nottingham Central	1.1 miles
Community buildings (within a 1 mile walking radius)	The Women's Centre Marcus Garvey Centre The Lodge Community Centre (Muslim Women's Org) Lenton Community Centre	Radford Youth & Community Centre Tennyson Hall Youth & Community Centre Wollaton Park Community Centre
	Community Spaces incl. Karimia Institute, Muslim Hands, The Bridge Centre, Muslim Cultural Centre, Lenton Leisure Centre, Castle Cavendish Works, All Souls Church and Community Centre, Nottingham Islam Information Centre, Mount Zion Millenium City Church, Thomas Helwys Baptist Church, Guru Nanak Dev Ji Gurdwara, Lenton Methodist Church, St Pauls Catholic Church, Nottingham Squash Club, Cornerstone Church	

Radford-Lenton Library Profile 2019-20



Sherwood Library Profile 2019-20

Spondon Street, Nottingham, NG5 4AB
Tel: 0115 915 2827

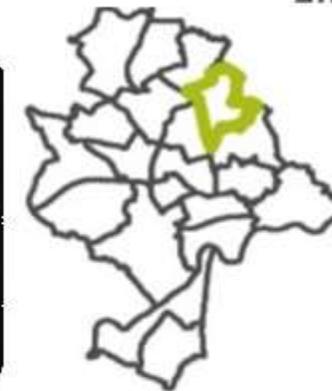
Sherwood Ward

Opening Hours

Mon	9am - 6pm
Tue	9am - 6pm
Wed	9am - 6pm
Thur	CLOSED
Fri	9am - 6pm
Sat	9am - 4pm

Hours open per week: 43 Built: 1955

Gross Internal Area: 485 sq m Usage per sqm: 86 per sq m



Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£68,439	Annual Issues	56,693	Careers Advice	After School Activity
Cost per visitor	£1.70	Issues per hour	26	Games Café	Games Event
Running cost per hour open	£31.83	Staff/self-serve issues	59 / 41	IT 121 sessions	Arts& Crafts/ Holiday Activities
Annual visits	40,224	Events run	329	Library Talks	Lego Event
Average visitors per hour	19	Event participants	6,309	Local History event	Summer Reading Challenge (Activity)
Lending Stock	22,510	Public PC hours per device	907	Reading Group	Totstime
New Stock	2,111	PC usage as % of opening hours	46%	Work Club	Volunteer/Work experience
Services				Resources: Staffing	
8 PCs		Self-Serve Machine			
Free WiFi		Room for Hire x 0		Library Customer Advisor (C grade) 100 hours	
Print & Photocopy				Total front line staffing hours: 100 hours	

Sherwood Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Sherwood Library	Number	% of Nottingham Total	
All registered members	10,593	4.5%	<i>of all library members</i>
Active users	2,575	5.2%	<i>of all active users</i>
Visits	40,224	4.6%	<i>of all library visits</i>
Issues	56,693	10.4%	<i>of all issues</i>
New Members	478	4.2%	
No. of users who have logged onto a public pc	1,479	4.2%	<i>of all PC users</i>
PC usage (hours used)	7,255	3.6%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		46%	<i>of capacity</i>

Commercial Use

Total Income	£6,017
Room Hire	
Rates	No room hire facilities
Annual Use	
Income	
Vending Machines	
Income	No vending

Service Offer

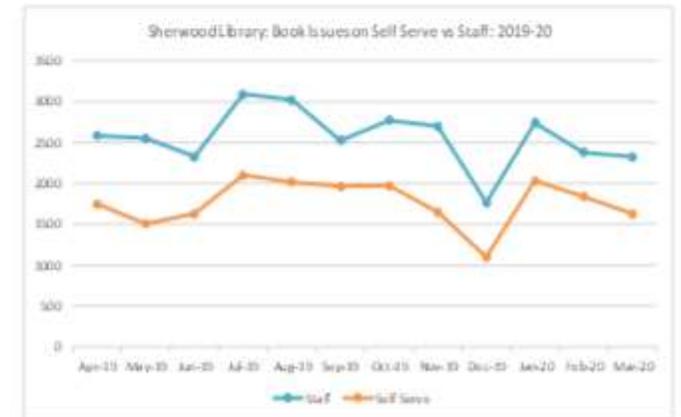
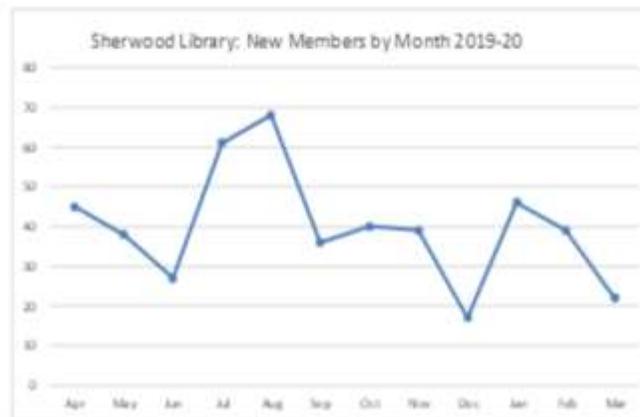
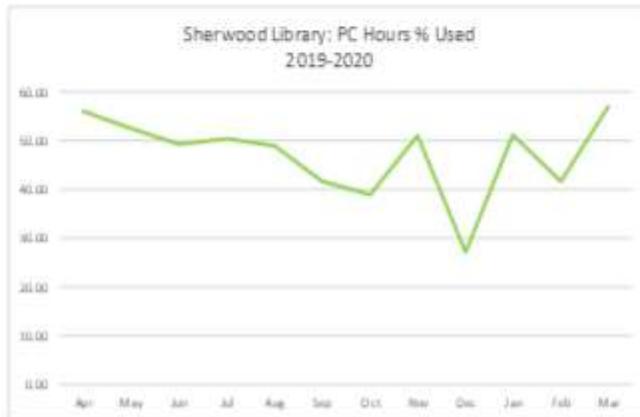
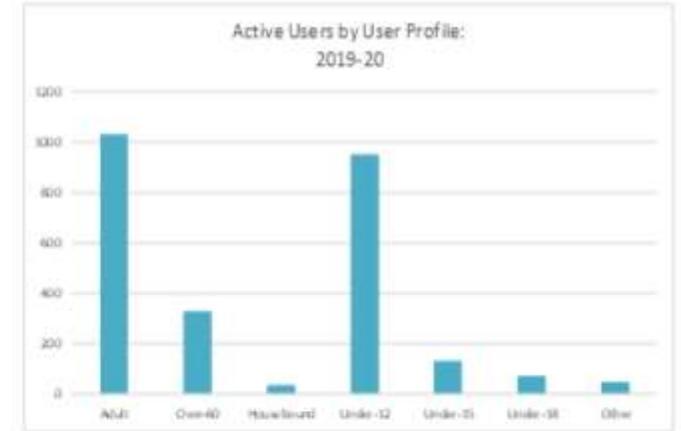
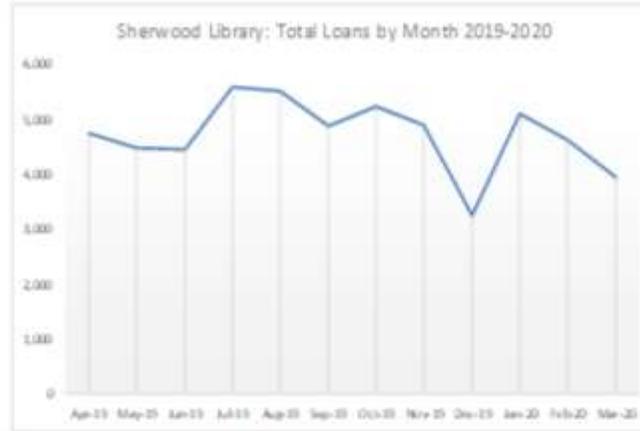
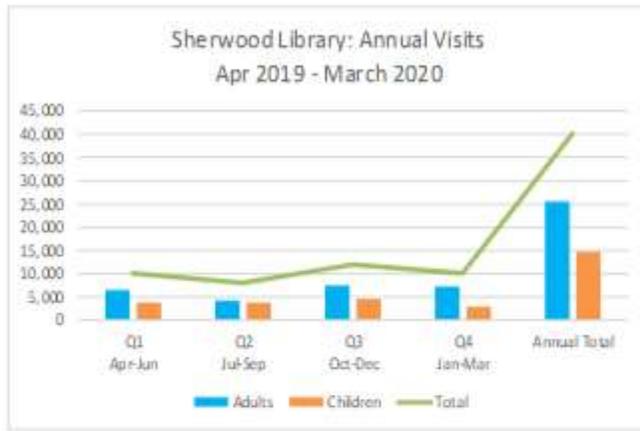
Strategic Outcomes supporting Nottingham Citizens	No. of sessions in	Citizen reach in 2019/20
Improving Reading and Literacy	124	3,528
Improving Digital Access and Literacy	1	1
Cultural and Creative Enrichment	115	2,596
Greater Prosperity	36	59
Healthier and Happier Lives		
Achieving full potential	53	855
Strong and resilient communities		

Sherwood Library Profile 2019-20

Ward Profile: Sherwood			
		Sherwood Community	Nottingham City
Total Population		16,021	331,069
Age	Under 16 (%)	18.9	18.8
	16-64 (%)	66.2	69.7
	65+ (%)	14.9	11.5
Ethnicity	White British (%)	72.6	65.4
	Non-White British (%)	27.4	34.6
The ward has a similar proportion of children to the City and a slightly higher proportion of older people			
72.6% of the population are White British, with the Asian or Asian British group making up 7.5% of the population, and the Mixed group making up a further 6%.			
Total DWP claimants (%) Aug 2019		16	16.7
Unemployment rate (%) Nov 2019		4.2	4.6
Incapacity benefit (%) Aug 2019		6.6	6.8
Super Output Areas ranking		0	
Health	higher rate of premature deaths from Cancer and a lower rate of premature deaths from Cardiovascular Disease, than Nottingham, but the differences are not statistically significant.		
Crime	lower rates of dwelling burglary, violent crime, but a slightly higher rate of vehicle crime compared to the City overall.		
Source: Sherwood Ward Profile 2019 https://www.nottinghaminsight.org.uk/my-area/			

Local Information		
Transport links	Buses: NCT 56, 57, 58, 59, 87, 88, 89. TB PRONTO, TB CALON, SC 33	
Local Schools	Haydn Primary School (0.2miles) Seely Primary and Nursery School (0.6 miles) Walter Halls Primary and Early Years School (0.9 miles) Carrington Primary and Nursery School (0.6 miles) Claremont Primary and Nursery School (0.7 miles) Nottingham Free School (0.6 miles) Djanogly Sherwood Academy (0.8 miles)	
Proximity to libraries nearby	Library	Distance
	Woodthorpe Library (County)	1.3 miles
	Mapperley Library (County)	1.4 miles
	Basford	1.7 miles
	St Anns Valley	1.7 miles
	Hyson Green	1.7 miles
Community buildings (within a 1 mile walking radius)	Ukrainian Cultural Centre (0.3 miles) Mapperley Community Centre (0.9 miles) Sherwood Community Centre (0.6 miles) Indian Community Centre (IOCA) (0.6 miles)	
	Community spaces incl. The Place Activity Centre, Polish Catholic Centre, St Judes Church and Church Hall, Ukrainian Centre, The Fiveways, Cavendish Blackwoods Scout Hut, Mansfield Road Baptist Church, Sherwood Methodist Church, St Johns Church, United Reformed Church, St Martins Church	

Sherwood Library Profile 2019-20



Southglade Park Library Profile 2019-20

NOTTINGHAM
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Southglade Road, Bestwood, Nottingham, NG5 5GU
Tel: 0115 876 1055

Bulwell Forest Ward

Opening Hours

Mon	9am - 6pm
Tue	CLOSED
Wed	9am - 6pm
Thur	9am - 6pm
Fri	9am - 1pm
Sat	9am - 1pm

Hours per week: 35

Built: 2005

Gross Internal Area: 231 sq m Usage per sq m: 131 per sq m



Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£88,639	Annual Issues	14,606	Councillor Surgeries	After School sessions
Cost per visitor	£3.06	Issues per hour	8	Knit and Stitch	Learning Support Tutors
Running cost per hour open	£50.68	Staff/self-serve issues	68% / 32%	Welfare/Debt Advice	Saturday Activities
Annual visits	28,968	Events run	282		Summer Reading Challenge
Average visitors per hour	17	Event participants	5,336		Class/School visit
Lending Stock	12,471	Public PC hours per device	732		Totstime
New Stock	1,004	PC usage as % of opening hours	48%		
Services				Resources: Staffing	
6 PCs		Self-Serve Machine		Senior Library Customer Advisor (D grade) 30.5h	
Free WiFi		Room for Hire x 1		Library Customer Advisor (C grade) 42h	
Print & Photocopy				Total front line staffing hours: 72.5	

Southglade Park Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Southglade Park Library	Number	% of Nottingham Total	
All registered members	8,103	3.4%	<i>of all library members</i>
Active users	1,517	3.1%	<i>of all active users</i>
Visits	28,968	3.3%	<i>of all library visits</i>
Issues	14,606	2.7%	<i>of all issues</i>
New Members	251	2.2%	
No. of users who have logged onto a public pc	873	2.5%	<i>of all PC users</i>
PC usage (hours used)	4,389	2.2%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		48%	<i>of capacity</i>

Commercial Use

Total Income	£2,497
Room Hire	
Rates	<ul style="list-style-type: none"> • Commercial Rates: £10 • Community Rates: Free
Annual Use	<ul style="list-style-type: none"> • Commercial: 85 • Community: 1
Income	£970
Vending Machines	
Income	no vending

Service Offer

Strategic Outcomes supporting Nottingham Citizens	No. of sessions in 2019/20	Citizen reach in 2019/20
Improving Reading and Literacy	113	3406
Improving Digital Access and Literacy		
Cultural and Creative Enrichment	77	1101
Greater Prosperity	1	7
Healthier and Happier Lives	19	365
Achieving full potential	54	155
Strong and resilient communities	11	36

Southglade Park Library Profile 2019-20

Ward Profile: Bulwell Forest

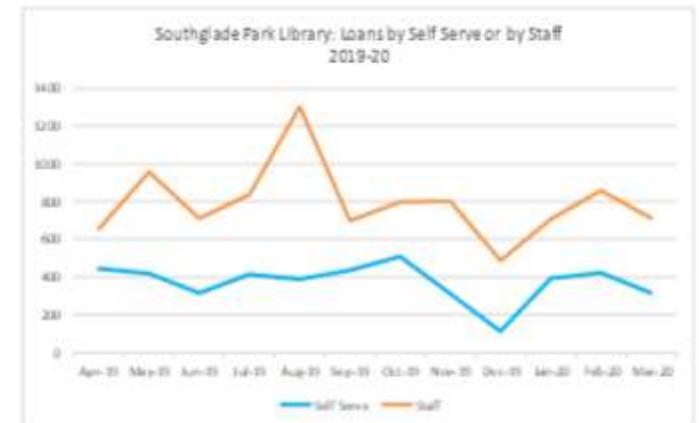
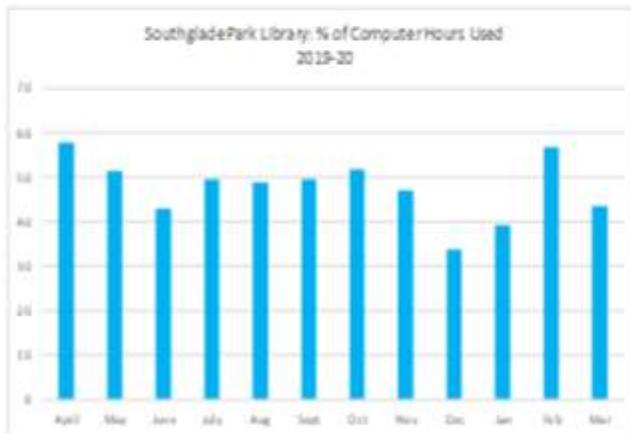
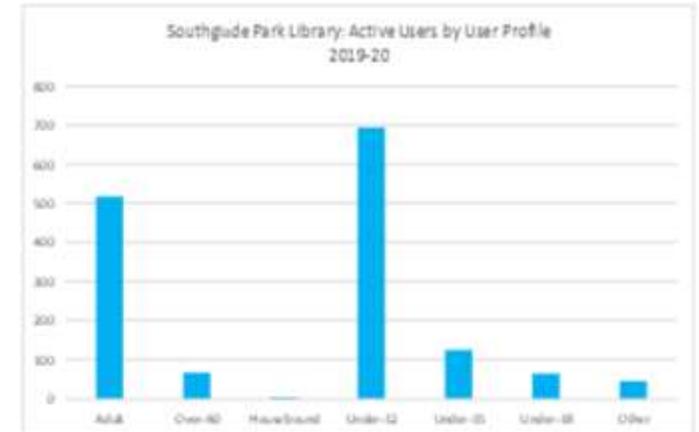
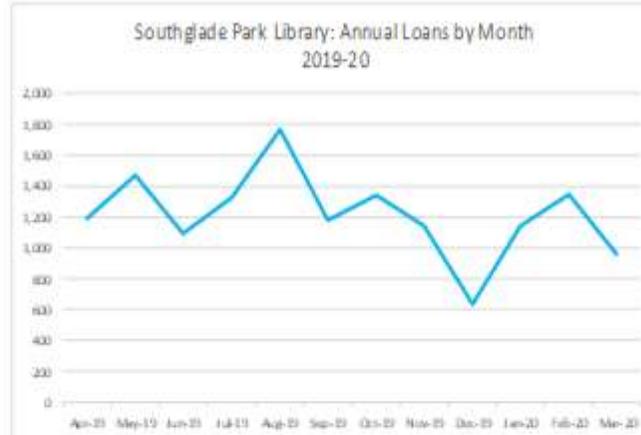
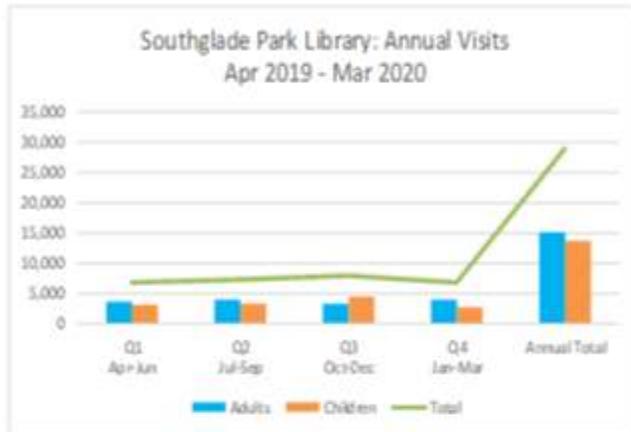
		Bulwell Forest Community	Nottingham City
Total Population		13,563	331,069
Age	Under 16 (%)	19.1	18.8
	16-64 (%)	59.6	69.7
	65+ (%)	21.3	11.5
Ethnicity	White British (%)	81.7	65.4
	Non-White British (%)	18.3	34.6
<p>The ward has one of the highest proportions of older people - making up over a fifth of the population Over 80% of the population are White British, compared to a City average of 65% .</p>			
Total DWP claimants (%) Aug 2019		18.5	16.7
Unemployment rate (%) Nov 2019		4.2	4.6
Incapacity benefit (%) Aug 2019		7.9	6.8
Super Output Areas ranking	1 (out of 56 in Nottingham)		
Health	a lower rate of premature deaths from both Cardiovascular Disease and cancer, than Nottingham, but the differences are not statistically significant.		
Crime	lowest rate of dwelling burglary of all wards, and lower rates of violent and vehicle crime		

Source: Bulwell Forest Ward Profile 2019 <https://www.nottinghaminsight.org.uk/my-area/>

Local Information

Transport links	Buses: NCT 16	
Local Schools	Southwark Primary School (0.9 miles) Southglade Primary School (0.8 miles) Robin Hood Primary School (0.6 miles) Henry Whipple Primary School (0.3 miles) Westglade Primary School (1.1 miles) Cantrell Primary and Nursery School (1.0 miles) Heathfield Primary and Nursery School (Kersall Drive) (0.8 miles) Our Lady of Perpetual Succour Catholic Voluntary Academy (0.8 miles) Park Vale Academy (1.2 miles)	
Proximity to libraries nearby	Library	Distance
	Bulwell Riverside	1.5 miles
	Basford	1.2 miles)
	Arnold (County)	(2.4 miles)
Community buildings (within a 1 mile walking radius)	Leen Valley Community Centre (0.7 miles) Bestwood Estate Community Centre (0.5 miles) Bestwood Park Community Centre (0.8 miles) Top Valley Community Centre (0.7 miles) Highbury Vale Community Centre (0.7 miles) Community spaces incl. Mellish Sports Centre, Sons of Rest, United Reformed Church, Church of Our Lady of Perpetual Succour, St Philips Church, 45th Scout Group, Bulwell Forest Golf Club	

Southglade Park Library Profile 2019-20



St Ann's Library Profile 2019-20

St Ann's Valley Centre, 2 Livingstone Road, Nottingham, NG3 3GG

Tel: 0115 883 9700

Email: st_anns.library@nottinghamcity.gov.uk

Area 1: St Ann's Ward

Opening Hours

Mon	8.30am – 6.30pm
Tue	8.30am – 6.30pm
Wed	8.30am – 6.30pm
Thur	8.30am – 6.30pm
Fri	8.30am – 6.30pm
Sat	9am – 1pm

Hours per week: 54

Built: 2011

Gross Internal Area:

Usage per sq m



NOTTINGHAM
CITY
LIBRARIES

Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£125,756	Annual Issues	16,188	Conversation Group	After School Activity
Cost per visitor	£2.33	Issues per hour	6	Councillor Surgeries	Games Event
Running cost per hour open	£46.58	Staff/self-serve issues	79% / 21%	Knit and Stitch	Reading Group
Annual visits	53,988	Events run	502	Welfare/Debt Advice	Science and Technology Event
Average visitors per hour	21	Event participants	5,581	Knit & Knatter	Summer Reading Challenge
Lending Stock	15,848	Public PC hours per device	1,428	Work Club	Small Steps Big Changes (SSBC) Activity
New Stock	1,347	PC usage as % of opening hours	56%		Totstime
Services				Resources: Staffing	
12 PCs		Self-Serve Machine		Senior Library Customer Advisor (D grade) 37h	
Free WiFi		Joint Service Centre		Library Customer Advisor (C grade) 73.5h	
Print & Photocopy		Room for Hire x 1		Total front line staffing hours: 110.5h	

St Ann's Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
St Ann's Library	Number	% of Nottingham Total	
All registered members	11,004	4.6%	<i>of all library members</i>
Active users	2,565	5.2%	<i>of all active users</i>
Visits	53,988	6.1%	<i>of all library visits</i>
Issues	16,188	3%	<i>of all issues</i>
New Members	521	4.6%	
No. of users who have logged onto a public pc	2,744	7.7%	<i>of all PC users</i>
PC usage (hours used)	17,139	8.4%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		56%	<i>of capacity</i>

Commercial Use

Total Income	£11,277
Room Hire	
Rates	Managed by the Joint Service Centre
Annual Use	
Income	
Vending Machines	
Income	no vending

Service Offer

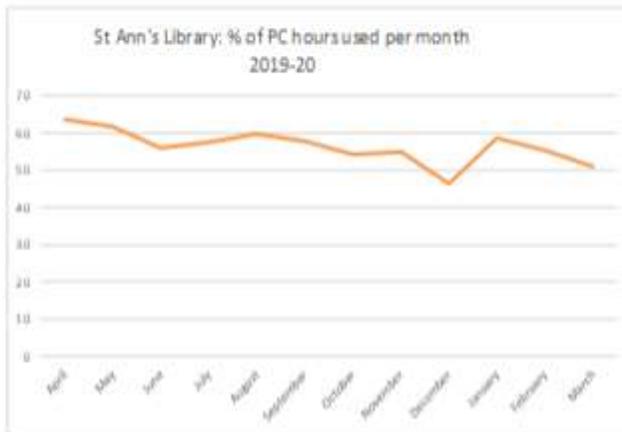
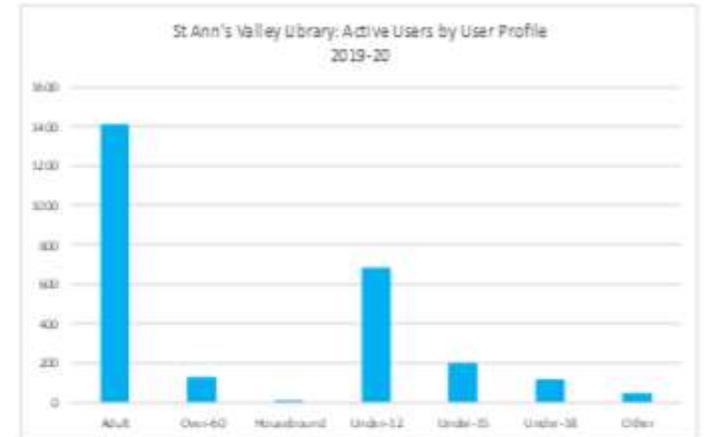
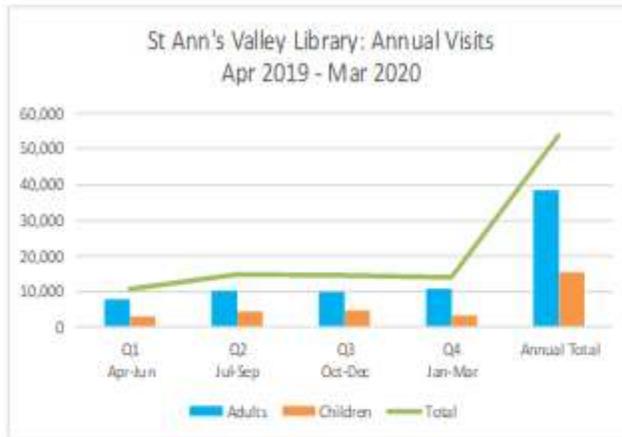
Strategic Outcomes supporting Nottingham Citizens	No. of sessions in 2019/20	Citizen reach in 2019/20
Improving Reading and Literacy	123	2069
Improving Digital Access and Literacy	1	1
Cultural and Creative Enrichment	110	1412
Greater Prosperity	155	340
Healthier and Happier Lives	17	230
Achieving full potential	47	1246
Strong and resilient communities	47	202

St Ann's Library Profile 2019-20

Ward Profile: St Ann's			
		St Ann's Community	Nottingham City
Total Population		22,710	331,069
Age	Under 16 (%)	16.0	18.8
	16-64 (%)	76.2	69.7
	65+ (%)	7.8	11.5
Ethnicity	White British (%)	50.2	65.4
	Non-White British (%)	49.8	34.6
<p>18.4% increase in population over the last 5 years, almost three times higher than the City increase.</p> <p>50% of the population are White British, with the Black or Black British group making up 14.2% of the population, and the Asian or Asian British group making up 15.2%.</p>			
Total DWP claimants (%) Aug 2019		17.3	16.7
Unemployment rate (%) Nov 2019		5.0	4.6
Incapacity benefit (%) Aug 2019		7.4	6.8
Super Output Areas ranking	5 (out of 56 in Nottingham)		
Health	rate of premature deaths from both Cardiovascular Disease is significantly higher than Nottingham		
Crime	the second highest violent crime rate of all wards		
<p>Source: St Ann's Ward Profile 2019 https://www.nottinghaminsight.org.uk/my-area/</p>			

Local Information		
Transport links	Buses: NCT 40, 41, 42	
Local Schools	St Ann's Well Academy (0.3 miles) Sneinton St Stephen's C of E Primary Academy (0.8 miles) St Augustine's Catholic Voluntary Academy (0.6 miles) Rosehill Special School (0.3 miles) Sycamore Academy (0.3 miles) Our Lady & St Edward's Primary and Nursery Catholic Voluntary Academy (0.5 miles) Blue Bell Hill Primary and Nursery Academy (0.5 miles) Hogarth Academy (0.9 miles) Huntingdon Academy (0.5 miles)	
Proximity to libraries nearby	Library	Distance
	Nottingham Central	1.2 miles
	The Dales Centre Library	1.1 miles
Community buildings (within a 1 mile walking radius)	Community Centre, Beaumont Street (0.9 miles) International Community Centre (0.8 miles) Nottingham and Notts Refugee Forum (0.5 miles) The Pakistan Community Centre (0.6 miles) The Wells Community Centre (0.6 miles)	Afro Caribbean Centre (ACNA) / Afro Caribbean National Artistic group (0.5 miles) Blue Bell Hill Community Centre (0.4 miles) Chase Neighbourhood Centre (0.1 miles) Sycamore Business & Millenium Centre (0.5 miles)
Community spaces incl. Pavillion at King Edward Park), Hill View Community Centre/Gedney Resource Centre, Stonebridge City Farm, Kingdom Hall, Renewal Trust, Trinity Church, St Andrews Church, Scout Association Trust Corporation, Magdala Tennis Club		

St Ann's Library Profile 2019-20



Strelley Road Library Profile 2019-20

Strelley Road, Nottingham, NG8 3BJ

Tel: 0115 915 2880

Email: strelley_road.library@nottinghamcity.gov.uk

Aspley Ward

Opening Hours

Mon	9am - 6pm
Tue	9am - 1pm
Wed	9am - 6pm
Thur	CLOSED
Fri	9am - 6pm
Sat	9am - 1pm

Hours open per week:

Built: 2018

Gross Internal Area: 428 sq m **Usage per sqm:** 89 per sq m



Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£51,578	Annual Issues	25,464	Arts & Crafts	After School Activity
Cost per visitor	£1.59	Issues per hour	15	Community and Family Learning (CFL)	Arts & Crafts Activity
Running cost per hour open	£29.47	Staff/self-serve issues (%)	43 / 57	Councillor & MP Surgery	Autism Friendly Activity
Annual visits	32,400	Events run	346	IT 121 sessions	Games Event / Lego event
Average visitors per hour	19	Event participants	4,833	Knit and Stitch	Science and Technology Event
Lending Stock	13,675	Public PC hours per device	659	Reading Group	Summer Reading Challenge (Activity)
New Stock	1,749	PC usage as % of opening hours	41%	Work Club	Volunteer/Work experience
Services				Resources: Staffing	
12 PCs		Self-Serve Machine		Senior Library Customer Advisor (D grade) 30.5h	
Free WiFi		Vending machine		Library Customer Advisor (C grade) 42h	
Print & Photocopy		Room for Hire x 1		Total front line staffing hours: 72.5h	

Strelley Road Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Strelley Road Library	Number	% of Nottingham Total	
All registered members	8,164	3.4%	<i>of all library members</i>
Active users	2,259	4.6%	<i>of all active users</i>
Visits	32,400	3.7%	<i>of all library visits</i>
Issues	25,464	4.7%	<i>of all issues</i>
New Members	659	5.8%	
No. of users who have logged onto a public pc	2,057	5.8%	<i>of all PC users</i>
PC usage (hours used)	7,911	3.9%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		41%	<i>of capacity</i>

Commercial Use

Total Income	£7,145
Room Hire	
Rates	<ul style="list-style-type: none"> Commercial Rates: £5 - £10 p/hour Community Rates: Free
Annual Use	<ul style="list-style-type: none"> Commercial: 37 bookings Community: 52 bookings
Income	£307
Vending Machines	
Income	£545

Service Offer

Strategic Outcomes supporting Nottingham Citizens	No. of sessions in	Citizen reach in 2019/20
Improving Reading and Literacy	130	2814
Improving Digital Access and Literacy	6	6
Cultural and Creative Enrichment	97	1662
Greater Prosperity	41	76
Healthier and Happier Lives	11	207
Achieving full potential	8	41
Strong and resilient communities	6	5

Strelley Road Library Profile 2019-20

Ward Profile: Aspley

		Aspley Communi-ty	Nottingham City
Total Population		19,550	331,069
Age	Under 16 (%)	31.6	18.8
	16-64 (%)	60.2	69.7
	65+ (%)	8.1	11.5
Ethnicity	White British (%)	70.1	65.4
	Non-White British (%)	29.9	34.6

The ward has the highest proportion of children of all City wards, representing nearly a third of the population.

The Black or Black British group make up 10.5% of the population, and the Mixed group make up just under 10%.

Total DWP claimants (%) Aug 2019	29.1	16.7
Unemployment rate (%) Nov 2019	8.1	4.6
Incapacity benefit (%) Aug 2019	9.4	6.8
Super Output Areas ranking	9 (out of 56 in Nottingham)	

Health higher rate of premature deaths from both Cardiovascular Disease and cancer, than Nottingham, but the differences are not statistically significant.

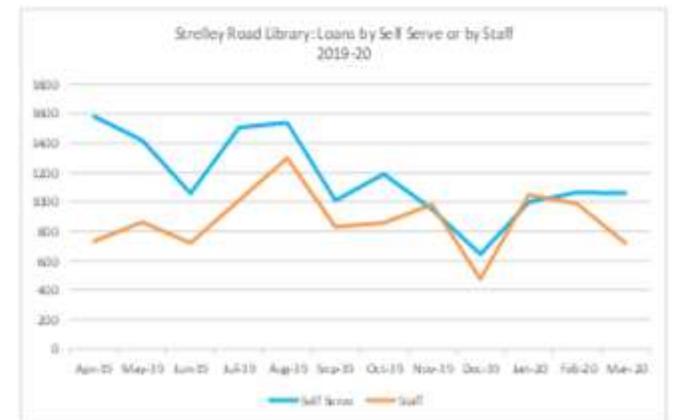
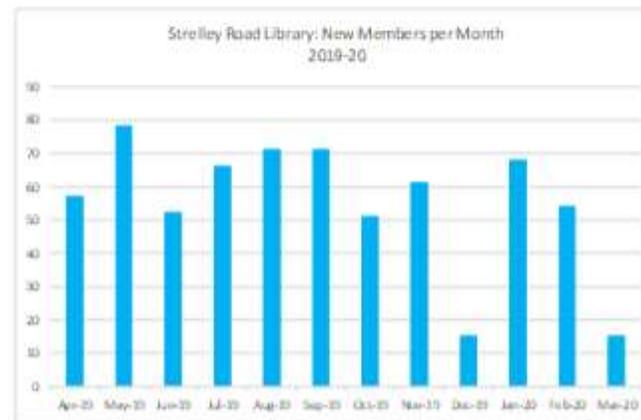
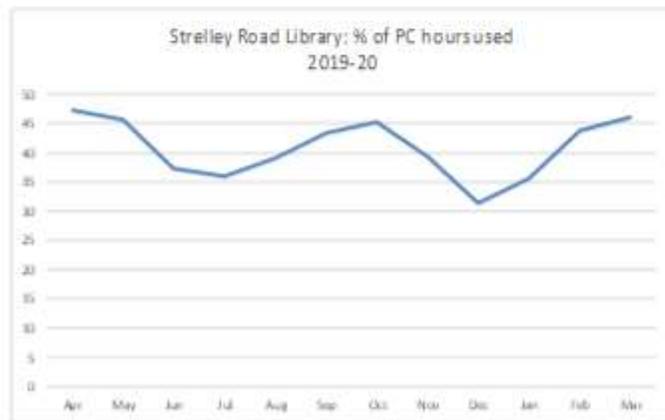
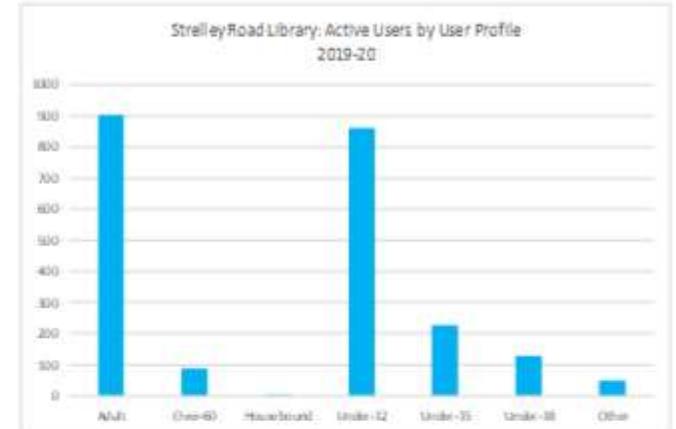
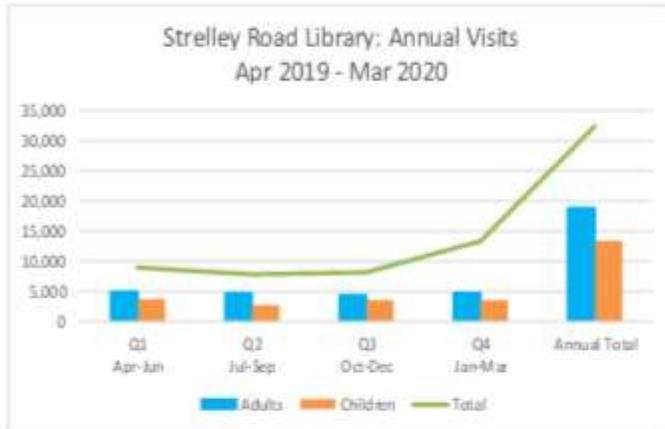
Crime similar rates of dwelling burglary, violence and a lower rate of vehicle crime, compared to the City averages

Source: Aspley Ward Profile 2019 <https://www.nottinghaminsight.org.uk/my-area/>

Local Information

Transport links	Buses: NCT 35, 77. LOCAL 4 & 11	
Local Schools	Bluecoat Beechdale Academy (0.8 miles)	
	St Teresa's Catholic Voluntary Academy (0.5 miles)	
	The Trinity Catholic School A Voluntary Academy (0.6 miles)	
	Rosslyn Park Primary and Nursery School (0.9 miles)	
	Westbury Academy (0.4 miles)	
	Ambleside Primary School (0.6 miles)	
	Glenbrook Primary and Nursery School (0.8 miles)	
	Djanogly Strelley Academy (0.7 miles)	
	Brocklewood Primary and Nursery School (0.2 miles)	
	Woodlands Academy (0.7 miles)	
Proximity to libraries nearby	Library	Distance
	Bilborough	1.0 miles
	Aspley	1.3 miles
	Community buildings (within a 1 mile walking radius)	Sheila Russell Centre (0.5 miles)
Community buildings (within a 1 mile walking radius)	Aspley Community and Training Centre (0.6 miles)	
	Bells Lane Community Centre (0.9 miles)	
	Sixways Community Centre (0.3 miles)	
	Community Spaces incl. The Indaba Hut Café, Minver Crescent Sports Centre, St Marthas Church, Salvation Army Worship and Community Centre, Strelley Social Club, St Martin Of Tour Church	

Strelley Road Library Profile 2019-20



Wollaton Library Profile 2019-20

NOTTINGHAM
CITY
LIBRARIES

Bramcote Lane, Wollaton, Nottingham, NG8 2NA

Tel: 0115 915 2809

Email: wollaton.library@nottinghamcity.gov.uk

Wollaton West Ward

Opening Hours

Mon	9am - 6pm
Tue	9am - 7pm
Wed	9am - 1pm
Thur	9am - 7pm
Fri	9am - 6pm
Sat	9am - 1pm

Hours open per week: 46 Built: 1965

Gross Internal Area: 313sq m Usage per sqm: 157 per sq m



Service Information

Highlights 2019/2020				Regular Events	
Annual Running Costs	£91,277	Annual Issues	72,714	Arts & Crafts	Arts & Crafts Activity
Cost per visitor	£1.83	Issues per hour	32	Community Event / Meeting	Class book exchange visits
Running cost per hour open	£39.69	Staff/self-serve issues	47 / 53	Councillor & MP Surgery	Music/Theatre event
Annual visits	49,788	Events run	343	IT 121 sessions	Science and Technology Event
Average visitors per hour	23	Event participants	6,977	Reading Group	Summer Reading Challenge (Activity)
Lending Stock	21,968	Public PC hours per device	572		Totstime
New Stock	2,092	PC usage as % of opening hours	26%		
Services				Resources: Staffing	
5 PCs		Self-Serve Machine		Senior Library Customer Advisor (D grade) 37h	
Free WiFi		Vending machine		Library Customer Advisor (C grade) 59h	
Print & Photocopy		Room for Hire x 1		Total front line staffing hours: 96h	

Wollaton Library Profile 2019-20

Customer Insight

Key Usage Statistics: 2019-20			
Wollaton Library	Number	% of Nottingham Total	
All registered members	11,378	4.8%	<i>of all library members</i>
Active users	2,942	6%	<i>of all active users</i>
Visits	49,788	5.7%	<i>of all library visits</i>
Issues	72,714	13.3%	<i>of all issues</i>
New Members	474	4.2%	
No. of users who have	928	2.6%	<i>of all PC users</i>
PC usage (hours used)	2,861	1.4%	<i>of all PC hours used</i>
PC usage (take up of available sessions)		26%	<i>of capacity</i>

Commercial Use

Total Income	£5,581
Room Hire	
Rates	<ul style="list-style-type: none"> Commercial Rates: £10 p/hour Community Rates: Free
Annual Use	<ul style="list-style-type: none"> Commercial: 68 bookings Community: 80 bookings
Income	£1,329
Vending Machines	
Income	£183

Service Offer

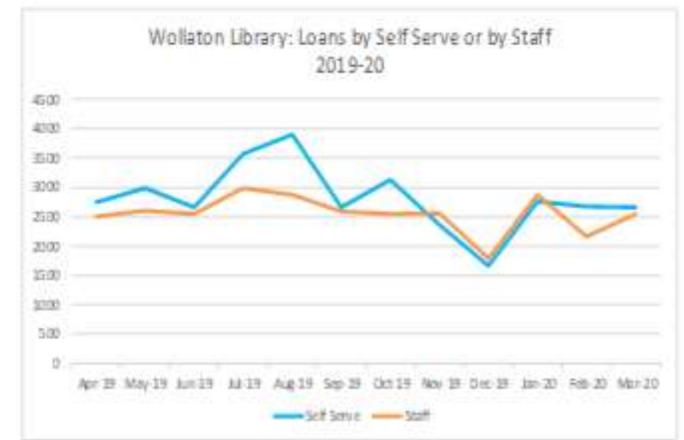
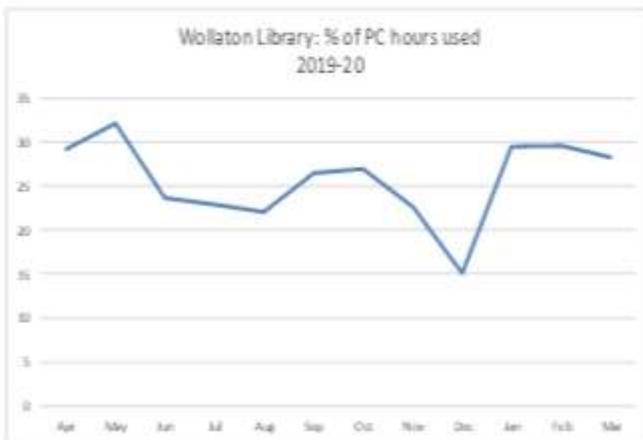
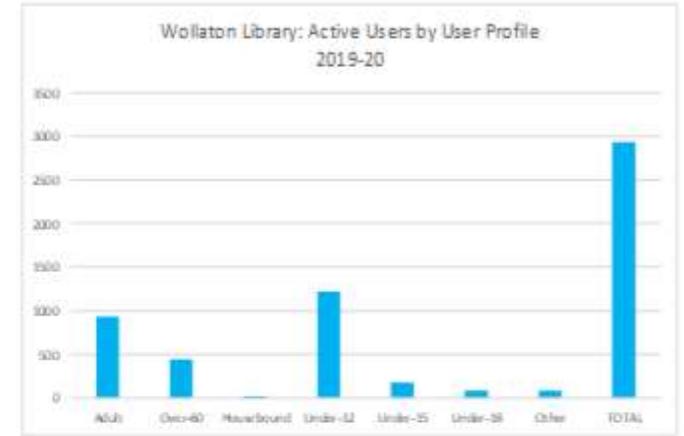
Strategic Outcomes supporting Nottingham Citizens	No. of sessions in	Citizen reach in 2019/20
Improving Reading and Literacy	99	5193
Improving Digital Access and Literacy	14	14
Cultural and Creative Enrichment	11	382
Greater Prosperity		
Healthier and Happier Lives	5	139
Achieving full potential	176	474
Strong and resilient communities	31	126

Wollaton Library Profile 2019-20

Ward Profile: Wollaton West			
		Wollaton West Community	Nottingham City
Total Population		15,254	331,069
Age	Under 16 (%)	21.5	18.8
	16-64 (%)	57	69.7
	65+ (%)	21.5	11.5
Ethnicity	White British (%)	69.2	65.4
	Non-White British (%)	30.8	34.6
<p>The ward has a higher proportion of children than the City, representing 21.5% of the population, and the highest proportion of older people, at 21.5%.</p> <p>Just under 70% of the population are White British, with the Asian or Asian British group making up 18.8% of the population.</p>			
Total DWP claimants (%)	Aug 2019	8.9	16.7
Unemployment rate (%)	Nov 2019	1.8	4.6
Incapacity benefit (%)	Aug 2019	3.1	6.8
Super Output Areas ranking		0	
Health	significantly lower rate of premature deaths from both Cardiovascular Disease and cancer, than Nottingham.		
Crime	lower rate of dwelling burglary compared to the City, and the lowest rates of violent and vehicle crime of all wards at 11.6 and 3.5 per 1000 respectively.		
<p>Source: Wollaton West Ward Profile 2019 https://www.nottinghaminsight.org.uk/my-area/</p>			

Local Information		
Transport links	Buses: NCT 30, LOCAL 10	
Local Schools	The Femwood School (0.5 miles) Fernwood Primary and Nursery School (0.4 miles)	
Proximity to libraries nearby	Library	Distance
	Bilborough	1.4 miles
	Beeston (County)	2.2 miles
Community buildings (within a 1 mile walking radius)	Birchover Park Community Centre (1.1 miles) The Vale Community Centre, Rosedale (1.0 miles) Wollaton Grange Community Centre (1.0 miles)	
	Community Spaces incl. Kingswood Methodist Church, St Leonards Church Hall, Grangewood Methodist Church, Wollaton Cricket Club, Scout Hut	

Wollaton Library Profile 2019-20



13 CONTRIBUTORS

This report was jointly written by Nottingham City Council's Sport and Culture Business Management Team and by public sector advisers [Activist Group](#). The Business Management Team led this project on behalf of Nottingham City Library Service.

Nottingham City Library Service contributed significantly to the Phase 1 research and this report in providing information and data about the service's performance and information about their offer across the city.

Nottingham City Council's GIS Team helped to develop an assessment of need for library services in different areas of the city and provided demographic data, mapping and analysis to support the research.

Nottingham City Council's Consultation and Engagement Team helped to develop and analyse the public survey and carried out public engagement events in support of this work.

Nottingham City Council Corporate and Departmental Communications and Marketing Teams have supported in the publicity and promotion of this project and in the development and distribution of supporting internal and external communications.

Thank you to all involved for your expertise, input and advice.

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