

# Equalities Monitoring – Services

## Appendix I – Libraries

**Annual Report - 2016-17**



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## **1. Introduction**

The library service has nine libraries located throughout the Borough. They provide a wide range of resources to their local communities and visitors to the area. These resources include books, spoken word CDs, DVDs, computer games, newspapers, free internet access via public computers, photocopying, faxing and a wide range of activities and events.

Libraries also offer a wide range of online information resources as well as e books and e audio.

Residents and visitors to the area can apply for an e+ smartcard that acts as a membership card to access the resources. Each time the card is used a transaction is recorded to enable usage to be monitored.

The purpose of equalities monitoring is to ensure the Council is providing a fair and equitable service to all its residents.

To ensure the service is fair and equitable, monitoring has been undertaken in terms of:

- Access to the service

It has been analysed by the following equality groups:

- Age
- Race
- Sex
- Religion

A satisfaction survey of the library services was not undertaken during 2016, the next is scheduled to take place in 2018.

When sufficient data for analysis is available for the other protected groups in the Equality Act 2010, these will also be included.

The data below has been taken from:

e+ smartcard database – enrolments and transactions for libraries (1/04/16 to 31/03/17).

Office for National Statistics (ONS) population estimates unit published tables. Crown copyright.

Office for National Statistics (ONS) - Census 2011.

## **2. Access to the service**

Access to the library service can be measured by enrolments and transactions using the e+ smartcard at the nine libraries. Although people who do not use the e+ card may also use the service, the e+ card numbers are sufficiently high to make this a viable measurement of access to the library services.

As people may enrol for the e+ card but not use it, transactions have also been analysed. The tables below show the age, gender, ethnicity and religious belief of those who are using the library facilities.

All data is for residents of Bracknell Forest only. Enrolments for access to library facilities by non-residents were 701 in the year; transactions were 14,462 in the year.

**Table 1 – Enrolments by age**

<b>Enrolments in e+ card - Libraries 01/04/2016 - 31/03/2017 (Bracknell Forest residents only)</b>					
<b>Age Range</b>	<b>Enrolments in e+ card</b>	<b>E+ card %</b>	<b>Bracknell Forest population Mid-2016</b>	<b>Bracknell Forest population Mid-2016 %</b>	<b>Variance</b>
Under 18	1,240	36%	28174	24%	12%
18 to 34	820	24%	24707	21%	3%
35 to 49	697	20%	27260	23%	-3%
50 to 64	455	13%	22637	19%	-6%
65 to 79	224	6%	12362	10%	-4%
over 80	26	1%	4307	4%	-3%
<b>Total</b>	<b>3,462</b>	<b>100%</b>	<b>119447</b>	<b>100%</b>	

*N.B Percentages may not sum due to rounding*

**Table 2 – Transactions by age**

<b>Transactions - Libraries 01/04/2016 - 31/03/2017 (Bracknell Forest residents only)</b>					
<b>Age Range</b>	<b>Library transactions</b>	<b>Library transactions %</b>	<b>Bracknell Forest population Mid-2016</b>	<b>Bracknell Forest population Mid-2016 %</b>	<b>Variance</b>
Under 18	32,000	31%	28174	24%	8%
18 to 34	5,289	5%	24707	21%	-16%
35 to 49	14,716	14%	27260	23%	-9%
50 to 64	16,129	16%	22637	19%	-3%
65 to 79	26,705	26%	12362	10%	16%
over 80	7,964	8%	4307	4%	4%
<b>Total</b>	<b>102,803</b>	<b>100%</b>	<b>119447</b>	<b>100%</b>	

*N.B Percentages may not sum due to rounding*

### **Comments**

The number of enrolments within a majority of the age ranges is slightly below the Bracknell Forest population, with the major exception being the 'under 18' group where there is a positive variation of 12%, this is a continuing trend from the previous year where there was a 10% variance.

The number of transactions varies considerably amongst each age range, with significant negative variances within the 18-34 (-16%) and 35-49 (-9%) brackets, whilst the opposite is the case within the 65-79 age range with positive variance of 16%. This is a similar trend that was noticed the previous year.

**Table 3 – Enrolments by Race**

<b>Enrolments in e+ card for Libraries - Race 01/04/2016 - 31/03/2017 (Residents of Bracknell Forest only)</b>					
	<b>Resident</b>	<b>% (exc. 'unknown')</b>	<b>BF pop. Census 2011</b>	<b>BF pop. Census 2011 %</b>	<b>Variance</b>
<b>White</b>	1236	83%	102,554	91%	-8%
<b>Mixed</b>	28	2%	2303	2%	0%
<b>Dual Heritage</b>	0	0%	0	0%	0%
<b>Asian</b>	168	11%	5664	5%	6%
<b>Black</b>	57	4%	2189	2%	2%
<b>Other</b>	0	0%	495	1%	-1%
<b>Not known</b>	1972	132%			
<b>Total (exc. not known)</b>	1489	100%	113,205	100%	

*N.B Percentages may not sum due to rounding*

*Non-specific data included under not known*

**Table 4 – Transactions by Race**

<b>Transactions for Libraries using e+ card - Race 01/04/2016 - 31/03/2017 (Residents of Bracknell Forest only)</b>					
	<b>Library transactions</b>	<b>Library transactions % (exc. unknown)</b>	<b>BF pop. Census 2011</b>	<b>BF pop. Census 2011 %</b>	<b>Variance</b>
<b>White</b>	49064	92%	102,554	91%	1%
<b>Mixed</b>	408	1%	2303	2%	-1%
<b>Dual Heritage</b>	287	1%	0	0%	1%
<b>Asian</b>	2478	5%	5664	5%	0%
<b>Black</b>	1256	2%	2189	2%	0%
<b>Other</b>	98	0%	495	1%	0%
<b>Not known</b>	48214	90%			
<b>Total (exc. not known)</b>	53591	100%	113,205	100%	

*N.B Percentages may not sum due to rounding*

*Non-specific data included under not known*

### **Comments**

Race enrolments and transactions using the e+ card are broadly in line with most of the population. However the enrolments for the Asian population group are slightly raised with the White population showing a corresponding decrease. This is a continuing trend from last year.

**Table 5 – Enrolments by Sex**

<b>Total enrolments by Gender for Library Service 01/04/2016 - 31/03/2017 (Bracknell Forest Residents only)</b>					
<b>Gender</b>	<b>Resident</b>	<b>Leisure transactions % (exc. unknown)</b>	<b>Bracknell Forest population Mid-2016</b>	<b>Bracknell Forest %</b>	<b>Variance</b>
Female	1,623	56%	60,147	50%	6%
Male	1,253	44%	59,300	50%	-6%
Unknown	586				
<b>Total</b>	<b>3,462</b>	<b>100%</b>	<b>119,447</b>	<b>100%</b>	

*N.B Percentages may not sum due to rounding*

**Table 6 – Transactions by Sex**

<b>Transactions - Libraries 01/04/2016 - 31/03/2017 (Bracknell Forest residents only)</b>					
<b>Gender</b>	<b>Library transactions</b>	<b>Library transactions % (exc. unknown)</b>	<b>Bracknell Forest population Mid-2016</b>	<b>Bracknell Forest %</b>	<b>Variance</b>
Female	57,853	64%	60,147	50%	14%
Male	31,982	36%	59,300	50%	-14%
Unknown	12,968				
<b>Total</b>	<b>102,803</b>	<b>100%</b>	<b>119,447</b>	<b>100%</b>	

*N.B Percentages may not sum due to rounding*

## Comments

Enrolments show slightly more women than men are enrolling for the e+ card, females are also shown to have completed more transactions during the year with a variance of 14%, and this is an increase on the 13% from the previous year.

It is a national trend that women are the majority of users of a library service. Bracknell Forest is clearly reflecting this. This has also been corroborated by previous user surveys.

**Table 7 – Enrolments by Religion**

<b>Enrolments in e+ card - Libraries 01/04/2016 - 31/03/2017 (Bracknell Forest residents only)</b>					
<b>Religion</b>	<b>Enrolments in e+ card</b>	<b>E+ card %</b>	<b>Bracknell Forest population Census 2011</b>	<b>Bracknell Forest population Census 2011 %</b>	<b>Variance</b>
Christian	390	47%	68,524	65%	-17%
Buddhist	7	1%	825	1%	0%
Hindu	39	5%	1,824	2%	3%
Jewish	4	0%	176	0%	0%
Muslim	25	3%	1276	1%	2%
Sikh	14	2%	455	0%	1%
Other religion	2	0%	490	0%	0%
No religion	342	42%	32184	30%	11%
Prefer not to say	2,639		7451		0%
<b>Total</b>	<b>823</b>	<b>100%</b>	<b>105,754</b>	<b>100%</b>	<b>0%</b>

*N.B Percentages may not sum due to rounding*

*Non-specific data included under prefer not to say*

**Table 8 – Transactions by Religion**

<b>Transactions - Libraries 01/04/2016 - 31/03/2017 (Bracknell Forest residents only)</b>					
<b>Religion</b>	<b>Library transactions</b>	<b>E+ card %</b>	<b>Bracknell Forest population Census 2011</b>	<b>Bracknell Forest population Census 2011 %</b>	<b>Variance</b>
Christian	9,963	60%	68,524	65%	-4%
Buddhist	43	0%	825	1%	-1%
Hindu	509	3%	1,824	2%	1%
Jewish	156	1%	176	0%	1%
Muslim	226	1%	1276	1%	0%
Sikh	31	0%	455	0%	0%
Other religion	26	0%	490	0%	0%
No religion	5,526	34%	32184	30%	3%
Prefer not to say	86,323		7451		0%
<b>Total</b>	<b>16,480</b>	<b>100%</b>	<b>105,754</b>	<b>100%</b>	<b>0%</b>

*N.B Percentages may not sum due to rounding*

*Non-specific data included under prefer not to say*

## Comments

Religious group enrolments and transactions using the e+ card are broadly in line with the population, with only exceptions being the negative variance with regards to Christian enrolments, and a positive variance towards the enrolments of those who declared themselves to have no religion.

### **3. Actions from last year's equalities monitoring**

A Public Library User Survey was not carried out in 2015-16. However, as part of the Library Service's Transformation Review programme, the public were able to take part in two separate consultation surveys about future service provision. They also had the opportunity to attend 8 public consultation meetings, led by the Director of Environment, Culture and Communities and Councillor Iain McCracken.

The review has included consultation with all members of the community, including children and young people. As a result of the feedback received, the Library Service is actively recruiting volunteers from all sectors of the community to assist with service delivery, and will be extending opening hours through self-service technology and technology enabled-opening.