

Equalities Monitoring – Services

Appendix I – Libraries

Annual Report - 2014-15



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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 is planned for Autumn 2015 and results from this will be included when available.

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 (1/04/14 to 31/03/15).

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 786 in the year; transactions were 15,633 in the year.

Table 1 – Enrolments by age

Enrolments in e+ card - Libraries 01/04/2014 - 31/03/2015 (Bracknell Forest residents only)					
Age Range	Enrolments in e+ card	E+ card %	Bracknell Forest population Mid-2014	Bracknell Forest population Mid-2014 %	Variance
Under 18	1,350	31%	27823	24%	7%
18 to 34	1,002	23%	25240	21%	2%
35 to 49	994	23%	27316	23%	0%
50 to 64	712	16%	21646	18%	-2%
65 to 79	263	6%	11855	10%	-4%
over 80	53	1%	4145	4%	-2%
Total	4,374	100%	118025	100%	

N.B Percentages may not sum due to rounding

Table 2 – Transactions by age

Transactions - Libraries 01/04/2014 - 31/03/2015 (Bracknell Forest residents only)					
Age Range	Library transactions	Library transactions %	Bracknell Forest population Mid-2014	Bracknell Forest population Mid-2014 %	Variance
Under 18	26,936	29%	27823	24%	5%
18 to 34	5,813	6%	25240	21%	-15%
35 to 49	14,469	15%	27316	23%	-8%
50 to 64	16,192	17%	21646	18%	-1%
65 to 79	23,846	25%	11855	10%	15%
over 80	6,448	7%	4145	4%	3%
Total	93,704	100%	118025	100%	

N.B Percentages may not sum due to rounding

Comments

The number of enrolments within each age range is broadly in line with the Bracknell Forest population, with the slight exceptions being the 'under 18' group where there is a positive variation of 7%, however this is an improvement on the previous year where there was an 8.5% variance. The only area where the variance was noticed to have changed negatively was the range 65 to 79 where there is now a variance of -4% in comparison to -3.2% the previous year.

The number of transactions varies considerably amongst each age range, with significant negative variances within the 18-34 (-15%) and 35-49 (-8%) brackets, whilst the opposite is the case within the 65-79 age range with positive variance of 15%. This is a similar trend that was noticed the previous year.

The transactions reflect the percentage of enrolments by age. It is to be expected that the greater number of transactions would be in the age group with the highest enrolments.

Transactions within the age groups 18 to 34 and 35 to 49 continue to fall. This may be due to these age groups interacting with the library in a different way. If they are using the e-resources, there will not be a record of transactions. Issues of ebooks, eaudiobooks and emagazines have increased from 8,016 in 2013-14 to 11,258 in 2014-15.

Table 3 – Enrolments by Race

Enrolments in e+ card for Libraries - Race 01/04/2014 - 31/03/2015 (Residents of Bracknell Forest only)					
	Resident	Library transactions % (exc. 'unknown')	Bracknell Forest population Census 2011	Bracknell Forest population Census 2011 %	Variance
White	2408	84%	102,554	91%	-6%
Mixed	38	1%	2303	2%	-1%
Dual Heritage	0	0%	0	0%	0%
Asian	284	10%	5664	5%	5%
Black	120	4%	2189	2%	2%
Other	2	0%	495	1%	0%
Not known	1522				
Total (exc. not known)	2852	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

Transactions for Libraries using e+ card - Race 01/04/2014 - 31/03/2015 (Residents of Bracknell Forest only)					
	Library transactions	Library transactions % (exc. unknown)	Bracknell Forest population Census 2011	Bracknell Forest population Census 2011 %	Variance
White	44524	89%	102,554	91%	-2%
Mixed	248	0%	2303	2%	-2%
Dual Heritage	371	1%	0	0%	1%
Asian	3449	7%	5664	5%	2%
Black	1289	3%	2189	2%	1%
Other	199	0%	495	1%	0%
Not known	43624				
Total (exc. not known)	50080	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 the population. However the enrolments for the Asian and Black population group have risen with the White population showing a corresponding decrease.

Table 5 – Enrolments by Sex

Total enrolments by Sex for Library Service 01/04/2014 - 31/03/2015 (Bracknell Forest Residents only)					
Sex	Resident	Leisure transactions % (exc. unknown)	Bracknell Forest population Mid-2014	Bracknell Forest population Mid-2014 %	Variance
Female	2,097	57%	59,404	50%	7%
Male	1,590	43%	58,621	50%	-7%
Unknown	687				
Total	4,374	100%	118,025	100%	

N.B Percentages may not sum due to rounding

Table 6 – Transactions by Sex

Transactions - Libraries 01/04/2014 - 31/03/2015 (Bracknell Forest residents only)					
Sex	Library transactions	Library transactions % (exc. unknown)	Bracknell Forest population Mid-2014	Bracknell Forest population Mid-2014 %	Variance
Female	53,038	62%	59,404	50%	12%
Male	32,164	38%	58,621	50%	-12%
Unknown	8,455				
Total	93,657	100%	118,025	100%	

N.B Percentages may not sum due to rounding

Comments

Enrolments show slightly more women than men are enrolling for the e+ card and despite an overall decrease in the number of transactions for both groups, women completed a larger number than men. This follows the same trend as the previous year.

Table 7 – Enrolments by Religion

Enrolments in e+ card - Libraries 01/04/2014 - 31/03/2015 (Bracknell Forest residents only)					
Religion	Enrolments in e+ card	E+ card %	Bracknell Forest population Census 2011	Bracknell Forest population Census 2011 %	Variance
Christian	738	55%	68,524	65%	-10%
Buddhist	24	2%	825	1%	1%
Hindu	43	3%	1,824	2%	1%
Jewish	9	1%	176	0%	1%
Muslim	29	2%	1276	1%	1%
Sikh	10	1%	455	0%	0%
Other religion	13	1%	490	0%	1%
No religion	479	36%	32184	30%	5%
Prefer not to say	3,029		7451		
Total	1,345	100%	105,754	100%	

*N.B Percentages may not sum due to rounding
Non-specific data included under prefer not to say*

Table 8 – Transactions by Religion

Transactions - Libraries 01/04/2014 - 31/03/2015 (Bracknell Forest residents only)					
Religion	Library transactions	E+ card %	Bracknell Forest population Census 2011	Bracknell Forest population Census 2011 %	Variance
Christian	6,239	60%	68,524	65%	-5%
Buddhist	79	1%	825	1%	0%
Hindu	277	3%	1,824	2%	1%
Jewish	121	1%	176	0%	1%
Muslim	164	2%	1276	1%	0%
Sikh	15	0%	455	0%	0%
Other religion	22	0%	490	0%	0%
No religion	3,493	34%	32184	30%	3%
Prefer not to say	83,294		7451		
Total	10,410	100%	105,754	100%	

*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 a slight negative variation with regards to the Christian population. However it should be noted that in comparison with other data groups there is a limited amount of specific data from which to draw conclusions.

3. Actions from last year's equalities monitoring

The Bracknell Town Centre regeneration continues, isolating Bracknell Library from the main shopping areas. It is having an impact on the visits. 87,846 visits were recorded in 2013-14 but this has fallen to 79,164 in 2014-15. There is a programme of events and publicity to encourage visits. We continue to increase the provision of e-products such as online reference resources, ebooks and emagazines to offer the service to customers who are not as mobile.