The future of Sheffield's library services - Needs Assessment

September 2013

1. BACKGROUND AND CONTEXT

Sheffield: a local story

1.1. Sheffield is a city that is an increasingly vibrant and lively place to live with a lot to offer those who are born in the city and those who come to Sheffield for work or education.

1.2. The recent publication of the Census reveals that 552,698 people lived in the Sheffield local authority area in 2011, and the city experienced an 8% increase in its population since the previous Census in 2001 in line with the national average. In 2010 Sheffield also had the highest proportion of its population aged 65 years or over (15.5%) compared to the other English Core Cities.

1.3. The city's population is expected to rise to around 587,000 by 2020. Three factors combined to lead to this: more young adults living in the city as a result of more inward economic migration and a growing university student population, longer life expectancy with a 16% increase in the number of people aged over 75 and a 22% increase of people aged over 85 and a continuing increase in the city's birth rate.

1.4. Sheffield has a geographical pattern of communities that experience differing levels of deprivation and affluence. Generally speaking, the most deprived communities are concentrated in the north and east of the city whilst the most affluent in the south and west. This pattern of affluence and deprivation

has profound implications for inequalities within the city.

Library Location and Overall Index of Deprivation 2010
Source: ONS
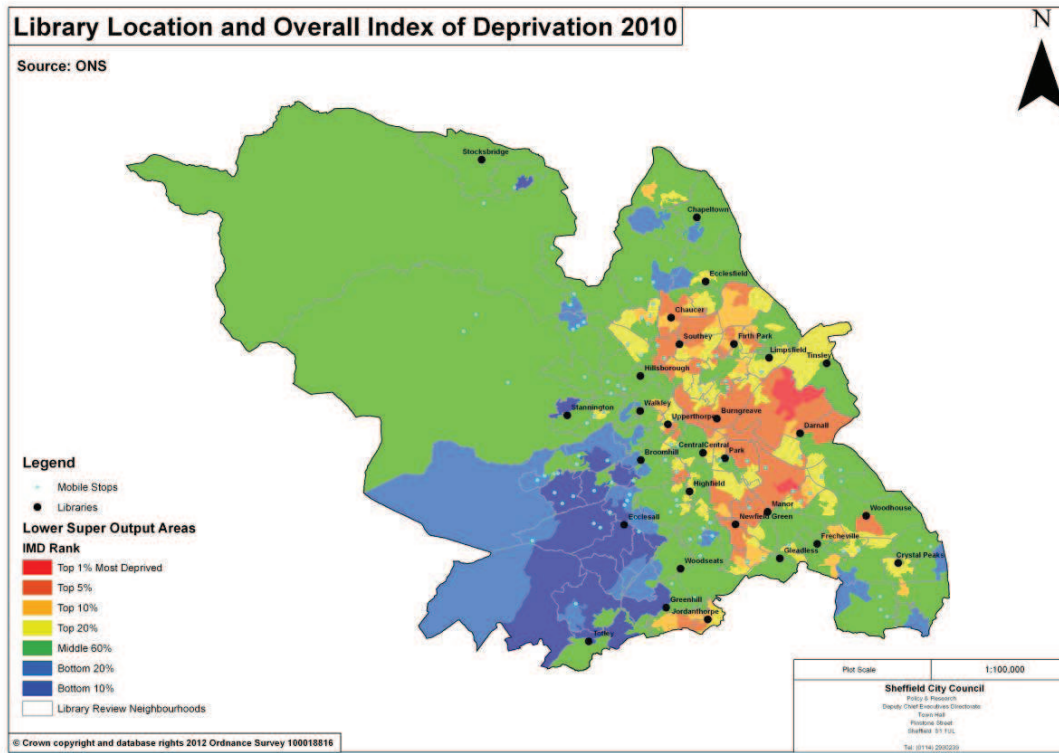
1.5.   There are 29 neighbourhoods in the city that are within the most 20% deprived within England, in total accounting for 28% of the city's population, whilst there are seven neighbourhoods in the 10% of least deprived locations in England. 12% of households rely on benefits with 24% of Sheffield's dependent children and 28% of the population over 60 years old living in households claiming Housing and/or Council Tax Benefit.

Library Location and JSA Claimants 2011
Source: ONS
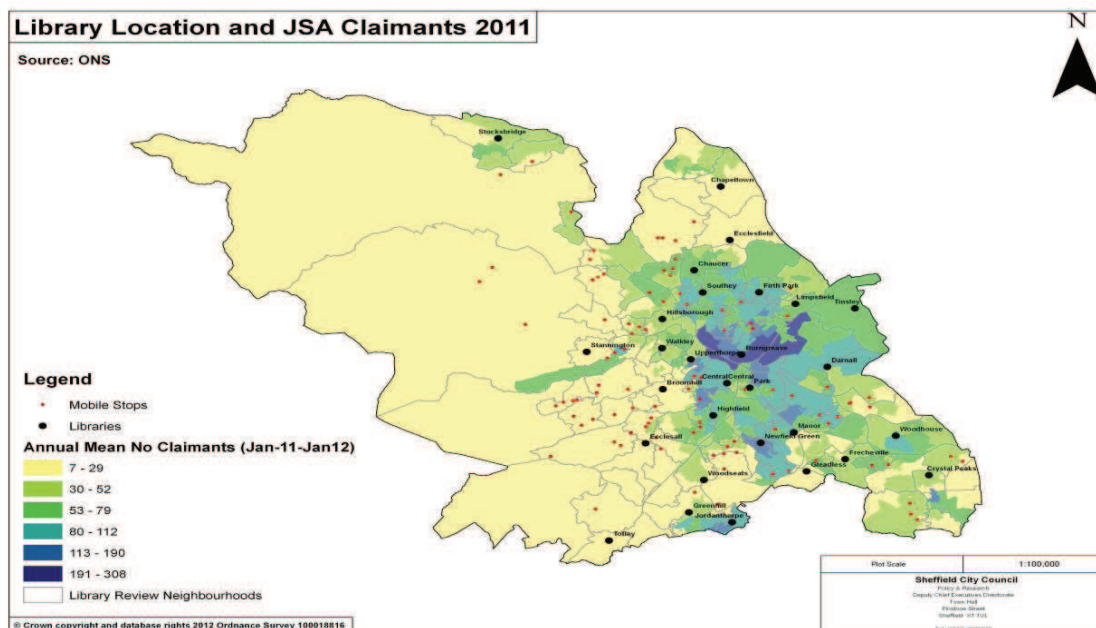
1.6.   Sheffield also has a number of rural and smaller settlements, some of which are distinctively situated within the Peak District National Park. These communities are diverse in their characteristics and the challenges they face.

Some key contextual issues

The following issues are relevant to the provision of Library Services and needs of the local communities.

1.7.   There are more young adults living in the city thanks to the excellent offer of the city's two universities and college and those looking for jobs that a modern and inclusive city attracts.

1.8.   Sheffield is also increasingly a diverse city, both ethnically and culturally, and is becoming more cosmopolitan. There are 128 languages spoken in the city's schools and community cohesion and community safety remain positive points for Sheffield

1.9.   The ethnic and cultural profile also continues to change, with the proportion of residents classifying themselves as non-British white growing from 11% in 2001 to 19% in 2011, with the largest increases occurring in the Black African, Black other and Chinese communities since 2001. Sheffield has long-standing, established ethnic communities and new BME communities have also emerged. The ethnic profile of the city will continue to change in the future reflecting the age profile and birth rates among some of the BME communities.

1.10.   The two universities now have around 63,125 students and Sheffield College has some 18,500 students. The proportion of the population with a degree level qualification in 2011 (32.5%) also compares well with many other cities. Similarly, the educational profile of the city's population has seen the proportion of residents with no qualifications falling from 16.6% in 2008 to 10.0% in 2011, bringing Sheffield in line with the national average.

1.11.   Communities living in neighbourhoods in the north and east of the city are more likely to experience deprivation in respect to education, skills and training. Sheffield still has a higher number than the national average of 16-18 year olds not in education, employment or training (NEET).

1.12.   The general health of the city is improving. Compared to the other Core Cities, Sheffield has the longest overall life expectancy and the lowest levels of early deaths from cancer, heart disease and strokes. People in all parts of the city are living longer. Deaths from major illnesses, especially heart disease and cancer, have reduced markedly and there has been a reduction in the number of people, particularly children, killed or seriously injured on the roads.

1.13.   This means mortality rates for men have halved since 1975 and for women reduced by 40%. Life expectancy, at 81.8 years for women and 78.2 years for men, is only a little below the national average. Overall health in Sheffield continues to improve, including a narrowing of the gender gap but improvements in women's health have slowed over the last few years. This may be due in part to changing employment and lifestyles, since levels of smoking and drinking alcohol to excess have been increasing in young females.

1.14.   Although the city is becoming healthier for most people, health inequalities across neighbourhoods remain and are in some cases widening, with particular individuals and groups remaining or increasingly vulnerable, in particular older people, the young and some women and some ethnic minority groups. People in the most deprived parts of Sheffield still experience poorer health and die earlier than people living in the rest of the city. This reflects the key issue that inequalities in health and wellbeing are intrinsically linked with wider social, cultural and economic conditions.

1.15.   Ageing is a key component of overall wellbeing, and as stated earlier, it is likely that Sheffield will have many more older people in the future than it does now. Currently around 9,000 older people (12% of all in city) receive support, and by 2025 it is estimated that there will be a 23% increase in people aged over 75 years living alone, and an increase of 21% in people over 65 years old unable to manage at least one self-care activity (such as washing or dressing) on their own.

1.16.   Getting around the city is changing with more people using Supertram and walking and cycling although bus travel is declining and motor vehicles are still used by most people to travel.

1.17.   Along with other northern cities, house prices in Sheffield increased between 2000 and 2010 at a rate above the national average (a growth rate of +9% compared to GB at +8%), with the mean price rising from £63,310 to £149,600. However between June 2012 and June 2013 house prices in Sheffield fell by 2.58% whilst the average house price in England and Wales rose by 0.79%.

1.18.   The State of Sheffield 2012 was also prepared at a time when the city and the UK more generally were facing considerable financial and economic uncertainty. Over the last year these conditions have remained as a backdrop to the changing circumstances of each and every individual and household in Sheffield. In the summer of 2012 the U.K. economy remained in recession, after GDP shrank by 0.4% in the three months of April to June. Yet there is an impression that many of the positive attributes of the city – such as the recent economic diversification, the changing demographic profile, and the continued quality of life offer – have contributed to the amelioration of some of the worst impacts of these wider national and international circumstances on many people and communities in the city.

1.19.   Of equal importance are the immediate to short term changes that the city
        will undergo in the next five years as a result of a range of national
        government policies that will increasingly have impact over this period.
        Particularly significant are

   1.19.1.   the reforms of the welfare system and the introduction of
             universal benefit;

   1.19.2.   the shifting scenery of economic development and changes in
             planning policies and procedures; and finally

   1.19.3.   changes which have seen an increase in University fees, an
             increase in apprenticeships, and changes in many aspects of the way
             schools operate and are run.

1.20.   These challenges to Sheffield and its leaders are those also faced by all other
        cities across the UK, yet there are differences in how individual cities and
        regions are affected, and there can be variety in their ability to respond.

2. SHEFFIELD LIBRARIES AND ARCHIVE SERVICE – OUR VISION

2.1. The Sheffield City Council Corporate Plan 2011-2014 states that as an organisation we will focus on four priorities:

   2.1.1. Standing up for Sheffield

   2.1.2. Supporting and protecting communities

   2.1.3. Focusing on jobs

   2.1.4. Business-friendly

2.2. Libraries are and can continue to be, key community 'anchors' connecting the central governance of the city with local communities. Critical to this role is the importance of the libraries themselves creating and sustaining a strong sense of place in the city and the community.

2.3. The four priorities above will set the direction for Sheffield's Libraries, Archives and Information Service and will work alongside our 'vision'.

2.4. **Our vision** - Sheffield will be proud of its forward thinking, thriving, innovative and contemporary library service that promotes lifelong learning, digital inclusion and celebrates reading. The future sustainability and development of deliverable options will ensure that our library services flourish.

2.5. **How we will do this**

   2.5.1. **Promote reading and a wide range of resources** - Sheffield's libraries provide a seamless service with a wealth of literacy and IT resources for people of all ages. Celebrating books and reading will enhance literacy skills across the city through provision of a wide variety of programmes and services.

   2.5.2. **Create welcoming library spaces** - Libraries will be attractive places that encourage use by a variety of groups whilst ensuring neutral, high quality public spaces, both indoor and outdoor, that respond to local community needs. They will be fit for purpose and co-located with other services where appropriate, bringing service points closer to neighbourhoods.

   2.5.3. **Celebrate Sheffield's successful centres and rich local history** - Libraries will act as 'hubs' for the community shaping our successful centres; providing a focus for local civic pride, and celebrating the city's diverse history, locality and culture. A high

quality Central Library offering an opportunity to showcase Sheffield will demonstrate the city's commitment to this.

2.5.4. **Tackle poverty and social inequality** - As community hubs, libraries will recognise the need for tackling poverty and social inequality, enabling access to a wealth of information to aid development and new opportunities.

2.5.5. **Promote lifelong learning** - Libraries will enable people of all ages and life experience to explore, discover and learn on their terms through access to information and learning opportunities. Children and young people will be encouraged to attain their potential through learning, reading and literacy.

2.5.6. **Deliver sustainable services with a focus on 'need'** - We will take a 'tailor made' approach towards a new library model which recognises the needs of district and local centres across the city. Sustainable and modern services will inspire, enrich and entertain Sheffield.

2.6. **Our Key Objectives**

2.6.1. Libraries that offer quality resources and space for a variety of groups and individuals;

2.6.2. Cost effective and efficiently managed services that demonstrate value and quality to the community;

2.6.3. Delivery of services that meet the individual and diverse needs of the local community;

2.6.4. Improvement of literacy and skills for people of all ages and promote reading through specialist services and projects;

2.6.5. Enable people to realise their potential through learning opportunities;

2.6.6. Community managed and locally organised services;

2.6.7. Strong partnerships and links with community organisations and local services including Advice Centres, Job Centres and other stakeholders;

2.6.8. A diverse, flexible and well trained workforce, supportive of change

3. SHEFFIELD LIBRARIES AND ARCHIVE SERVICE - OUR SERVICES

3.1. **Central Library -** provides a lending library, reference and local studies service for the whole city as well as specialist services, e.g. Music and Film, World Metal Index, Intellectual Property and business information - the library is part of PATLIB UK. (Patent Libraries UK is an alliance of libraries across the UK providing information on Intellectual Property to business and the local community). The Central Library also acts as the service headquarters particularly in terms of stock purchase and management. It also has a role for reserve stock collections used across the city.

3.2. **Central Children and Young People's Library** - provides a comprehensive service to children, young people and families. It has lending and reference facilities, including multi-format videos and talking books. Activities for children and parents include Beginner Bookworms, Babytime and Storytime.

3.3. **Community Libraries** - are a key component of the Council's Successful Centres Programme providing a variety of social spaces – as well as somewhere to borrow books or find information. Sheffield currently has 27 Community Libraries (not including the Central Library) across the city. Services provided include: -

- Book lending, request service and inter-library loan

- 24 hour online services, online reservations and renewals and interaction via social media – Twitter, Facebook, Flickr, & blogs.

- Fax and photocopying services

- Online training courses and other IT classes

- Children's books and activities

- Reading groups for adults, teenagers/young people and children (including groups for different communities/languages)

- Reference and information services

- Family and local history

- Newspapers and magazines

- CD and DVD hire

- Community meeting rooms

- Homework Zones and after school groups

- Access to computers and the internet for all via the People's Network

- Reader development activities, e.g. 'Meet the Author' sessions, adult literacy schemes, the 'Six Book Challenge'

- Targeted services for 'new arrivers' – e.g. access to the 'Life in Great Britain Citizenship course'

- Books in a broad range of community languages

- Partial membership for individuals without ID

- Councillor's and MPs surgeries

- Job search sessions

- Writing groups

- Coffee mornings/discussion groups

- Mother and baby sessions

- Smart meters for loan

- Art clubs/creative activities for young people

- Exhibition spaces

3.4. **Schools Library Service** – provides collections of material linked to the National Curriculum and to reading for pleasure in schools as well as providing help and advice on school libraries and literacy provision, author events and activities. The unit operates on a trading basis and individual schools purchase the service.

3.5. **The Young People's Library Service** - oversees the Summer Reading Challenge, Sheffield Children's Book and Baby Book Awards and Bookstart. It also manages the Little Library van - targeting 'hard to reach' families across the city. The unit has links with major events and festivals, reading groups, Homework Zones and after school groups as well as a broad range of activities for children and young people. The service is also recognised as a Learning Destination for The Children's University.

3.6. **Sheffield Library Theatre** - offers an affordable venue, supporting the local arts, theatre, music and film scene hosting a broad range of events, from music, to wrestling to burlesque to variety and film shows.

3.7. **Patients Library -** provides a library for patients and staff in Weston Park Hospital in conjunction with the NHS, who partially fund the service

3.8. **Home Library Service** - is for any Sheffield resident who is unable to get to their local library and has no-one to help them do so. Reason for doing so could include disability, illness and or cultural isolation. The service may also be offered on a temporary basis, for example, whilst recovering from a hospital operation. Each month the service will select and deliver books or other materials based on the individual interests of the user.

3.9. **Mobile Library Service** – this is similar to our other lending services but provides a flexible alternative to borrowing materials for users who may be without transport or live a long distance from community libraries. There are 2 mobile library vehicles that cover 15 routes and over 90 stopping points.

3.10. **Sheffield Conservation Unit** - provides a full range of preservation and conservation by accredited staff. Principally the service works on archival material and undertakes the conservation of wax seals, parchment, paper and photographic material. The Unit also provides a service to the Local Studies library (which has items from the 17th century onwards in its collections) and, on occasion the wider library service. The service also provides a digital preservation service to Archives and Local Studies. It acts as the Conservation Unit for the South Yorkshire Archives Service based at Sheffield Archives.

3.11. **Sheffield Archives** - acts as the archival repository for the City Council and its predecessors from the 13th century to date - this includes records relating to governance, schools, planning, finance, etc. It has 'The National Archive' status and is appointed a 'Place of Deposit' by the Ministry of Justice for the storage and management of archives from central government - the NHS, HM Courts and HM Coroner. In addition it is the repository for historical records of South Yorkshire Police, the Diocese of Sheffield and the Roman Catholic Diocese of Hallam. Also stored are the records of the South Yorkshire Archives Service which is funded by all four local authorities. Under the Local Government Act 1972 it also stores private records on loan or gifted to the City Council. Two large collections are held on behalf of the DCMS under the Treasury's Acceptance in Lieu of Inheritance Tax Scheme. The service responds to Freedom of Information and Data Protection requests on a daily basis and is open to the public 5 days a week. In addition there is a public engagement programme as well as services dealing with incoming material (the collections expand by around 700 boxes a year), cataloguing and digitisation.

3.12. **Picture Sheffield** - is an online database of over 50,000 images of the city.

3.13. **Sheffield Community Information Service / Help Yourself Directory** – an on-line directory which provides up to date information on voluntary organisations, clubs, community groups and related statutory services and achieves 30,000 'hits' per month.

3.14. **Give and Take donation scheme** - began in February 2012 and is a great way of recycling used books, talking books and music CD's. As of Sept 2012, 6,079 items have been donated through 'Give and Take', 3,539 of which have been added to the library stock. Through the sale of donations, a total of £894.31 has been generated and reinvested into the materials fund.

3.15. **Centralised support services**

The following services provide support to front line library services to enable them to function efficiently, particularly the operation of the 28 libraries. Please note that the descriptions are clustered to aid general understanding of function, and are not necessarily reflective of service structure.

3.15.1. **Records Management Service** - provides a file storage, retrieval and disposal service for most Council Departments. The service also liaises with Archives to select files for permanent preservation.

3.15.2. **Building maintenance & support** - provides ad hoc and planned buildings work e.g. repairs, maintenance, and refurbishments. H&S risk assessments, First Aid training, Legionella testing, fire training and compliance monitoring at all sites.

3.15.3. **Distribution services** - has 3 library vans based at Staniforth Road that make deliveries to and from community libraries and other services. This facilitates the circulation of books and other library materials, delivery of internal mail and library equipment.

3.15.4. **Budget & resource management.** General budget management including the payment of utility bills and rates. HR functions including salary payments, timetabling and deployment of staff.

3.15.5. **Materials management** - focuses on the selection of books and materials for acquisition involving ordering, cataloguing, and electronic tagging. This service also involves managing book reservations, book donations and the inter-library loan system (i.e. lending and receipt of materials from other authorities).

3.15.6. **Marketing & Promotion** - service promotes library activity via social media e.g. Twitter, Facebook, blogs, Flickr and other sites. The service also produces promotional materials, e.g. quarterly newsletter, posters, notices, web and Intranet content.

3.15.7. **Library IT Systems** – provides the development and day to day support and maintenance of a range of IT systems in partnership with BIS & Capita This includes:

- The Symphony library management system

- The People's Network (pc internet access).

- Dealing with systems failures and managing system recovery.

- System updates e.g. library closed dates, alterations to charges.

- Training and development of staff on the Library Management System

- Provision of digital services e.g. web catalogue, online reservation and renewal facilities

- 'Netloan' – a PC booking system for the People's Network

- Installation and maintenance of RFID (Radio Frequency Identification) self-service machines.

Note: I.T systems are delivered by Capita as part of SCC contract, e.g. network connections, servers, business applications, desktop hardware.

4. ASSESSMENT OF LOCAL NEEDS

4.1. This analysis of local needs has been primarily based on:

- consideration of the wide range of those needs caught by the definition of all those who live, work and study in the area;

- an assessment of accessibility – drawing on travel data including frequent and accessible public transport routes;

- consideration of the views of existing users;

- an assessment as to whether there is any differential impact (via an equalities impact assessment) on whether any specific communities or groups would experience positive or negative impacts as a result of the proposed changes to the service; and

- consideration of information from other services/portfolios.

4.2. There has also been a consideration of new and or amended ways of operating the service that might be more efficient including:

- whether the library buildings are fit for purpose, and or in the right place to serve the needs of the community;

- whether there is scope for more effective use of resources;

- whether there is scope to provide the service more efficiently via delivery partnerships within and outside of the authority;

- the level of demand for the services in the way that they are currently offered;

- whether the buildings are beyond their useful life and what the scope of shared facilities might be; and

- whether a physical presence is necessary, taking into account the particular needs of that community, and if it could be replaced by other means such as a mobile service;

4.3. Specific considerations have been given to:

- relative levels of deprivation, (IMD rankings across the city)

- Indications of whether people are likely to use the Library Service's IT and internet facilities

- levels of unemployment

- Levels of need/usage by people from BME Communities

- Levels of need/usage by people with Disabilities

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- Proportions of older people - who are a key user group of the Library Service currently and may have particular mobility needs.

- Levels of usage by children and/or their carers.

4.4. **Community Libraries**

4.4.1. Sheffield currently has 27 Community Libraries across the city. Individuals can register at, and use the services of, any of the Library access points. The current record of Registered Library Users (RLUs) includes anyone who has registered since April 2010 and anyone who registered before 2010 and used Library Services between 2010 and April 2012. In order to analyse how effectively Community Libraries are meeting the needs of their local population we have designated Community Library catchment areas based on where local people have chosen to register as RLUs. The map below shows these catchment areas. The topography of Sheffield and its public transport links means that this is not always the closest library.
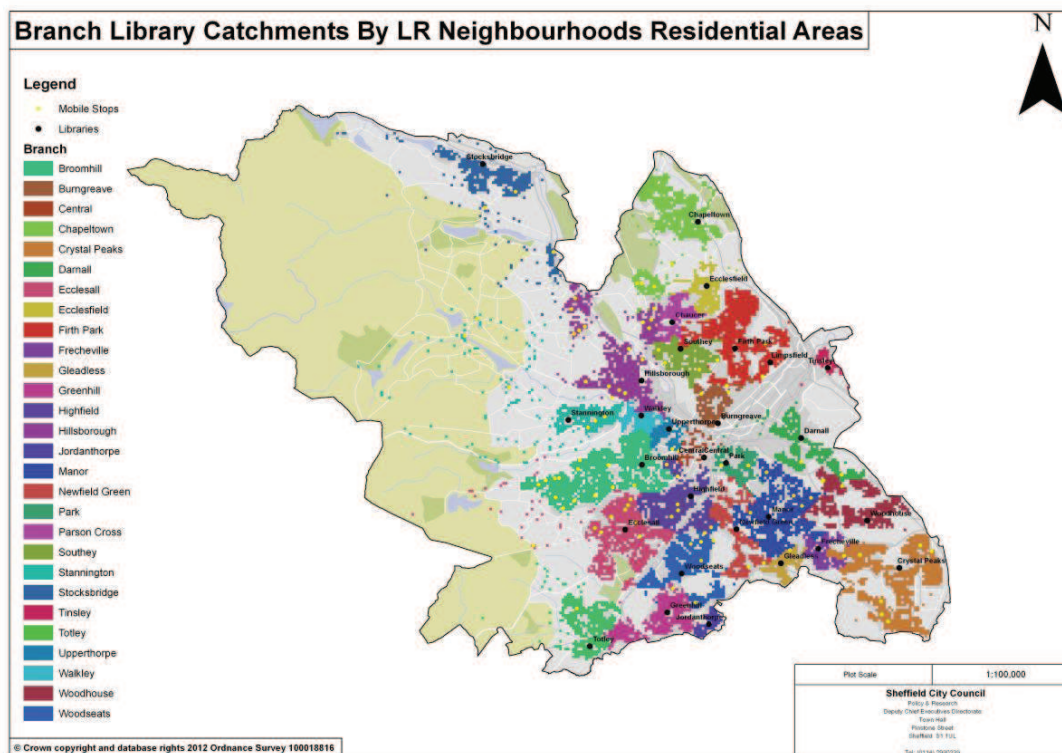
4.5. Registered Library Users

4.5.1. As at May 2013 Sheffield had a total of 194,000 Registered Library Users (RLUs), around 35% of its total population. This is made up of 134,000 adults and 60,000 people under the age of 18. For adults 60% are registered at Community Libraries, 28% at the Central Library and the remaining 32% with the Archives, Home or Mobile Library Services. For children 90% are registered at Community Libraries.

4.5.2.   Each Community Library has its own distinguishing features not least the number of adult registered users, shown in the table below. This varies from around 800 in Frecheville to over 7,000 at Firth Park and at Crystal Peaks.

Community Libraries Adult RLUs
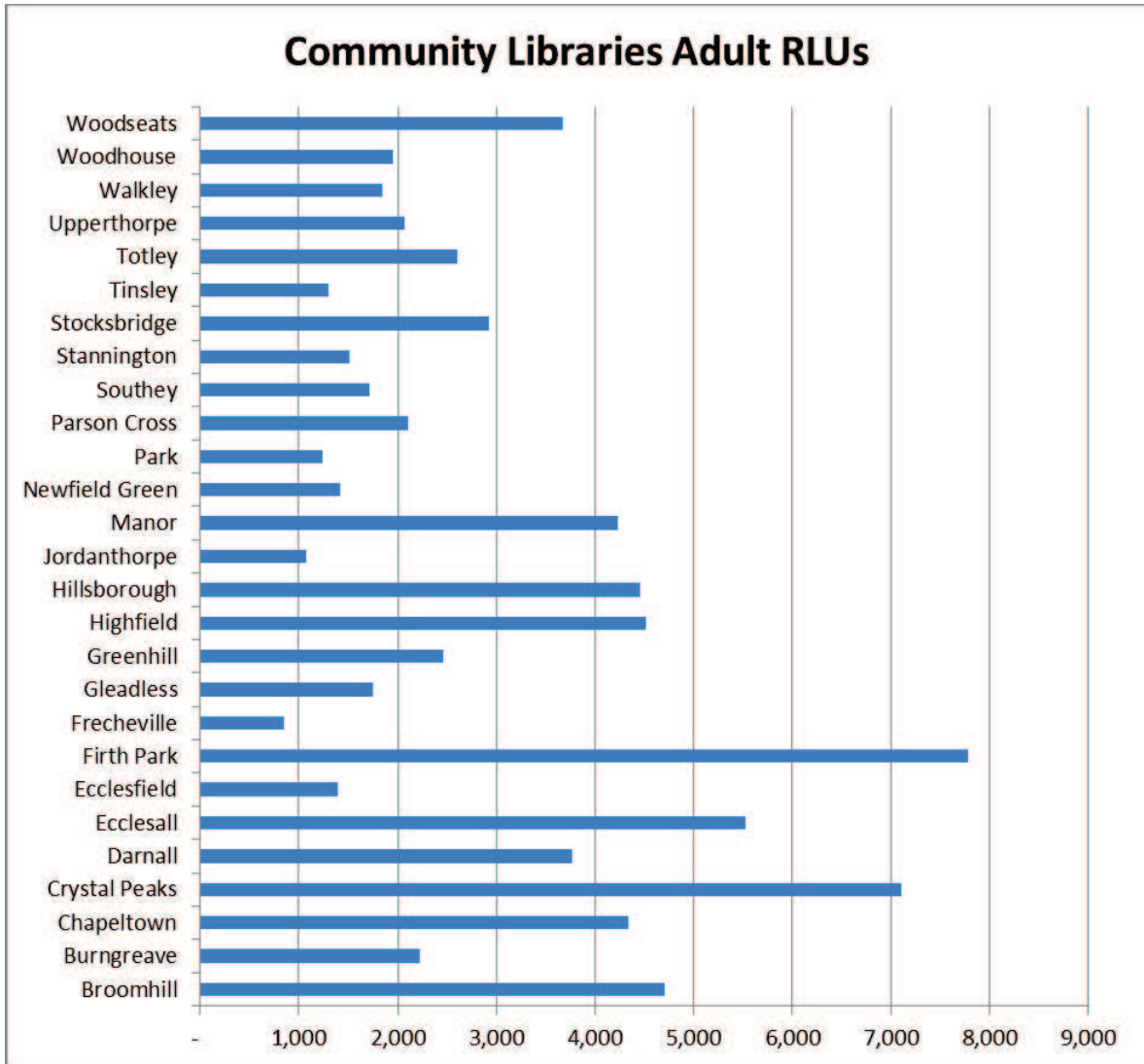
4.5.3.   Library Users can register at any Library across the City. The proportion of the local population who are RLUs and who choose to register at their local library – as opposed to registering with the Central Library or other local libraries varies between 25% in Gleadless and 11% in Newfield Green and is as follows;

Locally Registered RLUs per Population
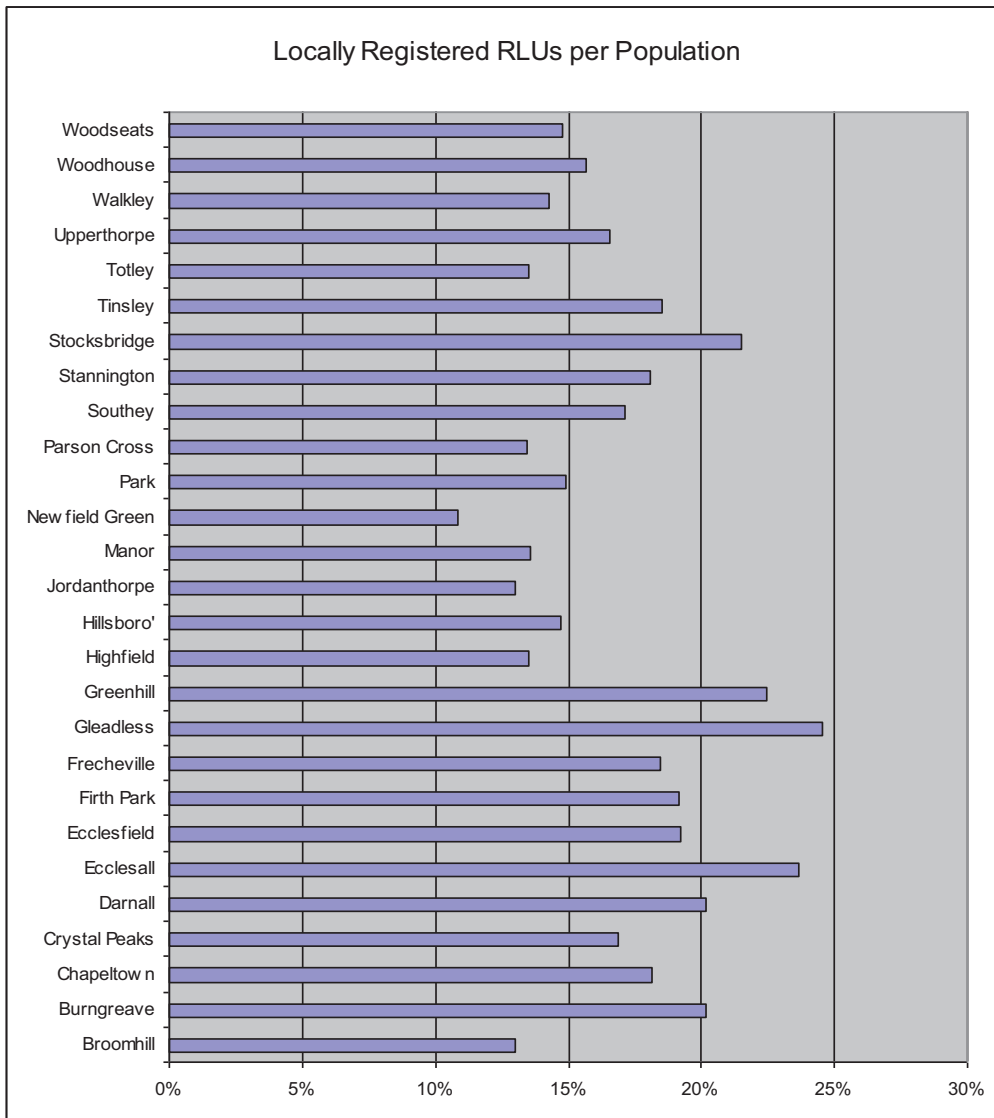
4.5.4.   This variation across the city is shown in the map below. If the sparsely populated rural areas are ignored, the lowest rates of registration are in the North and South East areas of the City whilst the highest rates of registration occupy an axis stretching from the east end of the city right through to the South West. This appears to have no correlation to the rates of deprivation or JSA claimants, to the location of static libraries or mobile stops.

Library Review Areas: %age Population Registered Library Users

Legend

* Mobile Stops
• Libraries

Library Review Neighbourhoods
Quintile Range
▮ Bottom 20% (6.22% - 23.79%)
▮ Bottom 40% (23.80% - 27.64%)
▮ Middle 20% (27.65% - 33.43%)
▮ Top 40% (33.44% - 39.43%)
▮ Top 20% (39.44% - 82.08%)

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Plot Scale   1:100,000

Sheffield City Council
Policy & Research
Deputy Chief Executives Directorate
Town Hall
Pinstone Street
Sheffield S1 1UL

Tel: (0114) 2000239

4.5.5.   The number of local people choosing to register with the central library varies between 50% in Highfield down to 5% in Tinsley. The reasons for registration with Central Library may relate to place of work or patterns of other activities. Isolation and accessibility are other factors in this choice but this does show to some degree the importance of the local library. The overall pattern is as follows;

%of RLUs choosing Central library

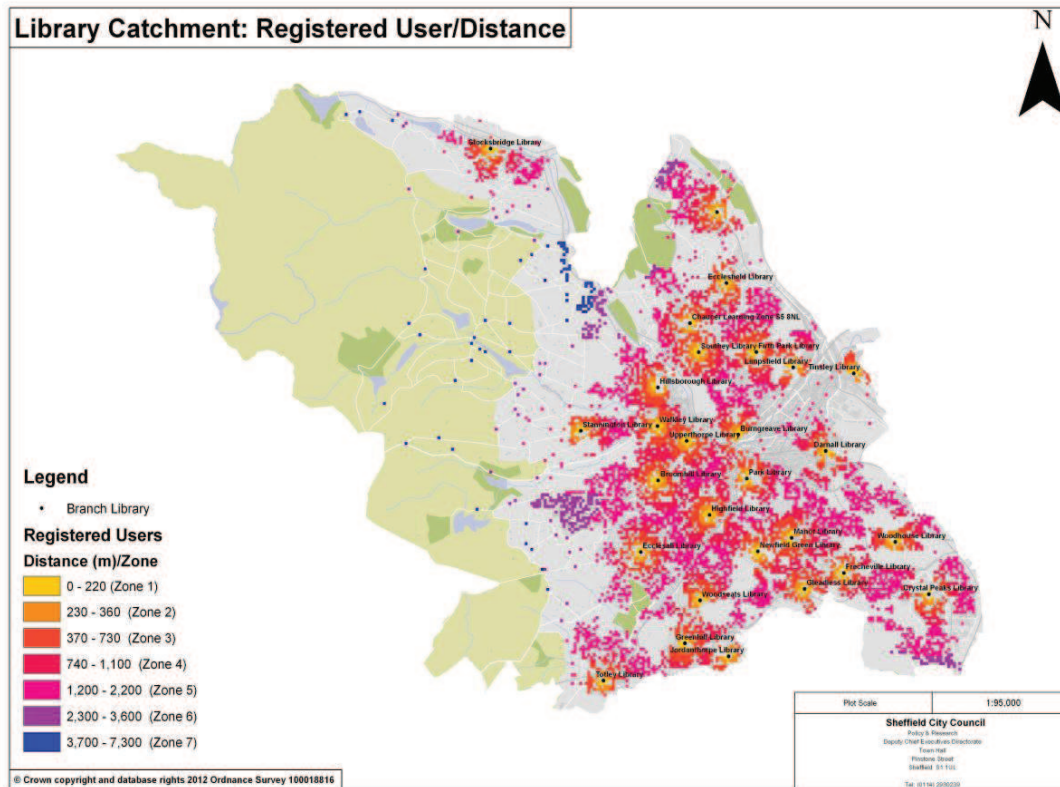| Location	%
Woodseats	~27%
Woodhouse	~16%
Walkley	~30%
Upperthorpe	~42%
Totley	~23%
Tinsley	~5%
Stocksbridge	~9%
Stannington	~20%
Southey	~18%
Parson Cross	~8%
Park	~43%
Newfield Green	~31%
Manor	~17%
Jordanthorpe	~14%
Hillsboro'	~25%
Highfield	~50%
Greenhill	~16%
Gleadless	~11%
Frecheville	~11%
Firth Park	~13%
Ecclesfield	~20%
Ecclesall	~27%
Darnall	~14%
Crystal Peaks	~13%
Chapeltown	~9%
Burngreave	~34%
Broomhill	~42%

4.6.   Buildings and Accessibility –

4.6.1.   Location of Libraries - The location of Libraries around the city results from a legacy stretching back to Victorian times when some of the current buildings were built, but also encompasses initiatives throughout the last century and more recently, to respond locally to needs. Changes in the number of the population and the shifts in preferred locations mean that current buildings are not always in the ideal locations. The map below shows the proximity of Community Libraries to all RLUs and in particular shows the parts of the city which are not especially close to static community libraries. Oughtibridge is the most obviously 'detached' neighbourhood but Lodge Moor is also not well served, however both of these areas are well served by the Mobile Library Service.

Library Catchment: Registered User/Distance

Legend

• Branch Library

Registered Users
Distance (m)/Zone

▮	0 - 220 (Zone 1)
▮	230 - 360 (Zone 2)
▮	370 - 730 (Zone 3)
▮	740 - 1,100 (Zone 4)
▮	1,200 - 2,200 (Zone 5)
▮	2,300 - 3,600 (Zone 6)
▮	3,700 - 7,300 (Zone 7)

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4.6.2.   Proximity between Community Libraries

Some Community Libraries are relatively close together – Parson Cross and Southey are not much more than half a mile apart – whilst others are several miles away from the next nearest library – Stocksbridge is over seven miles away from Hillsborough. The topography of Sheffield is such that the proximity of a nearby Library does not necessarily mean that it is accessible by public transport routes; hence Walkley is closest to Upperthorpe but it would be easier for most of their respective users to use Broomhill or Central Libraries as an alternative. In our considerations of accessibility to alternative Libraries we have used data supplied by South Yorkshire Passenger Transport Executive which identifies the next closest Library using frequent public transport (minimum of 30 minutes during the day) within 300 metres of a bus/tram stop

4.6.3.   Condition of Library Buildings

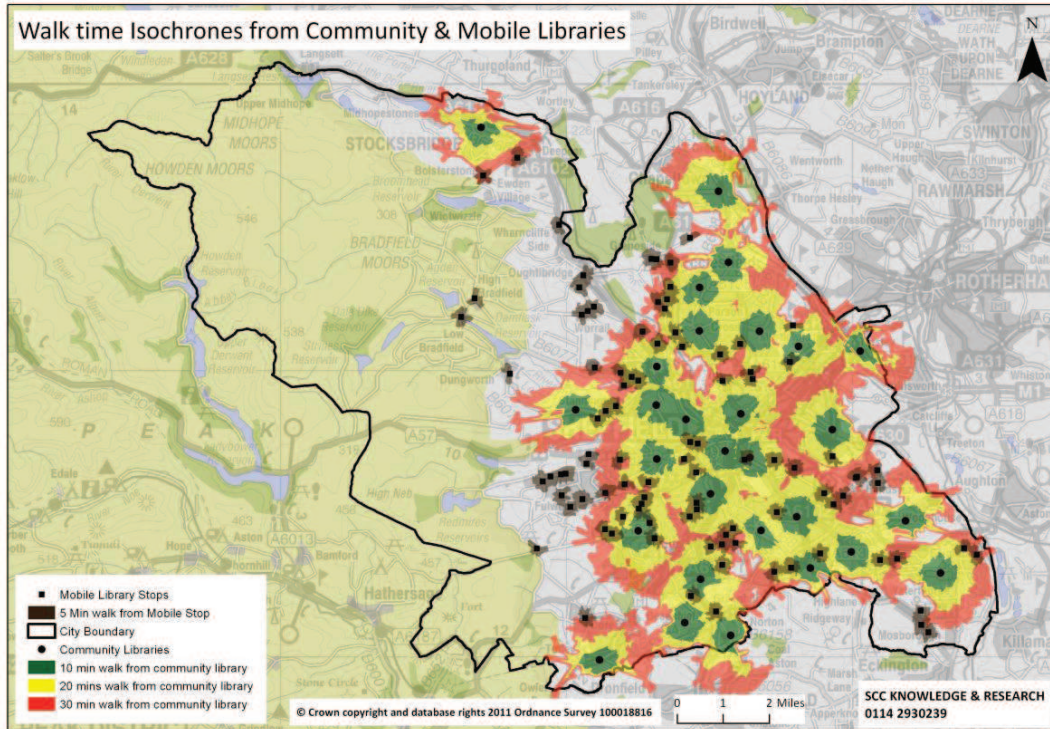There is a wide variation in the condition and facilities in Community Libraries varying from the recently built library at Parson Cross to the dilapidated building at Woodseats. There are also a number of continuing discussions and negotiations relating to potential re-provision of Library buildings. Some Libraries are not yet DDA compliant whilst others have no public access toilets.

4.6.4.   Home Library Users

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All of the home library users are aged 60+ and they appear to be evenly distributed around the city. The map below shows this even distribution but also makes it clear that many Home Library Users are located within very short distances of the fixed Community Libraries.
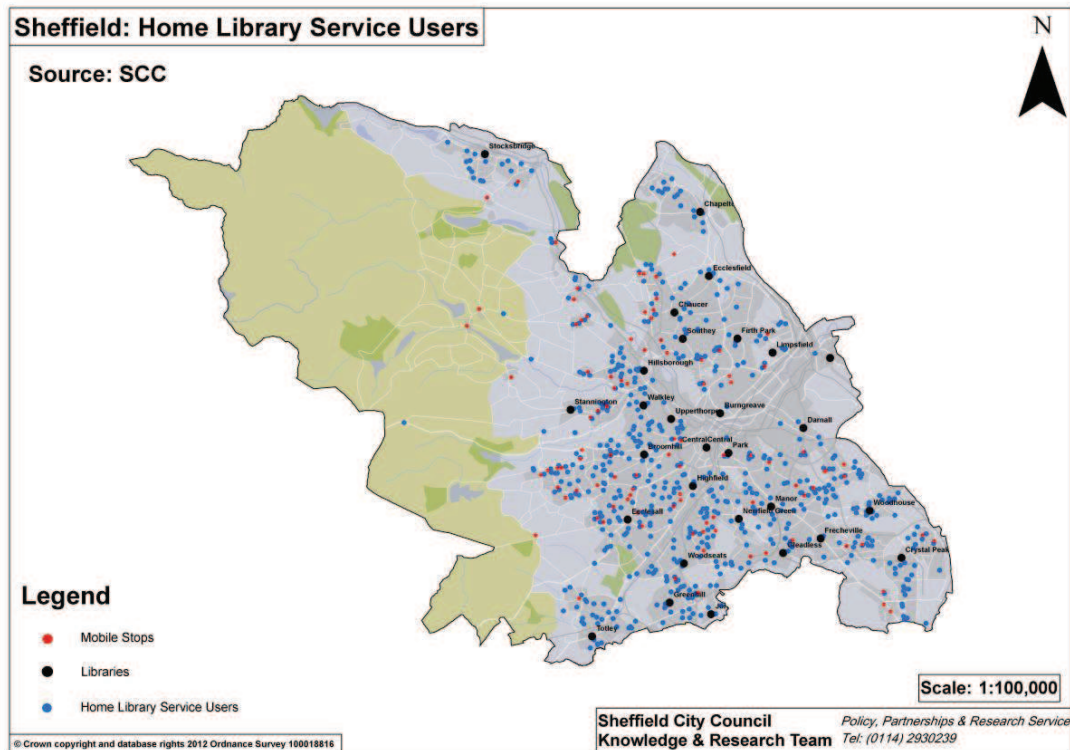
4.6.5.   Mobile Library Users – There has been much representation over the last few years about the number and location of Mobile Library stops. The map below shows the current pattern of mobile stops in relation to the static libraries. Some of these seem to be strategically located in rural areas well away from static libraries whilst others are well within 10 minutes walking distance of them. Some mobile stops are very close – within 5 minutes walking distance - to others, whilst at the same time there are well populated areas out of reach of both mobiles and statics. Over the years the Library service has tested out new sites in areas such as these but hasn't been successful in attracting customers.

Walk time Isochrones from Community & Mobile Libraries

Legend:
- Mobile Library Stops
- 5 Min walk from Mobile Stop
- City Boundary
- Community Libraries
- 10 min walk from community library
- 20 mins walk from community library
- 30 min walk from community library

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SCC KNOWLEDGE & RESEARCH
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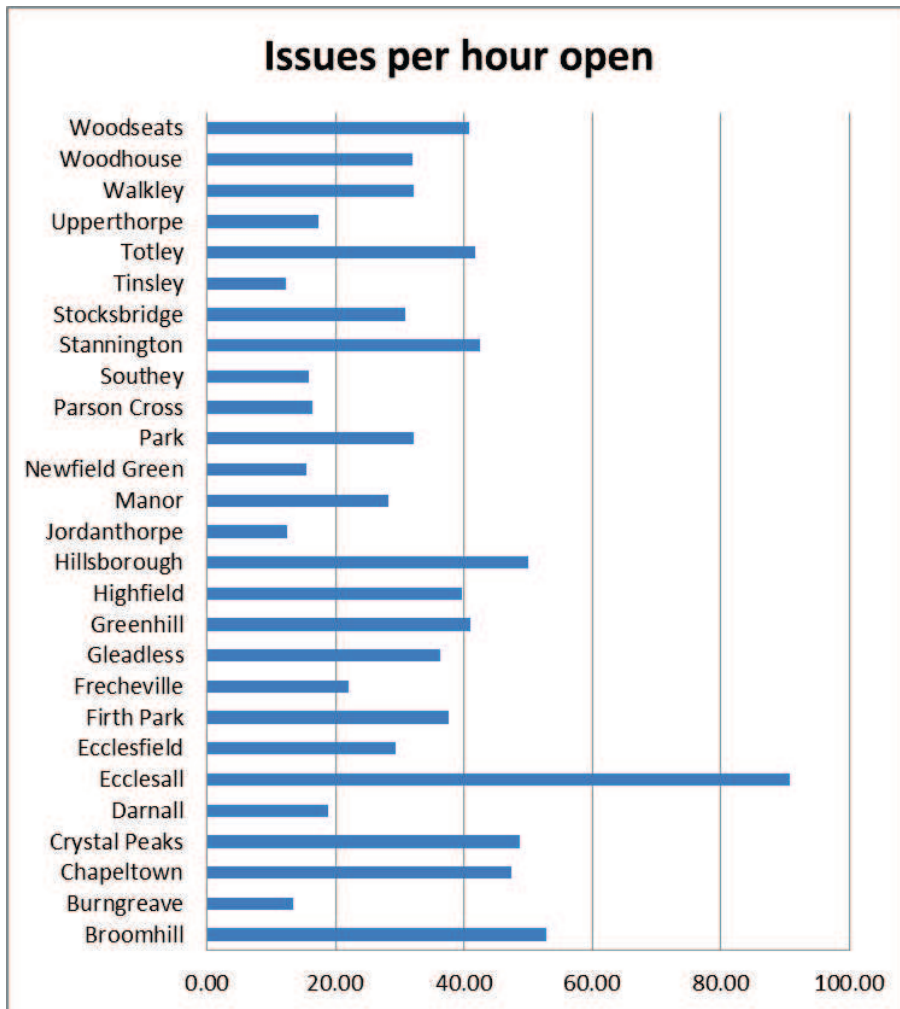4.6.6.   Community Library activity is broken down into 2 categories; issues and People's Network sessions and the breakdown of this activity is shown here. The comparisons between the issues and the PN sessions are somewhat artificial in that they are entirely different products - the one involving a transaction resulting in a product being taken away and used – the other involving use of a facility within the Library.
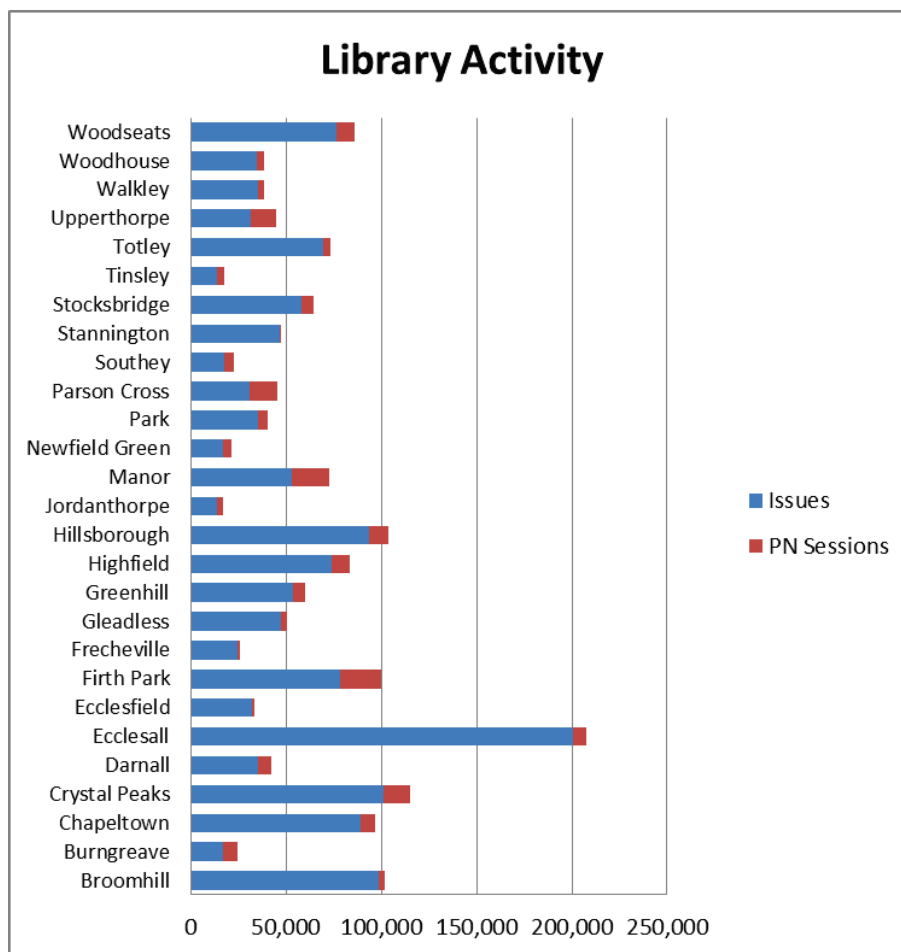
Library Activity

4.6.7.   The chart above shows the significant variations in the levels of activity within each community library in both scale and activity area. So some provide less than one eighth of the activity of others.

4.6.8.   The general trend of Library activity shows a steady reduction in borrowing – down 22% between 2010/11 & 2012/13 - contrasting with a steady increase in access to the People's Network – up 18% between the same periods.

4.6.9.   Issues – The number of issues is related to the capacity of the local library and can be curtailed by limitations in opening hours. The following chart shows the number of issues each hour the library is open

Issues per hour open

Chart: Horizontal bar chart titled "Issues per hour open" with x-axis from 0.00 to 100.00. Library service points listed top to bottom:

- Woodseats
- Woodhouse
- Walkley
- Upperthorpe
- Totley
- Tinsley
- Stocksbridge
- Stannington
- Southey
- Parson Cross
- Park
- Newfield Green
- Manor
- Jordanthorpe
- Hillsborough
- Highfield
- Greenhill
- Gleadless
- Frecheville
- Firth Park
- Ecclesfield
- Ecclesall
- Darnall
- Crystal Peaks
- Chapeltown
- Burngreave
- Broomhill

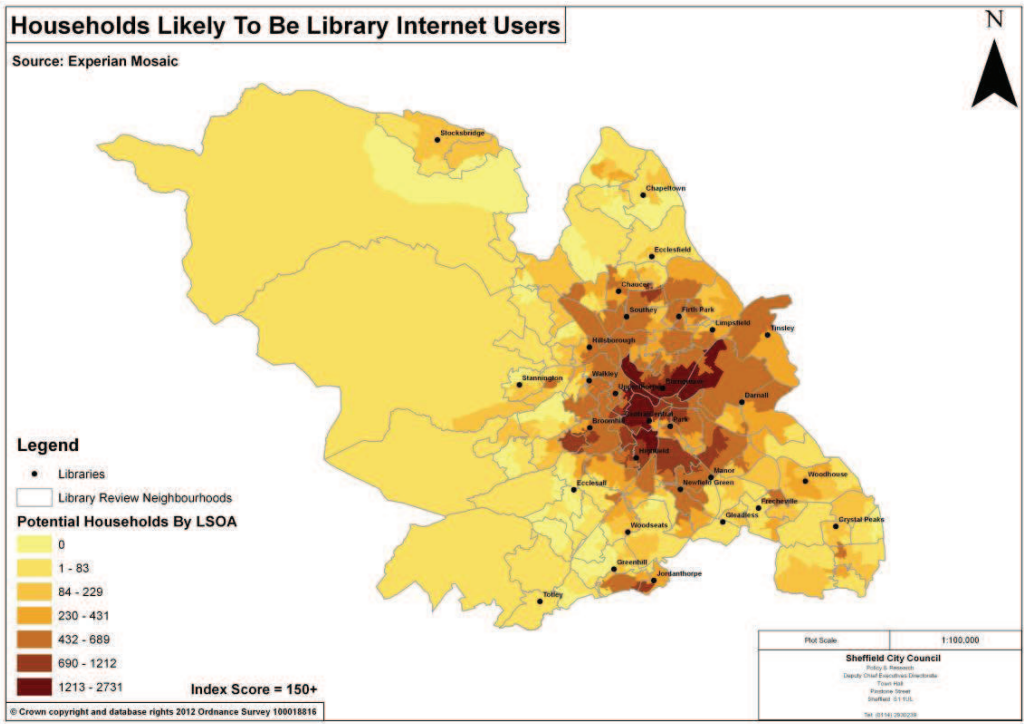4.6.10.   **Peoples Network** – The Peoples Network internet access service was first introduced in 2003 grant funded from the New Opportunities Fund (the midweek lottery). It was updated in 2010 to replace all servers and desktop PCs and replacing all scanners and including Windows7 and Office 2010. At the same time PN moved off the Council's internet onto a separate connection using the Council's infrastructure to facilitate faster access. This has proved to be a very popular library service across the city. The usage of this service varies significantly across the library service points with Firth Park providing more than 20,000 sessions in 2012/13 contrasting with Stannington which provided less than 1,000 in the same period.

2012/13 PN sessions

Location	Sessions
Woodseats	~9,500
Woodhouse	~3,700
Walkley	~3,200
Upperthorpe	~12,800
Totley	~3,500
Tinsley	~4,100
Stocksbridge	~6,300
Stannington	~800
Southey	~5,300
Parson Cross	~15,000
Park	~5,000
Newfield Green	~4,000
Manor	~19,800
Jordanthorpe	~3,500
Hillsborough	~10,000
Highfield	~9,000
Greenhill	~6,300
Gleadless	~2,800
Frecheville	~1,300
Firth Park	~21,000
Ecclesfield	~1,500
Ecclesall	~6,700
Darnall	~6,800
Crystal Peaks	~13,800
Chapeltown	~7,900
Burngreave	~7,900
Broomhill	~3,000

4.6.11.   There is a specific question in the Experian Mosaic data set asking if households are likely to be Library Internet users. This provides the following picture which has common characteristics with the earlier map showing the distribution of JSNA claimants.

Households Likely To Be Library Internet Users

Source: Experian Mosaic

Legend

- Libraries
- Library Review Neighbourhoods

Potential Households By LSOA

- 0
- 1 - 83
- 84 - 229
- 230 - 431
- 432 - 689
- 690 - 1212
- 1213 - 2731

Index Score = 150+

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5. CONSULTATION

5.1.   A large scale consultation about the future of Library Services took place during the summer of 2012 when some 6,000 people responded to a survey.

5.2.   In a choice about the most important elements of a Library service, respondents ranked the 'quality and choice of books' as most important, followed by being 'welcoming and comfortable', and 'within walking distance' third, 'other media' such as film DVD's, music CD's, talking books as fourth, and a building which is accessible and in good repair as fifth.

5.3.   In a choice about the element they wished to protect most survey respondents selected the 'range of services and materials' as the highest priority followed by the number of local libraries. Council run Libraries was the lowest priority.

5.4.   A second phase of consultation will begin in October 2013 for 12 weeks. This consultation will identify the impact of the proposal for the future of Sheffield's library services on library users and non-users. This information will inform a further version of this Needs Assessment document.

6. EQUALITIES IMPACTS

6.1.   **Gender** – More women than men are registered as Library Users. There is very little distinction in the gender of RLUs up to the age of 16 – but between the ages of 16 and 69 there are around 50% more women RLUs than men. A 60% - 40% split was also evident in the 2009 PLUS survey responses. This might reflect the variations in working and caring patterns between the genders.

Registered users by age/gender
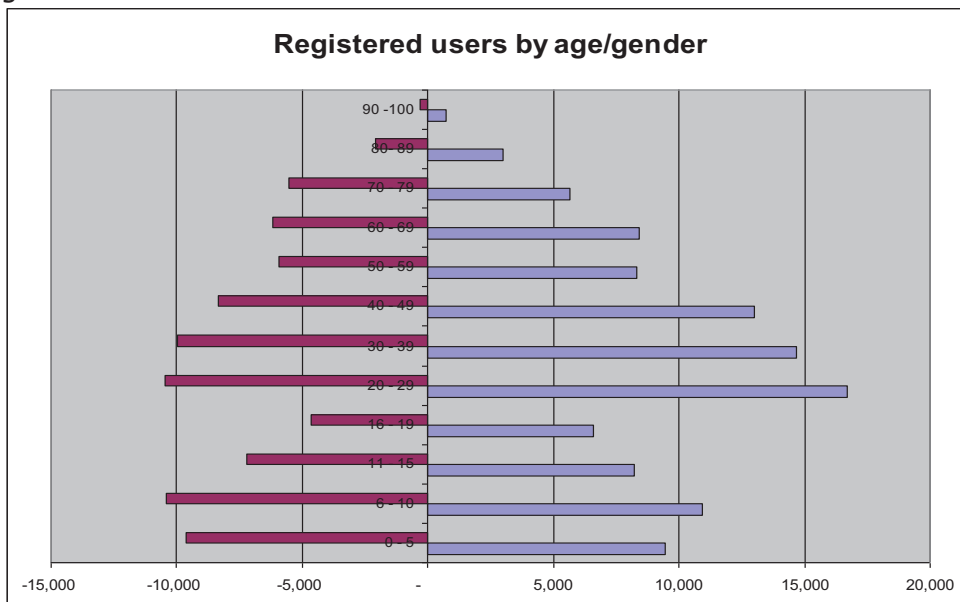
6.2.   **Age** – The age profile of registered Library users shows that the largest proportion comes from the 18-65 age groups with 47%. Under 18's make up 40% of and those 65+ 13%. There is a wide variation in the age profiles of registered library users in individual community libraries.

    6.2.1.   Under 18's - there is no discernible pattern in the proportions of children in the population registered as Library users across the city. The CL with the largest proportion is Park with 59% of its RLUs under 18 with the lowest proportion at 35% in Crystal Peaks and Totley. The best performing areas are dispersed around the city and may in part reflect the success of the promotion of the Bookstart programme. The numbers are generally lower in the South East of the City.

    6.2.2.   Increasingly there are more older people in the population. Social isolation is an issue for many older people, particularly those who have lost a partner (by 2025 it is estimated that there will be a 23% increase in people aged over 75 living alone). Low income is an issue for many pensioners, and 28% of people aged over 60, living in Sheffield households, claiming benefits relating to low income. The highest proportion of 65+ RLUs is 25% in Totley and the lowest is 4% in Burngreave
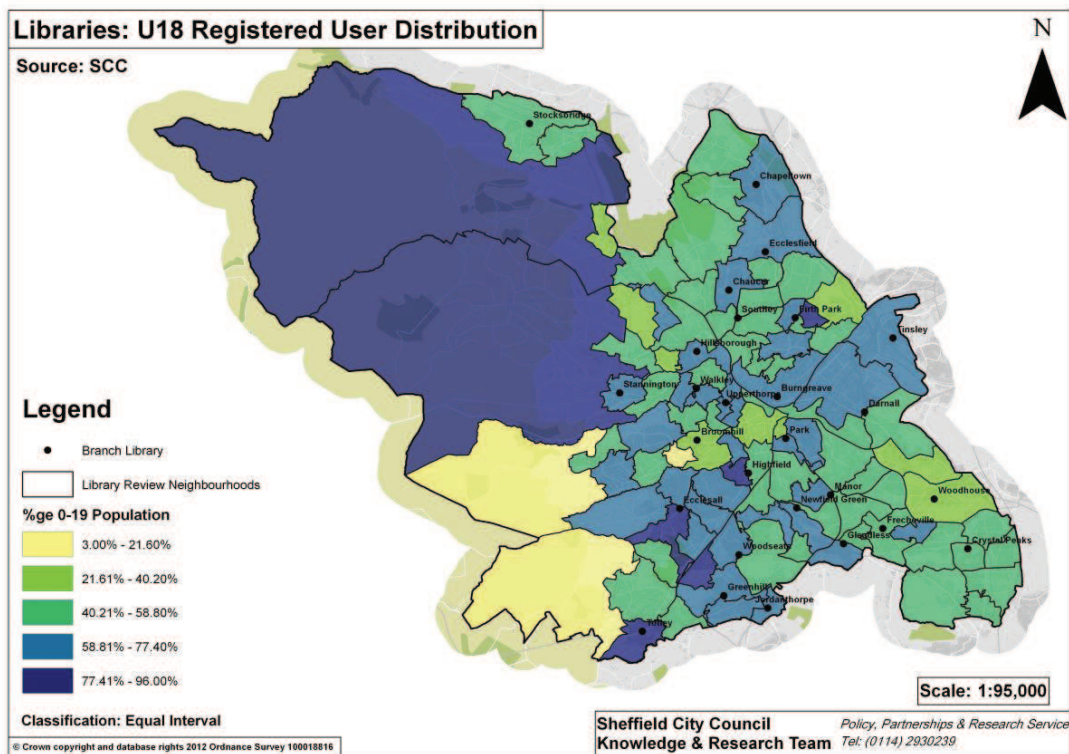
6.3.   **Disability** – Monitoring of Library Users asks whether individuals consider themselves disabled. The current overall figure for this declaration is 1.4% in Community Libraries. The highest proportion of RLUs declaring themselves disabled is in Woodhouse at 3% and the lowest is in Broomhill at 0.6%. The
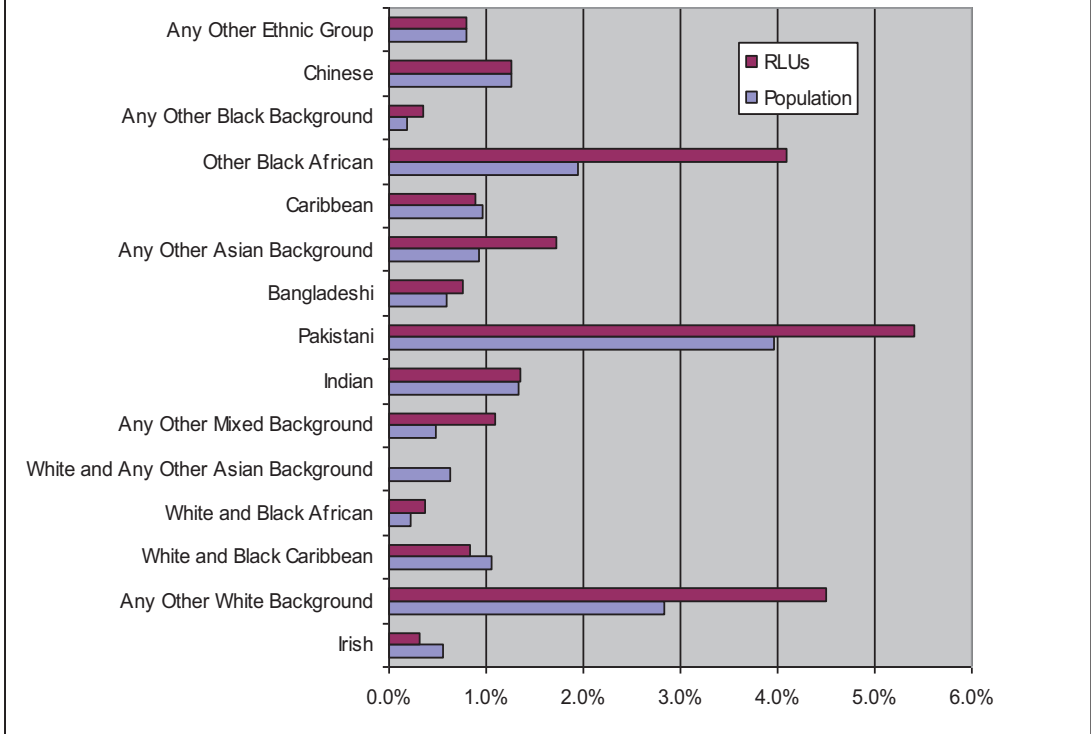
2009 PLUS survey of approximately 5,000 Sheffield RLUs did ask for further details about the nature of disability and the graph below details the relative proportions of the responses – This does not identify where one individual might have multiple disabilities.
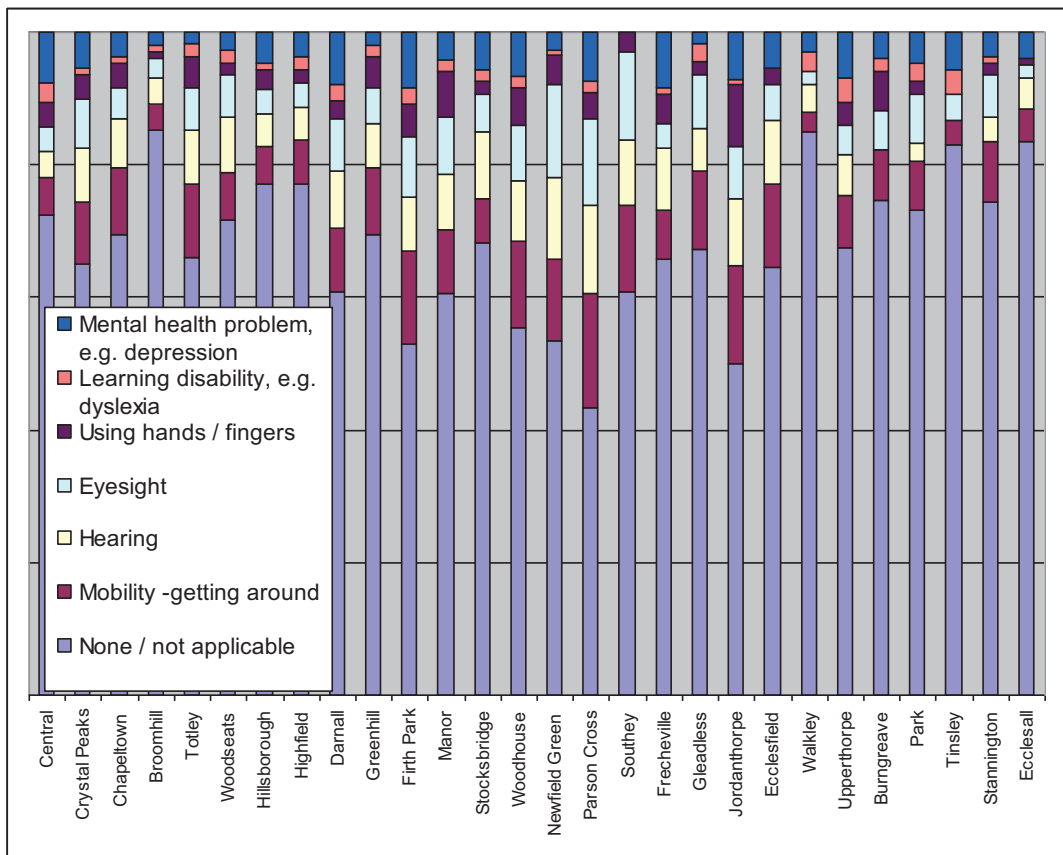
6.3.1.   **Ethnicity** – Analysis of RLUs shows that 21% are from BME backgrounds compared to an estimate 19% of the population. As ever the BME Community cannot be seen as a single homogenous group. The chart below shows the relative proportion of the projected population compared to the proportion of RLUs and this confirms that the 3 groups that are most significantly better represented within RLUs are the Black African, Pakistani and Other White groups.

6.3.2.   Unlike the general population (from a white British background), many people from black and minority ethnic communities live in households concentrated in specific areas of the city. This means the location of a library service could have a bigger impact on this group. Thus the proportion of RLUs from BME Communities within individual Community Libraries varies enormously from 72% to 2.3%.

BME Population v RLUs

Legend:
- RLUs
- Population

Ethnic Group	
Any Other Ethnic Group	
Chinese	
Any Other Black Background	
Other Black African	
Caribbean	
Any Other Asian Background	
Bangladeshi	
Pakistani	
Indian	
Any Other Mixed Background	
White and Any Other Asian Background	
White and Black African	
White and Black Caribbean	
Any Other White Background	
Irish	

Horizontal axis: 0.0%, 1.0%, 2.0%, 3.0%, 4.0%, 5.0%, 6.0%

7. DETERMINING PRIORITIES FOR COMPREHENSIVE & EFFICIENT COMMUNITY LIBRARIES

7.1.1.   Careful consideration has been given to a range of indicators contained in the evidence above to assist in the process of determining priorities for comprehensive and efficient Community Libraries.

7.1.2.   The indicators have been grouped into two domains; Use/Performance of Library services; Demographic need. Within each of the domains the individual indicators have been attributed equal value, each indicator has been ranked and the rankings added together to give an overall domain ranking.
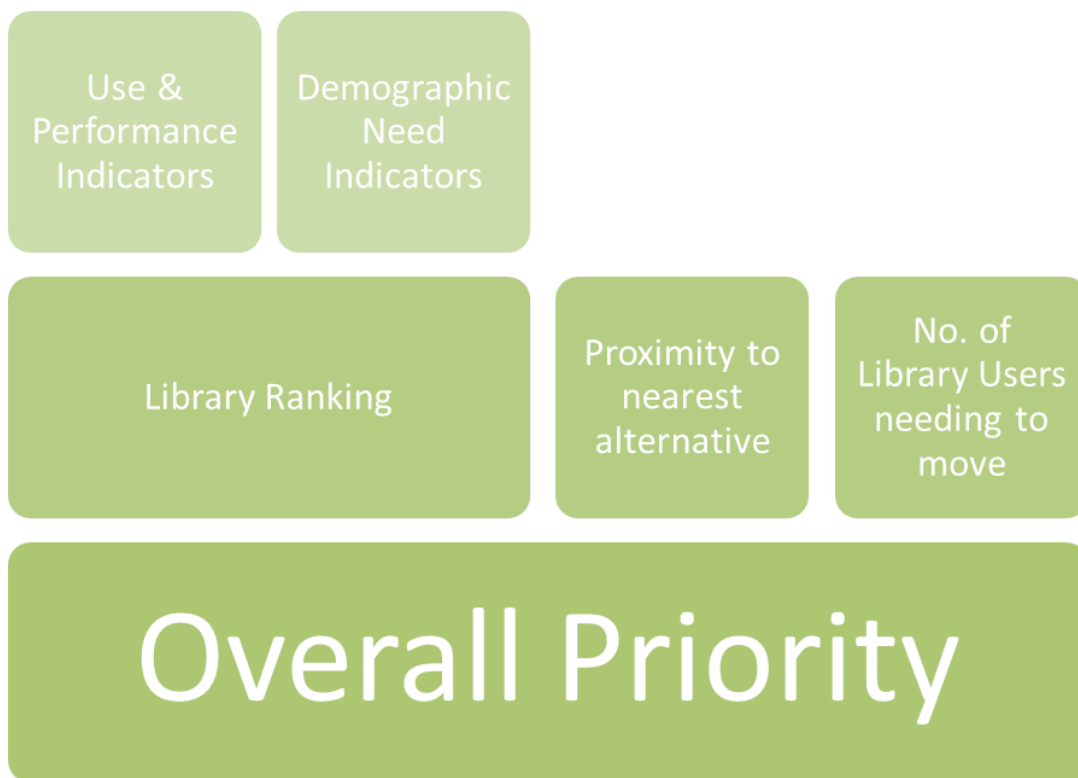
7.1.3.   In the context of the Strategic Objectives of the City Council it has been determined that the demographic needs of the local population is the most important of these two domains and it has therefore been attributed twice the weighting of the other.

7.1.4.   The list of indicators chosen is shown here.

Indicator	Details (All data sets use the most recent data available)
	Use/Performance of Libraries
Registered Users	All Registered Library users (RLUs) registered in the Community Library who have used the service since April 2010.
Locally Registered Adult RLUs per Population	Adult RLUs registered in the Community Library compared to the adult population for the catchment area of that Library
2012-2013 hourly Issues	The total number of 'issues' by the Community Library in the last financial year divided by the total opening hours
2012-2013 Hourly PN Sessions	The total number of PN Sessions in the Community Library in the last financial year divided by the total opening hours
Issues per £	The total number of issues divided by the individual library budget
Library Visits	The total number of people visiting the library in the last financial year
	The needs of the local population
IMD Literacy Skills	Data taken from Index of Multiple Deprivation 2010
IMD 2010	Data taken from Index of Multiple Deprivation 2010
BME Population	The total number of Black & Minority Ethnic people living in the catchment area of the Community Library (2011 Census)

Disabled People	The total number of Disabled People, receiving a service from Adult Social Care, or CYPF who live in the catchment area of the Community Library
65+ Population	The total number of people 65+ living in the catchment area of the Community Library (2011 Census)
U19 population	The total number of people Under 19 living in the catchment area of the Community Library (2011 Census)
Educational Attainment of Pupils in the Catchment Area	Proportion of Low Attaining Pupils by Library catchment Area
Proximity of nearest other Library	SYPTE have provided information which shows the distance to the next nearest Library using Public Transport with a frequency of at least every 30 minutes during the day

7.1.5.   We have then taken into account how close and accessible the next nearest library is – taking into account access to frequent public transport and the needs of the Library Users in the Community Library - to help us arrive at initial thoughts about our Comprehensive and Efficient Library Service.

Use & Performance Indicators

Demographic Need Indicators

Library Ranking

Proximity to nearest alternative

No. of Library Users needing to move

Overall Priority

7.1.6.   Overall Priority

Community Library	Priority Ranking (27 - Highest Priority)
Firth Park	27
Crystal Peaks	26
Darnall	25
Chapeltown	24
Ecclesall	23
Woodseats	22
Highfield	21
Manor	20
Hillsboro'	19
Stocksbridge	18
Parson Cross	17
Broomhill	16
Woodhouse	15
Tinsley	14
Totley	13
Newfield Green	12
Greenhill	11
Burngreave	10
Stannington	9
Upperthorpe	8
Southey	7
Park	6
Gleadless	5
Ecclesfield	4
Jordanthorpe	3
Walkley	2
Frecheville	1

7.1.7. Demographic Need Indicators (27 = Highest Need)

Community Library	Demographic Needs (1 - Lowest Need)
Manor	27
Firth Park	26
Newfield Green	25
Burngreave	24
Highfield	23
Darnall	22
Southey	21
Crystal Peaks	19
Woodhouse	19
Hillsboro'	18
Park	17
Broomhill	16
Upperthorpe	15
Parson Cross	14
Chapeltown	13
Tinsley	12
Greenhill	11
Woodseats	10
Jordanthorpe	9
Ecclesfield	8
Ecclesall	7
Stannington	6
Stocksbridge	5
Frecheville	4
Gleadless	3
Totley	2
Walkley	1

This data was updated on 19th September 2013 following identification of a mistake in the calculations. The BME population data used, although correct, had been ranked incorrectly.

7.1.8. Use/Performance Indicators (27 = Best performance)

Community Library	Use of Library Services (1 - Worst Performing)
Ecclesall	27
Firth Park	26
Crystal Peaks	25
Hillsboro'	24
Woodseats	23
Chapeltown	22
Manor	21
Greenhill	20
Highfield	19
Gleadless	17
Totley	17
Broomhill	16
Upperthorpe	15
Stocksbridge	14
Parson Cross	13
Darnall	12
Park	10
Walkley	10
Stannington	9
Burngreave	8
Woodhouse	7
Ecclesfield	6
Southey	5
Tinsley	4
Jordanthorpe	3
Frecheville	2
Newfield Green	1

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