



Reference: FOI3737

Request:

1. Please provide data on active membership of the library service for each year for the period 2016-2021 (for the year 2020/21, please provide all data on usage that you have up to the date you received this request)

****Figures are for April 1st each year:****

****2016 – 44384****

****2017 – 36547****

****2018 – 36700****

****2019 – 30282****

****2020 – 29341****

****2021 - 16491****

2. Please provide annual usage statistics for each year for the period 2016-2021 for your library service for the following digital services. (For the year 2020/21, please provide all data on usage that you have up to the date you received this request)

a. Electronic books and comics

b. Electronic audio books

****Please see table in document attached to this response email.****

Please also provide annual usage statistics for each year for the period 2016-2021 for your library service for physical library loans

****Please see table in document attached to this response email.****

3. Please provide costings for the amounts paid annually to the providers of these services in the same periods

(For Q1-3 please clarify in your answers if the figures refer to the financial or calendar year)

****Please see table in document attached to this response email (figures refer to financial years).****



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4. Please provide information on any support services offered by your service to help library users access these electronic services (such as tablet or laptop loans, training sessions) and the costings for these

One to one assistance (when permissible) - no additional costs.

Online guides to joining and using - no additional costs.

5. What advice is given to library users regarding privacy in use of digital services provided by third parties?

Privacy policy must be agreed to on providers page for signing up to the service.

6. Please provide details regarding how the various lockdowns related to COVID have impacted on your library opening hours?

Our 4 large libraries are open Monday – Saturday each week. Our branch libraries are open two weekdays and a Saturday each week.

Library opening hours are currently reduced to:

* **10am – 12pm and 1pm – 4pm on weekdays**

* **10am - 1pm on Saturdays**

Prior to the Covid-19 pandemic, opening hours were:

* **9am – 5.30pm on weekdays**

* **9am - 1pm on Saturdays**

During the first lockdown in 2020, libraries were closed and we could only provide digital services. Following this, our libraries have provided Order and Collect, limited PC access and/or limited browsing when allowed to do so dependent on the restrictions in effect at the time.