

DERBYSHIRE COUNTY COUNCIL

CABINET

05 April 2018

Report of the Strategic Director – Commissioning, Communities and Policy

Public Library Service Strategy

(STRATEGIC LEADERSHIP, CULTURE AND TOURISM)

(1) Purpose of Report

To seek Cabinet approval: to send notification of the outline proposals contained within the draft Derbyshire Public Library Service Strategy ‘Libraries for Derbyshire’ to the Secretary of State at the Department for Digital, Culture, Media and Sport (DCMS); to commence a 12 week consultation on the draft strategy from Monday 07 May.

(2) Information and Analysis

The important role of the Derbyshire Library Service is acknowledged by the commitment to the service expressed in the Council Plan 2017-2021, as approved by full Council on 13 September 2017:

- Develop our strong network of local libraries recognising the important role the service has to play in local communities
- Promote libraries as a focal point and hub in local communities
- Build new libraries in Glossop and Belper
- Encourage the wider use of libraries by people with learning disabilities, people with dementia and children and families

Across Derbyshire, libraries serve as community hubs. They have a proven track record of working in partnership with a wide range of stakeholders; they are trusted community spaces, free to enter and open to all and they are highly valued by local communities and partners. While the important role of the library service has been recognised in the Council Plan it does not make the service immune from the many challenges facing the Council.

Ongoing service pressures on the County Council, e.g. inflation and growing demands on services for older people and vulnerable children, continue to

contribute to year-on-year change in demand in excess of the funding streams available to the Council. At the same time Government funding support for local authorities is reducing. On 20 July 2017 Cabinet approved a reduction to the library service budget up to 2021 of £1.6 million.

The Council needs to develop a financially sustainable service, which meets and responds to the needs of local people and can also provide additional benefits to communities, particularly those who experience challenging circumstances, are isolated from services, (particularly as a result of rurality), and have less access to opportunities.

The proposals set out below acknowledge that provision across the County needs to change if the Council wants to deliver an effective service with reduced funding; this will affect the nature of the service offered at all libraries. A predominantly building-based service, with 45 static libraries in a variety of accommodation fully funded by the County Council, the current delivery model, is increasingly difficult to sustain in the face of changing patterns of use and the financial challenges being experienced by the Council.

By determining a long term strategy for the service, it is intended to minimise the possibility of future library closures, or significant future reductions in service. This can potentially be achieved by delivering library services in new and innovative ways in collaboration with local communities, to be developed through consultation, and adopting a tiered approach to service provision. The draft strategy does not propose the closure of any libraries but it does propose that the Council prioritise where it provides financial support for the library service, in line with its statutory duties.

The draft strategy has been fundamentally shaped and influenced by the advice and guidance published by the Libraries Taskforce and Arts Council England (ACE), as well as the extensive work undertaken by other library authorities across England. The recommendations and outcomes of national reviews of library services, principally the Independent Library Report for England 2014 (<https://www.gov.uk/government/publications/independent-library-report-for-england>) have also been considered.

Derbyshire Library Service Context

In Derbyshire, unlike in some other authorities, no static libraries have closed and a number of new, replacement, libraries have been built, i.e. South Normanton, Heanor and Ashbourne, and there are plans to open two new libraries in Glossop and Belper.

In terms of performance, the trends in Derbyshire would initially appear to be in line with national performance. Between 2012/13 and 2016/17 book issues in Derbyshire saw a reduction of 33%, in line with the national trend, and there was a 21% decline in physical visits. However, the reduction in the size of the

mobile fleet, from ten vehicles to two, had a significant impact on total issues and visits. There has also been a reduction of approximately 60% in the library materials fund since 2010, which means that fewer items are being purchased by the service and the available stock in libraries is ageing as it is replaced less frequently.

The overall reduction in use has been partly offset by an increase in remote use of digital resources. The service has invested in the range and quality of its digital offer and this has been reflected in a rapid increase in the use of eResources such as eBooks and eMagazines and online newspapers. Ironically, successfully increasing access to eResources is likely to be a contributory factor to a reduction in the number of personal visits to libraries. Online availability means that it is much easier to access a range of library services without actually visiting a library.

Derbyshire Needs Assessment

The proposed strategy for the library service is fully informed by the evidence gathered through undertaking a comprehensive Library Service Needs Assessment attached as **Appendix 1**.

The evidence provided by the Library Service Needs Assessment has been further supported by *Library Use 2017: Customer Segmentation Report*. This report presents detailed findings from an analysis of available postcode data from the library management system, attached as **Appendix 2**.

Library Service Vision

The proposed draft strategy for the library service remains consistent with the County Council's statutory duty, its own aspirations as expressed in the Council Plan and the evidence of need demonstrated by the Library Service Needs Assessment. It is also aligned with the national developments influencing and shaping public library services.

The aim is to provide a sustainable, customer and community focused service for the future embedded in the heart of local communities that matches the County Council's aspirations. The strategy does not propose the closure of any libraries whilst ensuring that the Council can prioritise where it provides funding.

The proposed vision is:

"Derbyshire Libraries will provide people focussed services at the heart of local communities, enabling access to books and reading, information, digital skills, technology, cultural and lifelong learning opportunities for all".

It intends to deliver this vision by providing a core library service offer in the future with three distinct elements:

1. Directly accessible services through static libraries. The library strategy sets out a core offer that customers can expect in every library.
2. Digital access to services, online offer of eBooks, eAudio, eMagazines, digital newspapers, a range of other online resources and a virtual catalogue. The online offer will be available 24 hours a day 365 days a year
3. Outreach through a well-developed and popular Home Library Service, Bookstart and a Mobile Library Service.

Future Delivery of the Library Service

This paper considers the potential implementation of an alternative model of delivery for elements one and three and the introduction of tiered approach to provision.

The future delivery of the first element of the library strategy can be broken down into four options, outlined below. There is also the potential to combine elements of these options.

1. Delivery Models

a) Local authority service

Although public libraries in England have undergone a significant period of change in recent years, which has resulted in the evolution of a small number of new operating models, the vast majority of public library services are still delivered directly by local authorities. The County Council would continue to provide and fund a professionally managed public library service through a network of static libraries, the Home Library service, access to digital services and a Mobile Library Service.

A proposal for Derbyshire to maintain all 45 static libraries and two mobile libraries in the same configuration is not considered viable given the wide range of challenges facing the County Council. It would not address the need to make financial savings and would not enable the service to align its available resources with existing levels of use and need.

Subject to the outcome of consultation it is not proposed to maintain the current delivery model for the public library service in Derbyshire.

b) Close a number of libraries

This option is not considered viable as, although closures on a significant scale could help to realise some of the required savings, it would not enable

the service to directly align its available resources with existing levels of use and need. This is a key consideration and area for potential challenge should the proposed strategy come under external scrutiny. It could result in a patchy and uneven distribution of libraries across Derbyshire and might result in some residents being geographically distant from any form of library service.

c) Community Library Model

With this option some libraries could be run by community groups. This approach has been introduced in a number of other local authority areas e.g. Buckinghamshire, Leicestershire, Lincolnshire and Staffordshire. In some circumstances, e.g. buildings with limited space to enhance the service, libraries could also be relocated to alternative premises under community management.

A wholesale transfer of libraries to community management is unlikely to provide the service transformation that is required and also meet the Council's statutory obligations.

d) Outsourced Service

The Council would no longer run the library service and it would be run under contract by another organisation such as a mutual, e.g., Nottinghamshire, Devon, Suffolk and York, or other organisation including another local authority.

Although an outsourced service of this nature could offer some initial savings, e.g. in the form of a reduced rates bill, it is unlikely to achieve all the savings required within the timescale specified in the Council's Five Year Financial Plan. There are higher levels of risk with this model and also the total costs of implementation and transition for Derbyshire are unknown.

Preferred Option

In order to align the library service vision with the need to make the savings required by the library service, it is proposed to deliver the service through a hybrid approach of a number of local authority managed libraries combined with a community managed model in some communities.

In the proposed model a community group would run a library and meet a minimum standard set by the library service. This future delivery model for the library service would seek to engage more effectively with local people and make greater use of community capacity and commitment to deliver library services. Examples from community managed libraries across England show how communities can be better placed to deliver a more responsive and enhanced service at a local level.

Community managed libraries can also help to raise and sustain local aspirations, increase civic pride and stimulate interest in developing bespoke

services through an enhanced sense of local 'ownership'. It is acknowledged that it will take a significant amount of time to develop and embed this new approach to service provision, to develop new ways of collaborative working and to equip communities with the right skill set. As part of the implementation of these proposals the service would seek to facilitate and support peer to peer networking and link Derbyshire communities with regional and national networks.

The proposed model, with no closures, would ensure that access to a total of 45 static libraries would be maintained. No Derbyshire residents should have to travel any further than they currently do to access a service. Potentially the community management model could offer increased access to library services in the form of improved opening hours as has been demonstrated in some authorities where libraries have increased their opening hours and offered additional services e.g. Sheffield and Lincolnshire.

The introduction of community managed libraries will support the Council's ambitions and desired outcomes for communities to take a bigger role and have more responsibility in delivering services. Subject to the outcome of the consultation, the Council would ensure that sufficient support is in place to facilitate a successful transition to community management. For example, this could include

- Ongoing professional support
- Free library stock and the ability to manage it
- Free computers for public use
- The transfer of Derbyshire County Council owned buildings on a peppercorn rent (subject to a service level agreement)
- A grant for each of the first four years of the transfer to community management towards total costs outlined in **Appendix 3 A**.
- A grant for each of the first four years towards a different approach to mobile library provision is outlined in **Appendix 3 B**.

Community managed libraries would get the benefits of skilled, professional support from the staff employed by the County Council to deliver services through the libraries it retained but would be better able to engage with local residents and respond to specific local needs. Further details of the package of potential support available will be developed and will be detailed in a subsequent paper to Cabinet.

It is proposed that the community managed libraries are retained as part of Derbyshire's statutory library network. This will help to mitigate any potential concerns about the long term sustainability of community libraries and ensure the service is delivered to a specific standard. A model in which the community managed libraries remain within the library network, and are still supported by the Council, albeit in a new and different way, is much more

likely to be sustainable, particularly as the new culture and approach to service delivery begins to embed itself into communities. It retains a coherent library network across Derbyshire, meaning that the Council still continues to meet its statutory obligations.

The details of the principles that would support the delivery of services in community managed libraries are detailed in 'Libraries for Derbyshire' **Appendix 4.**

2. Tiered provision

As resources become scarcer and increasingly difficult decisions need to be made, the County Council needs to be clear about what kind of library service customers can expect. To provide this clarity and to provide a strategic framework for the library service moving forward, it is proposed that in the future all library service provision will be managed and delivered on a tiered basis.

Tiering allows the library service to cluster broadly similar libraries together to:

- Define the nature of the service that should be provided from libraries of different sizes and types
- Ensure the consistent allocation of limited resources e.g. opening hours and staffing resources (at a time of increasing pressure on budgets it is vital to ensure that there is balance in the allocation of resources).
- Match services to customers' needs and expectations and giving customers a clear basis for those expectations
- Highlight performance, enabling the service to learn from, and cascade, best practice as well as address poor performance
- Develop detailed service specifications and standards e.g. for stock allocation

Tiering Methodology

Existing levels of use are considered a reasonable basis for prioritising library provision, because implementing changes to library services in locations with the least usage ensures a relative degree of protection for better used libraries which enjoy higher levels of use. The library service possesses a wealth of information on trends in library use and, with a small number of exceptions, the trends in the use of Derbyshire Libraries have been consistent over many years.

The criteria for categorising libraries are:

1. **Levels of current use**, includes the total number of issues, the total number of visits and the total number of computer sessions booked over the course of a financial year to give an average percentage of use. Libraries where use levels fall below or rise above a certain

threshold may be reallocated to a different tier and resources, opening hours etc. altered accordingly.

2. **Demographic Need**, the level of need within the local area, including; consideration of deprivation levels utilising information from the Index of Multiple Deprivation and 2011 Census.
3. **Access**, how accessible are libraries in regard to their location? e.g. are they in larger towns with reasonable transport links which enable access from a wide geographic area? what are the levels of car ownership?
4. **Existing provision**, the size and quality of the existing library offer and what opportunities are there for enhanced community use, study space etc. as well as library specific information such as the financial costs of providing the service; information about service users and consultation feedback.

In order to tier libraries, the levels of current use and demographic need have been weighted.

The criteria included in the 'levels of current use' element are given a higher weighting of those in the 'demographic need' element in order to protect the needs of the current customer base. The actual percentage of library business is then used to determine tiers.

A table ranking all 45 libraries in terms of their performance, e.g. book issues, visits, computer use (evidence of demand), and utilising information from the Index of Multiple Deprivation (evidence of need) is attached as **Appendix 1**.

Adopting a tiered approach to provision enables the service to manage any future budget adjustments in a proportionate way, ensuring the availability and accessibility of the service to Derbyshire residents while still fulfilling its statutory obligations.

It is proposed that there will be four tiers of provision:

1. Chesterfield Library would be designated as Tier 1. As well as providing a service to its local catchment area, Chesterfield serves as the central library for the whole of Derbyshire. It supports the rest of the service across the county in terms of stock, services and specialist staff.
2. 14 libraries would be designated as Tier 2. These libraries are bigger and generally serve larger market towns, open longer hours, are in areas with high footfall, in highly populated areas and have relatively good transport links.

3. 10 libraries would be designated as Tier 3. These libraries tend to serve suburban areas, smaller market towns and villages.
4. 20 libraries would be designated as Tier 4. These libraries tend to have the smallest geographical reach, serving their immediate neighbourhood. This tier embraces both rural and urban locations. These 20 libraries have been identified for community management based on current levels of use and evidence of need.

As part of the implementation of a tiered approach to provision it is proposed there would be a reduction of weekly opening hours across the library service. A list of libraries arranged according to their tiers, with details of the total weekly opening hours for each library and the proposed reduction in the total number of opening hours is attached as **Appendix 5**.

The proposal is to reduce opening hours at quieter times while still enabling access to services at the busiest times. To ensure people who are in full time employment or engaged in full time education have easy access to the service all libraries would have at least one late night opening and Saturday opening would be retained. The overall pattern of library opening would seek to maximise availability of library services across Derbyshire. Current and proposed timetables are attached as **Appendix 6**.

Any reduction in opening hours is mitigated by online access to a range of free digital resources. Registered library members can access the library catalogue, eBooks, eMagazines, eAudio and a range of online newspapers 24 hours a day.

Adoption of a tiered approach to service provision will result in a transparent and more scientific process for allocating reduced resources to libraries. By taking such an approach, by reducing the amount of new materials purchased, maximising discounts from suppliers and by utilising the Library Management System to automate the process of circulating stock between libraries, it is proposed to make a reduction in the size of the materials fund of approximately £140,000. The consultation will seek feedback on the most appropriate areas in which to make the reduction.

While making changes to the materials fund and consulting about the library strategy it is also proposed to consult about ceasing to provide a DVD loan service. There has been a significant decline in the income received from the loan of DVDs, where demand has been reducing over a number of years. The format is rapidly being replaced by alternative services such as internet streaming/downloading and the physical formats available in libraries are no longer attractive or cost effective.

Derbyshire Community Managed Libraries

Using the preferred option of delivery combined with the tiering methodology it is proposed to engage with relevant communities to transfer part of the service to the Community Managed Model. The 20 libraries in Tier 4 are:

- Borrowash
- Etwall
- Clowne
- Duffield
- Creswell
- Brimington
- Whaley Bridge
- Killamarsh
- Melbourne
- Hadfield
- Holmewood
- Gamesley
- Whitwell
- Wingerworth
- Pinxton
- Hayfield
- Tideswell
- Old Whittington
- Somercotes
- Woodville

The individual library profiles, attached as **Appendix 7** provide further information on the 20 libraries that are potentially being proposed for transfer to community management.

The individual costings for all libraries are included as **Appendix 8**.

3. Mobile libraries

On 30 September 2014, Cabinet agreed to make changes to Mobile Library Service routes and stops, including the withdrawal of eight vehicles from service, leaving two vehicles to serve the whole of Derbyshire, achieving savings of approximately £530,000. Following the withdrawal of eight vehicles a number of minor changes have been made to stop locations and stop lengths, based on feedback from both users and non users, to try and maintain and increase levels of use. The current mobile library timetable is attached as **Appendix 9**. However, since January 2015, when the new service came into effect, there has been a steady and ongoing reduction in the use of the Mobile Library Service in terms of book issues and customer visits to the vehicles.

Based on the current use of the remaining two vehicles and the need to deliver a more dynamic and responsive service, particularly to rural communities, it is proposed to consult on seeking greater involvement from voluntary/community organisations in the provision of the Mobile Library Service. The proposed strategy for the service represents an opportunity for Derbyshire to be at the forefront of a new and different approach to mobile service provision.

It is proposed that the library service engages with voluntary/community organisations to look at alternative methods of delivery for the Mobile Library Service. For example, community organisations could offer coordinated group visits to static libraries, providing transport to the nearest static library for those who needed it.

Other options could be to pilot the concept of community, or 'satellite' libraries in communities where mobile libraries currently deliver a service with limited collections of library resources located in community settings. Small collections of materials could be made available on community transport vehicles.

There is also the opportunity for the existing fleet of two mobiles, the two spare vehicles (that are currently maintained for emergency cover), as well as all their stock resources to be transferred to community management in their entirety.

Although it is difficult to anticipate the specific nature of the responses to any changes to the Mobile Library Service, transferring the two mobile library vehicles currently in service, as well as the two spare vehicles retained for emergency cover, and developing new methods of delivery in partnership with community organisations could result in a saving of up to £200,000.

4. Enhanced Self Service in Libraries 'Smart Libraries'

The transfer of 20 libraries to community management and the retention of 25 libraries under Council control are key elements of the library strategy moving forward. However, to ensure that the service remains fit for purpose, innovative and responsive to customer needs there is a further stage in the process. One that in the future potentially offers up not only further savings but also the opportunity to reverse some previous reductions, e.g. in opening hours, by the increased use of self service in libraries and the creation of 'Smart Libraries'.

The latest technology allows users to enter locked library buildings using their library card and a PIN, to borrow books and log on to the internet without staff being present. Extensive supervision of buildings using CCTV helps deter and detect any unacceptable behaviour when staff are not available.

This is not necessarily a total replacement for library staff as any library adopting such technology would still need to have staff on duty for a specified number of hours each week, but a certain percentage could also be totally unstaffed. Such provision is common in other countries and it is well established in UK academic libraries and may appeal to users who already use and are confident with self-service technology in other environments.

To introduce self-service on a significant scale to realise ongoing savings, while also extending opening hours, the County Council would need to build upon its recent investment in Radio Frequency Identification (RFID), invest in new technology and make changes to library buildings. The investment needed in the library service would need to be seen in the context of the Council's long term strategy for service delivery and set against the savings that could be achieved, customer feedback and the nature of the library service that the County Council wishes to provide in the future. Proposals for developing and implementing the smart libraries concept in Derbyshire would be the subject of a further detailed report to Cabinet.

Staffing

In parallel with the transfer of libraries to community management, a reduction in opening hours and the introduction of a tiered approach to provision there will also be a review of staffing across the service. A review of staffing could yield financial savings whilst still enabling the service to deliver in line with the principles outlined in the strategy.

Risks

If the library strategy is supported, specific proposals will be developed through a programme approach, by a project team who will maintain a detailed risk register. At this stage, one high level risk has been identified and this will be developed, properly assessed and mitigated as the project is taken forward.

- A risk that communities are unable or unwilling to support local libraries and the mobile library service which may increase the impact of the proposed service re-design process.

If there is a lack of customer/community support for the proposals outlined within this paper the library service would need to review all aspects of current service provision with a potential requirement to make further significant reductions to opening hours, staffing, the materials fund and mobile library provision. (This would be subject to a further period of public consultation). This could result in some libraries being open for less than one day a week with few or no new books or resources added to stock. The library service might also need to dramatically reduce the offer available in all libraries and would be unlikely to deliver the range of additional services outlined out in the 'Libraries for Derbyshire' strategy in **Appendix 4**.

Consultation

In line with the Council's commitment to transparent decision making and to ensure that all those affected have the opportunity to comment on any potential change, it is proposed that the Council undertakes a period of consultation with the public and key stakeholders which:

- Will build upon existing knowledge of how people use libraries, which services are most popular, which services should be prioritised and how it might develop services and reduce costs in the future
- Sets out the financial context and challenges within which decisions on future service delivery need to be made

The consultation will also seek views on the following proposals:

- To transfer the libraries in the 20 communities in Tier 4 to a Community Managed Model
- That the community managed libraries are retained as part of Derbyshire's statutory network
- To implement a tiered approach to provision and resources
- To reduce weekly opening hours across the library service
- To reduce the Materials Fund
- To consult voluntary/community organisations to create an alternative delivery model for the Mobile Library Service.
- To consider the future implementation of Smart Libraries
- That the library service ceases to provide a DVD hire loan service
- To receive feedback on the potential impact of the proposals

The manner of consultation will be shaped by the County Council's corporate consultation practice to ensure that input from service users and non-users is secured as far as possible and that all groups are provided with the best opportunities for input. Online surveys, social media and focus groups may also form part of this process. The consultation will be for twelve weeks. This exercise would also be accompanied by a full equalities impact analysis.

The Council will make it clear during the consultation that it also remains open to alternative suggestions on how the library service might be delivered, or ideas on how the options outline above might be combined to realise the required budget savings.

The information drawn from consultation and the impact analysis would then support Cabinet members in ensuring a robust and transparent decision making process. Following the initial consultation and analysis of the feedback received, a final proposal will be presented to Cabinet for approval. A provisional timeline is attached as **Appendix 10**.

Estimated savings

The potential savings from transferring 20 libraries to community management, a reduction in opening hours, greater involvement from volunteers/community organisations with the running of the Mobile Library Service, adopting a tiered approach to service provision, a reduction in the materials fund and staffing changes are estimated to be approximately £1.6 million and are summarised below. The further advantage of a tiered approach to service provision is that it will enable the service to manage any future reductions in resources in a proportionate way while ensuring the availability and accessibility of the service to Derbyshire residents while still fulfilling its statutory obligations.

(3) Financial Considerations

As outlined in the body of the report

Service area	Estimated savings
Transfer 20 libraries to community management/relocate service	£500,000
Change opening hours at 25 libraries	£400,000
Library service staffing review	£360,000
Materials fund reduction	£140,000
Alternative delivery of Mobile Library Services	£200,000
Total	£1,600,000

(4) Human Resources Considerations

Staff will be consulted as stakeholders in relation to the provision of the library service. Subject to the outcome of the public consultation any staffing implications will be the subject of a future paper to Cabinet and separate consultation with the staff and the Trade Unions.

(5) Legal Considerations

The provision of public libraries is governed by various pieces of legislation.

The Public Libraries and Museums Act 1964, section 7, states:

'It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof.'

though 'comprehensive and efficient' are not defined.

In fulfilling its duty, the Council should have particular regard to the desirability of:

i) Securing that facilities are available for borrowing books, records, films etc. sufficient in number, range and quality to meet the needs of all, and the special requirements of adults and children

ii) Encouraging adults and children to make full use of the service and provide advice.

While it is the Council's responsibility to determine how to deliver library services, considering local needs and available resources, the Department for Digital, Culture, Media and Sport is responsible for national library policy and must oversee and promote public library services. The Secretary of State can order an inquiry where there are concerns that a local authority is not fulfilling its duties under the Act.

The courts, Mr Justice Ousely, in *Bailey v London Borough of Brent*, have interpreted the requirement to provide a service in the following terms;

“A comprehensive service cannot mean that every resident lives close to a library. This has never been the case. Comprehensive has therefore been taken to mean delivering a service that is accessible to all residents using reasonable means, including digital technologies. An efficient service must make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources. Decisions about the Service must be embedded within a clear strategic framework which draws upon evidence about needs and aspirations across the diverse communities of the borough.”

The Secretary of State also noted that, as confirmed by the High Court in *R (Green) v Gloucestershire City Council* [2011] EWHC 2687 (Admin):

“the availability of resources is highly material to the question of what constitutes a comprehensive and efficient library service. The section 7 duty cannot be exempt or divorced from resource issues and cannot in law escape the reductions which have been rendered inevitable in the light of the financial crisis engulfing the country.”

Mr Justice Collins (*Simon Draper and Lincolnshire County Council* July 2014) drew on all previous judicial reviews and elaborated on comprehensive and efficient in a county setting.

“The key is reasonable ability to access the service by all residents of the county. This means that distances and time taken to reach a library must be reasonable and any particular problems, whether physical disabilities, or created by age or family considerations, must be capable of being met.”

“Budgetary constraints are a material consideration”.

The service has also sought to learn from the experience of other library authorities across England in the formulation of its strategy and has taken into account the key findings from the 2009 Charteris Review of the library service provided by the Metropolitan Borough of Wirral. Specifically:

1. Requirement to make an assessment of local needs prior to considering changes to the library service
2. The need to take a strategic approach to the library service rather than focusing on asset management and financial savings
3. Consideration of the need for a comprehensive outreach service

The Libraries Taskforce¹ advise that authorities considering making changes to the provision of their library service should send notification of their proposals to the DCMS to assist the Secretary of State in his superintendent role. They also emphasise that changes to the existing library network require extensive consultation. Subject to Cabinet approval it is proposed to send notification of the outline proposals contained within the library strategy to the Secretary of State at the DCMS before commencing a period of public consultation.

The majority of a Library Service must be provided free of charge under the Public Libraries and Museums Act 1964, however, the Local Government and Housing Act 1989 and Library Charges (England and Wales) Regulations 1991 define what may be charged for. This gives local authorities powers to make charges for the provision of specified library facilities.

In delivering library services, the Council must also comply with the Equality Act 2010 and in particular the Public-Sector Equality Duty. This ensures that the Council considers the needs of all individuals in shaping policy and delivering services and guarantees that the Council does not disadvantage individuals or groups.

¹ The Taskforce's role is to enable the delivery of the recommendations from the Independent Library Report for England and to build upon and add value to existing good practice, partnerships and other activities that are already supporting public libraries. It also promotes libraries to national and local government and to potential funders, and creates a strong and coherent narrative around the contribution public libraries make to society and to local communities.

An Equality Impact Analysis (EIA) has been developed in parallel with the development of the draft strategy outlined in this paper and a copy of the EIA is attached as **Appendix 11**. This will be revised following consultation

(6) Social Value Considerations

Libraries provide social value in a number of areas. For example,

- providing free access to education, recreation, information and cultural resources and opportunities
- though their positive impact on health and wellbeing
- by enabling people to gain and develop digital skills to enable them to participate more effectively in the digital world
- by breaking down social isolation by providing a safe, neutral social space
- through their commercial and economic impact, helping to develop a literate, well-educated and skilled population

The proposed strategy for the library service will ensure that the service is still able to deliver social value in these key areas and the greater involvement of local communities in service delivery will help to further develop community capacity and resilience in Derbyshire.

(7) Property Considerations:

Subject to the draft Strategy being approved for implementation following the period of consultation, the Director of Property will facilitate the transfer of libraries to the proposed community management model by the most appropriate method. The mechanisms for the transfers could include granting leases in return for a peppercorn rent or entering into service level agreements. There will also be the potential for the library service to relocate to an alternative building if it can be demonstrated to be more suitable and sustainable than the current location.

The Council will need to be reassured that any community group seeking to take over the management of a library has the knowledge, ability and governance arrangements in place to manage and maintain the property to the standard required by the Council to ensure the buildings are statutorily compliant and safe for use.

(8) Other considerations:

In preparing this report the relevance of the following factors has been considered: equal opportunities, prevention of crime and disorder, environmental, health and human rights.

(9) Key Decision

No

(10) Call-in Is it required that call-in be waived in respect of the decisions proposed in the report?

No.

(11) Background Papers

Held on file within the Commissioning, Communities and Policy Department.
Officer contact details – Don Gibbs, extension 36572.

(12) OFFICER'S RECOMMENDATIONS That Cabinet approves:

- I. sending notification of the outline proposals contained within the draft Derbyshire Public Library Service Strategy 'Libraries for Derbyshire' to the Secretary of State at the Department for Digital, Culture, Media and Sport.
- II. starting a 12 week consultation on the draft strategy from Monday 07 May.

Emma Alexander
Strategic Director – Commissioning, Communities and Policy

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Derbyshire County Council

Public Library Service Needs Assessment 2018

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10. Background documentation

1. Purpose

This Public Library Service needs assessment is intended to provide context for the library service strategy, to inform decision makers and to help ensure compliance with the public sector equality duty (PSED) set out in Section 149 of the Equality Act 2010. The duty relates to different groups who share any of the “protected characteristic” of age, sex, pregnancy and maternity, disability, race, marriage and civil partnership, religion or belief, sexual orientation.

The purpose of this document is to provide an assessment of local needs in relation to library services provided in Derbyshire and specifically to provide:

- Key demographic information to create a picture of existing and potential needs in key findings that will inform library service provision.
- An improved understanding of current users and services in Derbyshire Libraries.

The information contained in the document will assist the Council in formulating the draft library strategy proposals, including consideration of public sector equalities duties and specific needs and characteristics of the population of Derbyshire.

It will also inform the consultation process and help to identify the questions to ask, in order to supplement the knowledge about the needs of library users and potential library users.¹

There is no standard agreed methodology for carrying out a libraries needs assessment. Monitoring of what has happened in other parts of the country suggests there is considerable scope for any council to shape a libraries needs assessment according to local circumstances. This is confirmed by a letter from the Minister of State to the Leader of Sheffield City Council in March 2015 in which he wrote ‘[the Secretary of State] recognises that it is for SCC [Sheffield City Council], as the democratically accountable local representatives, to make the required value judgements with regard to the needs assessment for its library service and these are within the proper bounds of SCC’s discretion’.²

All data provided was current at the time of writing.

2. About Derbyshire

Derbyshire is a county in the East Midlands of England bounded by Yorkshire, Cheshire, Staffordshire, Leicestershire and Nottinghamshire. With an estimated population of 785,765³, Derbyshire is a large county which covers an area of 2,547km² and at its longest point from north or south spans approximately 55 miles⁴.

¹ <https://democracy.eastsussex.gov.uk/mgConvert2PDF.aspx?ID=15809>

² <https://cmis.derby.gov.uk>

³ <https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Infographics/2016myeinfographic.pdf>

⁴ Derbyshire, Arnold-Bemrose

More than eight million people, a sixth of England's population live within 18 miles of the county border (approx. 30km), mainly in the large cities of Sheffield, Manchester and Nottingham.

The county includes the boroughs of Amber Valley, Chesterfield, High Peak and Erewash, and the districts of Bolsover, Derbyshire Dales, North East Derbyshire and South Derbyshire. The county also encircles the unitary authority of Derby City, and includes the majority of the Peak District National Park.

Derbyshire is a place of geographical and social contrasts with a number of heavily built-up areas and large, sparsely populated rural areas.

A large part of the north and west of the county is very rural, much of it in the Peak District National Park. Twenty seven per cent of the population live in rural areas.

Derbyshire has no city within its administrative border but has 27 market towns (secondary centres which provide employment opportunities and services), of which Chesterfield is the most highly populated 77,378⁵.

Chesterfield and the other towns have their roots in traditional industries in Derbyshire with quarrying in the North West, former coal mining in the North East and remnants of engineering and textile industries scattered across the county.

3. Key demographic information

Population

The population of Derbyshire was estimated to be 785,865 in 2016 and is projected to rise to 858,852 people by 2039, a 9% increase. Over the same period, the UK population is projected to increase by 14%⁶.

Derbyshire has an ageing population, with the number of people reaching retirement age predicted to increase 28.1% by 2021.⁷ The population aged 90 plus and over has increased by 60% since 2001⁸.

45 years is the median age of Derbyshire's population. Two out of five people aged over 65 or aged between 0-15 are dependent on the working age population. 17% of the population by broad age band are 0-15 years, 62% are 16-64 and 21% 65 years and over⁹.

In 2012-2014 the average life expectancy at birth in Derbyshire was 83.1 years for females compared to 83.2 for England.

The average life expectancy at birth of male Derbyshire residents has increased from 76 years in 2000-2002 to 79.5 years in 2012-2014.

⁵ 2012 Mid-year Population Estimates, Office for National Statistics

⁶ <https://yougov.co.uk/news/2013/11/08/britains-population-can-we-absorb-increase/>

⁷ https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Economy/LocalEconomicAssessment2014_v1.1.1.pdf

⁸ <https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Infographics/2016myeinfographic.pdf>

⁹ <https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/infographics/2016MYEInfographic.pdf>

In 2012-2014 the average life expectancy at the age of 65 years for male residents in Derbyshire was 18.4 years compared to 18.8 for England. This was 20.9 years for female residents compared to 21.2 for England ¹⁰

Ethnicity

Derbyshire, at 4% has a low proportion of the total population identifying with a minority ethnic group when compared to England (20%), with residents mainly living in the districts of Chesterfield, Erewash and South Derbyshire according to the 2011 Census.

The largest ethnic group is 'Other White' (that is not 'White British', Irish or Gypsy or Irish Traveller), which makes up 1% of the total population of Derbyshire¹¹.

Sexual Orientation

Data on gender identity is still currently limited, though data collection methodology and question design are developing. Work is being undertaken around gender identity and capturing Trans, or Non-binary identities, by other national statistics agencies for their respective censuses; work often involves a consideration, or review of the sex question, or response categories¹²

Religion or Belief

Religion	Number of people	% of total population		
		Derbyshire	East Midlands	England
Christian	489,668	63.6	58.8	59.4
Buddhist	1,530	0.2	0.3	0.5
Hindu	1,377	0.2	2.0	1.5
Jewish	363	0.0	0.1	0.5
Muslim	2,210	0.3	3.1	5.0
Sikh	2,316	0.3	1.0	0.8
Other religions	2,905	0.4	0.4	0.4
No religion	215,158	28.0	27.5	24.7
Not stated	54,159	7.0	6.8	7.2

Derbyshire libraries has no reason to believe that the needs of library users vary according to their religion or belief ¹³.

¹⁰ <https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Infographics/2012-14lifeexpectancyinfographic.pdf>

¹¹ https://www.derbyshire.gov.uk/council/news_events/about_derbyshire/default.asp

¹² <https://www.ons.gov.uk/methodology/classificationsandstandards/measuringequality/genderidentity/genderidentityupdate>

¹³

https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Census/Profiles_2011/equalities_profile/District/Derbyshire_Admin.pdf

Marriage and Civil Partnership

Marital status	Number of people	% of total adults (16+)		
		Derbyshire	East Midlands	England
Single	185,285	29.3	32.3	34.6
Married	319,364	50.5	48.5	46.6
Same-sex civil partnership	1,497	0.2	0.2	0.2
Separated	15,297	2.4	2.6	2.7
Divorced	62,418	9.9	9.3	9.0
Widowed/surviving partner	49,039	7.7	7.2	6.9

Couples	Number of people	% of total adults (16+) in households		
		Derbyshire	East Midlands	England
Living as a couple of which	396,254	63.4	60.9	57.8
Married	312,054	50.0	48.1	45.7
Cohabiting	79,682	12.8	12.1	11.2
Registered same sex civil partnership or cohabiting same sex couple	4,518	0.7	0.8	0.9

Derbyshire libraries has no reason to believe that the needs of library users vary according to their marital status¹⁴.

Pregnancy and Maternity

There were 7,800 births in Derbyshire 2015-2016¹⁵

Low birth weight increases the risk of childhood mortality and of developmental problems for the child and is associated with poorer health in later life. At a population level there are inequalities in low birth weight and a high proportion of low birth weight births could indicate lifestyle issues of the mothers and/or issues with the maternity services. The 2016 Derbyshire joint strategic needs assessment states that the low birth weight of term babies in Derbyshire was 2.4% compared to 2.7% for East Midlands and 2.9% for England. The percentage in Derbyshire has remained relatively constant since 2005 ¹⁶.

¹⁴

https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Census/Profiles_2011/equalities_profile/District/Derbyshire_Admin.pdf

¹⁵ <https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/infographics/2016MYEInfographic.pdf>

¹⁶ https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/HealthandWellbeing/SoD_2016.pdf

Deprivation

The Index of Multiple Deprivation (IMD) is assessed in seven different domains, which are reported in each area and together make up the overall IMD score. These domains are income, education, health, crime, and employment, barriers to housing and services, and living environment. There are also separate indices for Income Deprivation Affecting Income and Income Deprivation Affecting Older People in Derbyshire.

The rising cost of living including food and fuel means that some communities in Derbyshire experience higher than average levels of deprivation and poverty. The (IMD) is the most commonly used measure of deprivation and the 2015 index shows there are 18 out of 491 Super Output Areas – areas with an average population of around 1500 people in Derbyshire that fall within the most 10% deprived areas across England. Most of these areas are located in the North East of the county in the former coalfields areas.

A Lower Layer Super Output Area (LSOA), covering part of Cotmanhay in Erewash is the most deprived area in Derbyshire, and the LSOA covering part of Simmondley in High Peak is the least deprived¹⁷.

Social Mobility

According to a new State of the Nation report from the Social Mobility Commission, children's educational and career prospects are too often limited from the outset¹⁸.

The report ranks all 324 local authorities in England in terms of the life chances of someone born into a disadvantaged background and it debunks the notion of a simple North-South divide.

The report highlights a "self-reinforcing spiral of ever growing division", with children in some areas getting a poor start in life from which they can never recover. The report explains that wealthy areas can see high levels of low pay, with poorer young people at risk of being "somewhat neglected", particularly if they are scattered around isolated rural schools

Conversely, some of the most deprived areas are "hotspots", providing good education, employment opportunities and housing for their most disadvantaged residents. The East Midlands is the English region with the worst outcomes for those from disadvantaged backgrounds, says the report - and within the East Midlands, Newark and Sherwood is the worst performing local authority.

The table below shows how the chance of social mobility varies by district/borough councils within Derbyshire. Amber Valley sits near the bottom of the league table demonstrating the lowest chance of social mobility.

¹⁷ https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Deprivation/Infographic_IMD2015.pdf

¹⁸ <http://www.bbc.co.uk/news/education-42112436>

District/Borough Council	Social mobility rank out of 324
Derbyshire Dales	126
North East Derbyshire	255
High Peak	233
Erewash	278
Chesterfield	285
Bolsover	286
Amber Valley	302
South Derbyshire	311

Income

17% of children in Derbyshire live in income deprived households, 14% of older people in Derbyshire live in low income households¹⁹.

The average weekly earnings of a Derbyshire resident in 2017 was £530, with an average annual wage of £27,634.

The average weekly wage paid by a Derbyshire business is less at £497. The average annual wage paid by a business is £25,949.

Despite a gradual growth in the level of earnings since 2008, the average weekly wage in Derbyshire remains below that for England. Residents in Derbyshire earn 5% less than the national average and those employed by a Derbyshire business earn 11% less. This reflects the lower skilled employment structure of the county and the travel by some residents out of Derbyshire to work to secure higher wages²⁰.

Education

Derbyshire has an average educational attainment rate which is lower than England (27.4%) when it comes to the higher level qualifications (level 4) with only a quarter of all adults in the county qualified to degree level or above. The central and western areas of the county have the greatest prevalence of adults with higher qualifications. Derbyshire also has a high proportion of its population aged 16 and over who have no academic or professional qualification of 25.7% compared to 22.5% in England according to the 2011 census²¹.

There are 28 wards in the county where more than a third of the adult population have no qualifications at all. These are mainly concentrated on the eastern side of the county and include all five Shirebrook wards in Bolsover, Ilkeston North in Erewash, Gamesley in High Peak and Middlecroft and Poolsbrook in Chesterfield. Areas with high levels of people with no qualifications tend to also have higher levels

¹⁹ https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Deprivation/Infographic_IMD2015.pdf

²⁰ https://www.derbyshire.gov.uk/images/07.12.17%20Item%205%20infographics_tcm44-296262.pdf

²¹ <https://observatory.derbyshire.gov.uk/IAS/Custom/Pages/People/Census/education/qualifications.aspx>

of deprivation, child poverty and people with 'limited' day to day activities due to ill health or disability²².

Wards with lower levels of adults with no qualifications are largely concentrated in the rural commuter areas of the county and around the neighbouring areas of Derby, Sheffield and Manchester.

The table below shows the 2011 Census qualification levels²³

Qualification	Derbyshire	England
No qualification	25.7%	22.5%
Level 1	14.1%	13.3%
Level 2	16.2%	15.2%
Apprenticeships	4.3%	3.6%
Level 3	12.1%	12.4%
Level 4	23.7%	27.4%
Other qualification	3.9%	5.7%

Since 2001, the percentage of people with higher qualification levels in Derbyshire has greatly improved.

There are large variations in the percentage of adults with higher qualifications across the county. In Duffield ward in Amber Valley, for example, one in two adults have a higher level qualifications. In comparison, in Shirebrook East and Shirebrook North West in Bolsover just one in fourteen adults do.

Wards with lower levels of adults with higher qualifications are concentrated on the eastern side of the county, notably in Bolsover, Chesterfield and the eastern parts of Amber Valley and Erewash²⁴

Adult Literacy

Around 15 per cent, or 5.1 million adults in England, can be described as "functionally illiterate". They would not pass an English GCSE and have literacy levels at or below those expected of an 11-year-old.²⁵

The National Literacy Trust have created constituency literacy rankings which measure literacy need in every electoral ward and in each of the 533 parliamentary constituencies in England to measure literacy vulnerability. Launched in February 2017, each constituency's literacy score is built on Experian's data expertise and understanding of the socioeconomic factors most closely associated with low literacy, including levels of education, income and unemployment. With the exception

²² https://observatory.derbyshire.gov.uk/IAS/Custom/resources/census/atlas/atlas_2011/atlas_2011_Full_document_v1.0.pdf

²³ <https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Economy/qualificationsinfographic.pdf>

²⁴ https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Economy/LocalEconomicAssessment2014_v1.1.pdf

²⁵ <https://literacytrust.org.uk/parents-and-families/adult-literacy/>

of Derbyshire Dales and Mid Derbyshire all other Constituencies in Derbyshire contain at least one ward with significant literacy need.²⁶

Constituency Rankings

Constituency	Rank (1 = greatest literacy need)	Literacy Vulnerability Score	Contains at least 1 ward with significant literacy need (ward decile score of 1-3)
Amber Valley	245	898	Yes
Bolsover	176	682	Yes
Chesterfield	173	660	Yes
Derbyshire Dales	522	1842	No
Erewash	193	729	Yes
High Peak	330	1212	Yes
Mid Derbyshire	444	1570	No
North East Derbyshire	305	1112	Yes
South Derbyshire	370	1364	Yes

Childrens Literacy

The number of pupils reaching the expected standard at key stage 2, in reading, writing and mathematics according to The Department for Education National Curriculum assessment²⁷ is 61% for all schools in England compared to 60% for Derbyshire.

In 2016, 55% of pupils in Derbyshire achieved 5 or more A*-C grade GCSEs (including English and Mathematics).²⁸

13.9% of pupils who attend State-Funded Nursery and Primary Schools are eligible for and claiming free school meals, compared to 13.3% in the East Midlands Region. 12.2% of pupils who attend State-Funded Secondary Schools are eligible for and claiming free school meals compared to 12.3% in the East Midlands Region and 43.7% of pupils who attend Special Schools are eligible for and claiming free school meals compared to 38.5% in the East Midlands Region.²⁹

²⁶ <https://literacytrust.org.uk/policy-and-campaigns/all-party-parliamentary-group-literacy/literacy-score-mapping-literacy-need-across-england/>

²⁷ <https://www.gov.uk/government/statistics/national-curriculum-assessments-key-stage-2-2017-provisional>

²⁸ Source: SFR03/2017: GCSE and equivalent results in England 2015/16 (revised), Department for Education, Crown copyright ©, 2016

<https://www.gov.uk/government/statistics/revised-gcse-and-equivalent-results-in-england-2015-to-2016>

²⁹ Source: SFR28/2017: Schools, Pupils and their Characteristics: January 2017 Department for Education, Crown copyright ©, 2017

<https://www.gov.uk/government/statistics/schools-pupils-and-their-characteristics-january-2017>

Digital Literacy

Society is changing and many services vital to people's lives are becoming "digital by default". 12.6 million adults in Britain do not have the basic digital skills they need to benefit from the online world, and nearly 6 million people have never used the internet. What's more, it's those already at a disadvantage, through age, education, income, disability, or unemployment who are most likely to be missing out ³⁰.

90% of non-users are from disadvantaged backgrounds, 78% left school pre 16 years of age and 48% are chronically ill or disabled.

The 2017 Get Digital Heatmap³¹ shows the likelihood of digital exclusion across the UK at Local Authority level. The combined digital indicator is made up of four metrics that indicate digital exclusion. These are infrastructure, the number of people who have never been online, Basic Digital Skills and Basic Digital Skills used. In Derbyshire, the likelihood of overall digital exclusion is ranked as high in Bolsover and Derbyshire Dales with Amber Valley, Chesterfield and High Peak ranked as medium.

Benefits for those that use the internet frequently feel more confident managing money and health, progress to further learning, feel less isolated and feel happier due to social contact. In 2017, engaged users that use the internet frequently saved £744 a year by being online.³²

Health and Social Care

The Public Health Outcomes Framework 'Healthy lives, Healthy people: Improving outcomes and supporting transparency' sets out a vision for public health, the desired outcomes and the indicators that will help understand how well public health is being improved and protected. The framework concentrates on two high-level outcomes to be achieved across the public health system, and groups further indicators into four 'domains' that cover the full spectrum of public health. The outcomes reflect a focus not only on how long people live, but on how well they live at all stages of life.

- Derbyshire performed significantly better than England in 42 indicators.
- Derbyshire's performance in 57 indicators was similar to England.
- Derbyshire performed significantly worse than England in 18 indicators.³³

Around 48,000 (6.2%) people in Derbyshire assessed their general health to be 'very bad' or 'bad'. This is a little higher than the rate seen regionally and nationally, and may possibly be due to the slightly older age profile of the county.³⁴

³⁰ <https://www.goodthingsfoundation.org/areas-of-work/digital-inclusion>

³¹ <http://heatmap.thetechpartnership.com/?area=Amber%20Valley&metric=total>

³² https://www.goodthingsfoundation.org/sites/default/files/research-publications/digital_nation_2017.pdf

³³ https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/HealthandWellbeing/SoD_2015.pdf

³⁴

https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Census/Profiles_2011/equalities_profile/District/Derbyshire_Admin.pdf

General Health in 2011

	Number of people			% of total population		
	Males	Females	All	Derbyshire	East Midlands	England
Very good/good	302,897	304,413	607,310	78.9	80.4	81.4
Fair	53,191	61,667	114,858	14.9	14.0	13.1
Bad/very bad	22,698	24,820	47,518	6.2	5.6	5.5

The rates across the county vary considerably on this statistic with around one in seven people in Shirebrook North West in Bolsover have 'bad' general health compared to just over one in forty in Hilton in South Derbyshire. The north eastern region of Derbyshire contains many wards such as Shirebrook North West in Bolsover, Rother in Chesterfield and Clay Cross South in North East Derbyshire where ill health is an issue.

Wards with high levels of 'bad' general health are mainly situated in Chesterfield and Bolsover where alcohol-related hospital admissions, obesity levels, diabetes rates and smoking related deaths are significantly above average. Residents in these parts of Derbyshire are also more likely to suffer from other factors which have a negative impact on wellbeing such as deprivation, unemployment and low levels of education.

Long term illness and Disability

Disability is an important area of inequality for Derbyshire, with one in five residents living with a long-term health condition or disability and this rises to one in two for those aged 65 years and over.³⁵

Limiting long-term health problem or disability in 2011

	Number of people			% of total in age group		
	Males	Females	All	Derbyshire	East Midlands	England
0-15 years	3,146	1,876	5,022	3.7	3.8	3.7
16-24 years	35,234	36,193	71,427	14.6	13.4	12.7
65+	34,221	46,363	80,584	56.4	54.5	53.1
All ages	72,601	84,432	157,033	20.04	18.6	17.6

Employment

Unemployment in Derbyshire is well below the national average, but there are hotspots in parts of Chesterfield and Erewash, where the rate is nearly twice as high.

³⁵

https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Census/Profiles_2011/equalities_profile/District/Derbyshire_Admin.pdf

Derbyshire has a high reliance upon the manufacturing sector, which accounts for almost a fifth of all employment (19%), over twice the national rate of 8%. Recent growth and employment levels in the service sector means that whilst these sectors were once under represented, Derbyshire is now comparable with the national average, 25% and 26% respectively.

In July 2017, the claimant count unemployment rate in Derbyshire, based on a count of all people claiming Jobseekers Allowance (JSA) and out of work Universal Credit (UC), was 1.3%, some 0.6% points lower than the England rate. Following a prolonged period of decline, the rate in the county has been relatively stable for over two years. However, there are six wards where the rate remains at or above 3.0%, which are Rother, Loundsley Green and St Helens in Chesterfield, Cotmanhay and Aysworth Road in Erewash and Gamesley in High Peak.

The proportion of Derbyshire's JSA unemployment claimants who have been out of work for more than a year is 29.3% (1,210 residents).

The youth unemployment rate in Derbyshire stands at 2.1%, just below the figure for England. The proportion of unemployed young people who are long-term unemployed is now approximately one in four. The proportion of working age residents claiming an Out-of-Work Benefit (OoWB) has been falling since spring 2010. The proportion of the county's residents claiming an OoWB was 8.1%, the lowest it has been since this indicator was first published in 1999. There are just two wards where more than 20.0% of 16-64 year olds are claiming an OoWB. These are Shirebrook North West in Bolsover and Loundsley Green in Chesterfield.

The economic activity rate in Derbyshire has remained at more than 80% for the fourth quarter in a row, and now stands at 81.0%, around 3% higher than the England average. The employment rate locally has risen marginally from 78.5% to 78.7% and is over 4% higher than that for England. Amber Valley and South Derbyshire saw the greatest growth in employment. Additionally, Derbyshire's levels of self-employment have increased for the fifth quarter in succession, now standing at 9.2%, closing the gap with England.³⁶

Housing requirements

In 2014 there were 339,900 households in Derbyshire, representing 17% of all households across the East Midlands. This number is expected to increase by 23,700 households or 7% by 2024, lower than the estimated 10% increase across England. In 2015 the number of households in Derbyshire had increased by 9,800 since 2011 and by 2037 the number of households is expected to increase by a further 48,900 ³⁷.

In 2011, 6% of Derbyshire's households were lone parent households, 28% had dependent children and 13% were single pensioner households.

³⁶ https://www.derbyshire.gov.uk/images/2017-07-20%20Derbyshire%20Economic%20Review_tcm44-293941.pdf

³⁷ <https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Infographics/2014BasedHouseholdProjectionInfographic.pdf>

The 2011 Census showed Derbyshire had a higher percentage of detached and semi-detached houses than the England average but fewer terraced houses and flats. Home ownership is low and almost 60% of residents rent their home, the majority from private landlords ³⁸.

In February 2017, the average price of a house was £162,035 in Derbyshire. House prices have grown locally by 3.9% over the last year and prices are around 10% higher than the peak before the housing crash in 2008. However, the average price locally is still more than 30% lower than the figure for England.³⁹

Size and rurality

The 2011 Rural-Urban Classification (RUC) ⁴⁰ for Small Area Geographies provides a rural/urban picture at Output Area (OA), Lower Super Output Area (LSOA), Middle Super Output Area (MSOA) and Ward. Analysing population and economic data using RUC makes it possible to identify the characteristics of Derbyshire, distinguishing the markedly different values between rural and urban areas. The prospects, challenges and barriers to services for residents and businesses in Derbyshire can vary considerably between towns and cities and rural settlements.

According to the Rural-Urban Classification at output area and for current ward boundaries in Derbyshire, the key points are:

73% of the population of Derbyshire live in an output area classed as urban compared to 65% in 2001.

Of the 2,569 Output Areas in Derbyshire 702 (27.3%) are classed as rural and 1,867 (72.7%) as urban. This is an increase in the number of urban output areas from 2001 when 64.3% were classed as urban.

The largest percentage of people live in an output area classed as city and town (41.9%).

14.6% of people live in an output area classed as town and fringe.

Derbyshire has no rural or urban areas classed as 'in a sparse setting'. Tintwistle ward in High Peak has been classified as predominately urban although the ward is mainly rural. This may have happened as the majority of the population live in an area adjacent to Glossop⁴¹.

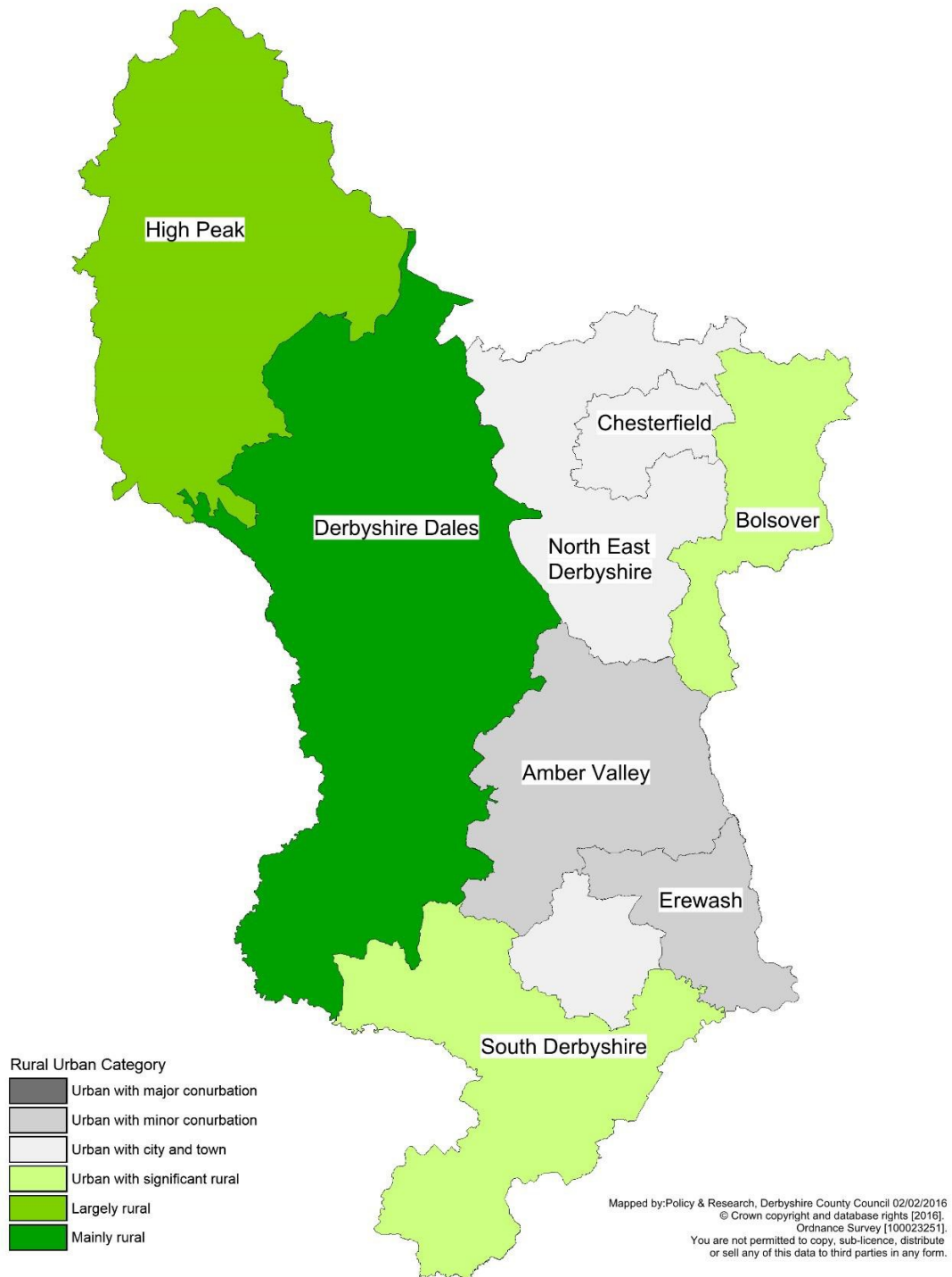
³⁸ Sources: Department for Communities and Local Government, Valuation Office, ONS Adapted from data from the Office for National Statistics licensed under the Open Government Licence v.3.0 (August 2015)

³⁹ https://www.derbyshire.gov.uk/images/2017-07-20%20Derbyshire%20Economic%20Review_tcm44-293941.pdf

⁴⁰ <https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/PeopleandPlace/Rural-Urban-Briefing%20note%20v1.0.pdf>

⁴¹ [https://observatory.derbyshire.gov.uk/IAS/Custom/resources/HealthandWellbeing/Health_Needs_Assessments/A_Health_Needs_Assessment_of_the_Farming_Community_in_Derbyshire_%2005aug\(3\).pdf](https://observatory.derbyshire.gov.uk/IAS/Custom/resources/HealthandWellbeing/Health_Needs_Assessments/A_Health_Needs_Assessment_of_the_Farming_Community_in_Derbyshire_%2005aug(3).pdf)

Rural / Urban Classification by Local Authority 2011



Car Ownership/transport

An effective transport network is essential in order to give people in both urban and rural areas of Derbyshire access to libraries. For those without access to a car, the lack of appropriate transport links may restrict individuals benefiting from facilities and opportunities.

20.1% of households in Derbyshire do not have access to a car or van compared to 25.8% in England. 42.4% of households have access to 1 car compared to 42.2% in England with 6.4% having access to 3 cars or vans compared to 5.5% in England.⁴²

Most buses are operated commercially by companies such as Trent Barton, Stagecoach and Arriva⁴³

There are 36 railway stations throughout Derbyshire serving many local communities and providing access to nearby cities, including Derby, Nottingham, Sheffield and Manchester ⁴⁴.

An Accessibility Analysis undertaken by East Sussex Libraries⁴⁵ draws on research to establish that a journey time of 20-25 minutes by car or public transport is deemed reasonable to get to a library and that analysis has been used to inform this needs assessment. 100% of Derbyshire residents can access a library using a car within 20-25 minutes at peak times. Additionally, 93.2% of Derbyshire residents can access a library using public transport.

⁴²

https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/Census/Profiles_2011/households_profile/Local_Authority/2011_Census_Household_Profile_County_Derbyshire.pdf

⁴³ https://www.derbyshire.gov.uk/images/sustainable%20Modes%20of%20Travel%20Strategy_tcm44-283319.pdf

⁴⁴ <http://www.projectmapping.co.uk/Reviews/Resources/Derbyshire%20railmap.pdf>

⁴⁵ <https://democracy.eastsussex.gov.uk/documents/s15809/Cabinet%2019%20Sep%202017%20Libraries%20Transformation%20Programme%20%E2%80%93%20Appendix%205%20TA2%20Needs%20Assessment%20%E2%80%93%20FINAL.pdf>

Mode: Car AM Peak			
Band (mins)	Population	Cumulative Population	%
0 - 5	293,325	293,325	38.1
5 - 10	375,613	668,938	86.9
10 - 15	86,509	755,447	98.1
15 - 20	13,545	768,992	99.9
20 - 25	617	769,609	100.0
25 - 30	56	769,665	100.0
30 - 35	7	769,672	100.0
35 - 40	0	769,672	100.0
40 - 45	0	769,672	100.0
45 - 50	0	769,672	100.0
50 - 55	0	769,672	100.0
55 - 60	0	769,672	100.0
> 60	0	769,672	100.0
TOTAL	769,672		

Mode: Public Transport (Bus & Rail weekday 0700 - 0900)			
Band (mins)	Populatio	Cumulative Population	%
0 - 5	39,446	39,446	5.1
5 - 10	257,170	296,616	38.5
10 - 15	254,844	551,460	71.6
15 - 20	127,639	679,099	88.2
20 - 25	38,198	717,297	93.2
25 - 30	16,299	733,596	95.3
30 - 35	9,073	742,669	96.5
35 - 40	6,941	749,610	97.4
40 - 45	8,452	758,062	98.5
45 - 50	3,594	761,656	99.0
50 - 55	1,640	763,296	99.2
55 - 60	847	764,143	99.3
> 60	5,529	769,672	100.0
TOTAL	769,672		

Digital Derbyshire

Derbyshire County Council is working in partnership with BT to lay hundreds of miles of fibre optic cable, bringing better, faster broadband to parts of Derbyshire. It means thousands of homes and businesses can now order fibre broadband from an internet service provider of their choice.

By building on the commercial coverage already provided, Derbyshire County Council is aiming for 98% of homes and businesses in Derbyshire to be able to access speeds of at least 24Mbps by the end of 2018.

The current programme consists of two delivery phases. Phase one began in 2014, and has provided improved broadband to over 91,000 properties. Phase two started in autumn 2016, and will give an additional 17,000 properties the opportunity to order fibre broadband by the end of 2018.

Almost all remaining properties – where it's not possible to roll out fibre broadband - will have access to at least 2Mbps, which is part of the Universal Service Commitment (USC) via the Better Broadband Subsidy Scheme.⁴⁶

⁴⁶ http://www.digitalderbyshire.org.uk/better_broadband_subsidy_scheme/default.asp

4. Age and profile of library users

An active user is defined as someone who has borrowed at least one item from the library during the year. The data comes from the Library Management system and relates to borrowing and not membership figures. This data provides a snapshot of user age and user profile (September 2017).

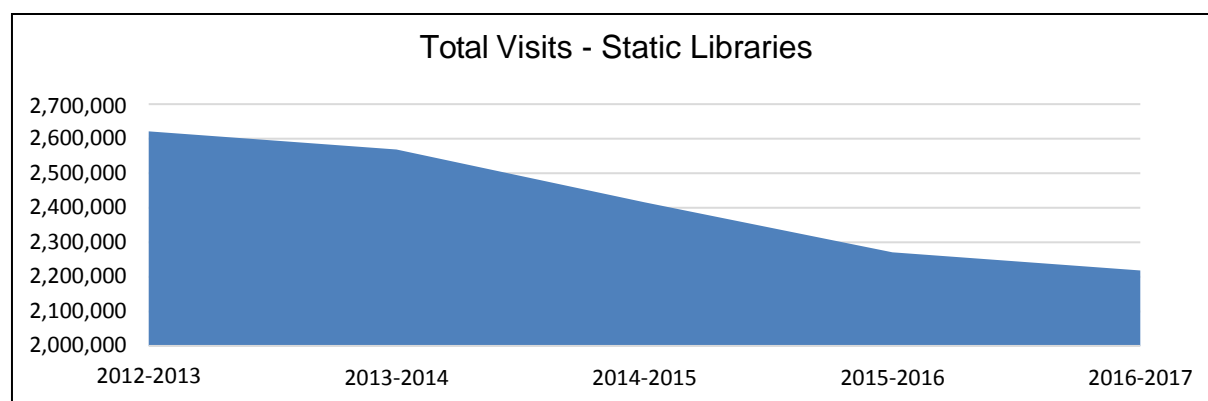
Age	Female	Male	Total
Under 18	16,912	14,031	30,943
18-64	19,398	9,954	29,352
65 and over	14,634	10,662	25,296
Home Library Service User	1,665	352	2,017
Other			5,904
Total			93,512

5. Take up of library services

An analysis of data from the Library Management System demonstrates that over the past 5 years there has been a decline of both visits and issues. Visits at static and mobile libraries combined has seen a decline of 21% whilst issues have declined by 33%. A reduction in the size of the mobile fleet in 2014-15 and a decrease in the materials fund are likely to have contributed towards this reduction.

Visits – Static Libraries

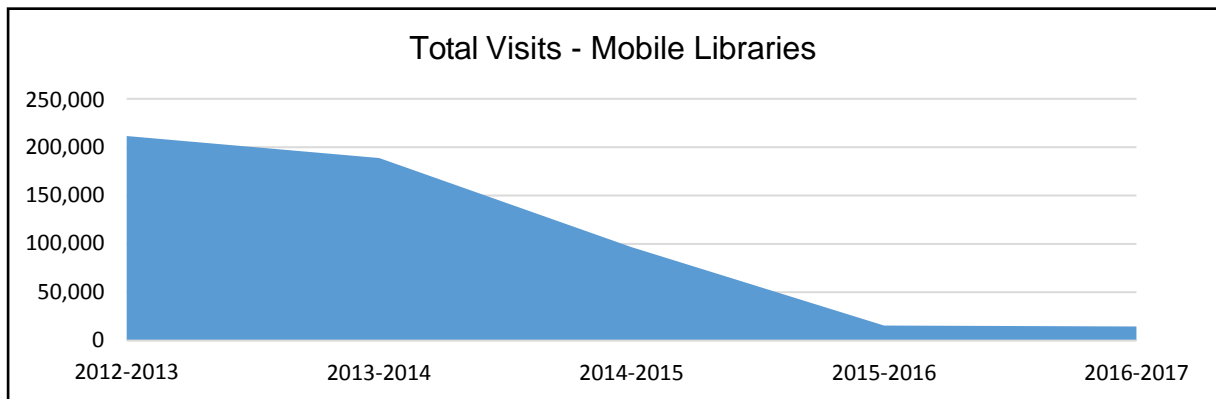
Static Libraries	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Total Visits	2,621,071	2,568,182	2,415,231	2,271,251	2,217,960



Visits – Mobile Libraries

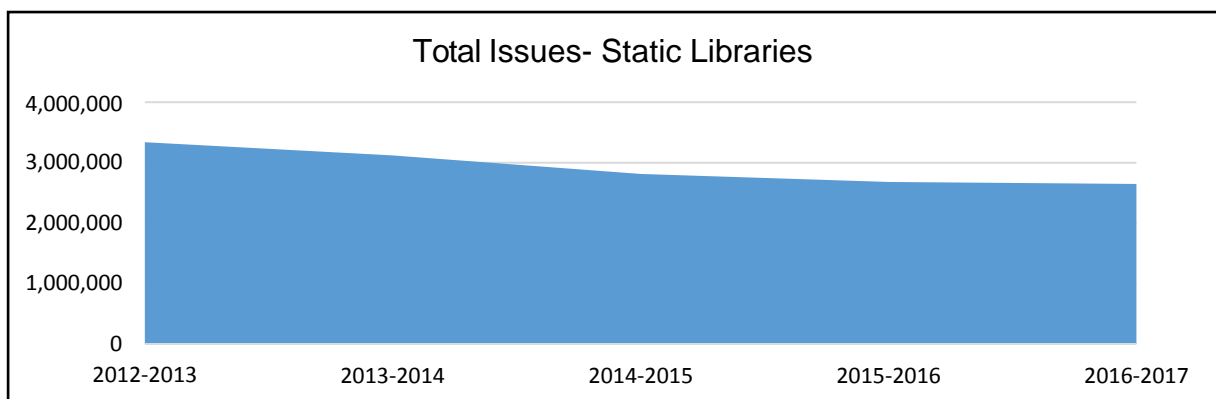
Mobile Libraries	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Total Visits	211,465	188,806	*96,601	15,795	14,482

*A reduction in the size of mobile fleet from ten vehicles to two



Total Issues – Static Libraries

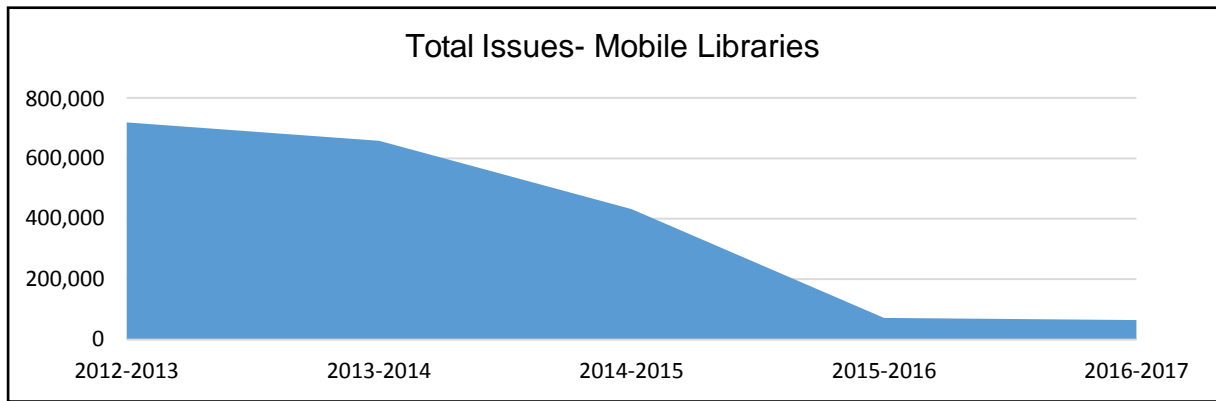
Static Libraries	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Total Issues	3,339,287	3,119,354	2,811,001	2,681,361	2,646,858



Total Issues – Mobile Libraries

Mobile Libraries	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Total Issues	718,970	657,447	*431,717	71,724	64,375

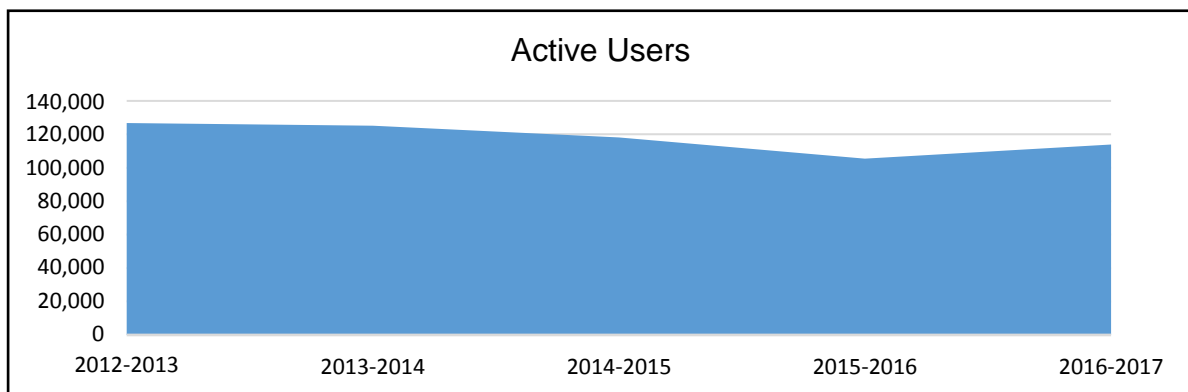
*A reduction in the size of mobile fleet from ten vehicles to two



The library service holds data on both active and registered users. Active users are individuals that have used the library service within the last year and provide an accurate figure of library usage, this figure has declined by 10% within the last five years. Registered users are individuals that have registered with the library service and are within a three year privilege but may not have used the service within the last year. Registered user data is required for different purposes for example, the customer segmentation model data found below.

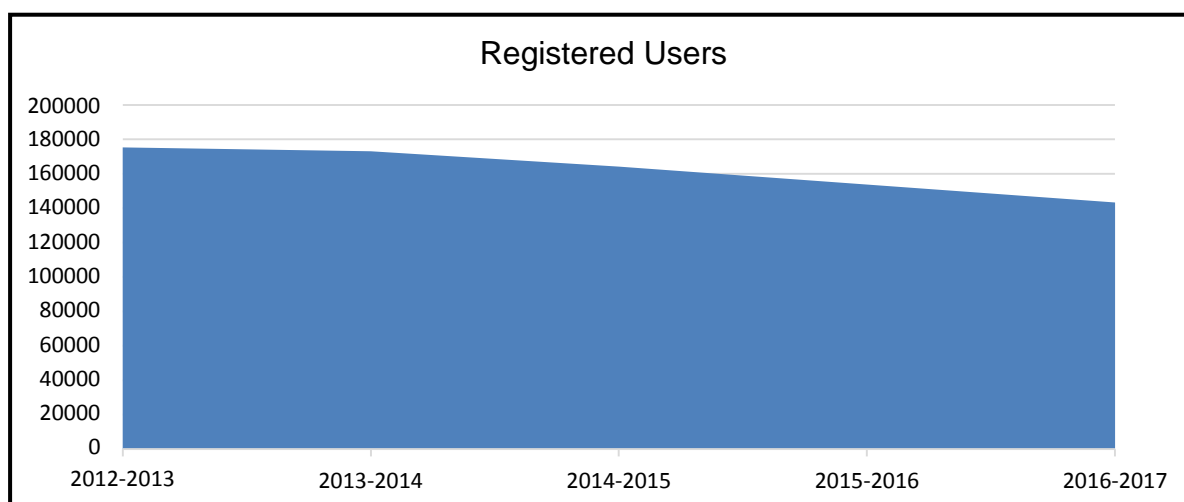
Active Users

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Active Users	126,733	125,227	118,118	105,374	113,895



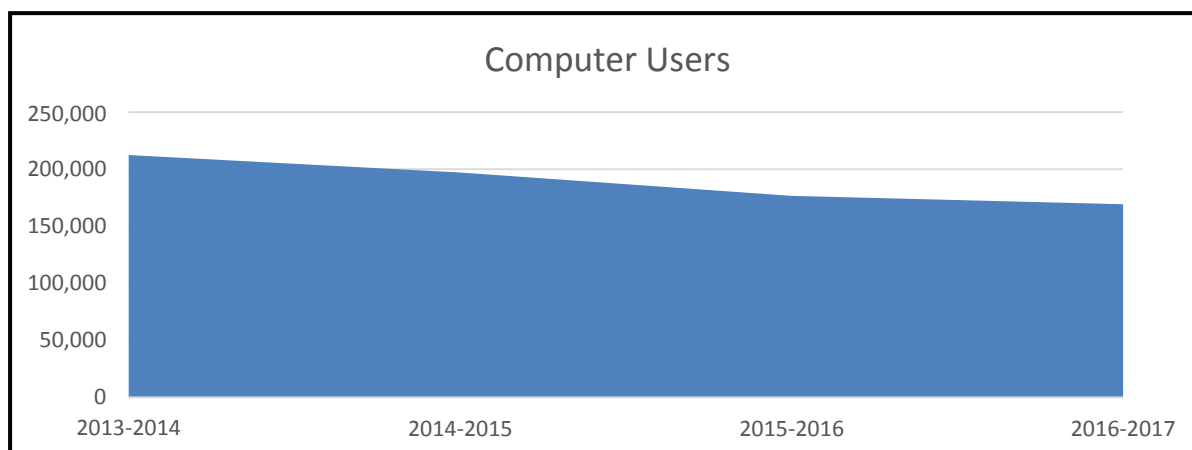
Registered Users

	2012-13	2013-2014	2014-15	2015-16	2016-17
Registered Users	175,290	173,007	164,091	154,369	143,255



Computer Users

Static Libraries	2013-2014	2014-2015	2015-2016	2016-2017
Computer Users	212,350	197,026	176,625	169,197

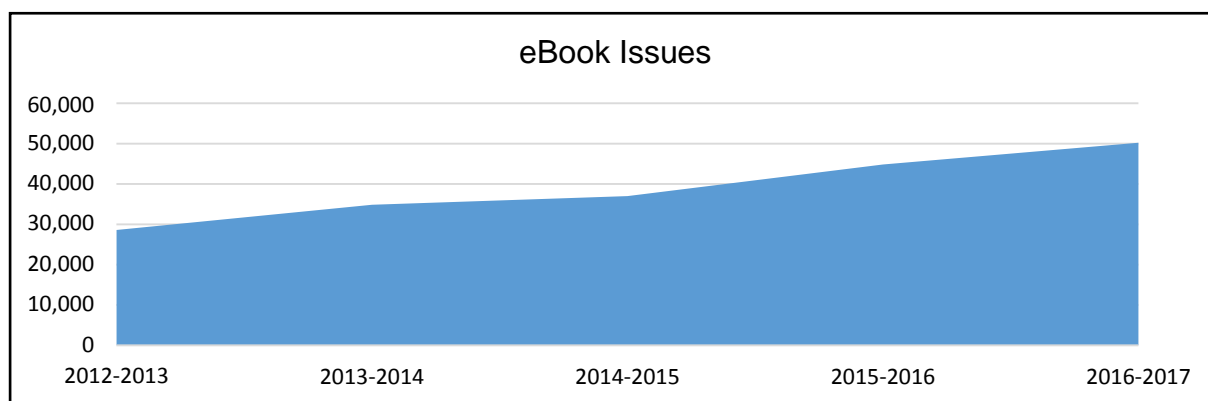


eIssues

The service has invested in the range and quality of its digital offer and this has been reflected in a rapid increase in the use of e resources. eBook issues have increased by 76% in the five year period, eAudio by 78% within the last three years and eMagazine by 33% in the last two years.

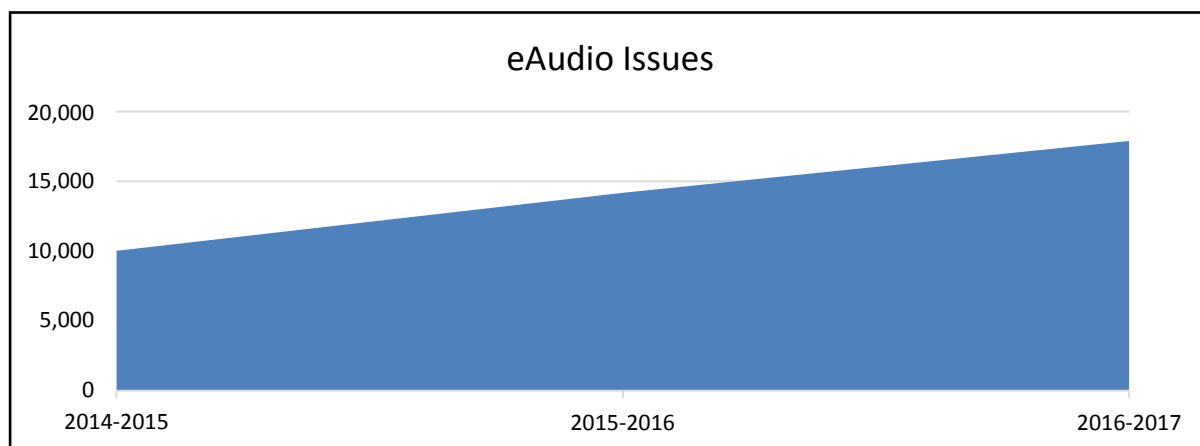
eBook Issues

eBook Issues	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Total Issues	28,573	34,822	36,991	44,821	50,229



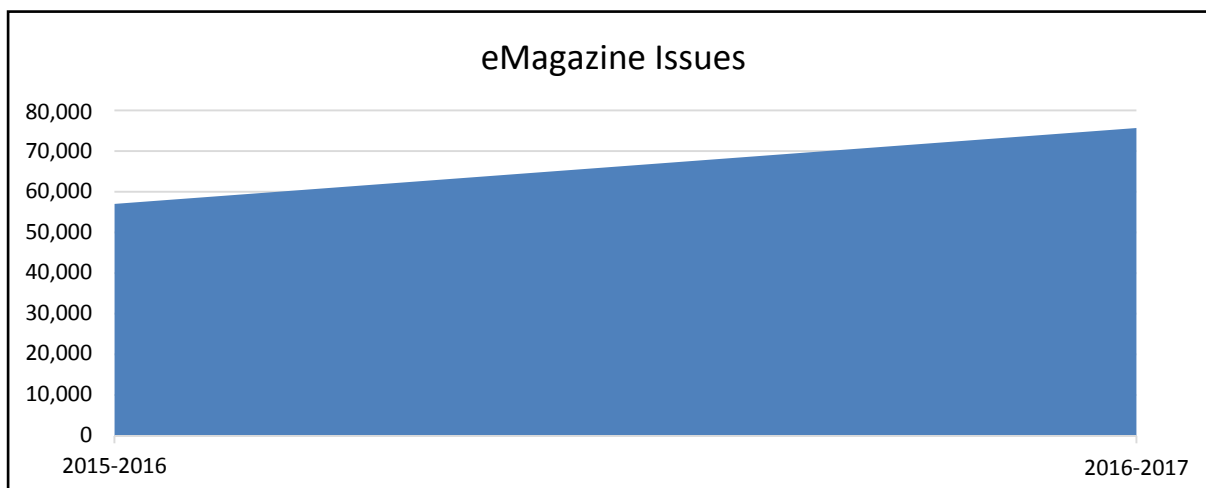
eAudio Issues

eAudio Issues	2014-2015	2015-2016	2016-2017
Total Issues	10,015	14,173	17,883



eMagazine Issues

eMagazines Issues	2015-2016	2016-2017
Total Issues	57,019	75,684

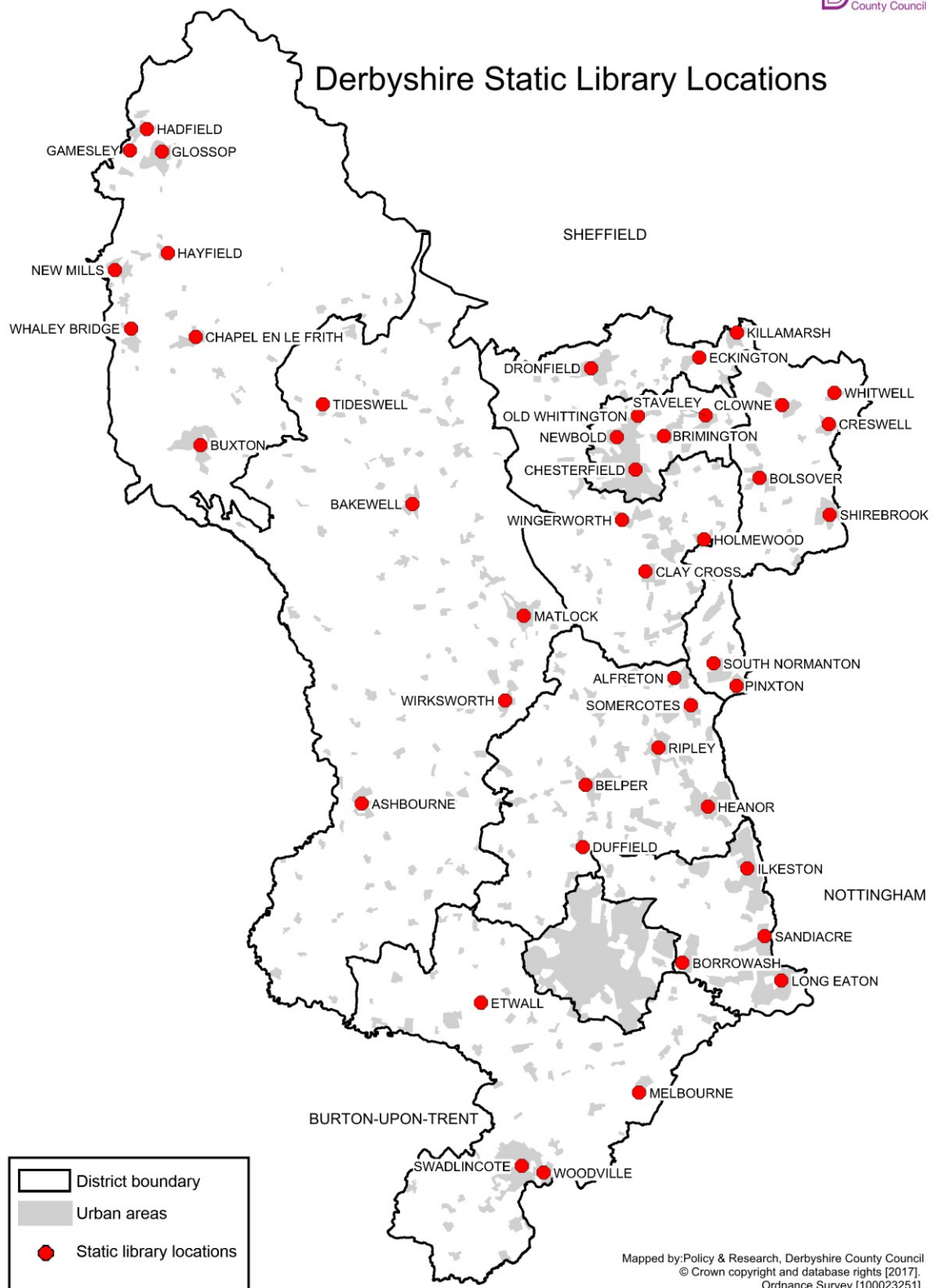


Volunteers

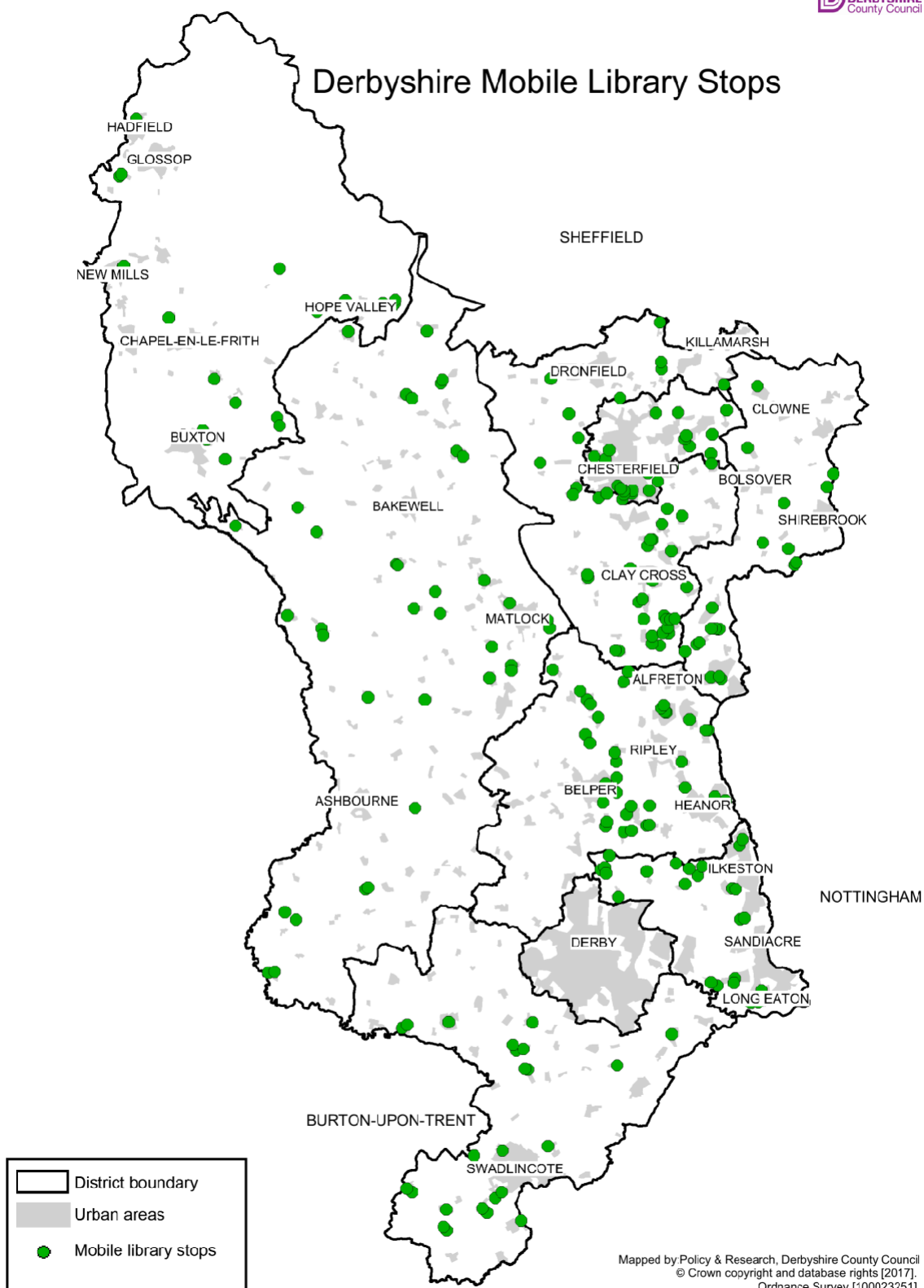
Volunteers play an important role in supporting the library service e.g. by helping to deliver the Home Library Service. The trend in the number of volunteers and the amount of hours contributed is outlined below.

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
No of Volunteers	249	251	240	241	220
Volunteer Hours	6,801.00	6,750.00	7,125.00	6,449.30	5,900.50

6. Library Locations



Derbyshire Mobile Library Stops



7. Comparisons to nearest neighbours and Customer Satisfaction

Developed to aid local authorities in comparative and benchmarking exercises, the Chartered Institute of Public Finance & Accountancy (CIPFA), Nearest Neighbours Model adopts a scientific approach to measuring the similarity between authorities.

Comparison Group:

Derbyshire, Nottingham, Staffordshire, Worcestershire, Suffolk, Cumbria, Lincolnshire, Norfolk, Warwickshire, Lancashire, Gloucestershire, Northamptonshire, Somerset, Leicestershire, North Yorkshire, Essex.

Information below is derived from;

1. Derbyshire County Council
2. CIPFA stats Comparative Profile
3. 2015-16 Actuals and 2016-17 Estimates
4. CIPFA Public Library User Survey's

Derbyshire has close to the average number of libraries within the comparison group giving an indication of the scale of the library service. Population is an important figure in this report as it is used as a denominator to adjust for the size of the authority. Derbyshire is the 6th largest of the 15 authorities compared.

Derbyshire is within the higher comparison quartiles suggesting that the library service engages well with the population when compared to the other authorities.

Derbyshire successfully supplied 61% of book requests within 7 days of request. This was just below average for the group of authorities compared.

The busiest service point Chesterfield Library had 356,721 issues compared to the average 331,879 and 627,462 visits compared to the average 434,849.

Derbyshire had a slightly higher number of active borrowers per 1000 population, 134 compared to the average 126.

2.7 of active borrowers are housebound readers compared to the average of 1.7. A comprehensive outreach service is a key element of the library strategy.

Derbyshire had less visits per 1000 population at 2,914 compared to the average 3,526.

Compared to other authorities within the group, Derbyshire has a slightly less electronic workstation devices 47.8 per 1000 population compared to the average of 55.6. The number of available hours to access devices, 991 per 1000 population is also lower compared to the average 1,159. A higher percentage of service points with public Wi-Fi access is available in Derbyshire, 100% compared to the average of 91%.

The CIPFA Public Library Users Survey (PLUS) is a survey of adult and child visitors to public libraries. PLUS is one of the most important ways of helping services to develop their understanding at both service wide and individual library level. Derbyshire has a long history of taking part in PLUS with a consistently high percentage, (over 90%) of library visitors considering the overall standard of customer care to be either very good or good.

8. Methodology Criteria

This section explains the data and methodology used to inform the choice of ranking and tiering libraries.

The assessment consists of two elements of standardised weighted criteria considered in detail in the sections below. The criteria included in the 'use of library services' element were given a higher weighting of those in the 'demographic need' element in order to protect the needs of the current customer base. The actual percentage of library business was used to determine tiers.

- Use of Library Services
- Demographic Need

Use of Library Services

The data is sourced from the Library Management System for the period April 2016-March 2017 from each library unless otherwise stated.

- The number of Issues and renewals
- The number of visits gathered from sensors at the doors of each library
- The number of Active members registered
- The use of Public Computers (total hours use per annum)

The draft catchment areas for each library were determined using the postcodes of active borrowers for each library.

Demographic Need

The Indices of Multiple Deprivation (IMD), the over-arching indicator of need was applied in each draft catchment area. The IMD states that the average score for England and Wales is 5, with 1 being the most deprived and 10 the least deprived. The deprivation decile has been worked out using the population of the catchment area and the IMD deciles assigned to the LSOA's of the catchment area. The IMD decile with the highest accumulative population was taken as the deprivation decile.

Demographic data sourced from the mid-2015 population estimates;

- The number of people within the draft catchment area 0-17 years of age
- The number of people within the draft catchment area over 60 years of age

The 2011 Census was used to calculate;

- The number of households without a car

Not every person in a deprived area will themselves be deprived, likewise there will be some deprived people living in the least deprived areas.

The data and priority ranking of the libraries table is intended to assist in enabling the Council to assess and inform the future vision of the library service through the implementation of a library strategy.

There are some limitations to the data including data that is fixed in time and indicators based on a -year-old census. Therefore, patterns of need may have changed in subsequent years. However, there is no current information available to the library service that would indicate that the current ratings are in need of revision.

Libraries ranked by a combination of usage and need

Library	Library Use				Demographic Need					Rank Total Score	Actual % of library business	Reverse cumulative % of library business
	Library Issues and Renewals 2016/17	Library Visits 2016/17	Active Members 2016/17	Use of Public Computers (total hours use per annum)	Catchment area total population (Mid-2015)	Deprivation Decile*	Population aged 0-17 (Mid-2015)	Population aged over 60 (Mid- 2015)	Number of households without a car (2011 Census)			
Chesterfield	351255	622210	17304	58561	111728	4	20648	30669	12185	1	19.89%	100.00%
Swadlincote	121410	92595	6150	13818	60033	5	13006	14060	3834	2	5.46%	80.11%
Ilkeston	130982	104092	6320	12143	47720	3	9867	11953	5076	3	5.28%	74.65%
Alfreton	115744	89224	5113	14474	42936	3	8246	11977	4075	5	5.49%	69.37%
Long Eaton	122604	79494	6032	12232	49158	7	9703	12040	4507	4	5.13%	63.89%
Buxton	134213	76583	5069	10897	29357	4	5725	7753	2679	6	5.06%	58.76%
Ripley	82571	68809	4747	9310	30932	7	5679	8980	2432	7	3.69%	53.69%
Dronfield	124606	85426	5001	6787	24113	10	4332	8356	1388	8	3.97%	50.00%
Glossop	93226	69148	4519	7927	26945	9	5314	6891	2116	9	3.60%	46.03%
Ashbourne	97552	89143	3911	6167	22446	7	4313	6679	1191	10	3.29%	42.44%
Belper	109251	64532	3781	4685	27759	7	5217	7593	1802	11	3.20%	39.14%
Heanor	101637	52214	4401	3585	27690	5	5643	6857	2563	12	2.80%	35.94%
Matlock	109893	58256	3628	2839	23614	9	4127	7923	1736	13	2.80%	33.14%
Bolsover	53677	47507	2741	8016	16081	3	3273	4232	1678	14	2.83%	30.34%
Bakewell	88745	54362	2999	3362	19891	8	3318	7485	1181	15	2.50%	27.50%
Shirebrook	24534	41318	2052	4341	16454	3	3464	3866	1993	16	1.44%	25.00%
Staveley	45824	26460	1867	4773	11776	2	2829	2695	1604	17	1.96%	23.56%
Sandiacre	32689	56290	1625	3403	9012	7	1827	2302	759	18	1.40%	21.60%
Newbold	53453	35527	2109	2905	4589	2	914	1305	777	19	1.70%	20.20%
South Normanton	26328	33093	1359	4494	10569	4	2207	2269	837	20	1.51%	18.50%
Clay Cross	35176	22002	1414	3455	11069	3	1918	3572	1327	21	1.46%	16.99%
Wirksworth	35708	34026	1423	3036	7570	7	1387	2524	479	23	1.38%	15.53%
New Mills	35953	21546	1629	3109	10868	8	1914	2893	889	22	1.40%	14.15%
Eckington	28313	21036	1531	1927	12074	6	2288	3201	1049	24	0.99%	12.75%
Chapel en le Frith	36994	21240	1420	2078	9681	7	1839	2931	559	26	1.19%	11.76%
Borrowash	31388	33384	1129	1138	10693	9	2048	2992	575	27	0.87%	10.57%
Etwall	28006	11619	1017	392	24403	10	5436	5261	799	25	0.64%	9.70%
Clowne	23668	15720	1002	1549	10693	4	2127	2873	824	28	0.81%	9.06%
Duffield	35225	21353	951	1170	9685	10	2102	3005	446	29	0.96%	8.25%
Creswell	17315	14729	923	1346	5655	2	1216	1430	622	30	0.64%	7.29%
Brimington	22801	16403	916	1465	3577	3	792	648	418	32	0.78%	6.65%
Whaley Bridge	21913	16364	909	1061	6191	7	1191	1723	358	34	0.67%	5.88%
Killamarsh	18765	11901	943	1053	9529	9	1806	2284	640	31	0.60%	5.21%
Melbourne	23216	12775	863	561	8793	8	1921	2380	450	33	0.58%	4.60%
Hadfield	14120	13242	879	1237	3491	3	762	612	372	35	0.55%	4.02%
Holmewood	12027	8189	696	1440	4,108	2	813	1034	478	36	0.56%	3.47%
Gamesley	7695	8961	549	1773	2900	1	846	489	530	37	0.54%	2.91%
Whitwell	9067	7544	408	1196	4623	5	812	1327	465	38	0.44%	2.37%
Wingerworth	19822	12509	616	290	3745	10	503	1642	190	39	0.46%	1.92%
Pinxton	6274	11449	485	306	4123	5	756	1096	498	40	0.19%	1.47%
Hayfield	10945	11841	409	515	2403	8	462	739	147	41	0.33%	1.27%
Tideswell	8965	7351	304	816	1771	9	336	547	113	42	0.36%	0.94%
Old Whittington	8495	7520	246	143	505	2	105	132	93	43	0.20%	0.59%
Somercotes	9135	6615	376	172	896	5	210	151	74	44	0.22%	0.39%
Woodville	4839	2360	143	327	516	8	135	65	24	45	0.17%	0.17%

*The deprivation decile has been worked out using the population of the catchment area and the IMD deciles assigned to the LSOA's of the catchment area. The IMD decile with the highest accumulative population was taken as the deprivation decile."

9. Key findings

Evidence included in this Needs Assessment informs the Library Strategy together with the library profiles and financial information appendices. It provides an evidence base to enable the Council, through the Library Strategy, to prioritise its resources for the Library Service that will best meet the needs of those who live, work and study in Derbyshire.

Derbyshire is a large county with a mix of built up areas and large sparsely populated areas. The complexities of delivering a comprehensive library service to Derbyshire's population in such a geographically diverse county is recognised highlighting the necessity of targeting services effectively to local needs.

Derbyshire's population is estimated to rise at a slightly lower rate than that of the UK. Derbyshire has an increasingly aging population particularly in Derbyshire Dales reinforcing the need to make services available for the elderly.

A low percentage of Derbyshire residents identify with minority ethnic groups, stressing the need for appropriate and relevant services to be concentrated in identified areas.

There is no evidence to suggest that the needs of library users vary according to their religion, belief or marital status.

The seven domains that formulate the IMD; income, education, health, crime, employment, housing and living environment were assessed against Derbyshire's population. Findings establish that 18 areas within Derbyshire fall within the 10% most deprived areas across England with part of Cotmanhay in Erewash as the most deprived area and Simmondley in the High Peak is the least deprived. This also reinforces targeted services to areas of need.

There are several areas within Derbyshire presenting a high level of social mobility. The need for library services to support education and career prospects is clearly identified.

More than a quarter of working age adults in Derbyshire have no qualifications at all. With the exception of Derbyshire Dales and Mid Derbyshire all other Constituencies in Derbyshire contain at least one ward with significant literacy need. The proportion of population aged 16 and over who have no academic or professional qualification in Derbyshire is slightly higher than in England. The percentage of children achieving 5 or more A*- C grade GCSEs is slightly lower in Derbyshire than in the East Midlands Region. Additionally, increasing numbers of people who have little or no experience of using a computer visit libraries for assistance. The need to support literacy, numeracy and digital literacy are clearly identified in the assessment

Unemployment in Derbyshire is well below the national average but there are hotspots in parts of Chesterfield and Erewash, where the rate is nearly twice the national average. There are two wards where more than 20% of 16-24 year olds are claiming an Out-of-work Benefit, these are Shirebrook North West in Bolsover and

Loundsley Green. Findings suggest that targeting services to address unemployment need should be concentrated in identified areas.

20.1% of households in Derbyshire do not have a car or van compared to 25.8% in England. 100% of Derbyshire residents could however, access a static library using a car and 93.2% by public transport within a reasonable time of 20-25 minutes.

The under 18 age range of active library users is slightly higher than other age groups. Library services for all age groups and is essential, with the need to support some additional services for children.

Over the past 5 years, Derbyshire Libraries has seen a reduction in visits (21%), issues (33%) and users (10%). However, the service has invested in the range and quality of its digital offer and this has been reflected in a rapid increase in the use of e resources. eBook issues have increased by 76% in the five year period, eAudio by 78% within the last three years and eMagazine by 33% in the last two years. This shows that digital resources should continue to increase whilst supporting traditional services.

Pockets of higher deprivation were evident within a few draft catchment areas where Derbyshire libraries are situated particularly Gamesley, Holmewood, Old Whittington and Creswell. Services targeted at libraries where deprivation is evident is recommended.

Changing patterns of library usage and comparison to nearest neighbouring authorities demonstrates that Derbyshire is within the higher comparison quartiles suggesting that the library service engages well with the population when compared to the other authorities.

Additional national and local strategic policy documentation and consultation feedback document that has been used to inform this needs assessment are detailed below.

10. Background documentation

National Strategic and Policy context

Libraries Deliver: Ambition for Public Libraries in England 2016-2021, libraries Task Force

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/573911/Libraries_Deliver_-_Ambition_for_Public_Libraries_in_England_2016_to_2021.pdf

Provides a vision for public library services in England in which libraries are vital community hubs, bringing people together and giving them access to the services and support they need to help them live better. The ambition for Public Libraries in England is for everyone to choose to use libraries, because they see clear benefits and positive outcomes from doing so.

Public Libraries and Museums Act 1964

http://www.legislation.gov.uk/ukpga/1964/75/pdfs/ukpga_19640075_en.pdf

An Act to place the public library service provided by local authorities in England and Wales under the superintendence of the Secretary of State, to make new provision for regulating and improving that service and as to the provision and maintenance of museums and art galleries by such authorities, and for purposes connected with the matters aforesaid.

Libraries Shaping the Future: good practice toolkit March 2017, Libraries Taskforce

<https://www.gov.uk/government/publications/libraries-shaping-the-future-good-practice-toolkit/libraries-shaping-the-future-good-practice-toolkit>

The purpose of this toolkit is to: 1) show how libraries as a statutory service and a core part of community hubs 2) contribute to local and national priorities 3) share good practice 4) provide information on alternative governance models 5) introduce ideas on smarter ways of working

The Universal Offers for Public libraries 2013

<http://goscl.com/universal-offers/>

The Society of Chief Librarians and partners including The Arts Council and The Reading Agency are committed to keeping library services relevant and accessible. Together they have identified five key areas of service which today's users regard as integral to public libraries and developed a shared strategy for the future.

Taking Part focus on: libraries

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/519675/Libraries_short_story_-_FINAL.pdf

Taking Part is a continuous face to face household survey of adults aged 16 years and over and children aged 5 to 15 years old in England. The Taking Part, focus on reports looks at specific topics in more detail, with each report covering one of the following areas: 1) Cross-sector participation 2) Libraries 3) Social media users This Taking Part, focus on libraries report looks at who uses the library and why, as well as the most common reasons for changes in individual library use over time.

Strategic context for Derbyshire library services

Derbyshire County Council Plan 2017 -2021

http://www.derbyshire.gov.uk/images/Council%20Plan%202017_tcm44-294104.pdf

The Council Plan entitled 'Working for Derbyshire' sets the strategic direction of work over the next four years.

Five Year Financial Plan 2017-18 to 2021-22

http://www.derbyshire.gov.uk/images/2017-02-08%20FYFP_tcm44-288676.pdf

The purpose of the Financial Strategy is to set out the financial framework for the Council. This supports its strategic and policy objectives as outlined in the Council Plan.

Service Plan 2017-21

https://www.derbyshire.gov.uk/images/ETC%20Service%20Plan_tcm44-294743.pdf

The Service Plan for 2017-2021 outlines how the work of the Commissioning, Communities and Policy Department will contribute to the achievement of all 16 Council Plan priorities.

Improvement and Scrutiny Protocol

https://www.derbyshire.gov.uk/images/Improvement%20and%20Scrutiny%20Protocol%20for%20website_tcm44-14534.pdf

Designed to guide the working relationship between Derbyshire County Council's Improvement and Scrutiny and Executive functions

Social Value Strategy

https://www.derbyshire.gov.uk/images/Final%20Social%20Value%20Strategy%20-%203%20February%202017_tcm44-289995.pdf

The strategy describes how social value principles will be embedded across the authority's commissioning and procurement processes and demonstrates how these complement the authority's commitment to working with local people and partners to achieve better outcomes for local communities.

Derbyshire Economic Review

https://www.derbyshire.gov.uk/images/2017-07-20%20Derbyshire%20Economic%20Review_tcm44-293941.pdf

The Derbyshire Economic Review is a quarterly economic update produced by the Council. Provides an overview of the current economic conditions in Derbyshire and summarises key economic trends to support broader discussions and policy developments across the Authority.

Summary of users (and non-users) surveys, stakeholder engagement and public consultation.

Changes to the Mobile Library Service 30th September 2014

The purpose of the report was to seek Cabinet approval to make changes to Mobile Library Service routes and stops, including withdrawing eight vehicles from service.

http://www.derbyshire.gov.uk/images/2014-09-30%20Changes%20to%20the%20Mobile%20Library%20Service_tcm44-252003.pdf

Derbyshire County Council



Library Use 2017: Customer Segmentation Report

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Summary of Findings

This report presents findings from the analysis of library records using the Derbyshire Customer Segmentation model. Analysis of this data shows which customer segments or sub-clusters are the most likely to use particular library services.

The key findings from the analysis are:

- There are 136,999 registered users, 17.5% of the Derbyshire population.
- Nearly 70% of registered users are active.
- Customer segmentation of registered and active library users shows that both registered and active users are most likely to come from three sub-clusters in urban areas: 302, 402 and 301.
- There is a particularly low rate of library use amongst sub-cluster 205, a sub-cluster based mainly on the outskirts of Derby.
- There are lower than average rates of registered and active library users in sub-clusters 101, 102, 103, which are the sub-clusters based in rural areas within Derbyshire.
- The sub-clusters most likely to use the computers in libraries are 302 and 303. These are sub-clusters with younger than average population often based in the centre of urban areas. These sub-clusters were also the least likely to report access to the internet in the Derbyshire citizens panel survey of 2016.
- eBooks, eMagazines and eAudiobooks are more likely than average to be used by sub-clusters in rural areas.



Introduction

Customer Segmentation is a tool for analysis that enables organisations to anticipate and manage customer need. Understanding that different customers have diverse service needs ensures that organisations can plan services effectively and allocate resources to meet local need.

In 2014 Derbyshire County Council (DCC) developed a bespoke Customer Segmentation Model, based on a classification tool produced by Hull City Council in partnership with the Local Government Association (LGA). The Derbyshire Model was developed with support from Quantum Insight Consulting whose staff had worked on the original Hull model.

The Model segments the population of Derbyshire into 4 super clusters and then into 18 sub-clusters. These clusters have been determined using 64 key socio and demographic statistics, largely from the 2011 Census. Census data used was at output area level, the smallest statistical geography available. Each output area in Derbyshire, small areas of approximately 300 people, is classified as one of these sub-clusters, enabling extremely detailed analysis of local demographic trends and service use. A method statement for the Model is shown in Appendix A. Descriptions of the main characteristics of each super cluster and sub-cluster are shown in Appendix B and Appendix C respectively.

This report uses the Derbyshire Customer Segmentation Model to analyse user data from Derbyshire libraries. The aim of this analysis is to highlight which sub-clusters are the most likely to be registered or active users of Derbyshire libraries, and which sub-clusters are most likely to use particular services, for example online magazine loans.

Derbyshire Library Data

The data analysed in this report is collected by Derbyshire libraries and represents a snapshot of library use August 2017 or April 2017 for active library users. Customer Segmentation requires postcode or output level data, so only records where this information is available have been used in the analysis. This comprises a total sample of almost 137,000 registered users.

Registered and Active Library Users

Derbyshire library records show 136,999 registered users at the point when the data was extracted. This represents 17.5% of the Derbyshire population according to the ONS mid-2015 population estimates.

Figure 1 shows the rate of registered library users per 10,000 population living in each of the 18 Derbyshire sub-clusters. The highest rate of registered users is in sub-clusters 302, 402 and 301, all of which have over 2,100 users per 10,000 residents. Sub-clusters 301 and 302 are both generally based in urban areas and contain a high percentage of flats, often rented. Sub-cluster 302 has a high percentage of residents in their 20's, and over a third of households are residents living on their own. Home ownership is low and almost 60% of residents rent their home, the majority from private landlords. Sub-cluster 301 has a high percentage of residents over the age 65 living on their own. Over 50% of residents rent their home, mainly from social



landlords. Sub-cluster 402 has a population profile quite close to the Derbyshire average, with a higher than average percentage of terraced housing, two thirds home ownership and slightly higher than average percentage of single person households.

It is also notable that several larger libraries are based in 302 areas, including Chesterfield, Ilkeston and Bakewell, whilst others such as Dronfield and Glossop are based in 402 areas. Several other main libraries have 302 areas close to them.

Figure 1: August 2017 Registered library users (rate per 10,000 mid-2015 population)



A number of sub-clusters also have a rate of registered users below the Derbyshire average. Sub-cluster 205 has a particularly low rate. This sub-cluster is mainly located in Stenson Fields on the edge of Derby, so it is possible that its residents use the facilities within the city. Sub-cluster 205 also has the highest percentage of BME residents of any sub-cluster in Derbyshire.

Sub-cluster 101, 102 and 103 also have a below average rate of registered users. These sub-clusters have the lowest population density of any Derbyshire areas and are generally found in the rural parts of the county.

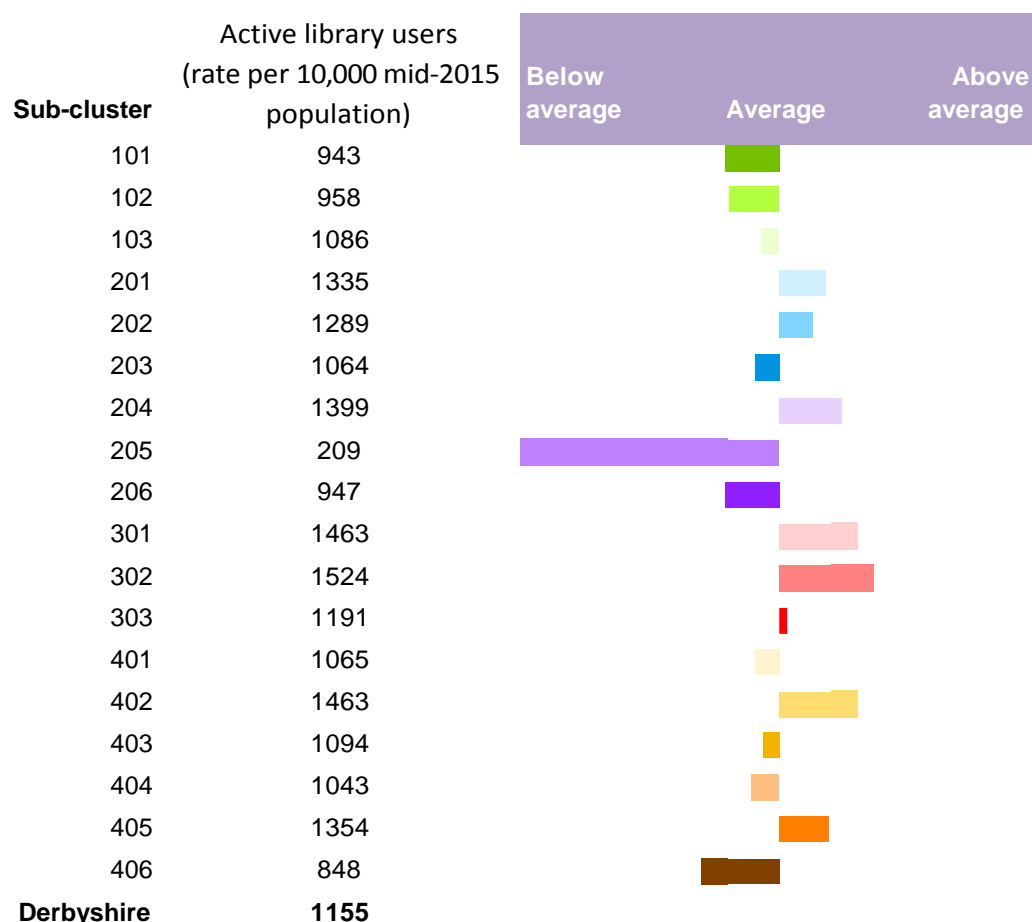
Sub-clusters 206 and 406 also have below average rates of registered library users. These sub-clusters have some similarities: both have a higher than average percentage of families with children, but whilst adults in sub-cluster 206 are likely to be in their 30's or 40's, those in 406 are likely to be in their 20's or 30's. This is also reflected in other statistics about these areas: both areas have a high percentage of adults in full time employment and high levels of qualifications,



but home ownership is much higher in 206 than in 406. 406 also has a higher percentage of single people than 206, and a higher percentage of lone parents. However, both areas are often located on the outskirts of urban areas, so often not close to libraries.

Figure 2 shows the rate of residents who are active users of Derbyshire libraries. Nearly 70% of registered users are active and the distribution amongst sub-clusters is similar to the distribution of registered users.

Figure 2: April 2017 Active library users (rate per 10,000 mid-2015 population)



Use of Library Computers

Libraries provide a number of electronic services, which allow customers to access internet resources or computer.

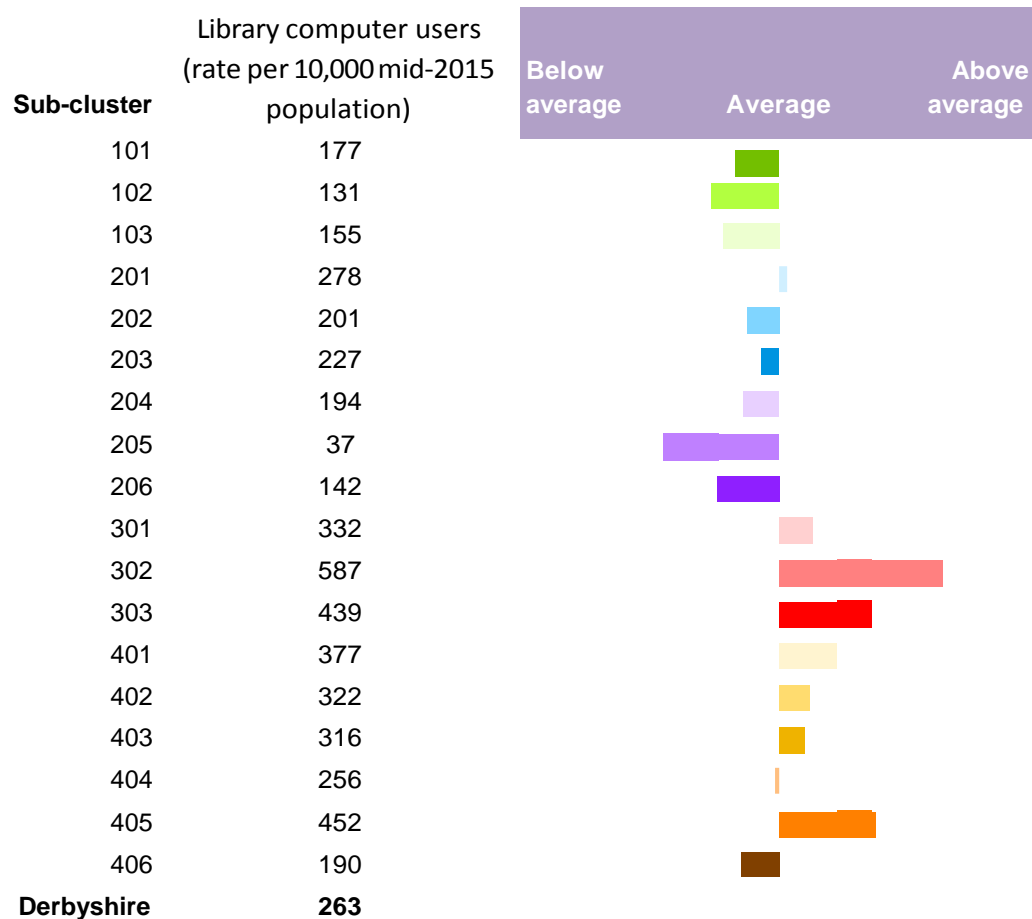
Figure 3 shows the rate of Netloan library users, which are users of computers within library premises. 20,603 people used these services in 2017, which is 263 people per 10,000 residents. Residents in sub-cluster 302 were the most likely to use computer facilities, as well as being the most likely to be an active user of libraries in general. Residents in sub-cluster 405 were the second highest users of computers in libraries and they also had a high rate of active users of libraries in general.

However, in other sub-clusters there are differences with the rate of general library use. Residents in sub-cluster 303 were much more likely to use library computers than average, despite only having an average rate of active library users. Sub-cluster 401, who also had a



high rate of residents using library computers despite a lower than average rate of active library users in general.

Figure 3: August 2017 Library computer users (rate per 10,000 mid-2015 population)

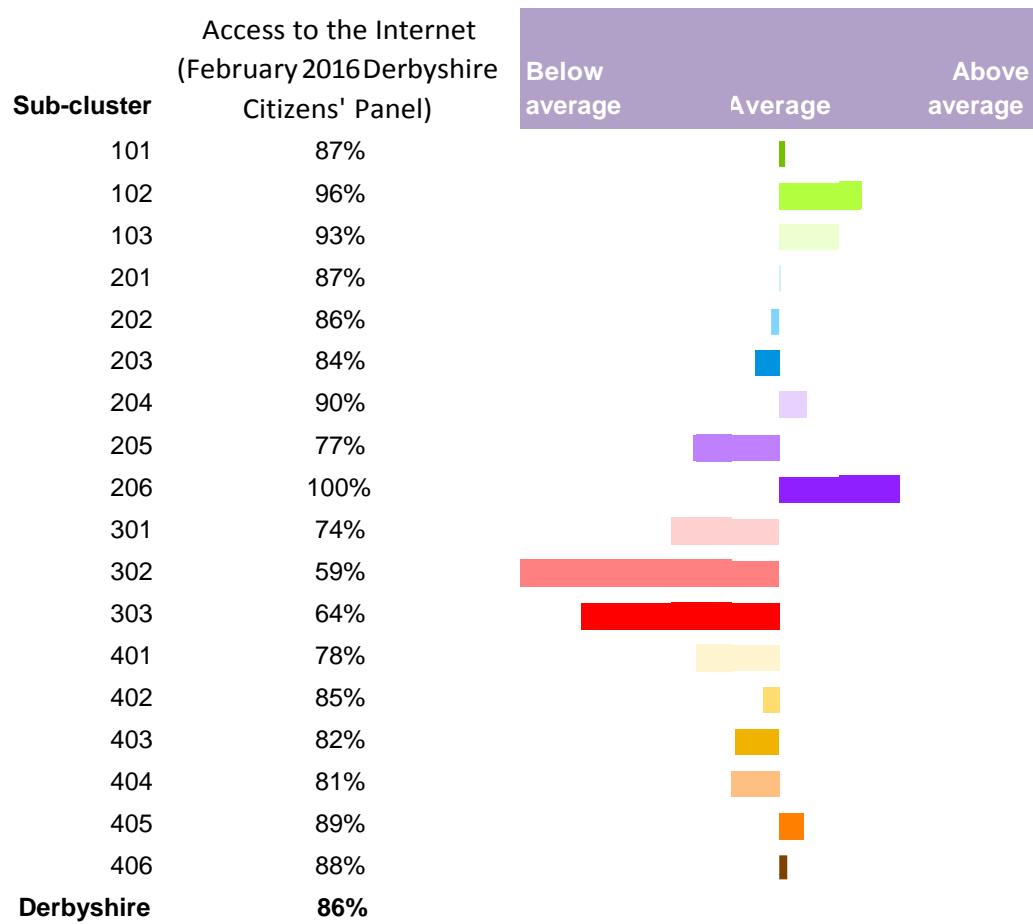


Sub-clusters 202 and 204 have above average rates of active users of libraries in general, but lower than average rates of users of library computers. Both have higher than average percentages of older residents, which may be a contributory factor to this trend, equally proximity to a library may be an issue for some residents.

Figure 4 shows the results of a survey of access to the internet by members of the Derbyshire Citizens' Panel in 2016. This shows particularly low access to the internet amongst sub-clusters 302 and 303, sub-clusters which show a high rate of use of library computers.



Figure 4: Access to the internet (Derbyshire Citizens' Panel February 2016)





eBooks, eMagazines and eAudiobooks

Derbyshire libraries also offer access to eBooks, eMagazines and eAudiobooks. Figures 5, 6 and 7 show the breakdown of users for these services by sub-cluster.

Figure 5: August 2017 Library eBook users (rate per 10,000 mid-2015 population)

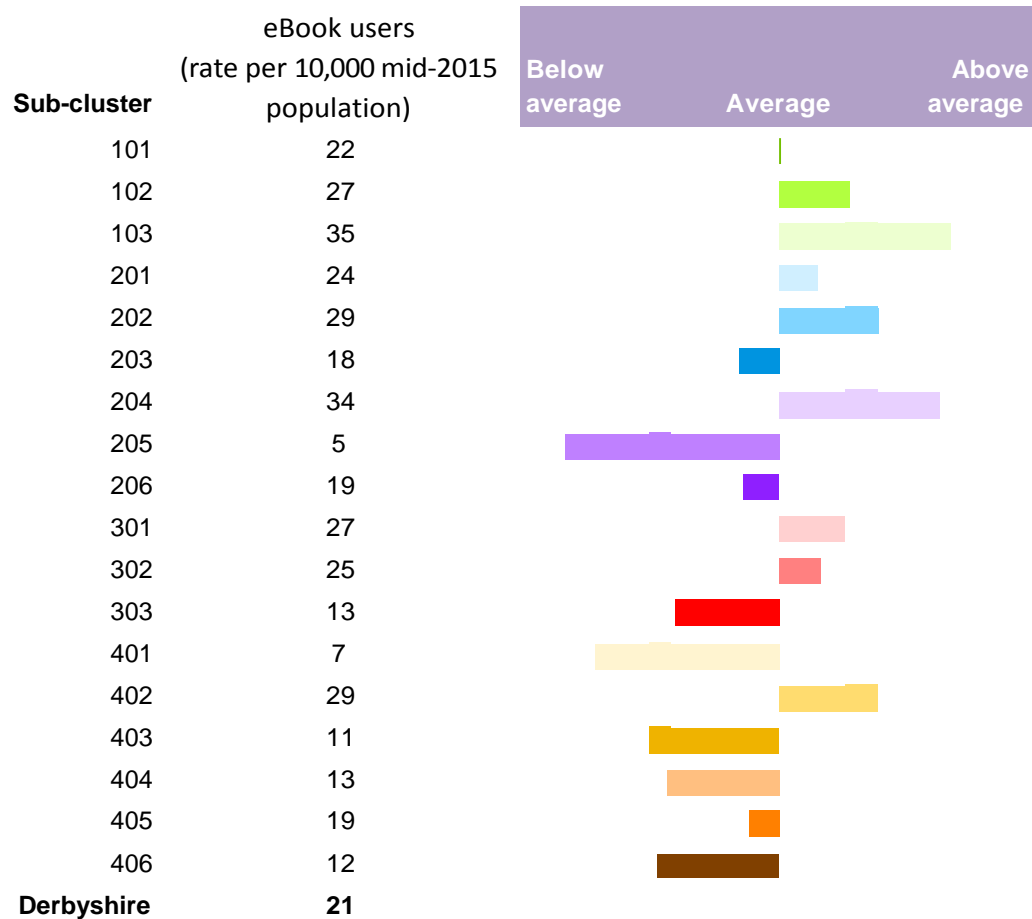




Figure 6: August 2017 Library eAudiobook users (rate per 10,000 mid-2015 population)

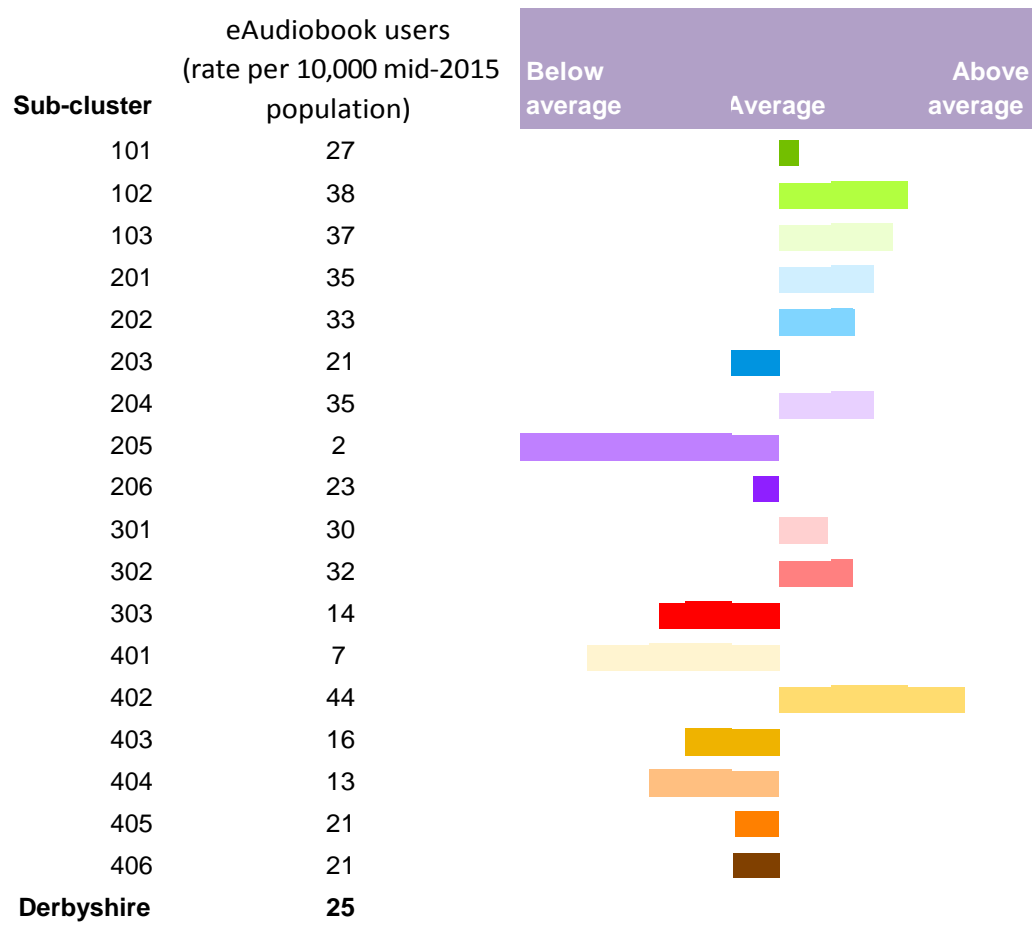
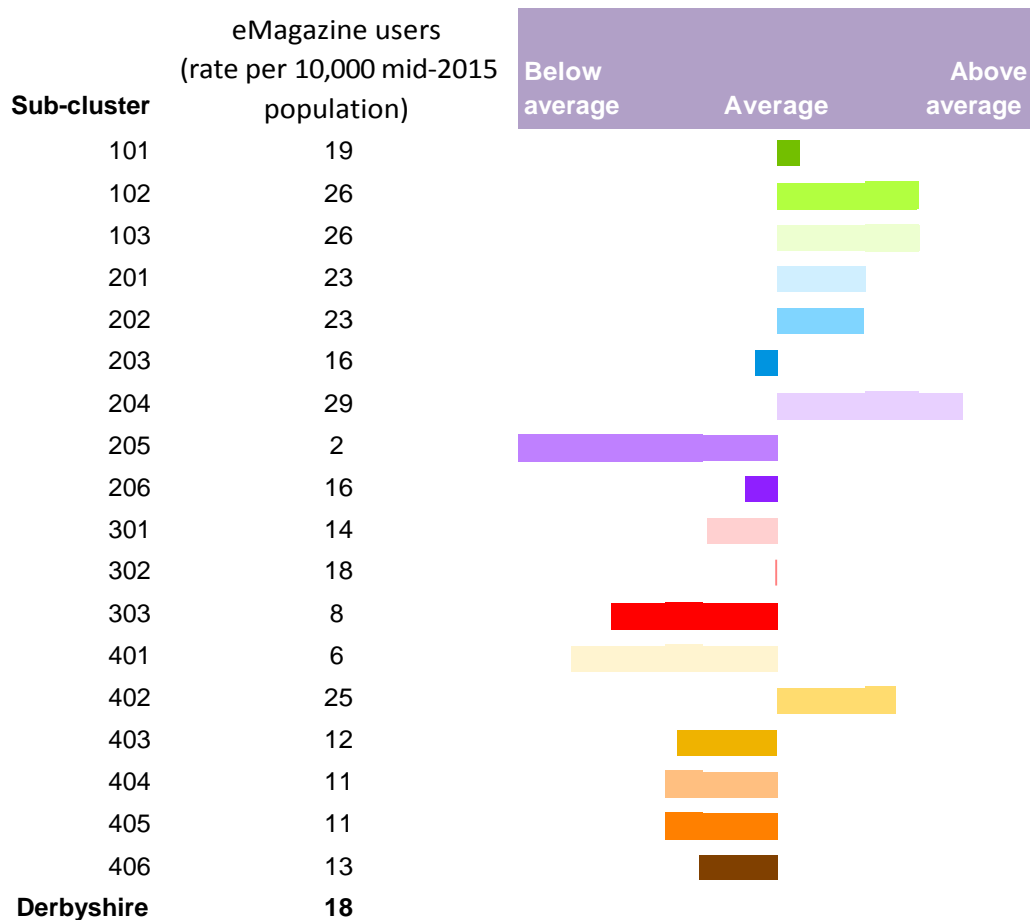




Figure 7: August 2017 Library eMagazine users (rate per 10,000 mid-2015 population)



These services show a similar pattern of use when analysed by sub-cluster. eBooks and eAudiobooks have above average use by the same nine sub-clusters. These include 101, 102, and 103, which are the sub-clusters based in rural areas and have below average use of libraries in general. Other sub-clusters who have above average use of electronic services also show above average use of library services in general.



Appendix A – Method

The basic data set used to develop the Derbyshire Customer Segmentation Model contained 154 output area level variables, which is generally the lowest level for which census data is available, mainly from the 2011 Census under the following categories:

- Demographic
- Employment
- Ethnicity
- Health
- Household composition
- Housing
- National Identity
- Socio Economic

Stage 1 – variable selection

The first stage in developing the model was to reduce the full list of 154 variables to a more manageable number. This process involved looking at each of the variable groups individually and using statistical techniques to identify the relationship between variables. So, for example within the demographic variables the % male population was directly correlated to the % female population so it was decided to retain only the % female population. This resulted in a sub set of 65 variables to be used to determine the sub-clusters.

Stage 2 – Super clusters

The second stage in developing a Derbyshire model was to select a set of super clusters, these were generated by looking at the nine housing variables that were retained after stage 1, together with the population density and rural classification variables:

This stage resulted in four super clusters being identified which contained 572, 454, 747 and 796 output areas. A summary of the overall characteristics of these 4 super clusters is included in Appendix B. This appendix also includes a table giving the breakdown of 2011 Census population by super cluster at both county and district level.

Stage 3 – Sub-clusters

Having defined the four super clusters for the county the third stage was to develop a set of sub-clusters within each of these super clusters using the remaining 56 census variables. Each super cluster was considered individually and statistical techniques used to determine the most appropriate number of sub-clusters, this process generated 18 sub-clusters overall. Local knowledge from staff across all departments, members and district council staff has been used to confirm that the sub-clusters definitions accurately reflect the areas.



Appendix B – Super cluster descriptions

Super Cluster	General Characteristics
1	This cluster is the most rural in the county and has the lowest population density. Almost half of the properties within the cluster are detached and on average have the largest number of rooms with nearly half of these properties being owned outright. This cluster has the highest levels of car ownership per household and has the fewest households without access to a car. Its population is older than average with the highest percentage aged 45-64 and the lowest aged between 0-4, 16-24 and 24-44. People living in this cluster are less likely to be divorced or separated as it has the highest percentage of people living as a couple. There are more residents with qualifications at level 4 than in other clusters and the fewest with none. Unemployment levels are the lowest across the county and its population is more likely to be self-employed than other clusters. It also has the highest percentage who work from home. Its residents are generally healthier than average but it also has the highest percentage of residents providing unpaid care.
2	Cluster 2 has more large houses with few occupants than other clusters and the highest percentage of properties owned with a mortgage. It has fewer single pensioner households than other clusters and the lowest percentage of social housing. Residents are generally healthy with more people categorising themselves as being in good or very good health correspondingly it is the cluster with the least amount of people with a long term health problem. The cluster has the highest BME population and the lowest percentage of residents who do not have a passport. Residents in this cluster have the highest economic activity rate and people are more likely to work in the public sector and also more likely to travel to work by car.
3	This is the most densely populated cluster in the county. Its population is the most likely to live in flats and least likely to live in detached properties. They are least likely to have a mortgage or own their property outright and most likely to live in social rented accommodation. There are more single, divorced and separated people living in this cluster than other areas, it also has the smallest percentage of 5-15 year olds, 45-64 year olds and one family households with dependent children. Conversely, it has the highest percentage of people aged 65 and over, single pensioners and other one person households. The percentage of residents born outside England and the BME population is slightly higher than in the other three clusters. Its residents are more likely to have no qualifications compared to the other clusters and as expected have the lowest percentage with a qualification at level 4 or above. It has a lower percentage of economically active or self employed residents than other areas and there is more unemployment, long term unemployment and those who never have worked. Residents are more likely to be in routine or semi routine occupations in caring, leisure, sales, customer service and other service occupations. The cluster has the lowest percentage of residents employed in the public sector or education and residents are less likely to be employed as managers or professionals. Residents are not as healthy as in other clusters with the percentage of households where at least one person has a long term health problem being the highest in the county. People in the cluster are also least likely to have access to a car
4	Cluster 4 has a younger age profile than the other three clusters in the county, it has the highest percentage of children aged 0-15, the highest percentage of adults aged 16-44 and the lowest percentage aged 65 and over. The cluster has the highest percentage of households with dependent children and also, compared to other clusters, has more homes with dependent children where no adult is in employment. Those people that do work are less likely to work from home than those in other clusters and least likely to work in professional scientific and technical activities or to be managers, directors or senior officials. Residents are also slightly less likely to have been born outside England and most likely to describe their identity as English only.



Appendix C – Sub-cluster descriptions

101	This sub-cluster covers predominantly rural locations and has a low population density. There are higher than average levels of residents owning their own home and houses are more likely to be detached. Residents in this sub-cluster are more likely to be part of a married couple and there are more people of an older working age (45-64) than in the county as a whole. Over a third of residents work in professional or managerial roles and there are higher levels of self-employment than average. Crime in these areas is below the average county rate and a higher percentage of residents report feeling very or fairly safe in their area at night than across the county.
102	This sub-cluster is based in rural areas and has a low population density. People are more likely than average to own their own home and live in detached housing. There is a high percentage of 45-64 year old residents and self-reported health is better than average. Over half of residents in this sub-cluster work in professional or managerial occupations, the highest percentage in the county. The percentage of residents with degree level qualifications or above is also the highest in the county. Residents in these clusters are more likely than average to contact Call Derbyshire, but most report feeling satisfied or very satisfied with their area.
103	Sub-cluster 103 has the lowest population density in the county: these areas tend to be large, rural and with few people living in them. Accordingly, this sub-cluster has the highest percentage of residents working in agriculture. Residents in this sub-cluster are the most likely to be self-employed, and more likely than average to be working in professional or managerial roles. A quarter of households have two adults and no children living in them, and the population of this cluster is older than average. Residents are generally very satisfied with their area, and most feel safe or very safe in their area at night.
201	This sub-cluster is generally based in urban areas. Residents are more likely than average to be of working age and in professional or managerial positions. A high percentage have degree level qualifications and a higher than average percentage work in the public sector. Residents are likely to be in a couple, either with or without dependent children, and most have at least one car in their household. A high percentage of residents are in good or very good health, and they are less likely than average to contact Call Derbyshire.
202	This sub-cluster is often located in less densely populated urban areas, for example on the outskirts of small towns. The population is notable for being older than average with the highest percentage of retired people, both single and in couples. Economic activity is low and this sub-cluster also contains the highest percentage of residents providing unpaid care. Residents are likely to live in detached housing and are the most likely to own their home outright. Crime is also low in these areas. There are low percentages of BME residents and religions other than Church of England.
203	Residents of this sub-cluster are more likely than average to be living as a single household family. There are a higher than average percentage of residents aged 35-44 years and households with dependent children. Semi-detached and terraced houses are more prevalent than average, and most residents own their own home with a mortgage. The sub-cluster has a high economic activity rate with residents often working in semi-routine or routine occupations. Most people have access to a car and travel to work by car. There is a low percentage of BME residents and most residents give their country of birth as England.
204	This sub-cluster is often located on the outskirts of towns and villages and populated by older families. There is a high percentage of families with dependent children in this sub-cluster and residents are the least likely to be divorced. They are often well qualified and there are low levels of unemployment. Residents are more likely than average to be self-employed and many work as managers or in professional occupations. The sub-cluster also has the highest percentage of people working in the public sector. Residents tend to be reasonably healthy, but a higher percentage than average provide unpaid care. They are likely to own their home and to live in detached properties. Few residents in this sub-cluster do not have access to a car.



205	This sub-cluster has the highest population density and areas are often based close to the borders of the county. There is a high percentage of people from BME backgrounds, especially Asian residents. It also contains the highest percentage of households with people who have English as their second language. Residents are younger than average, and there are more single person households than average. The percentage of detached properties owned with a mortgage is high, as is the percentage of households with more than two cars. The sub-cluster has higher than average economic activity and residents are well-qualified. People in these clusters are less likely to feel safe than other residents, and rarely contact Call Derbyshire or use public libraries.
206	Young families living in towns and villages dominate this sub-cluster. Residents are the most likely to be living in detached housing or bungalows, and are likely to own their own home. The percentage of those living as a couple with children aged 5-15 is higher than any other area. Residents are likely to have degree level qualifications, and health is better than average. There are high levels of employment and residents employed in managerial level positions. The sub-cluster has the highest percentage of households with more than one vehicle and residents are likely to travel to work by car or van.
301	Older people living alone in flats or maisonettes make up a large percentage of this sub-cluster. These areas house the highest percentage of single people aged 65 and older and have more lone residents with long term health problems than across the county as a whole. Average household size is the lowest of any sub-cluster. These areas have a high percentage of residents living in social rented accommodation. A larger percentage of the population is retired and economic activity is low. Residents are more likely than average to be claiming an out of work benefit. The sub-cluster also has a low level of car or van ownership.
302	The main feature of this sub-cluster is of young single people living alone in rented accommodation. It is the sub-cluster with the highest percentage of single people and of 16-24 year olds. These areas have a high percentage of flats, and residents are the most likely to rent from a private landlord. The sub-cluster also shows high levels of unemployment and long-term unemployment. Residents in work are often in routine and semi-routine occupations such as caring, leisure, sales and customer service. There is a high percentage of households without a car or van and a higher than average percentage of BME residents from Asian and EU countries.
303	In this sub-cluster residents are more likely than average to live on their own and in housing rented from a social landlord. Nearly a third of all properties are flats. Residents are likely to have no qualifications and a higher than average percentage are unemployed. Employment in these areas is heavily focused on routine or manual occupations and residents are the least likely to own a car or van. Health in these areas is worse than average and residents are the most likely to report dissatisfaction with their area, or feeling unsafe in their area at night.
401	This sub-cluster has the highest percentage of young children and 10-19 year olds, and the highest rate of lone parent families. Residents are more likely than other areas to be unemployed or to have never worked. Those in employment are likely to be in routine or semi routine occupations. In this sub-cluster there is a high percentage of residents without any qualifications. Home ownership is low and there are a high percentage of social rented properties. Residents are most likely to live in semi-detached houses and there is the highest average number of people per room of any sub-cluster. Few residents have access to a car or van. People living in these areas are more likely than average to be in bad or very bad health.
402	In this sub-cluster there is a slightly higher percentage of one person households and divorced people than average. Residents in these areas are more likely to live in terraced houses or flats and there is a higher than average percentage of houses with no central heating and houses rented from private landlords. Economic activity is slightly above average with particularly high levels of self-employment and residents working from home. Residents are more likely than average to contact Call Derbyshire and actively use a public library.



403	This sub-cluster has an above average percentage of 16-44 year olds, of single people and of lone parents with dependent children. Residents live in densely populated areas, often in semi-detached or terraced housing. There are low levels of qualifications and residents frequently work in manual occupations. Unemployment is higher than average, as is the percentage of unemployed parents with dependent children. Residents are less likely than average to be satisfied with their area and less likely to contact Call Derbyshire. They are more likely than average to be an active user of a children's centre.
404	This sub-cluster has a higher than average percentage of residents over the age of 65 who live alone. Semi-detached housing is more prevalent than in other areas and there is a higher than average percentage of social rented properties. Health in these areas is worse than the Derbyshire average with many of the areas in this sub-cluster based in former mining towns to the east of the county, which has possibly contributed to the poorer health amongst older residents. There are larger percentages of sick or disabled people than average and the percentage of residents of who provide unpaid care is the second highest in the county. Residents are less likely than average to own a car or van and are more inclined to contact Call Derbyshire.
405	This sub-cluster has the highest percentage of terraced housing and nearly a quarter of residents rent from private landlords. There is a larger than average percentage of people under the age of 44, single people and a high percentage of lone parents. Crime is above average in these areas and residents are less likely than average to feel safe or very safe. Residents assess their own health at around average levels, but incidence of cancer and circulatory disease are high. Unemployment is higher than average, particularly those who are long term unemployed. There is a higher than average BME population in these areas, and a larger than average percentage of people from European countries.
406	This sub-cluster has the highest percentage of young people aged 25-44, and the lowest percentage of residents over 65. There is a mixture of single people and families with young children, including a high percentage of lone parents and co-habiting couples. There is a higher than average percentage of privately rented houses. Residents are generally economically active and this cluster contains the highest percentage of women in full time employment. Residents are well qualified with a higher than average percentage qualified to degree level or above. Health is generally good and access to a car or van is high.

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Appendix 3 A Potential Grant Funding for Community Managed Libraries

		Includes Rounding to Nearest £100			
Library	2016/17 Costs	Year 1	Year 2	Year 3	Year 4
		110%	80%	60%	40%
Borrowash	£10,274	£11,400	£8,300	£6,200	£4,200
Brimington	£20,200	£22,300	£16,200	£12,200	£8,100
Clowne	£11,500	£12,700	£9,200	£6,900	£4,600
Creswell	£10,184	£11,300	£8,200	£6,200	£4,100
Duffield	£8,525	£9,400	£6,900	£5,200	£3,500
Etwall	£8,450	£9,300	£6,800	£5,100	£3,400
Gamesley	£12,278	£13,600	£9,900	£7,400	£5,000
Hadfield	£8,739	£9,700	£7,000	£5,300	£3,500
Hayfield	£8,936	£9,900	£7,200	£5,400	£3,600
Holmewood	£7,519	£8,300	£6,100	£4,600	£3,100
Killamarsh	£8,847	£9,800	£7,100	£5,400	£3,600
Melbourne	£9,597	£10,600	£7,700	£5,800	£3,900
Old Whittington	£3,103	£3,500	£2,500	£1,900	£1,300
Pinxton	£4,276	£4,800	£3,500	£2,600	£1,800
Somercotes	£2,127	£2,400	£1,800	£1,300	£900
Tideswell	£3,847	£4,300	£3,100	£2,400	£1,600
Whaley Bridge	£11,660	£12,900	£9,400	£7,000	£4,700
Whitwell	£4,997	£5,500	£4,000	£3,000	£2,000
Wingerworth	£3,270	£3,600	£2,700	£2,000	£1,400
Woodville	£6,380	£7,100	£5,200	£3,900	£2,600
TOTALS	£164,708	£182,400	£132,800	£99,800	£66,900
		Total Funding Cost £481,900			

*Running costs for the library building include rates, utilities, cleaning, waste management, rent, service charges, repairs and maintenance contracts and call outs, security alarms, security call outs and pest control, these figures do not include library staffing costs.

Appendix 3 B Potential Grant Funding for Alternative Mobile Library Service Provision

Mobile	2016/17 Costs	Includes Rounding to Nearest £100			
		Year 1 110%	Year 2 80%	Year 3 60%	Year 4 40%
1	£12,384	£13,700	£10,000	£7,500	£5,000
2	£12,384	£13,700	£10,000	£7,500	£5,000
3	£12,384	£13,700	£10,000	£7,500	£5,000
4	£12,384	£13,700	£10,000	£7,500	£5,000
TOTALS	£49,537	£54,800	£40,000	£30,000	£20,000
		Total Funding Cost £144,800			

*These figures do not include library staffing costs.

Appendix 4

Libraries for Derbyshire A draft strategy for the public library service

Our vision for Derbyshire Libraries is that we:

"...will provide people focussed services at the heart of local communities, enabling access to books and reading, information, digital skills, technology, cultural and lifelong learning opportunities for all".

Introduction

Our new strategy will ensure that Derbyshire can deliver a transformed library service that is sustainable and remains relevant to the needs of our local communities. We will enable local people to develop and deliver library services which meet their communities' need and embeds them as hubs of their community.

Our library offer will be delivered through:

1. 25 Council run and 20 community managed libraries offering accessible services based around the six universal offers.
 - Reading
 - Information
 - Digital
 - Health and Wellbeing
 - Learning
 - Culture
2. Digital access to services through an online offer of eBooks, eAudio, eMagazines, digital newspapers, a range of other online resources and a virtual catalogue. The online offer will be available 24 hours a day, 365 days a year.
3. Outreach through a well-developed and popular Home Library Service, Bookstart and a Community Mobile Library Service.

Future Delivery of the Library Service

1. Implementation of a Tiered Approach

Tiering provides a strategic framework in which resources and provisions can be allocated and managed across the library service in a clear and consistent way. Levels of current library use and levels of need, identified by using data from the Indices of Multiple Deprivation score (2015) Average for England &

Wales and 2011 Census, are important elements in determining which tier a library is allocated to. A key performance measure for all tier one to three libraries will be that they contribute a minimum % of use to total public library use. Public library use embraces the total number of issues, the total number of visits and the total number of computer sessions booked over the course of a financial year to give an average % of use. Libraries where use levels fall below this threshold may be reallocated to a different tier and resources, opening hours etc. altered accordingly.

Tier 1 Library

Chesterfield, the largest library in Derbyshire which serves as the central library for the whole county, will be the only library in this tier. It will be a centre of excellence with the longest opening hours with access to the most comprehensive range of library materials, within the resources available. Normally open up to six days per week from Monday to Saturday including late nights and Saturday opening with at least one opening until 7pm between Monday and Friday.

Current opening 57 hours per week, proposed opening hours up to 51 hours per week

Tier 2 Libraries

These libraries will usually contribute a minimum of 2% of total public library use and will be located in the largest communities in Derbyshire. They will offer the broadest range of services after Chesterfield and will normally be open up to 46 hours per week. These hours to be delivered across six days, from Monday to Saturday with at least one opening until 7pm between Monday and Friday.

They will offer a choice of book stock covering adult and children's fiction and non-fiction Wi-Fi; free public access computers; self-service and printing/scanning facilities; a study area, copies of free local newspapers, community information and reference resources including a local studies collection; children's library; class visit opportunities for local schools and the annual national Summer Reading Challenge and other events. All tier 2 libraries will offer self-service provision for the issue and return of items.

Current average opening 51 hours per week proposed opening hours up to 46 hours per week

Tier 3 Libraries

These libraries will usually contribute between 1-1.9% of total public library use and will be located in smaller but still substantial communities. These libraries will be open between four and six days per week and all will normally be open until at least 7pm on one evening per week, and for at least three hours on Saturdays

Tier 3 libraries facilities will also include: a range a book stock covering adult and children's fiction and non-fiction (including a % of titles circulated from tier 1 and 2 libraries); free public access computers; printing/scanning facilities; study facilities, copies of free local newspapers, community information and reference resources including a local studies collection covering the immediate area; children's area; class visit opportunities for local schools and the annual national Summer Reading Challenge and other events. Where appropriate tier 3 libraries will offer self-service provision for the issue and return of items.

Current average opening 36 hours per week, proposed opening hours up to 30 hours per week. (There are two libraries that have opening hours that are less than 30 hours per week there are no current plans to increase the opening hours at these libraries).

Tier 4 Libraries

These libraries will usually contribute less than 1% of total public library use and will be located in the smallest villages and communities. These are the libraries that it is proposed to transfer to community management. The following recommendations on opening hours etc. are intended as a minimum standard that will be expected. The library service will provide more detailed guidance and training to any organisations that take responsibility for managing community libraries. As a minimum they will normally be open between two and five days per week and will normally be open until at least 6pm on one evening per week, and for at least three hours on Saturdays

Tier 4 libraries will have an agreed range of stock and facilities. This will include a range a book stock covering adult and children's fiction and non-fiction. There may also be public access computers, printing/scanning facilities, copies of free local newspapers, community information and reference resources including a small local studies collection covering the immediate area, a children's area, class visit opportunities for local schools and the annual national Summer Reading Challenge and other events. The majority of materials available for loan will be items circulated from other libraries.

Current average opening 22.1 hours per week, proposed a minimum of 18 hours per week. There is a significant variation in the number of opening hours in this group of libraries with some currently being open up to 26.5 hours per week. There are also a number of libraries that have opening hours that are less than 18 hours per week. Any proposal to increase the opening hours at these libraries would be at the discretion of the community organisation managing the service. However, any initial funding support would be allocated based upon existing opening hours.

The principles for community managed libraries in Derbyshire are:

1. They would all remain part of the statutory library network. They will operate to Derbyshire libraries policies and procedures and provide a core offer.
2. They would operate the same library management system for the issuing and return of items and for internet access, ensuring members of any Derbyshire library will only need one library card
3. For at least the first four years each library would be supported by an annual grant (based pro rata on running costs at the time of the transfer to community management) and a core collection of resources. All resources purchased and provided by the County Council would remain the property of the Council. Stock included on the library catalogue would be accessible to all Derbyshire libraries members and any items identified as being available for loan on the library catalogue may be requested by another library.
4. Services in community managed libraries would be available and accessible to all members of the community, with no restrictions on access.
5. Communities would be able to expand their service offer beyond that detailed in the tiering approach in line with the needs and requirements of local residents. If communities raise additional funding and were able to access sources of income not available to the local authority, they would be able to use these funds to develop their specific library offer in line with community requirements.
6. All groups interested in taking responsibility for a community managed library would have to go through an evaluation process prior to the transfer of responsibility for the service, including the preparation of a business plan. The arrangement with community groups would be managed via a service level agreement and a set of key performance indicators clearly demonstrating the service outcomes local residents could expect from their libraries. These indicators would include as a minimum:
 - Membership
 - Issues
 - PC usage
 - Participation in the Summer Reading Challenge
 - Customer feedback
 - Opening hours

Further indicators would be developed in collaboration with communities prior to the implementation of the new model. Regular meetings would take place with all community managed libraries to assess their performance against the agreed indicators.

Library staffing

Staffing levels in libraries will be closely aligned with the proposed levels of service with paid staff not provided in tier 4 libraries. At larger libraries it is recognised that there will normally need to be a minimum of two staff available during normal opening hours. The level of staffing allocated to Chesterfield will take account of delivering public services as well as managing a large and complex public building. Where self-service is installed in libraries there will be an expectation that a minimum of 70% of all appropriate transactions will be done through the self-service machines.

Future implementation of 'Smart Libraries'

A growing number of local authorities, e.g. Norfolk, Peterborough, Milton Keynes, Leicestershire and the London Borough of Barnet, have identified an additional method of achieving ongoing savings through the introduction of sophisticated self-service technology. This is helping to develop a new generation of 'Smart Libraries'.

Building on its existing successful use of self-service technology in 27 libraries, the service will seek to further develop and embed the culture of self-service and personal responsibility, enabling customers to manage their own transactions without staff support wherever possible.

2. Digital Library Services

Physical access to library services will be complemented by access to electronic services on a 24/7 basis via the County Council website. The library service already operates a high quality online offer which includes access to the library catalogue, eBooks, eAudio, eMagazines, digital newspapers and a range of online reference and information tools. As technology and resources are in a state of constant change the nature and shape of the offer will continue to evolve in line with changing technology and the available resources.

3. Outreach Library Services

Mobile Library Service

For some communities it may not always be practical to visit a library building and the service provided by the Mobile Library Service may be the only way that communities can engage with the service. Mobile libraries also make an important contribution to the County Council's priorities by helping to maintain healthy, thriving communities and through supporting reading, learning, health and wellbeing, information and literacy. They visit almost every part of the

county and are a valuable resource, facilitating access to a wide range of services.

A report to DEFRA and Arts Council England, May 2014, Rural library service in England: exploring recent changes and possible futures stated:

“Moreover, radical transformation of mobile library provision, integration with existing community infrastructure (shops, pubs, post offices), and co-design with local communities should all be pro-actively explored, as they are more likely to enable improved access when compared with conventional consolidation strategies alone.”

It further stated that:

“It is interesting that whilst many local authorities have been progressing community-supported and community-managed static rural libraries, similar responses to sustaining forms of mobile provision have rarely been explored”¹

Potentially through working with locally based organisations, the service can become more flexible and responsive, e.g. longer operating hours and weekend provision.

Home Library Service

It is recognised that some vulnerable and isolated Derbyshire residents will be unable to access the range of services available from a static library irrespective of its location, e.g. because of their own sickness or disability. The existing, well developed, Home Library Service will be the means of reaching this group of existing and potential customers. This highly personalised outreach service also contributes to the individual wellbeing of its service users. Information about the service will be highlighted in libraries and online. Once initial contact has been made with the library service potential customers will be contacted by a member of library staff to discuss their reading needs, and a regular visit will be arranged to deliver books, large print or audio books to their home. Delivery might be by a library staff member, friend or family member or a Home Library Service volunteer.

Derbyshire Libraries Core Offer

The core offer is based around the six universal offers as promoted by the Libraries Taskforce and the Society of Chief Librarians:

¹ <http://www.artscouncil.org.uk/sites/default/files/download-file/Rural%20library%20services%20in%20England%20-%20exploring%20recent%20changes%20and%20possible%20futures.pdf>

- ☐ Reading
- ☐ Information
- ☐ Digital
- ☐ Health and Wellbeing
- ☐ Learning
- ☐ Culture

All tiers of libraries will offer the following services and activities:

☐ **Free access to books**

Printed books, eBooks and audio books in various formats.

☐ **Reading activities**

The national Summer Reading Challenge, support for reading groups for adults and children, book and reading related activities for children.

☐ **Information**

Current information in both physical and electronic formats including community information and information to support health and wellbeing

☐ **Local studies material**

Information on the history and heritage of local communities

☐ **Technology**

Free access to public computers with broadband connectivity and Wi-Fi. Printing and scanning facilities for a modest charge. Libraries support the national strategy of moving towards services being offered as digital by default, providing advice, support and access to IT for those least able to make the switch.

☐ **Public space**

Neutral and safe space for reading and other activities.

☐ **Access to skilled and well trained staff and volunteers**

Additional Services

A range of additional services will be made in the largest libraries, usually Tiers 1 and 2, but the approach to the provision of these services will be flexible, depending on local circumstances, specific community needs and customer demand. They could include:

☐ **Promotional talks and events**

Author talks provided free of charge or for the payment of an admission fee, health and wellbeing talks, local studies events.

☐ **Specialist activities and events**

To include Code clubs, Microbits and Circuit building sessions for children and young people and tablet clinics to help customers use their own devices to access library services.

☐ **Specialist collections and services**

These will tend to be concentrated at larger libraries (for example the Music and Drama collection supports the whole of the Library Service).

☐ **Work and benefits support**

Provided by library staff and a range of other partners, e.g. Department of Work and Pensions and targeted at areas of deprivation with high levels of poverty and unemployment.

☐ **Services delivered by partners in library venues**

For example, Credit Unions, CAB, the Derbyshire Law Centre, Chamber of Commerce.

☐ **Income generating services**

The hire of room space and photocopying to generate income for reinvestment in the library service

Delivering Libraries for Derbyshire

This is a long term vision which recognises that in developing the plan it will take time to foster and refine new, community shaped library services. Each Derbyshire community is different, which means that the solution for each community may look different while still delivering the core service in line with agreed outcomes.

Initially, a dedicated member of staff will help to support local communities and help equip them with the skills to enable them to shape their own services. Communities will be at the heart of service development and in partnership they will help the County Council to deliver a customer focussed, modern, value for money public library service.

Appendix 5

Derbyshire Libraries ranked in tiers (on the basis of usage and evidence of need)

Library	Proposed tier	Current total weekly opening hours	Proposed opening hours	Change per week
Chesterfield	1	57	51	6
Swadlincote	2	52.5	46	6.5
Ilkeston	2	51	46	5
Alfreton	2	51	46	5
Long Eaton	2	53	46	7
Buxton	2	53	46	7
Ripley	2	51	46	5
Dronfield	2	53	46	7
Glossop	2	53	46	7
Ashbourne	2	48	46	2
Belper	2	51	46	5
Heanor	2	51	46	5
Matlock	2	51	46	5
Bolsover	2	49	46	3
Bakewell	2	48	46	2
Shirebrook	3	43	30	13
Staveley	3	46	30	16
Sandiacre	3	38	30	8
Newbold	3	41	30	11
South Normanton	3	36	30	6
Clay Cross	3	38.5	30	8.5
Wirksworth	3	27	27	0
New Mills	3	36	30	6
Eckington	3	28	28	0
Chapel en le Frith	3	33	30	3
Borrowash	4	32	18	14
Etwall	4	16	16	
Clowne	4	25.5	18	7.5
Duffield	4	22.5	18	4.5
Creswell	4	20.5	18	2.5
Brimington	4	26.5	18	8.5
Whaley Bridge	4	23.5	18	5.5

Killamarsh	4	26.5	18	8.5
Melbourne	4	15.5	15.5	0
Hadfield	4	17.5	17.5	0
Holmewood	4	17.5	17.5	0
Gamesley	4	18.5	18	0.5
Whitwell	4	17.5	17.5	0
Wingerworth	4	16.5	16.5	0
Pinxton	4	13.5	13.5	0
Hayfield	4	14.5	14.5	0
Tideswell	4	11.5	11.5	0
Old Whittington	4	17	17	0
Somercotes	4	22.5	18	4.5
Woodville	4	9	9	0

Appendix 6**Current and Proposed Timetables****Tier 1**

Chesterfield	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-19:00	9:00-19:00	9:00-19:00	9:00-19:00	9:00-19:00	9:00-16:00
Proposed opening hours	9:00-17:00	9:00-17:00	9:00-19:00	9:00-19:00	9:00-17:00	9:00-16:00

Tier 2

Swadlincote	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:30	9:00-19:00	9:00-17:30	9:00-19:00	9:00-17:30	9:00-16:00
Proposed opening hours	9:30-17:00	9:30-17:00	9:30-17:00	9:30-19:00	9:30-17:00	9:30-16:00

Ilkeston	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:00	9:00-19:00	9:00-17:00	9:00-19:00	9:00-17:00	9:00-16:00
Proposed opening hours	9:30-17:00	9:30-19:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-16:00

Alfreton	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:00	9:00-17:00	9:00-17:00	9:00-19:00	9:00-19:00	9:00-16:00
Proposed opening hours	9:30-17:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-19:00	9:30-16:00

Appendix 6**Current and Proposed Timetables**

Long Eaton	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:00	9:00-17:00	9:00-19:00	9:00-19:00	9:00-19:00	9:00-16:00
Proposed opening hours	9:30-17:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-19:00	9:30-16:00

Buxton	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-19:00	9:00-17:00	9:00-19:00	9:00-17:00	9:00-19:00	9:00-16:00
Proposed opening hours	9:30-19:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-16:00

Ripley	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:00	9:00-19:00	9:00-17:00	9:00-19:00	9:00-17:00	9:00-16:00
Proposed opening hours	9:30-17:00	9:30-17:00	9:30-17:00	9:30-19:00	9:30-17:00	9:30-16:00

Dronfield	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-19:00	9:00-19:00	9:00-17:00	9:00-17:00	9:00-19:00	9:00-16:00
Proposed opening hours	9:30-19:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-16:00

Glossop	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-19:00	9:00-17:00	9:00-19:00	9:00-17:00	9:00-19:00	9:00-16:00
Proposed opening hours	9:30-19:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-16:00

Appendix 6**Current and Proposed Timetables**

Ashbourne	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:00	9:00-19:00	9:00-17:00	9:00-17:00	9:00-19:00	9:00-13:00
Proposed opening hours	9:30-17:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-19:00	9:30-16:00

Belper	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:00	9:00-19:00	9:00-17:00	9:00-19:00	9:00-17:00	9:00-16:00
Proposed opening hours	9:30-17:00	9:30-19:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-16:00

Heanor	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:00	9:00-19:00	9:00-17:00	9:00-19:00	9:00-17:00	9:00-16:00
Proposed opening hours	9:30-17:00	9:30-17:00	9:30-17:00	9:30-19:00	9:30-17:00	9:30-16:00

Matlock	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:00	9:00-19:00	9:00-17:00	9:00-17:00	9:00-19:00	9:00-16:00
Proposed opening hours	9:30-17:00	9:30-19:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-16:00

Bolsover	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:00	9:00-17:00	9:00-17:00	9:00-17:00	9:00-19:00	9:00-16:00
Proposed opening hours	9:30-17:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-19:00	9:30-16:00

Appendix 6**Current and Proposed Timetables**

Bakewell	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-17:00	9:00-17:00	9:00-19:00	9:00-17:00	9:00-19:00	9:00-13:00
Proposed opening hours	9:30-17:00	9:30-17:00	9:30-17:00	9:30-17:00	9:30-19:00	9:30-16:00

Tier 3

Shirebrook	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30-17:00	9:30-17:00	9:30-17:00	9:30-17:00	9.30-19:00	9.30-13:00
Proposed opening hours	9.30:12:00	9.30-17:00		9.30-19:00	9.30-17:00	9.30-12:30

Staveley	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9.30-19:00	9.30-17:00	9.30-17:00	9.30-17:00	9.30-17:00	9.30-16:00
Proposed opening hours	9.30-19:00	9.30-12:00		9.30-17:00	9.30-17:00	9.30-12:30

Sandiacre	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9.30-17:00	9.30-17:00	9.30-14:00	9.30-17:00	9.30-17:00	9.30-13:00
Proposed opening hours	9.30-12:00	9.30-19:00		9.30-17:00	9.30-17:00	9.30-12:30

Appendix 6

Current and Proposed Timetables

Newbold	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9.30-13:00 14:-17:00	9.30-13:00 14:-19:00	9.30-13:00 14:-17:00	9.30-13:00 14:-17:00	9.30-13:00 14:-17:00	9.30-16:00
Proposed opening hours	9.30-17:00	9.30-19:00		9.30-17:00	9.30-12:00	9.30-12:30

S Normanton	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-13:00	9:00-18:00	9:00-13:00	9:00-17:00	9:00-17:00	9.30-12:30
Proposed opening hours	9.30-12:00	9.30-19:00		9.30-17:00	9.30-17:00	9.30-12:30

Clay Cross	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9.30-19:00	9.30-17:00	9.30-12:30	9.30-17:00	9.30-17:00	9.30-13:00
Proposed opening hours	9.30-19:00	9.30-17:00		9.30-17:00	9.30-12:00	9.30-12:30

Wirksworth	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours		9:00-13:00 14:00-19:00		9:00-13:00 14:00-17:00	9:00-13:00 14:00-17:00	9:00-13:00
Proposed opening hours		9.00-13:00 14:00-19:00		9.00-13:00 14:00-17:00	9.00-13:00 14:00-17:00	9.00-13:00

New Mills	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:00-13:00 14:00-17:00	9:00-13:00 14:00-19:00		9:00-13:00 14:00-19:00	9:00-13:00 14:00-17:00	9:00-13:00
Proposed opening hours	9.30-17:00	9.30-12:00		9.30-19:00	9.30-17:00	9.30-12:30

Appendix 6**Current and Proposed Timetables**

Eckington	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	10:00-12:30 13:30-17:30	13:30-17:30		10:00-12:30 13:30-17:30	10:00-12:30 13:30-19:00	9.30-12:30
Proposed opening hours	9.30-17:30			9.30-17:00	9.30-19:00	9.30-12:30

Chapel	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9.30-13:00 14:-17:30	9.30-13:00 14:-17:30		9.30-13:00 14:-19:00	9.30-13:00 14:-17:30	9.30-13:00
Proposed opening hours	9.30-12:00	9.30-17:00		9.30-19:00	9.30-17:00	9.30-12:30

Appendix 7

Individual Library Profiles

Each library profile contains information on:

- ☐ The location of the building
- ☐ Current opening hours
- ☐ The library premises
- ☐ Services available
- ☐ Usage figures
- ☐ Indicative running costs of the building

Notes on usage figures, costs and charts

Visits = door count of visitors to the library via use of electronic door counter during the period.

Computer uses = number of computer bookings during the period.

Active members as of 31 March 2017. Active members are those who have issued, renewed, returned or reserved an item, or have booked a computer session in the past 12 months.

Running costs for the library building include rates, utilities, cleaning, waste management, rent, service charges, repairs and maintenance contracts and call outs, security alarms, security call outs and pest control, these figures do not include library staffing costs.

Borrowash Library

Victoria Avenue
Borrowash
Derbyshire
DE72 3HE
01629 533448
borrowash.library@derbyshire.gov.uk



Opening hours

Monday	9.00-17.00
Tuesday	Closed
Wednesday	9.00-19.00
Thursday	Closed
Friday	9.00-19.00
Saturday	9.00-13.00

Total hours open – 32 hours per week

Premises and Location

Borrowash is a village in the Erewash district of Derbyshire situated immediately east of the Derby city boundary. The Library occupies approximately 164m² of which 131m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

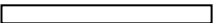

Services available

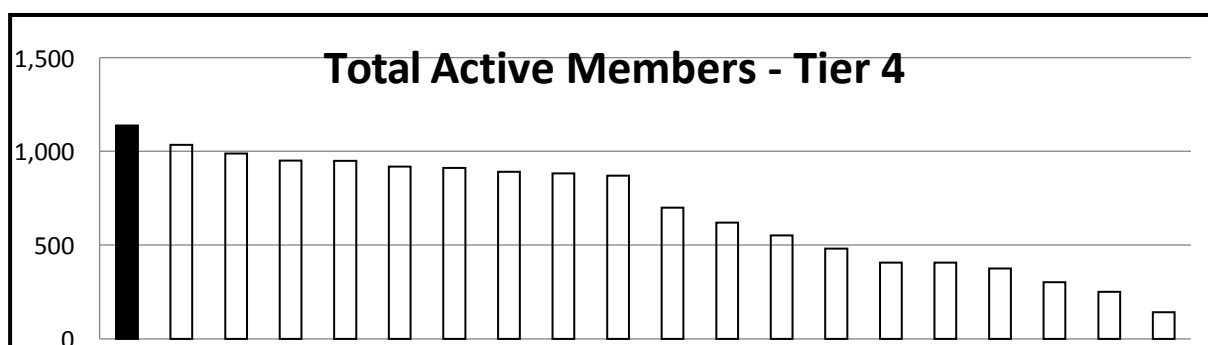
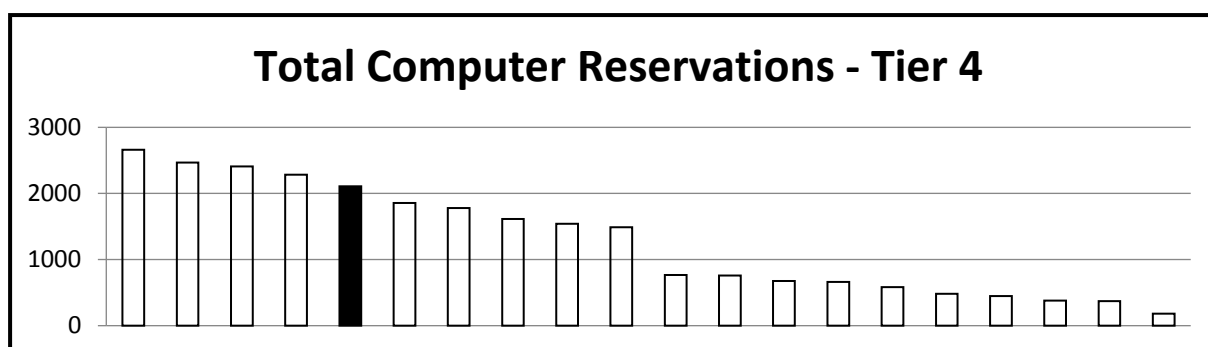
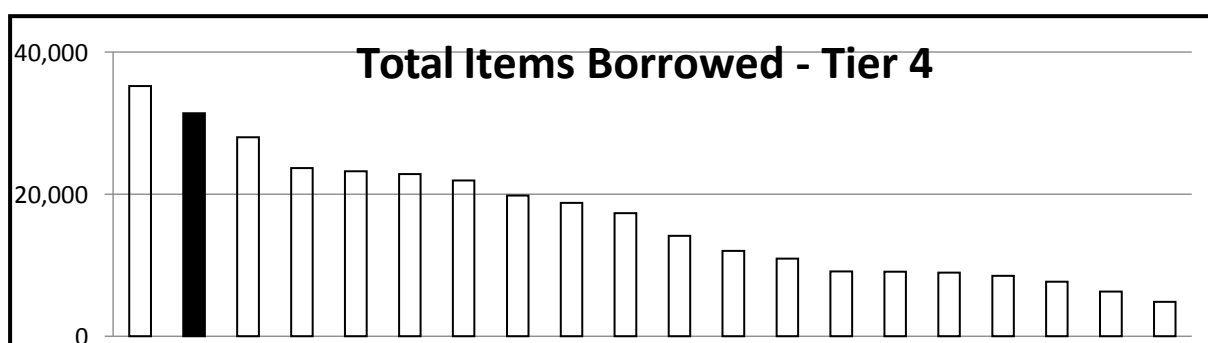
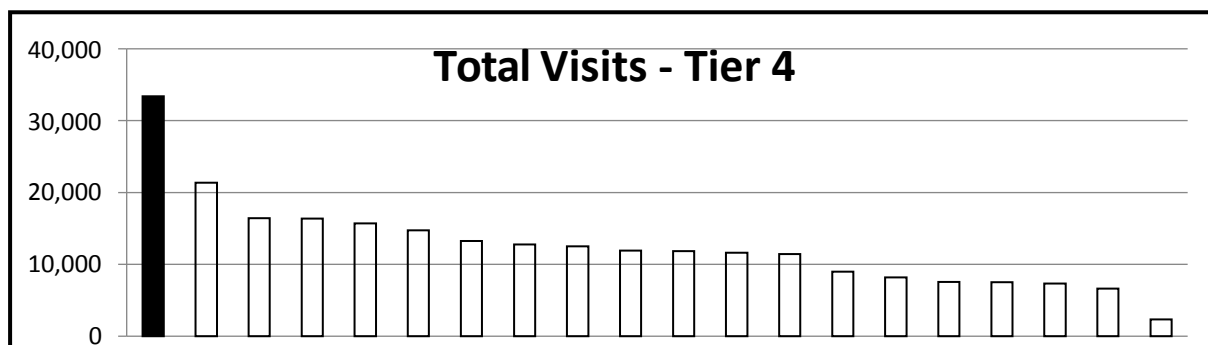
- Books - including audio and large print
- DVDs and CDs available to request
- Free internet access
- Home Library Service
- Library Information Service
- Local studies and family history
- Online information
- Photocopier black and white
- Story and Rhyme Time
- Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
33,384	31,388	2,107	1,138	5	£10,274

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Etwall Library

Egginton Road

Etwall

Derbyshire

DE65 6NB

01629 532633

etwall.library@derbyshire.gov.uk



Opening hours

Monday	Closed	-	14.00-19.00
Tuesday	Closed	-	Closed
Wednesday	10.00-13.00	-	14.00-17.00
Thursday	Closed	-	14.00-19.00
Friday	Closed	-	Closed
Saturday	Closed	-	Closed
Total hours open – 16 hours per week			

Premises and Location

Etwall is a village in the South Derbyshire District of Derbyshire. The Library occupies approximately 112m² of which 104m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

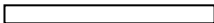

Services available

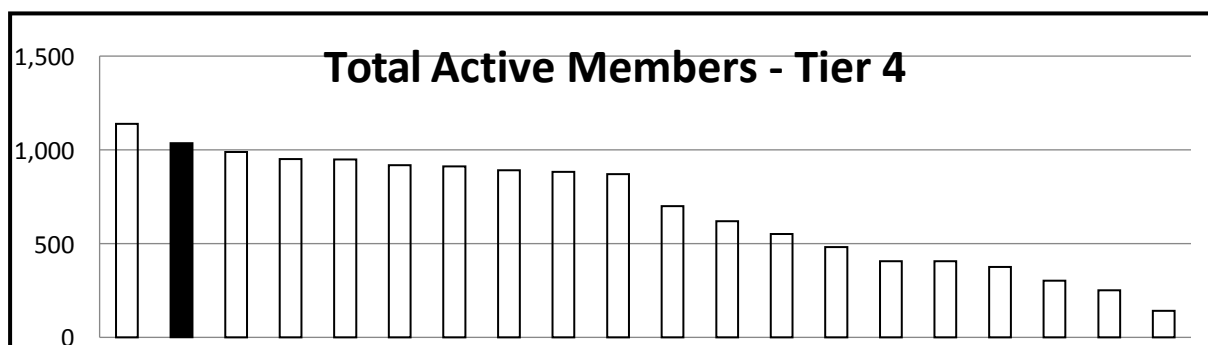
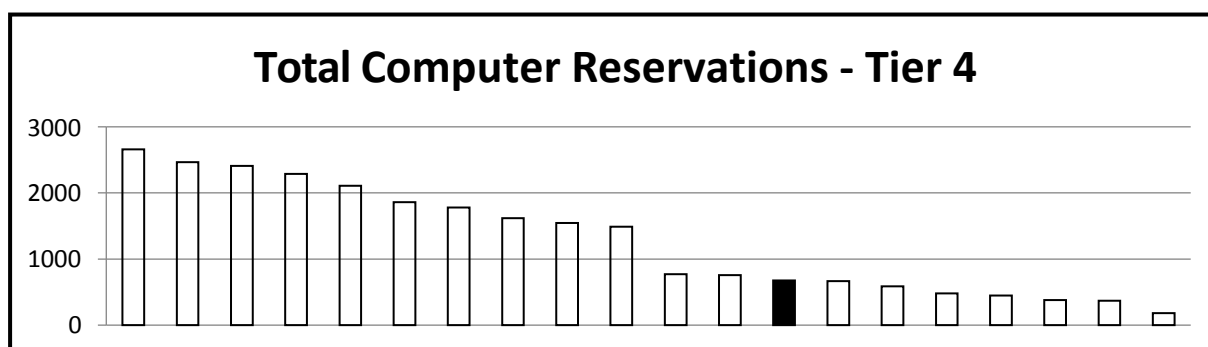
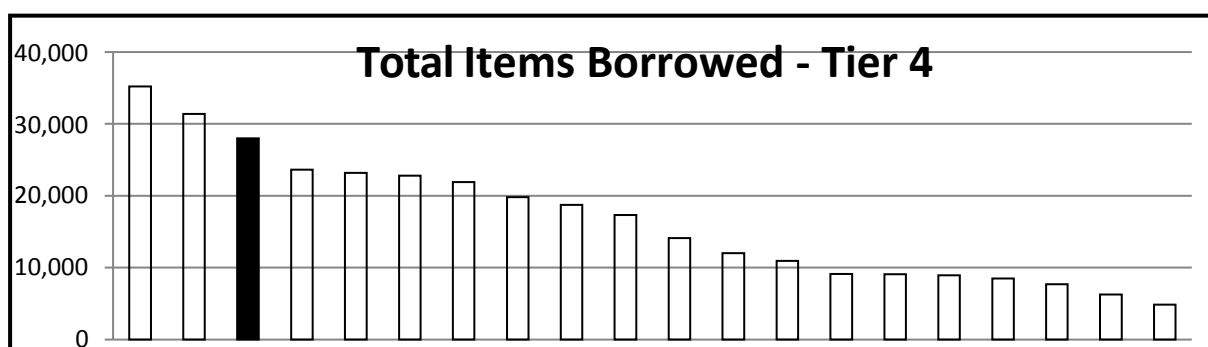
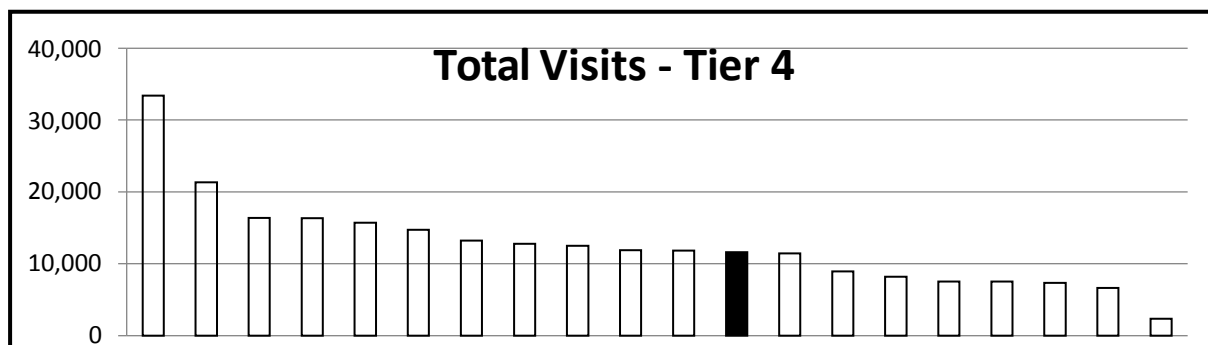
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Online information
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
11,619	28,006	675	1,035	5	£8,450

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Clowne Library

Recreation Close
Clowne
Chesterfield
Derbyshire
S43 4PL
01629 537248
clowne.library@derbyshire.gov.uk



Opening hours

Monday	14.00	-	19.00
Tuesday	10.00	-	17.00
Wednesday	Closed		Closed
Thursday	10.00	-	17.00
Friday	14.00	-	17.00
Saturday	09.30	-	13.00

Premises and Location

Total hours open – 25.5 hours per week

Clowne is a village in the Bolsover District of Derbyshire. The Library occupies approximately 140m² of which 123m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

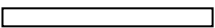

Services available

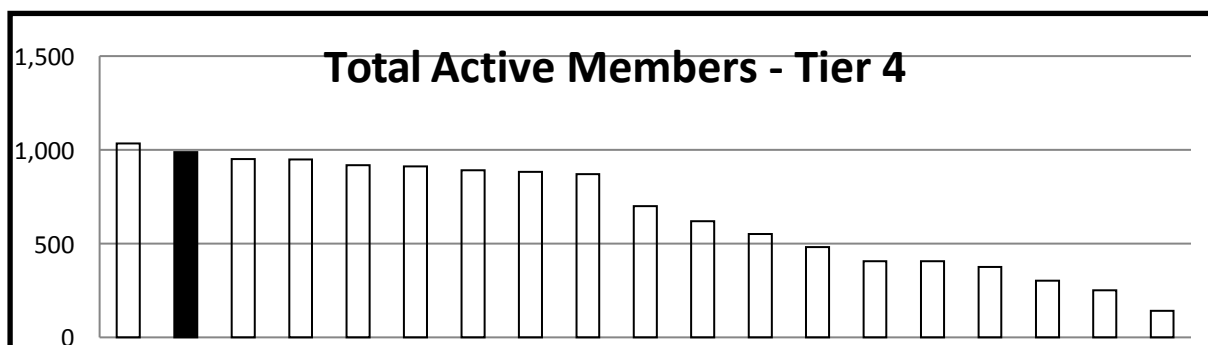
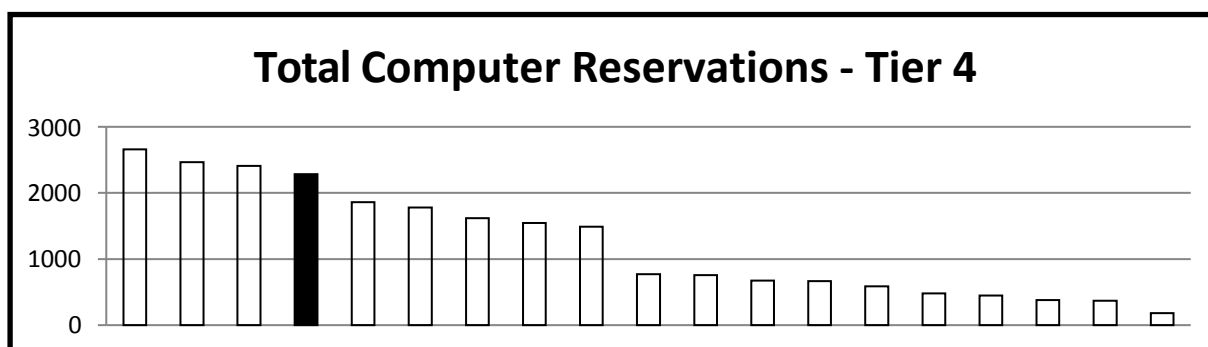
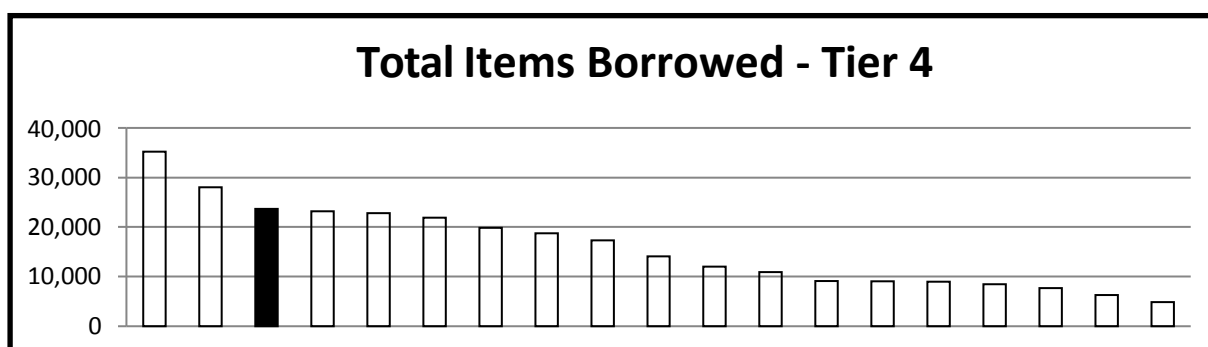
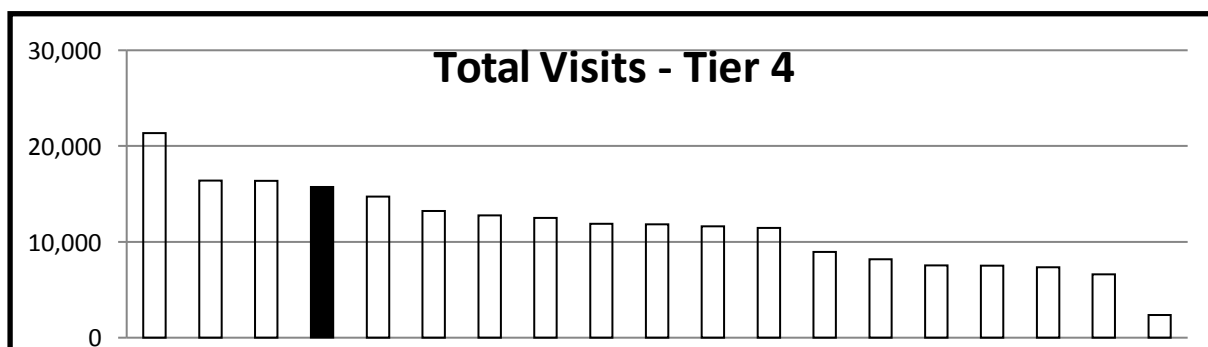
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Fax
- ☐ Free internet access
- ☐ Health and Wellbeing zone
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Online information
- ☐ Photocopier black and white
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
15,720	23,668	2,284	988	4	£11,500

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Duffield Library

Wirksworth Road
Duffield
Belper
Derbyshire
DE56 4GH
01629 533919
duffield.library@derbyshire.gov.uk



Opening hours		
Monday	9.30-13.00	- 14.00-17.00
Tuesday	Closed	- Closed
Wednesday	Closed	- 14.00-19.00
Thursday	Closed	- Closed
Friday	9.30-13.00	- 14.00-18.00
Saturday	9.30-13.00	- Closed
Total hours open – 22.5 hours per week		

Premises and Location

Duffield is situated in the Amber Valley District of Derbyshire. The Library occupies approximately 109m² of which 98m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

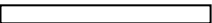

Services available

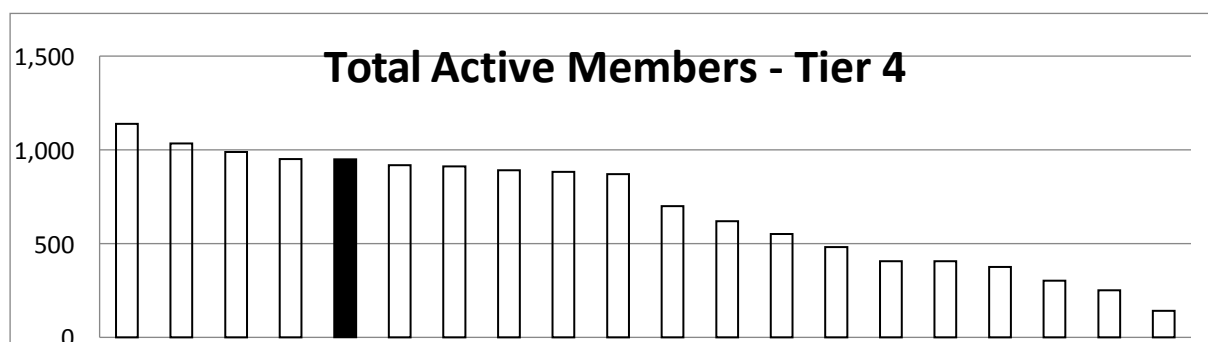
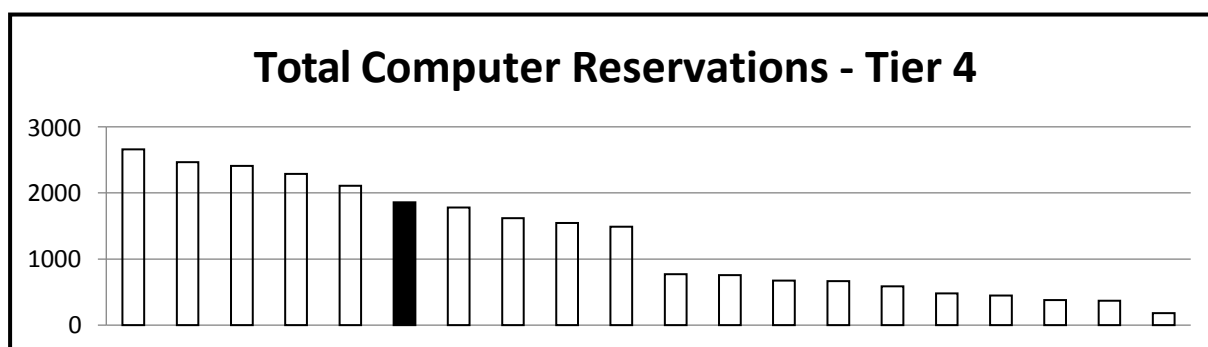
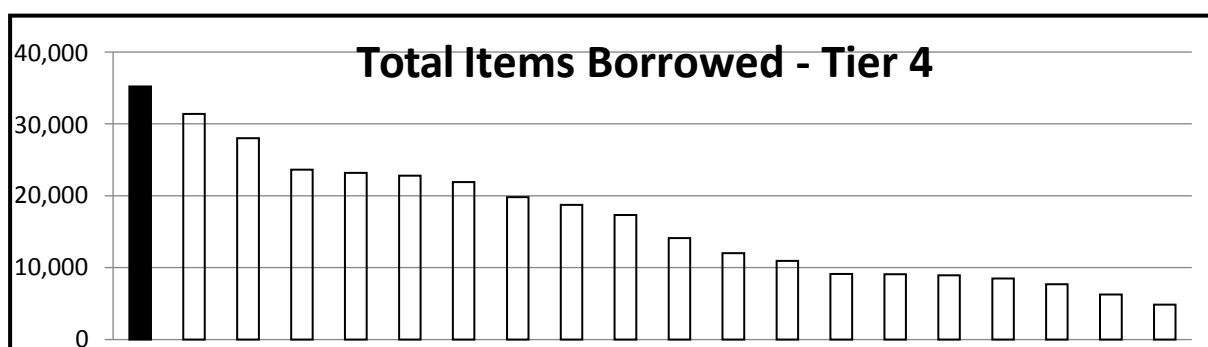
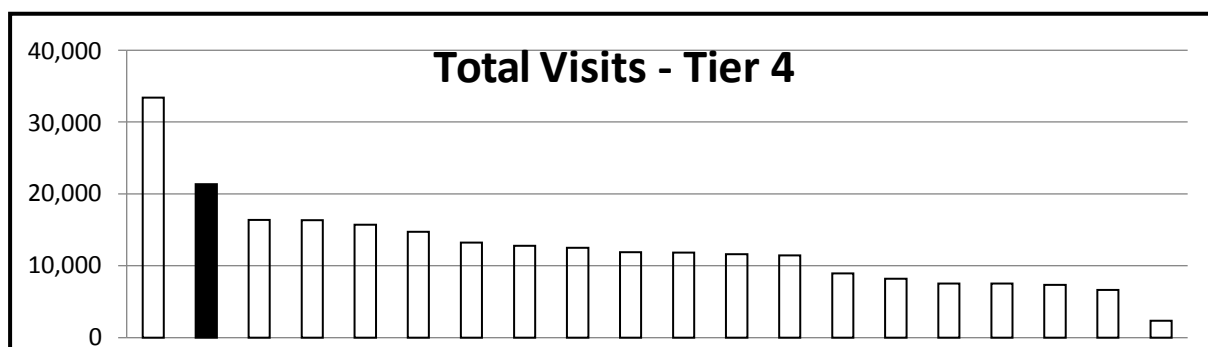
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Reading activities for teenagers
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
21,353	35,225	1,858	949	4	£8,525

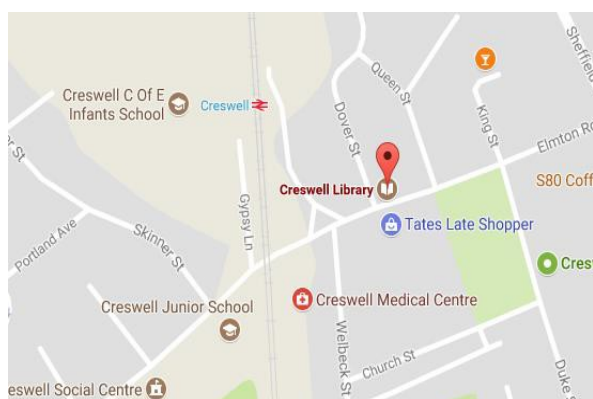
Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Creswell Library

Elmton Road
Creswell
Derbyshire
S80 4E
01629 537422
creswell.library@derbyshire.gov.uk



Opening hours

Monday	Closed	-	14.00-17.00
Tuesday	10.00-13.00	-	Closed
Wednesday	Closed	-	Closed
Thursday	10.00-13.00	-	14.00-17.00
Friday	Closed	-	14.00-19.00
Saturday	9.30-13.00	-	Closed
Total hours open – 20.5 hours per week			

Premises and Location

Creswell is a former mining village located in the Bolsover District of Derbyshire. The Library occupies approximately 174m² of which 163m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

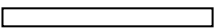

Services available

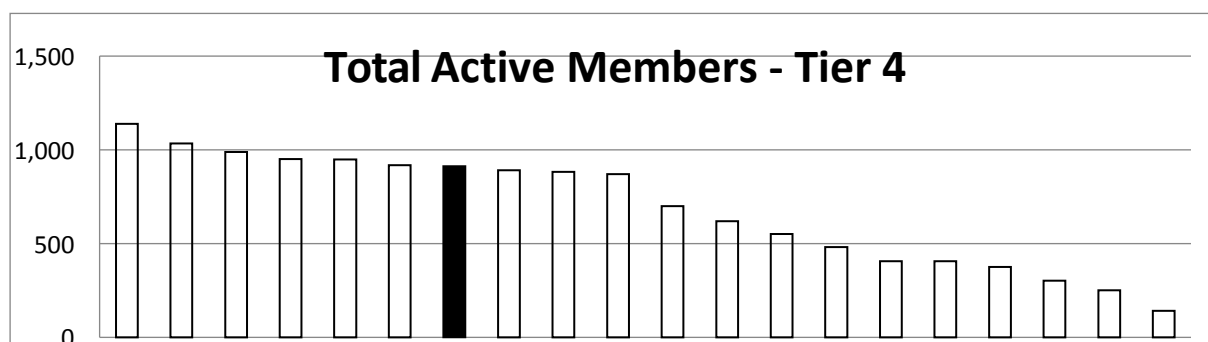
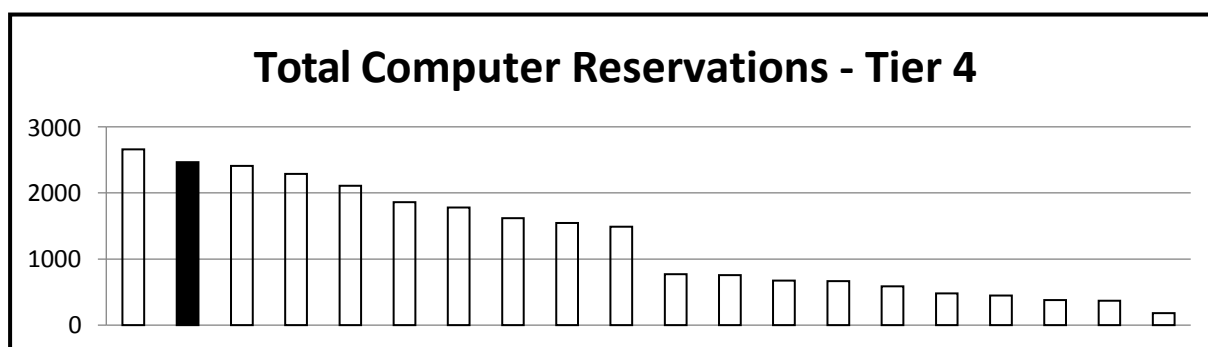
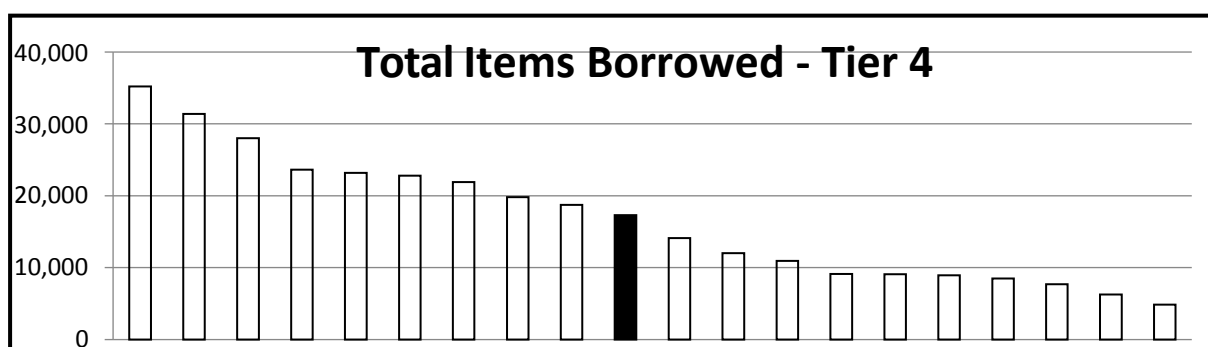
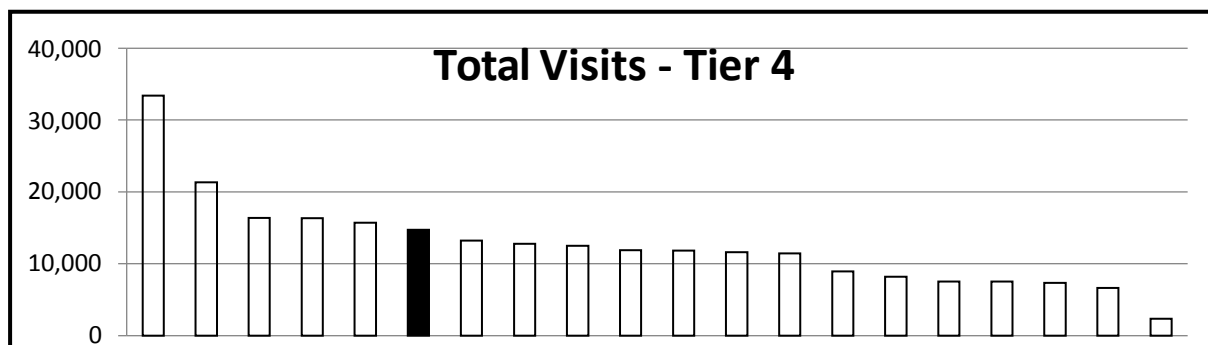
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Fax
- ☐ Free internet access
- ☐ Health and Wellbeing zone
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Photocopier black and white
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
14,729	17,315	2,465	912	5	£10,184

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Brimington Library

Church Street
Brimington
Chesterfield
Derbyshire
S43 1JG
01246 271547
brimington.library@derbyshire.gov.uk



Opening hours

Monday	10.00-12.30	-	13.30-19.00
Tuesday	10.00-12.30	-	13.30-17.00
Wednesday	Closed	-	Closed
Thursday	10.00-12.30	-	13.30-17.00
Friday	Closed	-	13.30-17.00
Saturday	9.30-12.30	-	Closed

Total hours open – 26.5 hours per week

Premises and Location

Brimington is a civil parish within the borough of Chesterfield situated in North-East Derbyshire. The Library occupies approximately 219m² of which 184m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

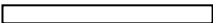

Services available

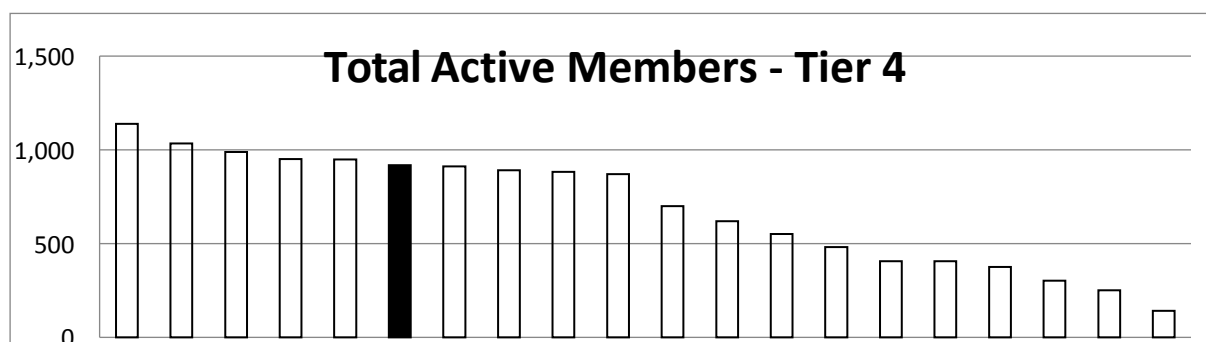
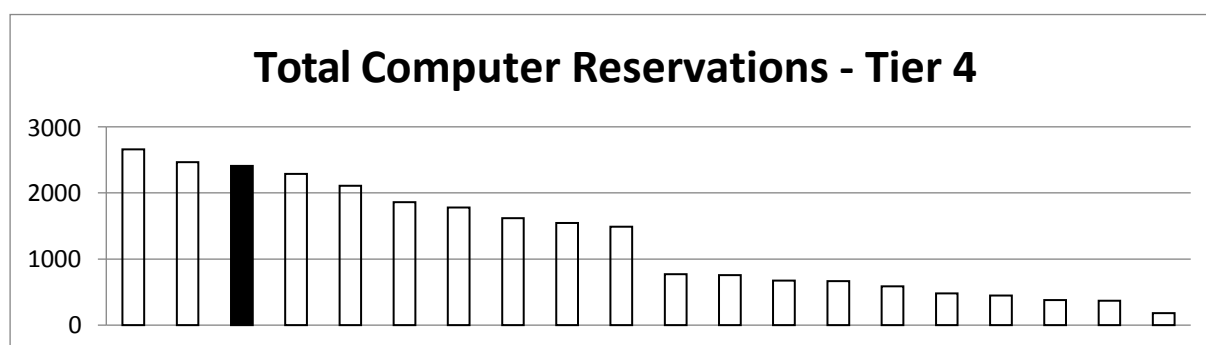
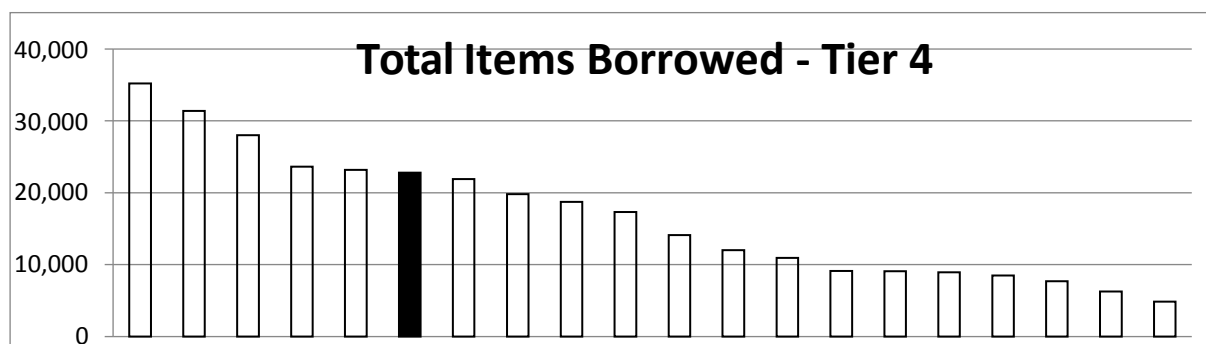
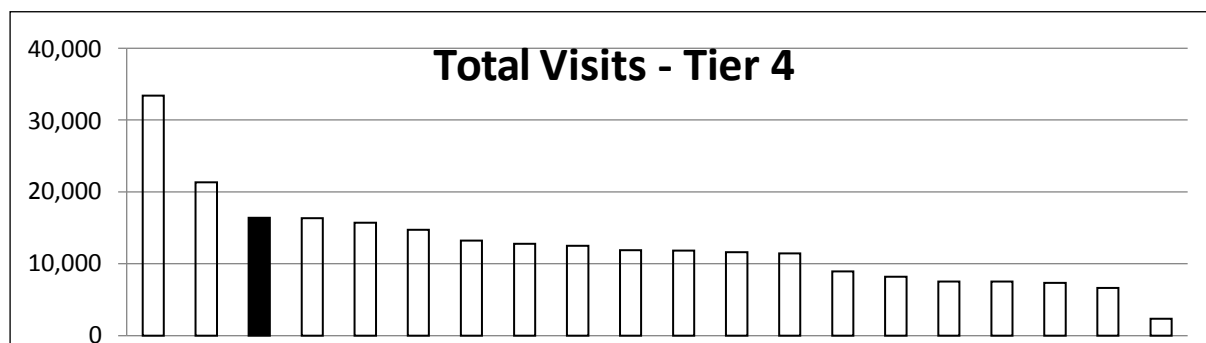
- ☐ Books - including audio and large print
- ☐ CDs available to request
- ☐ DVDs
- ☐ Free internet access
- ☐ Health & Wellbeing zone
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Photocopier black and white
- ☐ Story and Rhyme Time
- ☐ Wi-Fi
- ☐ Self-service machine

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
16,403	22,801	2,409	918	7	£20,200

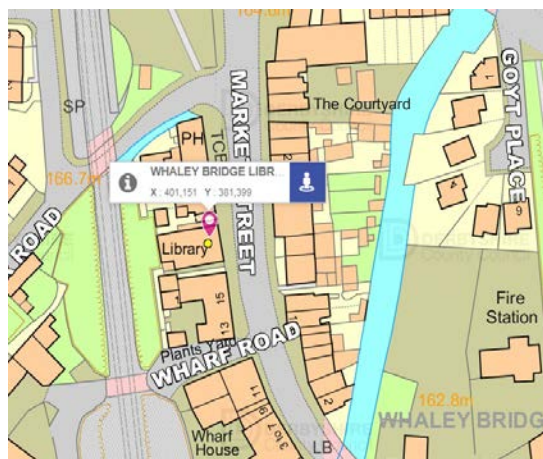
Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Whaley Bridge Library

Mechanics' Institute
21 Market Street
Whaley Bridge
High Peak
Derbyshire
SK23 7AA
01629 533354
whaleybridge.library@derbyshire.gov.uk



Opening hours

Monday	Closed	- 14.00-19.00
Tuesday	10.00-13.00	- 14.00-17.00
Wednesday	Closed	- Closed
Thursday	10.00-13.00	- 14.00-17.00
Friday	10.00-13.00	- Closed
Saturday	9.30-13.00	- Closed
Total hours open – 23.5 hours per week		

Premises and Location

Whaley Bridge is a town in the High Peak District of Derbyshire. The Library occupies approximately 119m² of which 97m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

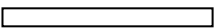

Services available

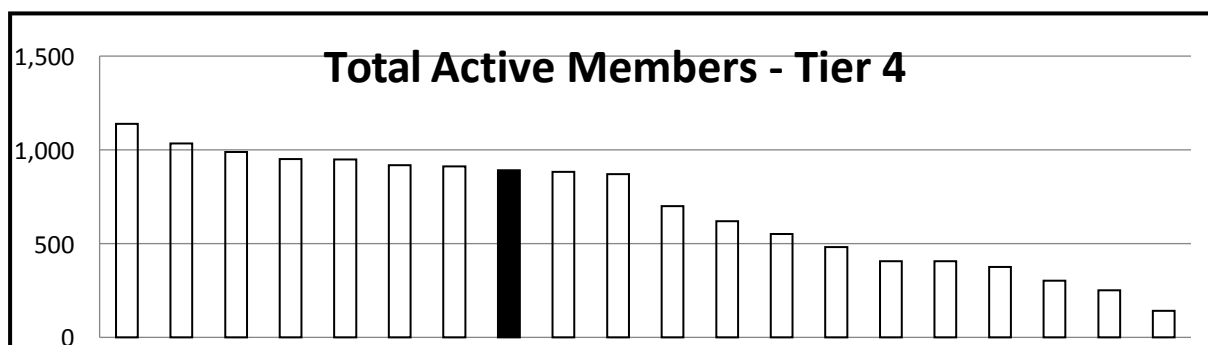
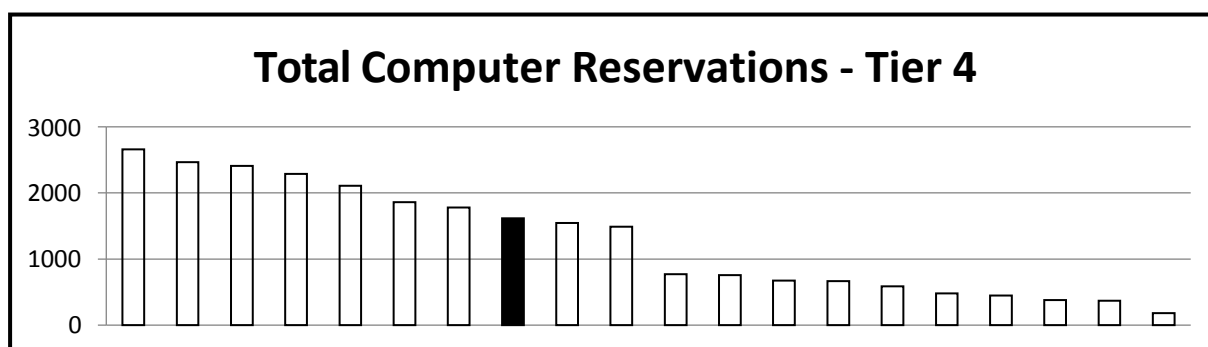
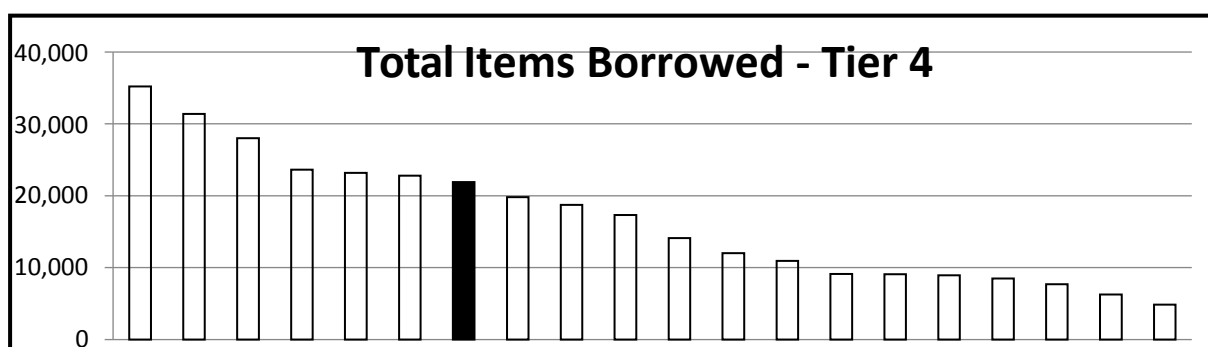
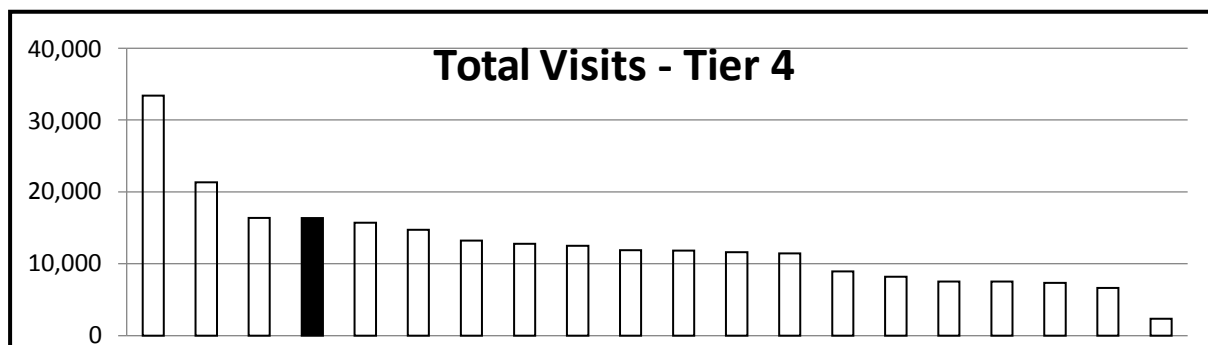
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Fax
- ☐ Free internet access
- ☐ Health and Wellbeing zone
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Photocopier black and white
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
16,364	21,913	1,616	891	5	£11,660

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Killamarsh Library

Killamarsh Community Campus

Stanley Street

Killamarsh

Derbyshire

S21 1EL

01629 537426

killamarsh.library@derbyshire.gov.uk:



Opening hours

Monday	10.00-12.30	-	13.30-17.00
Tuesday	Closed	-	Closed
Wednesday	10.00-12.30	-	13.30-19.00
Thursday	10.00-12.30	-	13.30-17.00
Friday	Closed	-	14.00-17.00
Saturday	9.30-13.00	-	Closed
Total hours open – 26.5 hours per week			

Premises and Location

Killamarsh is a town in North East Derbyshire. The Library occupies approximately 133m² of which 121m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

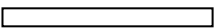

Services available

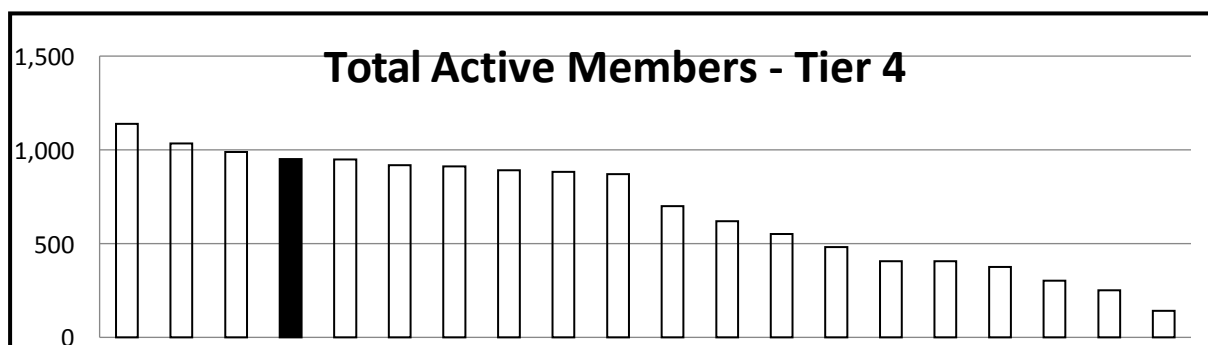
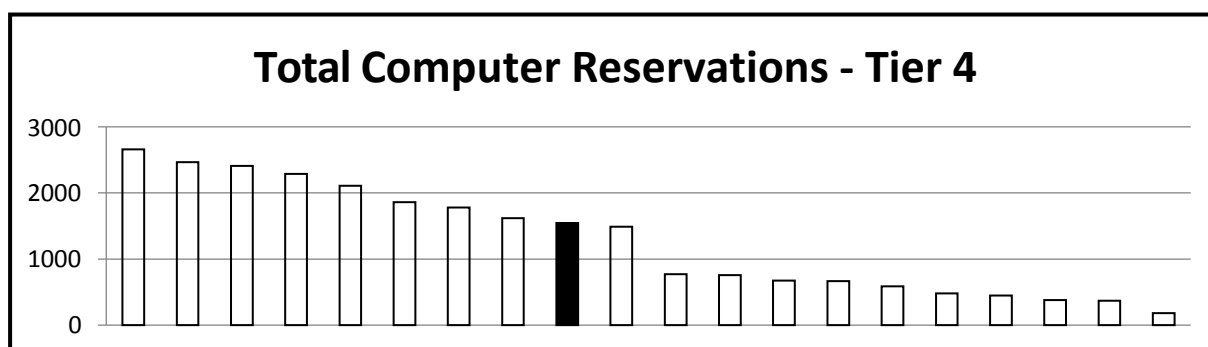
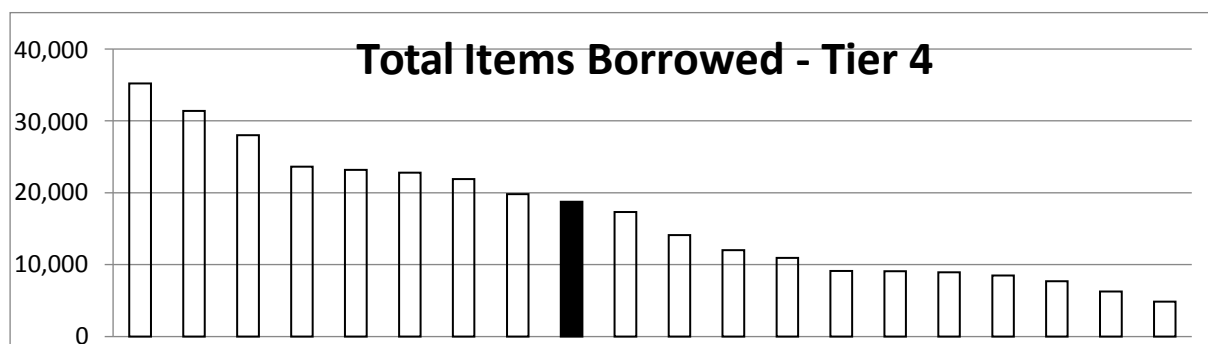
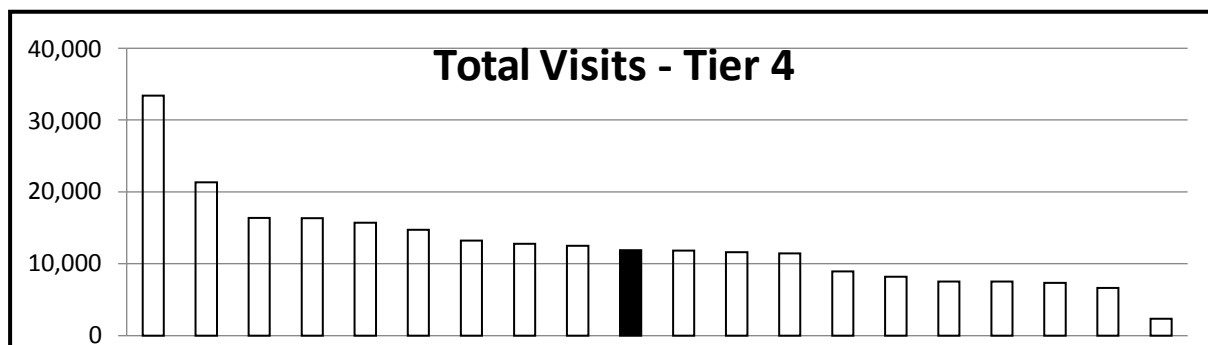
- ☐ Books - including audio and large print
- ☐ CDs available to request
- ☐ DVDs
- ☐ Free internet access
- ☐ Health and wellbeing zone
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ local studies and family history
- ☐ Online information
- ☐ photocopier black and white
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
11,901	18,765	1,544	951	4	£8,847

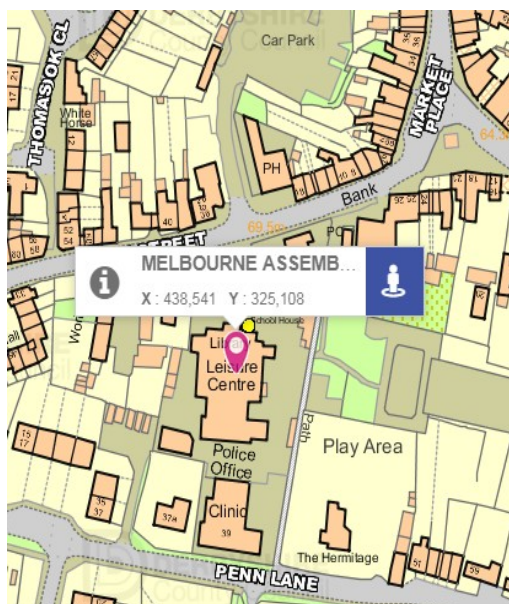
Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Melbourne Library Profile

Melbourne Assembly Rooms
High Street
Melbourne
Derbyshire
DE73 8GF
01629 533363
melbourne.library@derbyshire.gov.uk



Opening hours

Monday	Closed	- 14.00-17.00
Tuesday	Closed	- Closed
Wednesday	Closed	- 14.00-17.30
Thursday	Closed	- Closed
Friday	09.00-13.00	- 14.00-19.00
Saturday	Closed	- Closed
Total hours open – 15.5 hours per week		

Premises and Location

Melbourne is a market town situated in the District of South Derbyshire. The Library occupies approximately 112m² of which 112m² is public area.

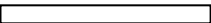

Services available

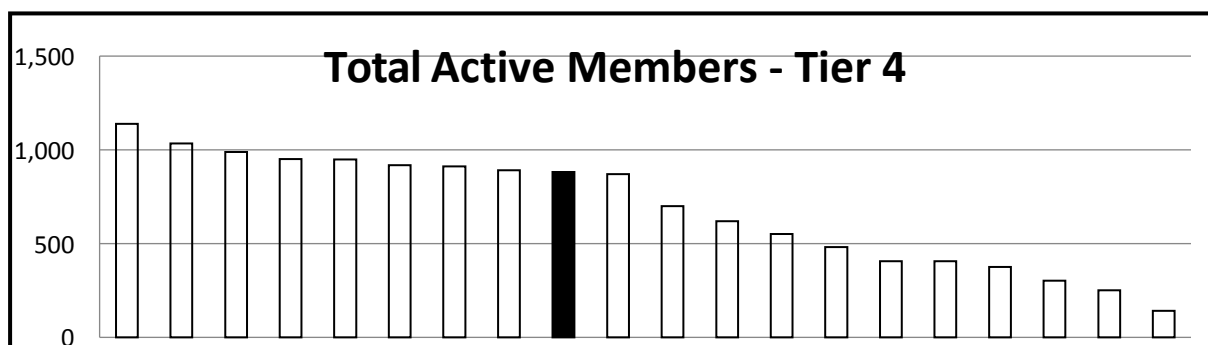
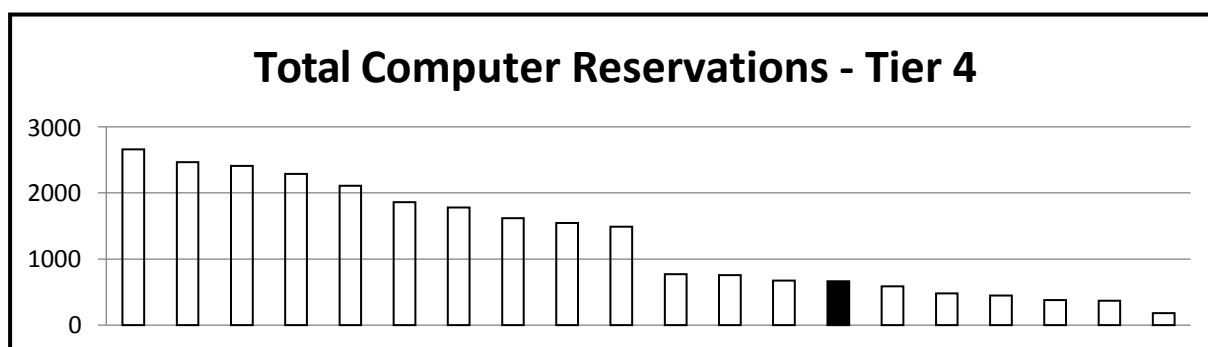
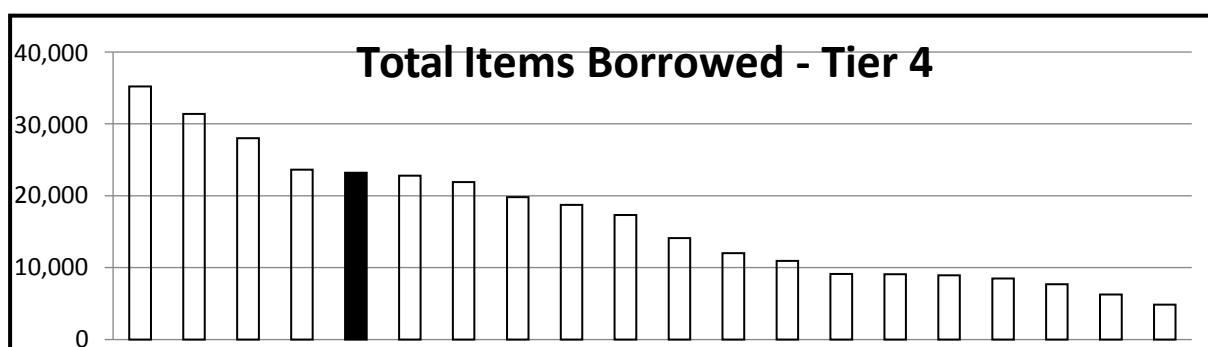
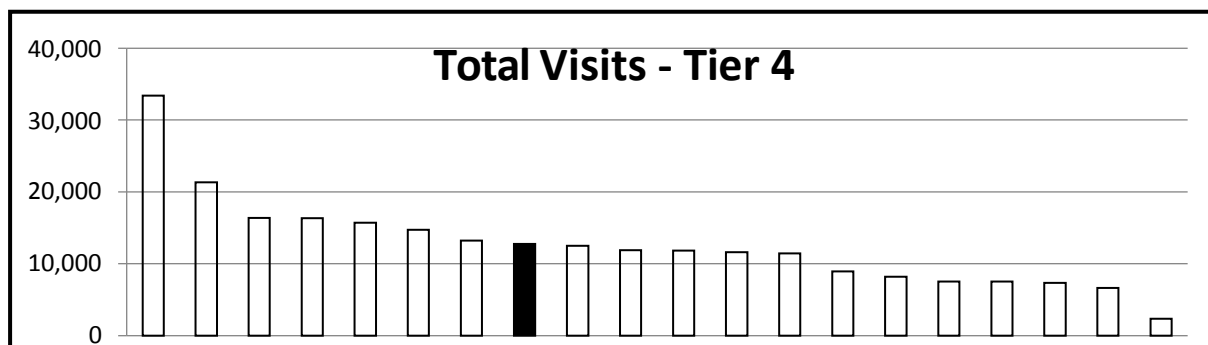
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Online information
- ☐ Local studies and family history
- ☐ Story and Rhyme Time
- ☐ Wi-Fi
- ☐ Self-service machine

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
12,775	23,216	663	882	6	£9,597

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Hadfield Library

Station Road
Hadfield
Glossop
Derbyshire
SK13 1AA
01629 533445



hadfield.library@derbyshire.gov.uk

Opening hours

Monday	Closed	-	Closed
Tuesday	Closed	-	14.00 to 19.00
Wednesday	Closed	-	Closed
Thursday	10.00 to 13.00	-	14.00 to 17.00
Friday	Closed	-	14.00 to 17.00
Saturday	9.30 to 13.00	-	Closed
Total hours open – 17.5 hours per week			

Hadfield is a town in the High Peak District of Derbyshire. The Library occupies approximately 314m² of which 237m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

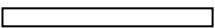

Services available

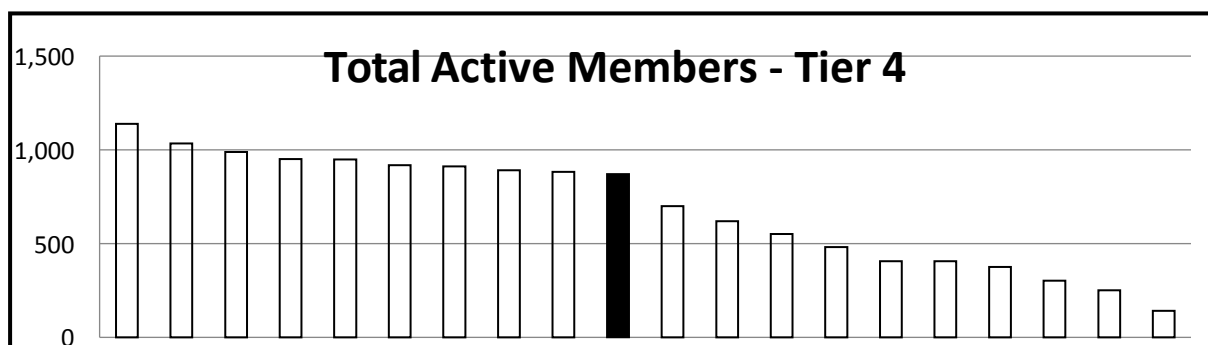
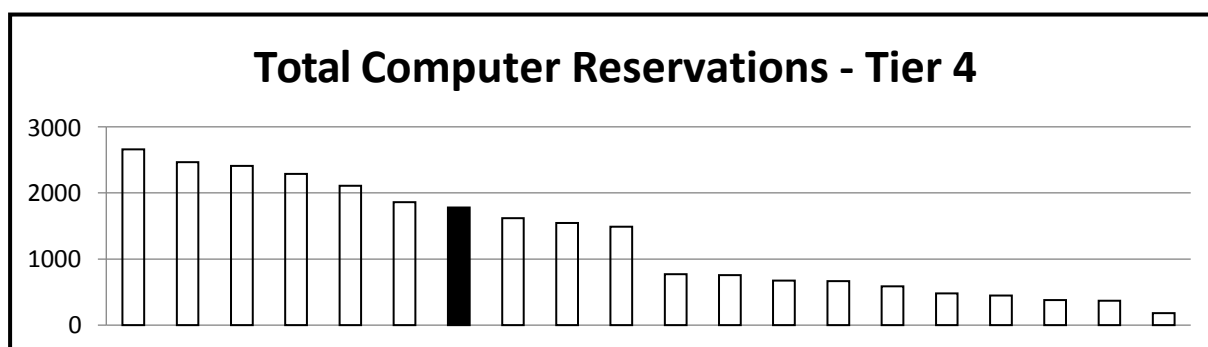
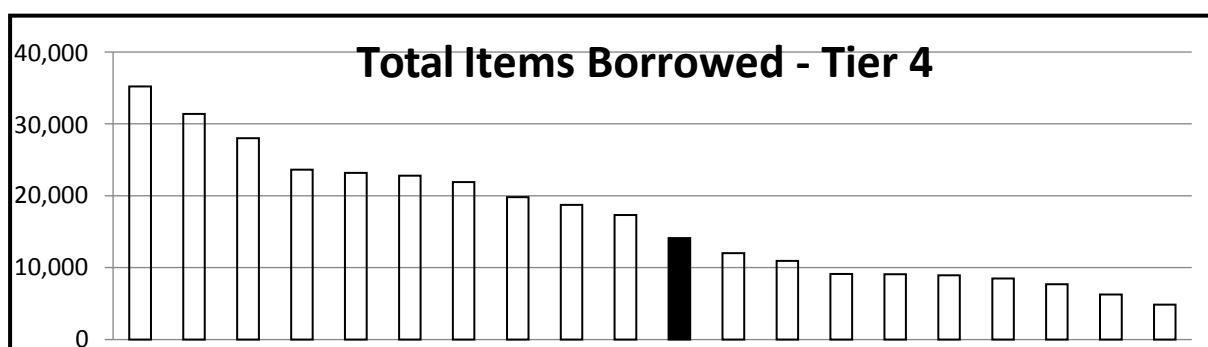
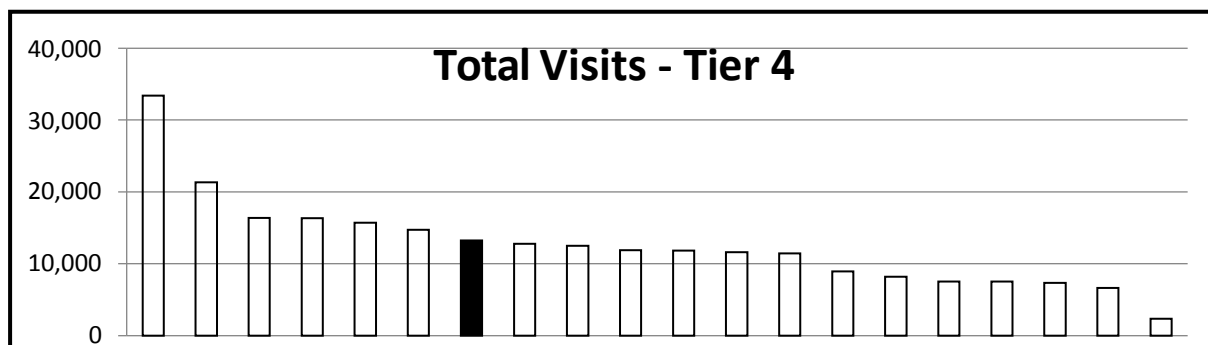
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Online information
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
13,242	14,120	1,778	870	7	£8,739

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Holmewood Library

Heath Road
Holmewood
Chesterfield
Derbyshire
S42 5RB



01629 533355

holmewood.library@derbyshire.gov.uk

Opening hours

Monday	Closed	- 14.00 -17.00
Tuesday	Closed	- Closed
Wednesday	Closed	- Closed
Thursday	10.00 to 13.00	- 14.00-19.00
Friday	10.00-13.00	- Closed
Saturday	9.30-13.00	- Closed
Total hours open – 17.5 hours per week		

Premises and Location

Holmewood is a former coal mining village in the North East Derbyshire District of Derbyshire. The Library occupies approximately 121m² of which 104m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

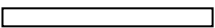

Services available

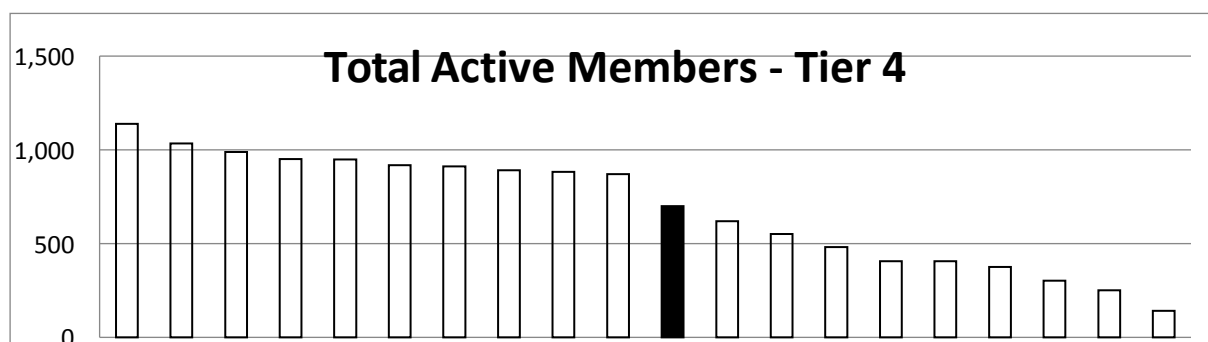
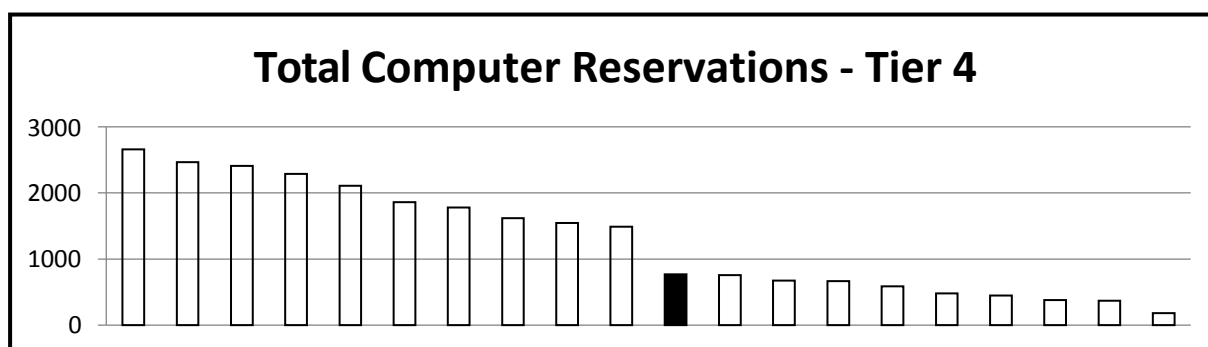
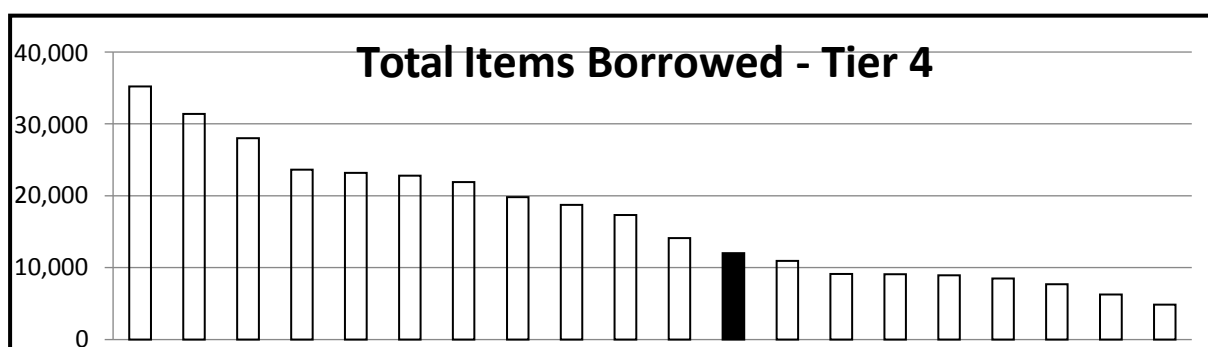
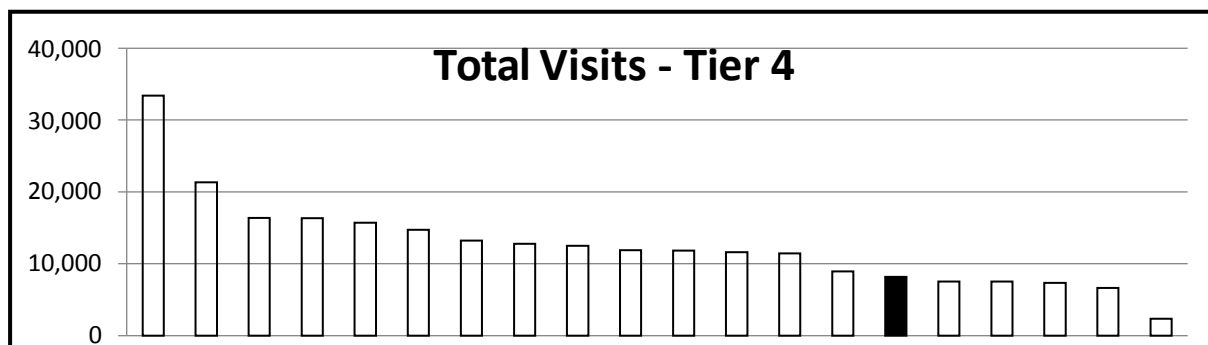
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
8,189	12,027	769	700	6	£7,519

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Gamesley Library

Gamesley Primary School
Grindleford Grove
Gamesley
Glossop
Derbyshire
SK13 6HW
01629 533649
gamesley.library@derbyshire.gov.uk



Opening hours

Monday	Closed	- 14.00-17.30
Tuesday	Closed	- Closed
Wednesday	Closed	- 14.00-17.30
Thursday	10.00-13.00	- 14.00-19.00
Friday	Closed	- Closed
Saturday	09.30-13.00	- Closed
Total hours open – 18.5 hours per week		

Premises and Location

Gamesley is a village in the High Peak District of Derbyshire. The Library occupies approximately 204m² of which 187m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

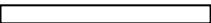

Services available

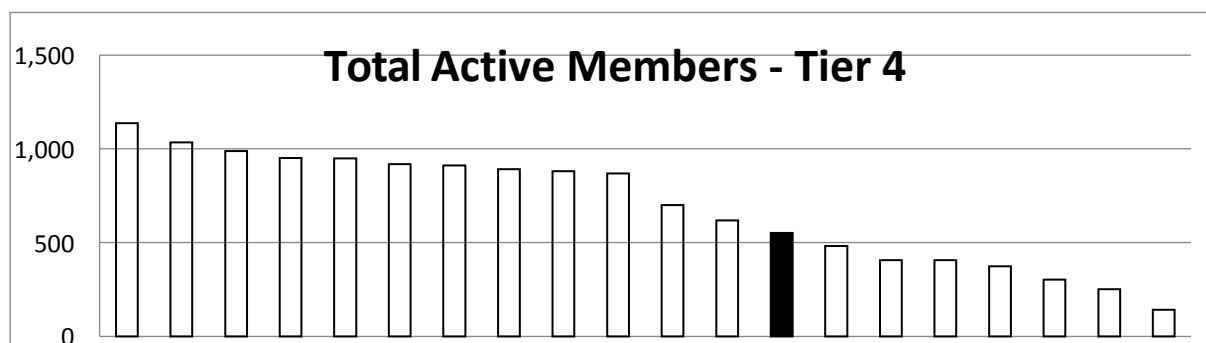
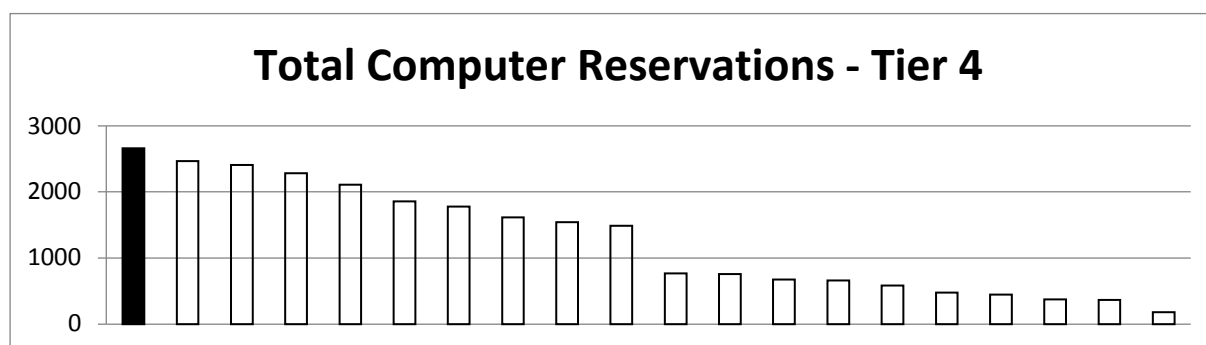
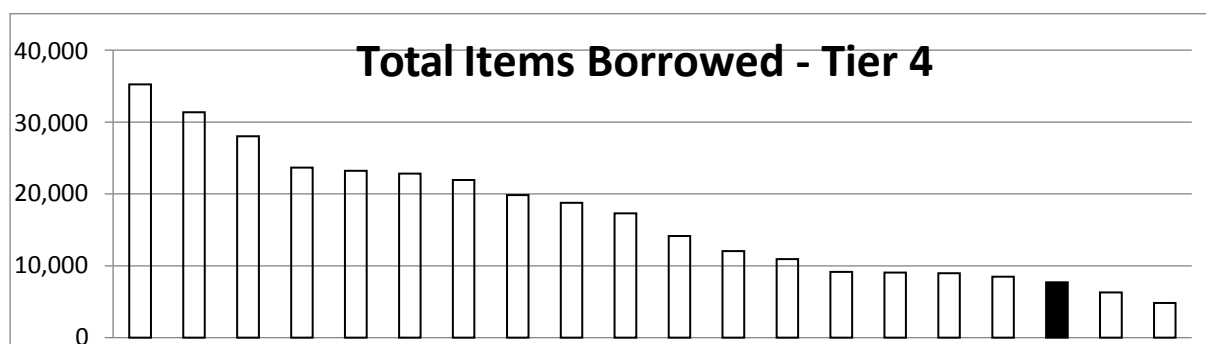
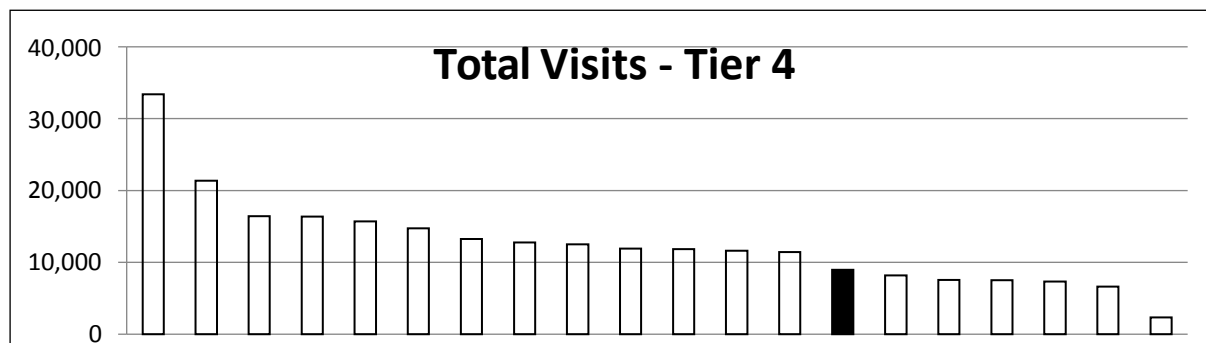
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Health and Wellbeing zone
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Online information
- ☐ Story and Rhyme Time
- ☐ Meeting Room
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
8,961	7,695	2,660	552	7	£12,278

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Whitwell Library

Community Centre
Portland Street
Whitwell
Derbyshire
S80 4NN
01629 533988
whitwell.library@derbyshire.gov.uk



Opening hours

Monday	Closed	- 14.00-17.00
Tuesday	Closed	- Closed
Wednesday	10.00-13.00	- 14.00-17.00
Thursday	Closed	- Closed
Friday	Closed	- 14.00-19.00pm
Saturday	9:30-13.00	- Closed
Total hours open – 17.5 hours per week		

Premises and Location

Whitwell is a town in the Bolsover District of Derbyshire. The Library occupies approximately 95m² of which 86m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

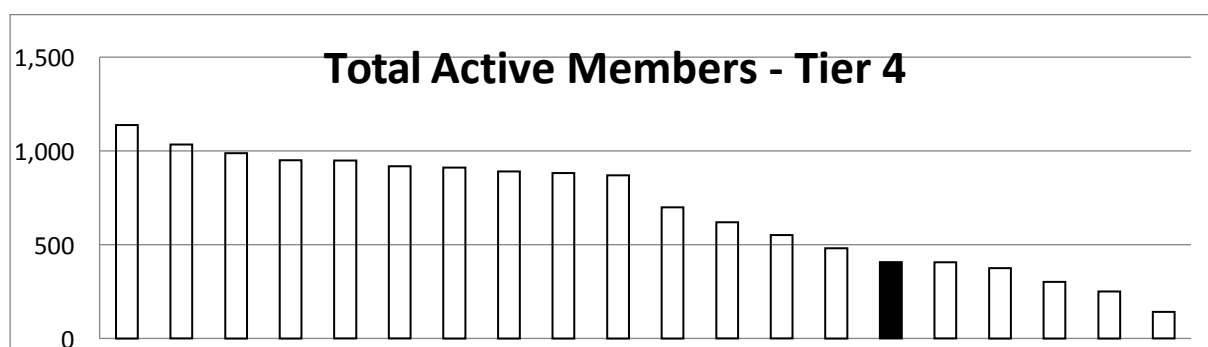
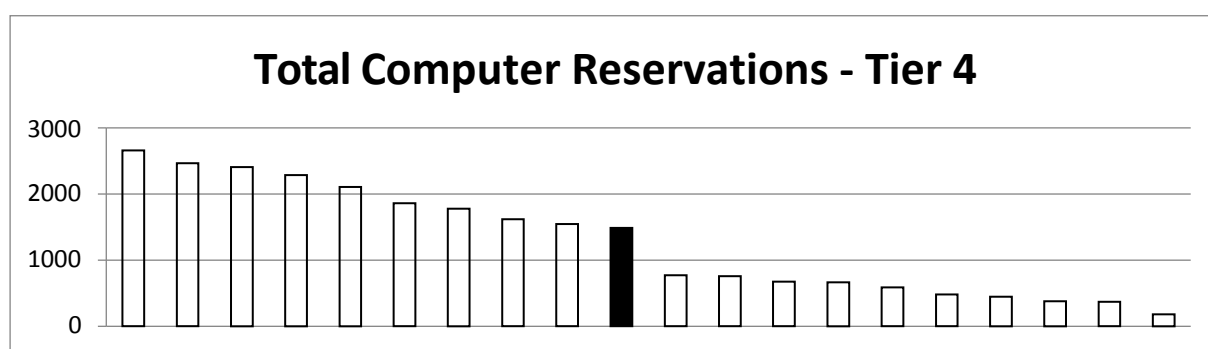
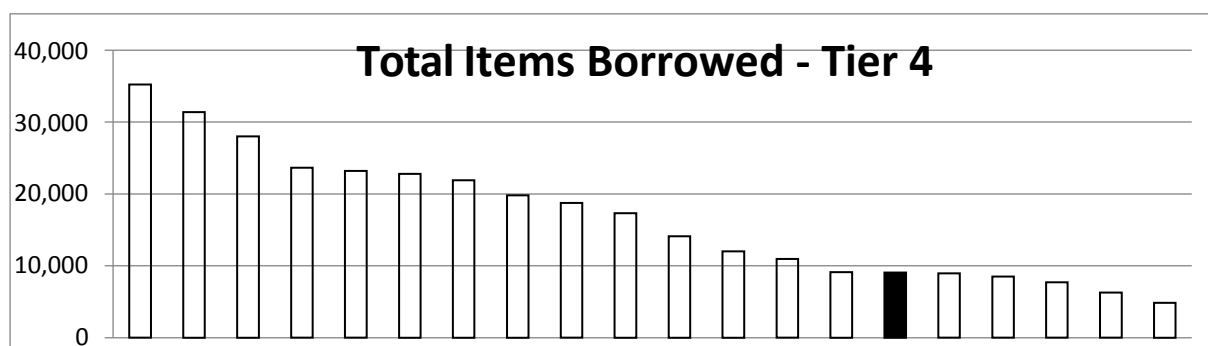
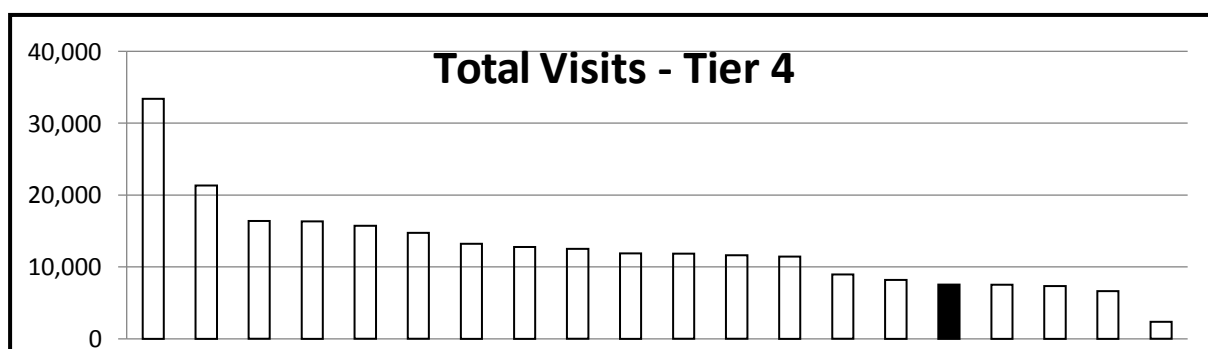
Services available

- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
7,544	9,067	1,487	407	4	£4,997

Usage compared to other Derbyshire branch libraries April 2016 – March 2017



Wingerworth Library

Parish Rooms
New Road
Wingerworth
Chesterfield
Derbyshire
S42 6TB
01629 531811
wingerworth.library@derbyshire.gov.uk



Opening hours

Monday	10.00-13.00	-	14.00 to 19.00
Tuesday	Closed	-	Closed
Wednesday	Closed	-	Closed
Thursday	Closed	-	14.00 to 19.00
Friday	Closed	-	Closed
Saturday	9.30-13.00	-	Closed
Total hours open – 16.5 hours per week			

Premises and Location

Wingerworth is a large village in the North East Derbyshire District of Derbyshire. The Library occupies approximately 102m² of which 102m² is public area.

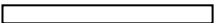

Services available

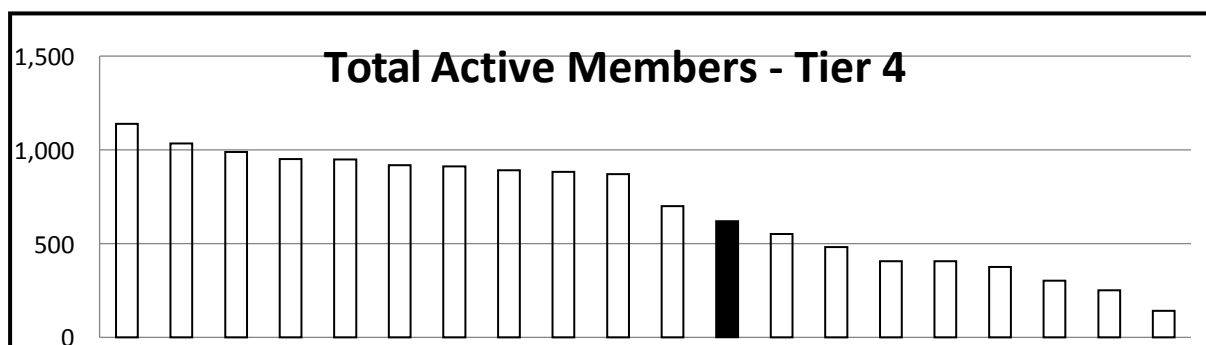
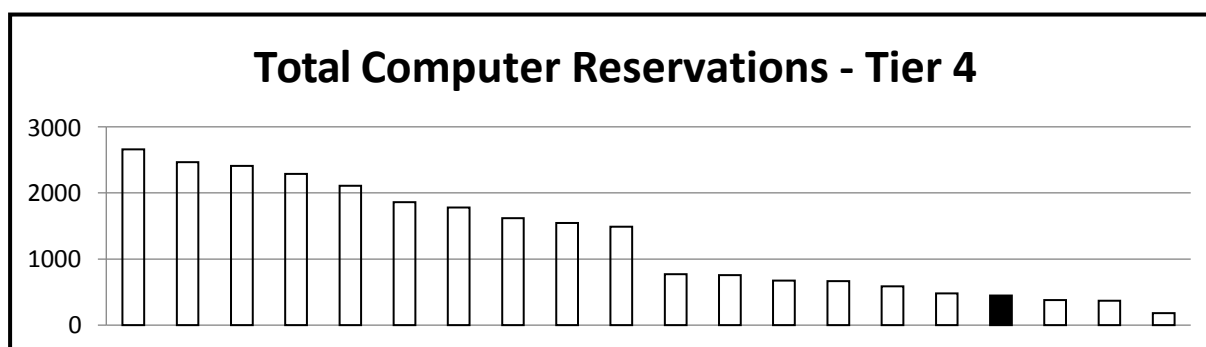
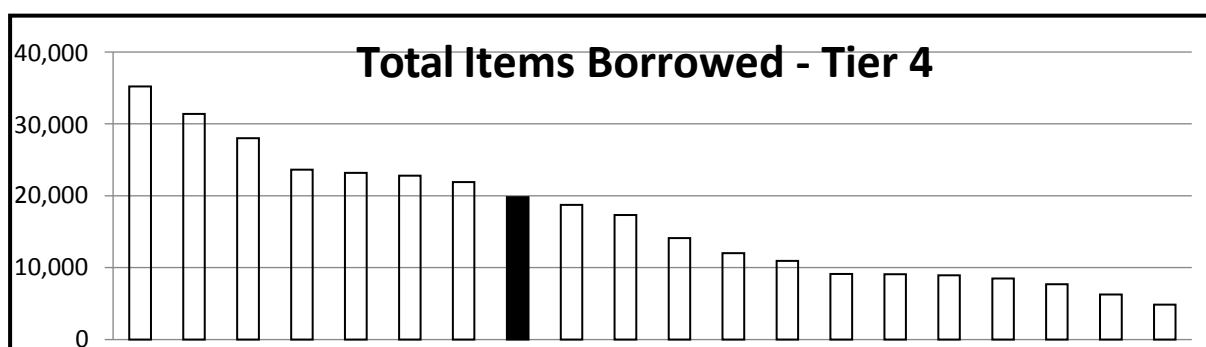
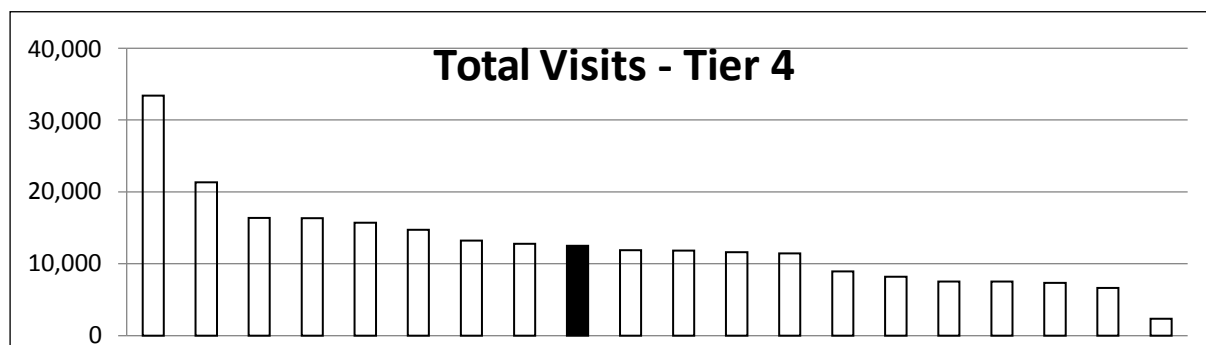
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
12,509	19,822	447	619	2	£3,270

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Pinxton Library

Kirkstead Road

Pinxton

Derbyshire

NG16 6NA

01629 535815

pinxton.library@derbyshire.gov.uk



Opening hours

Monday	Closed	-	Closed
Tuesday	Closed	-	14.00-17.00
Wednesday	Closed	-	Closed
Thursday	9.15-13.00	-	14.00-17.00
Friday	9.15-13.00	-	Closed
Saturday	Closed	-	Closed
Total hours open – 13.5 hours per week			

Premises and Location

Pinxton is a village in the Bolsover District of Derbyshire. The Library occupies approximately 86m² of which 76m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

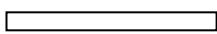

Services available

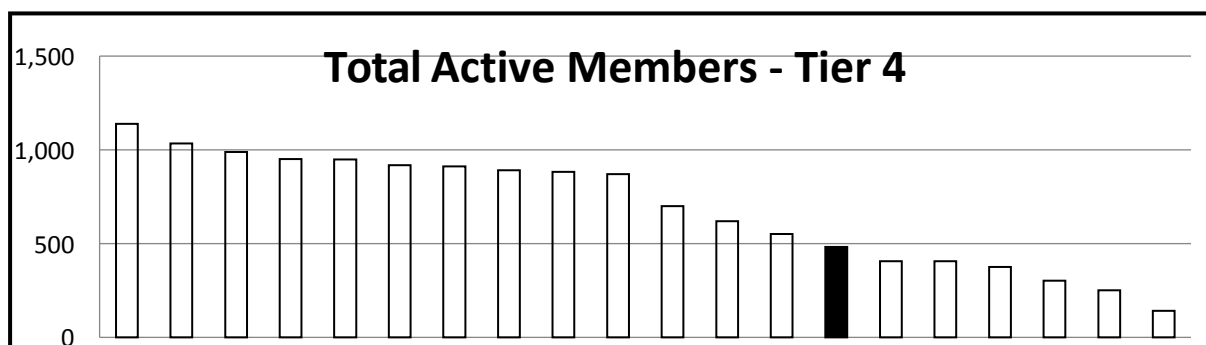
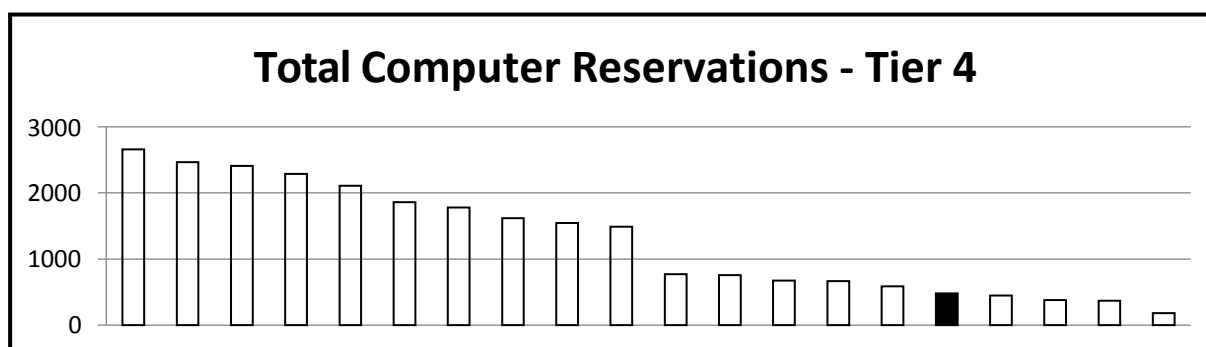
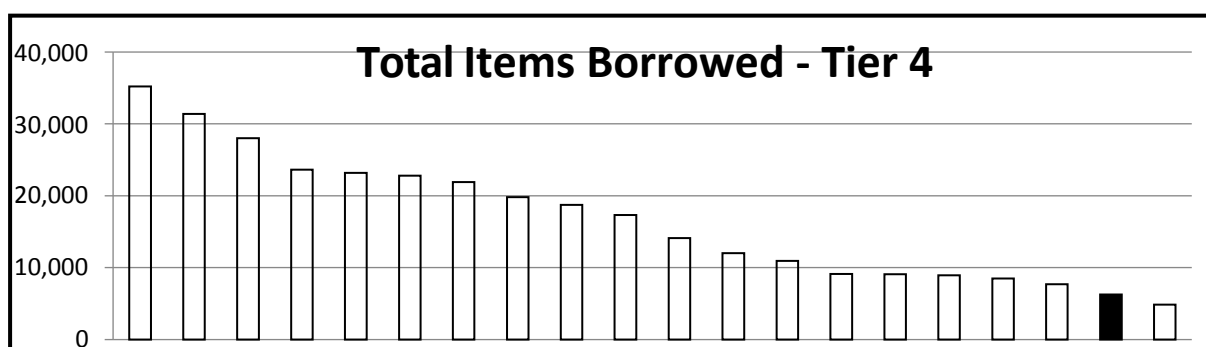
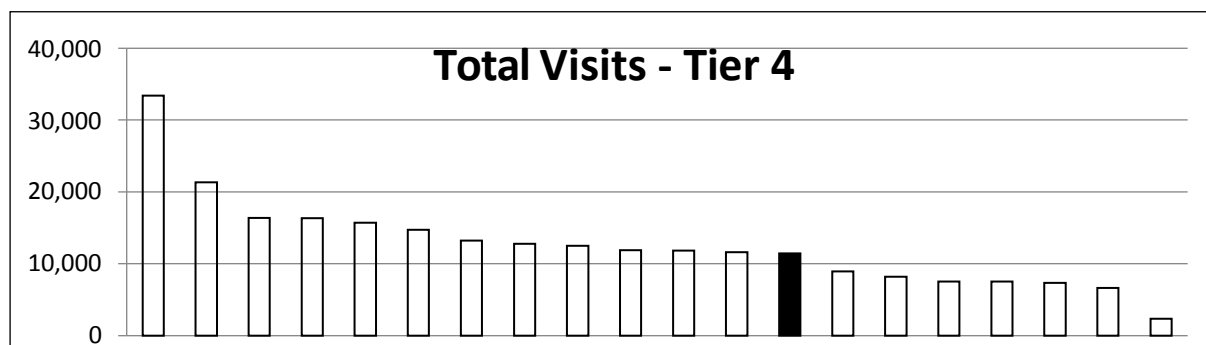
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
11,449	6,274	480	482	3	£4,276

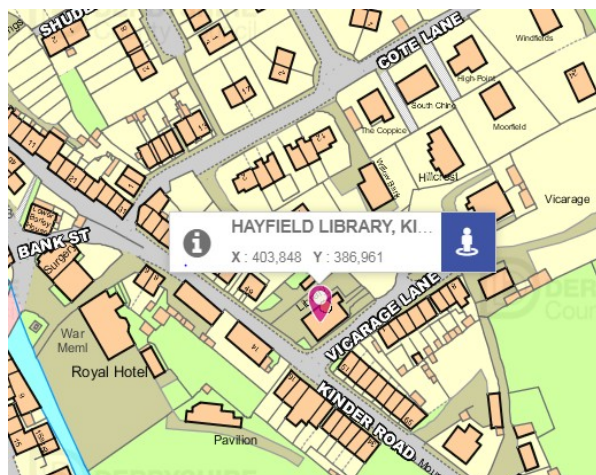
Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Hayfield Library Profile

Kinder Road
Hayfield
High Peak
Derbyshire
SK22 2HS
01629 533438
hayfield.library@derbyshire.gov.uk



Opening hours		
Monday	Closed	- Closed
Tuesday	Closed	- 14.00 -19.00
Wednesday	Closed	- Closed
Thursday	10.00-13.00	- Closed
Friday	Closed	- 14.00-17.00
Saturday	9.30-13.00	- Closed
Total hours open – 14.5 hours per week		

Premises and Location

Hayfield is a village in the High Peak District of Derbyshire. The Library occupies approximately 205m² of which 132m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

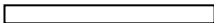

Services available

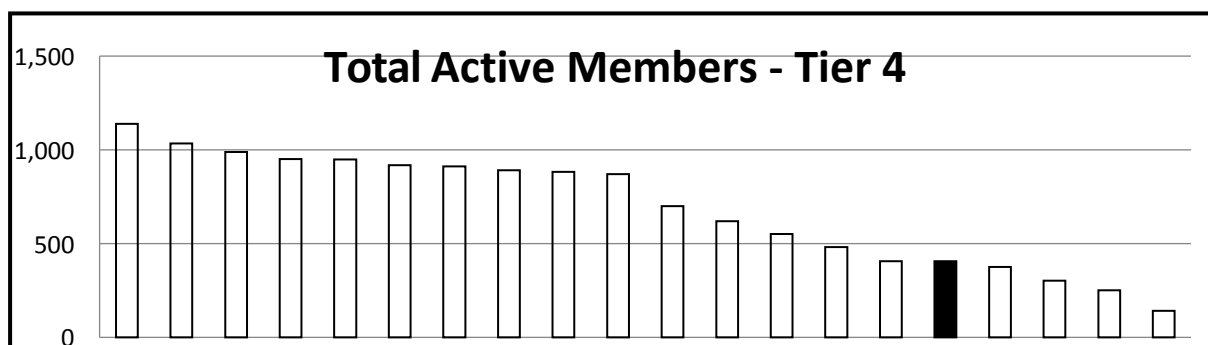
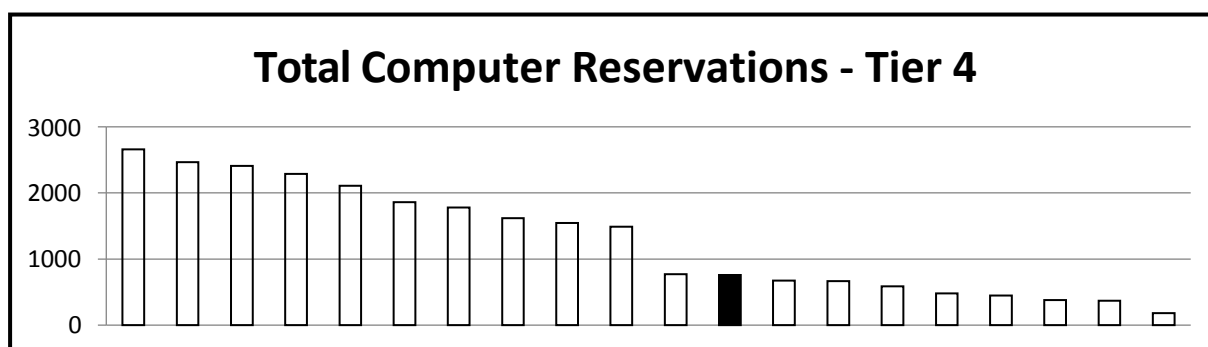
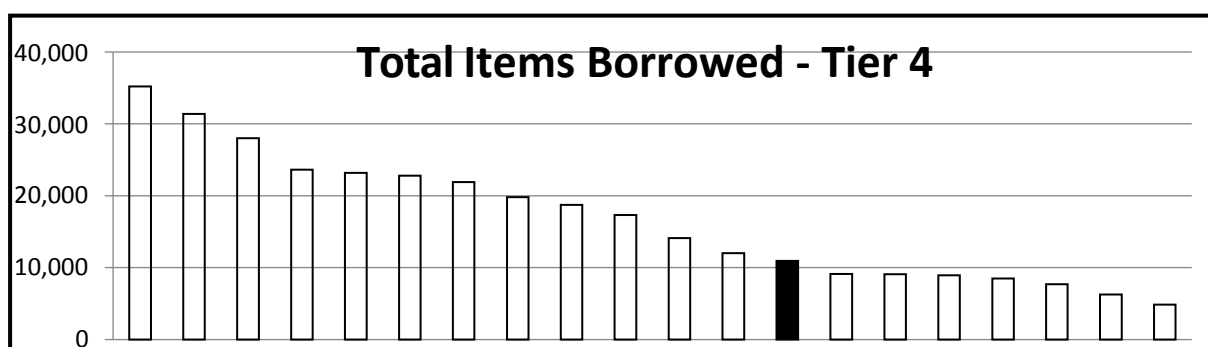
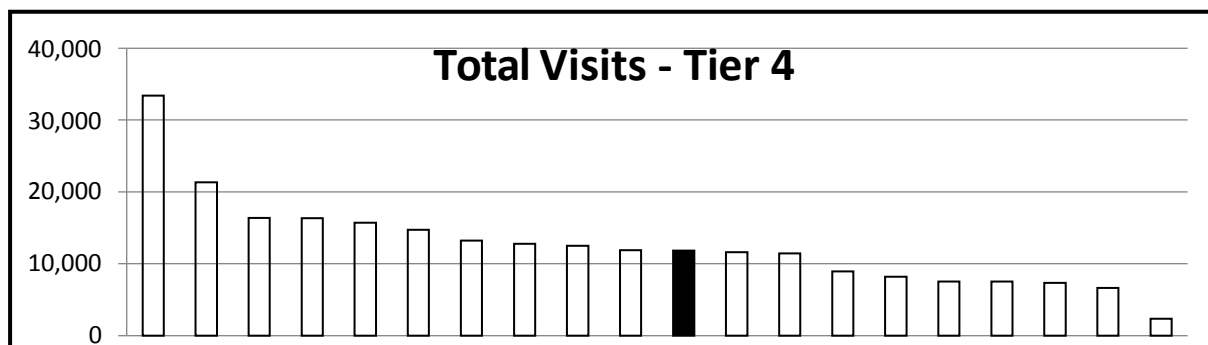
- ☐ Books - including audio and large print
- ☐ Children's book group
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Online information
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
11,841	10,945	758	406	7	£8,936

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Tideswell Library

St John's Institute
St John's Road
Tideswell
Buxton
Derbyshire
SK17 8NE
01629 533393
tideswell.library@derbyshire.gov.uk



Opening Hours

Monday	Closed	- 14.00-17.00
Tuesday	Closed	- Closed
Wednesday	Closed	- Closed
Thursday	Closed	- Closed
Friday	Closed	- 14.00-19.00
Saturday	9.30-13.00	- Closed
Total hours open – 11.5 hours per week		

Premises and Location

Tideswell is a town in the Derbyshire Dales District of Derbyshire. The Library occupies approximately 63m² of which 63m² is public area.

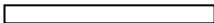

Services available

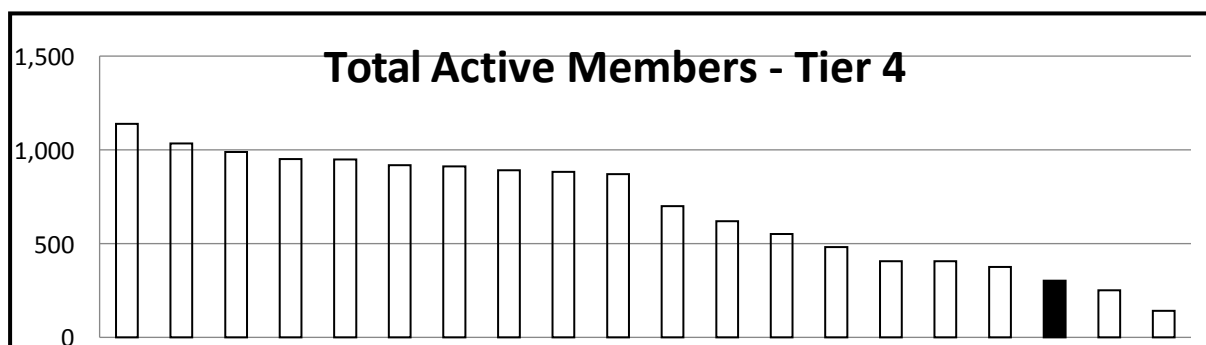
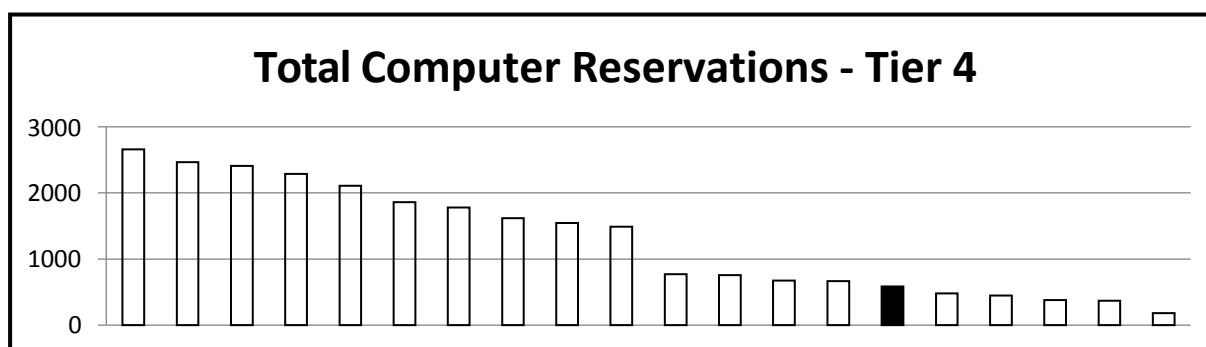
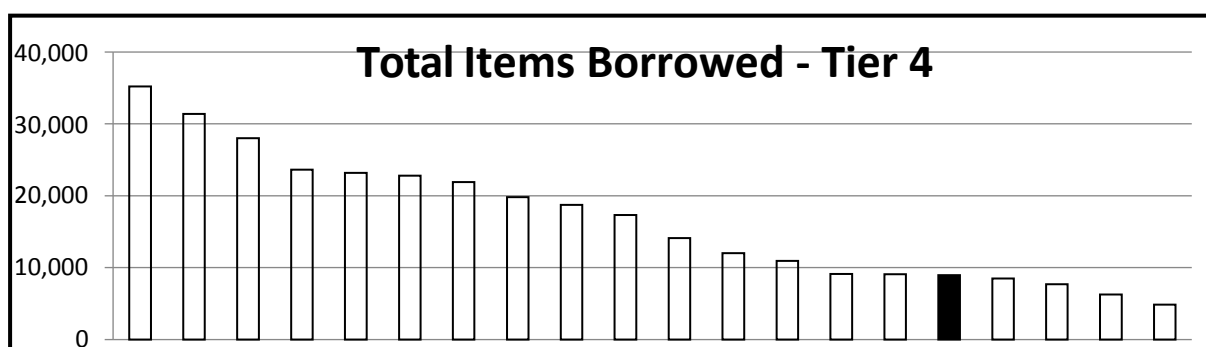
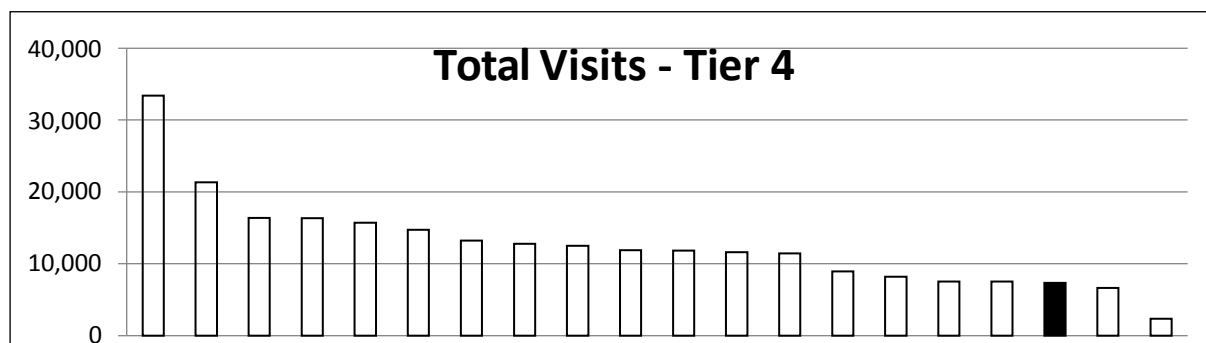
- ☐ Books - including audio and large print
- ☐ CDs available to request
- ☐ DVDs
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Story and Rhyme Time
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
7,351	8,965	585	302	4	£3,847

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Old Whittington Library

Swanwick Memorial Hall

High Street

Old Whittington

Chesterfield

Derbyshire

S41 9JZ

01629 533028

oldwhittington.library@derbyshire.gov.uk



Opening Hours

Monday	Closed	-	Closed
Tuesday	10.00-13.00	-	14.00-18.00
Wednesday	Closed	-	Closed
Thursday	10.00-13.00	-	14.00-18.00
Friday	Closed	-	Closed
Saturday	10.00-13.00	-	Closed
Total hours open – 17 hours per week			

Premises and Location

Old Whittington is situated in the District of Chesterfield in Derbyshire. The Library occupies approximately 50m² of which 37m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

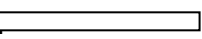
Services available

- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Wi-Fi

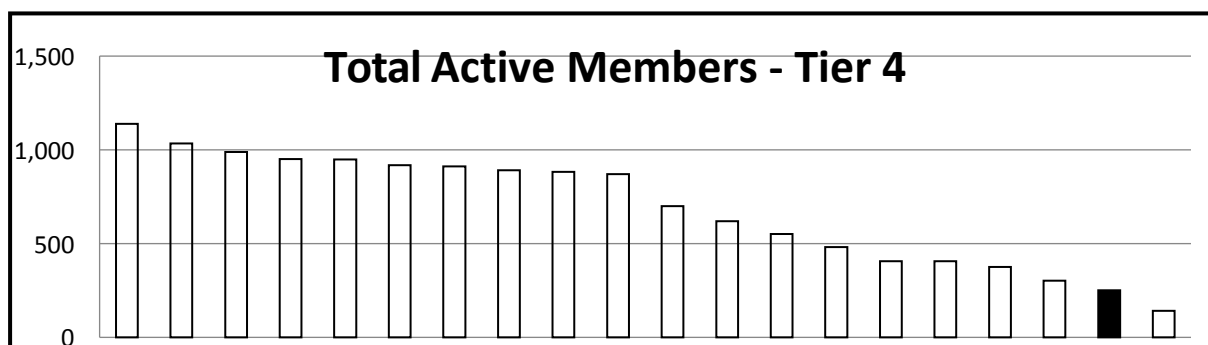
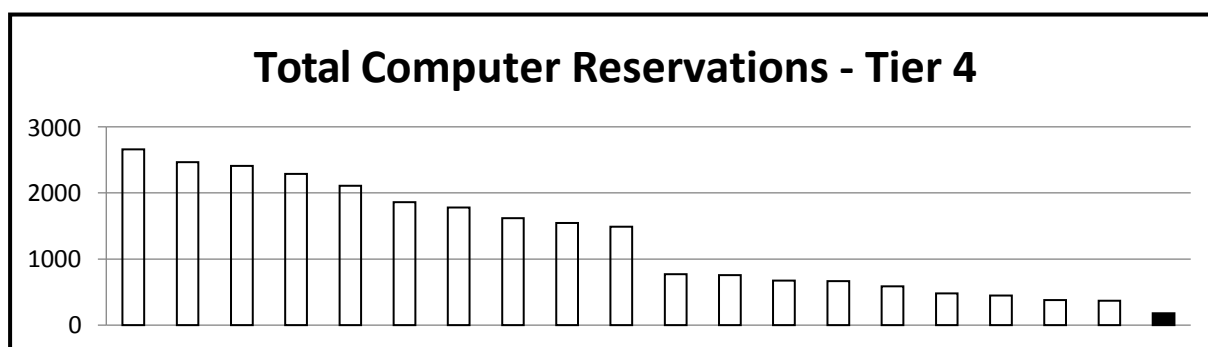
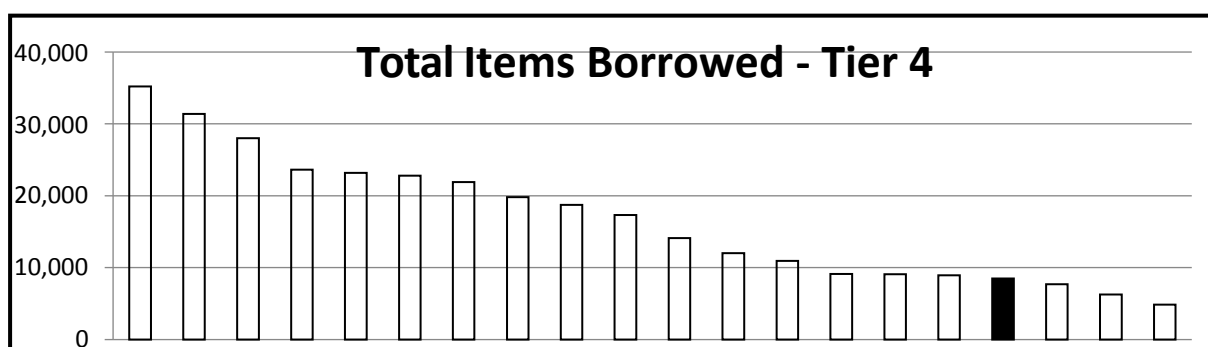
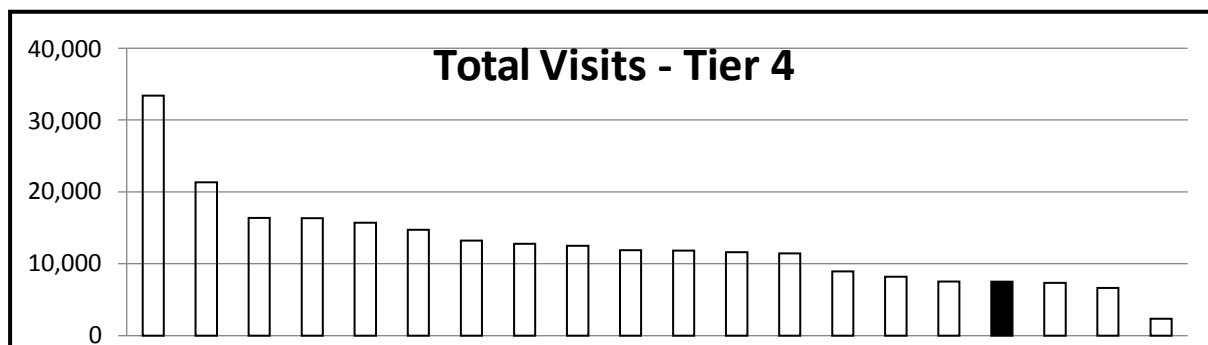
Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
7,520	8,495	180	251	1	£3,103

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries: 

This Library: 



Somercotes Library

Somerlea Park Junior School
Bank Street
Somercotes
Alfreton
Derbyshire
DE55 4JE
01629 533970
somercotes.library@derbyshire.gov.uk



Opening hours

Monday:	Closed	- 14.00-17.00
Tuesday:	Closed	- Closed
Wednesday:	Closed	- Closed
Thursday:	9.00-13.00	- 14.00-19.00
Friday:	9.00-13.00	- 14.00-17.00
Saturday:	9:30-13.00	- Closed
Total hours open – 22.5 hours per week		

Premises and Location

Somercotes is a town in the Amber Valley District of Derbyshire. The Library occupies approximately 82m² of which 64m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

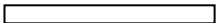

Services available

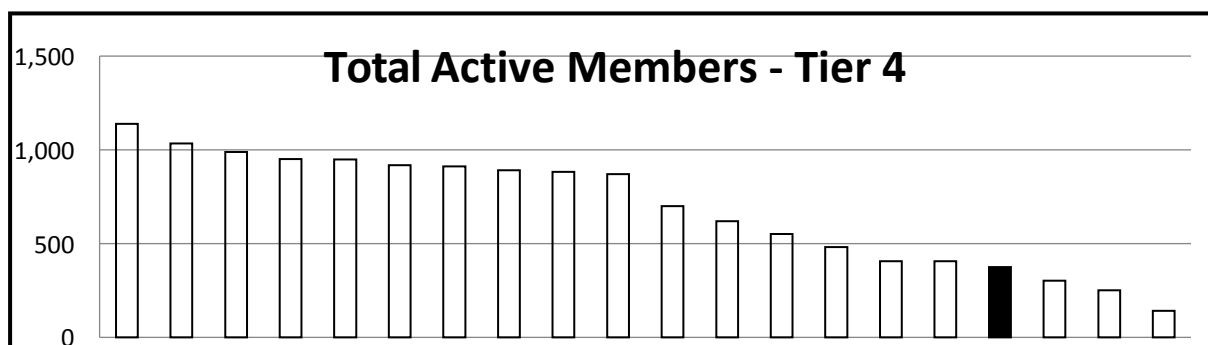
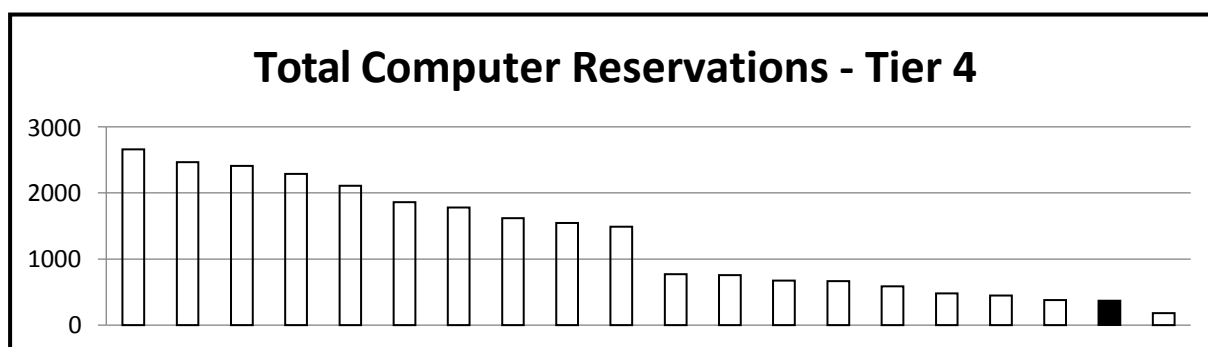
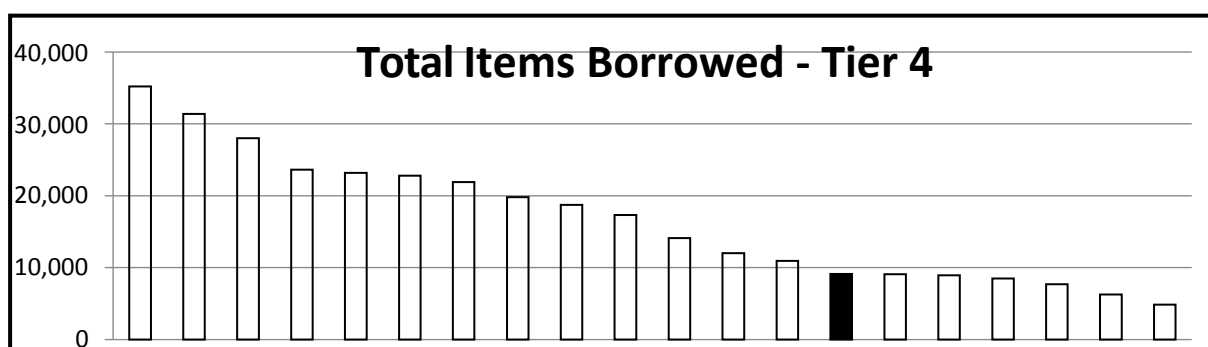
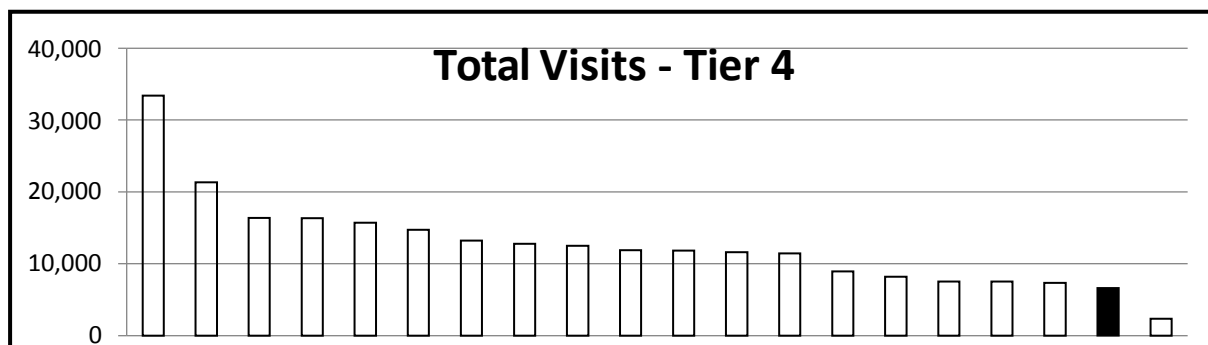
- ☐ Books - including audio and large print
- ☐ DVDs and CDs available to request
- ☐ Free internet access
- ☐ Health and Wellbeing zone
- ☐ Home Library Service
- ☐ Library Information Service
- ☐ Local studies and family history
- ☐ Online information
- ☐ Wi-Fi

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
6,615	9,135	368	375	1	£2,127

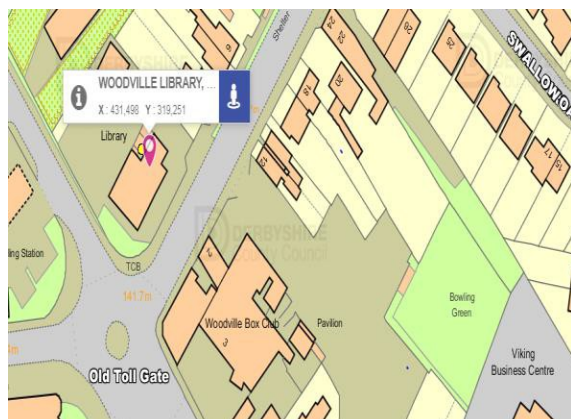
Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



Woodville Library

1 Hartshorne Road
Woodville
Swadlincote
Derbyshire
DE11 7JB
01629 531397
woodville.library@derbyshire.gov.uk



Opening Hours

Monday	14.00-17.00	-	17.30-19.00
Tuesday	Closed	-	Closed
Wednesday	Closed	-	Closed
Thursday	Closed	-	Closed
Friday	14.00-17.00	-	17.30-19.00
Saturday	Closed	-	Closed
Total hours open – 9 hours per week			

Premises and Location

Woodville is a town in the South Derbyshire District of Derbyshire. The Library occupies approximately 180m² of which 33m² is public area. The remaining areas are used for storage of books and other library materials, staff storage and accommodation.

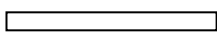

Services available

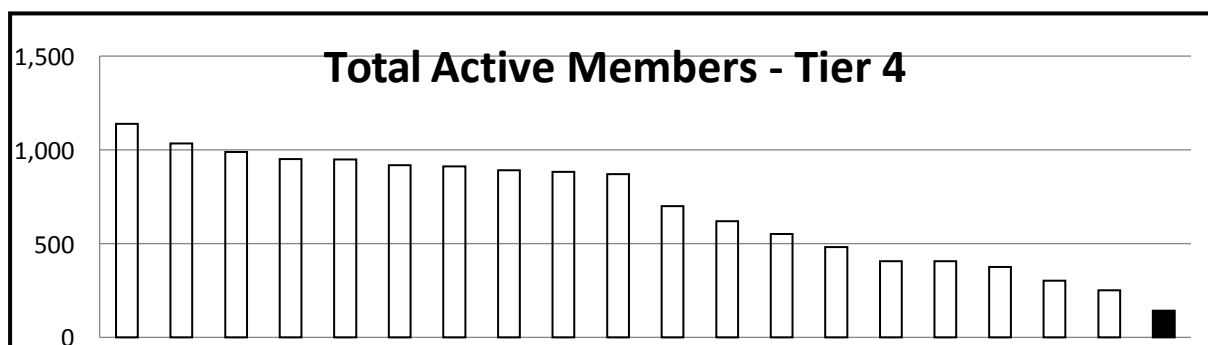
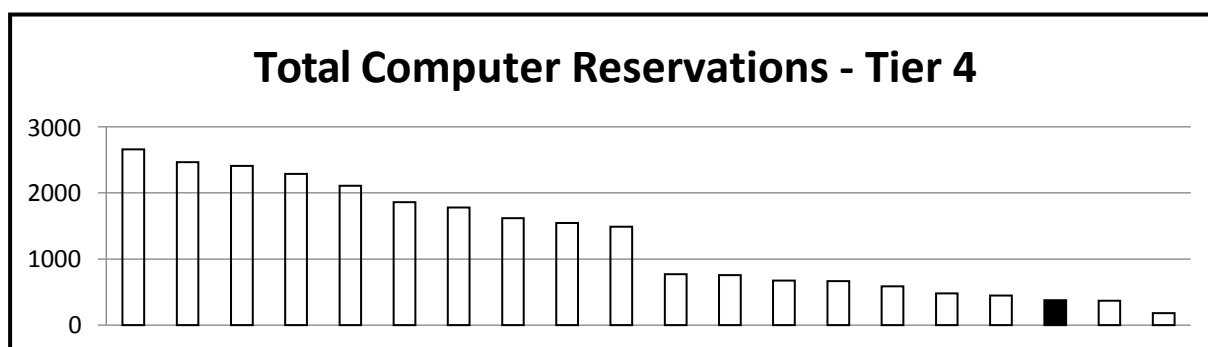
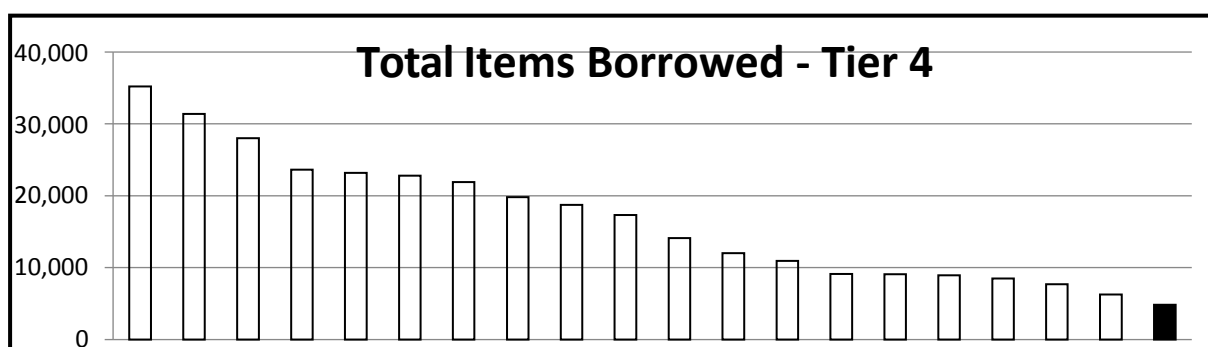
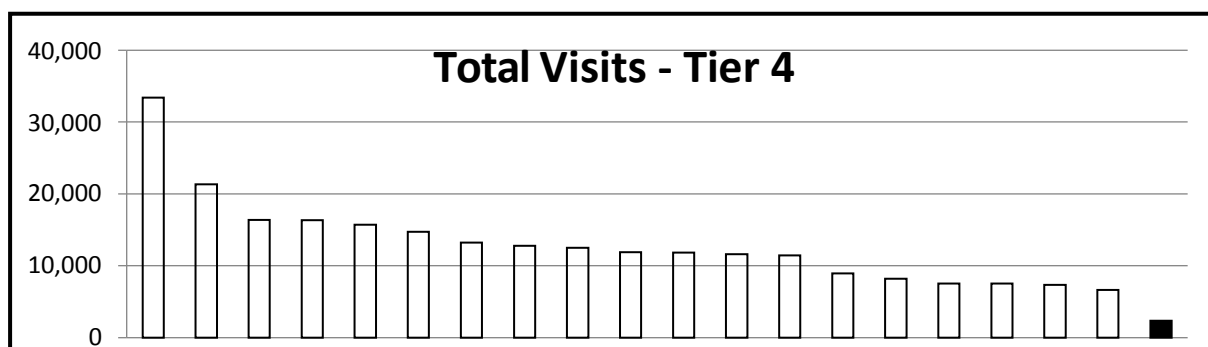
- **Books - including audio and large print**
- **DVDs and CDs available to request**
- **Free internet access**
- **Library Information Service**
- **Local studies and family history**
- **Online information**
- **Wi-Fi**

Usage figures (1 April 2016 – 31 March 2017)

Visits	Items Borrowed	Computer Reservations	Active Membership	Number of Public Computers	Indicative Running Costs of Building
2,360	4,839	378	142	4	£6,380

Usage compared to other Derbyshire branch libraries April 2016 – March 2017

Other libraries:  This Library: 



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Appendix 8

Library Costs		
LIBRARY	Proposed tier	Total Costs 2016/17*
Chesterfield	1	£733,865
Sub total		£733,865
Swadlincote	2	£143,193
Ilkeston	2	£167,844
Alfreton	2	£163,752
Long Eaton	2	£134,221
Buxton	2	£80,450
Ripley	2	£113,182
Dronfield	2	£135,150
Glossop	2	£117,699
Ashbourne	2	£50,811
Belper	2	£107,865
Heanor	2	£105,734
Matlock	2	£118,172
Bolsover	2	£117,965
Bakewell	2	£91,328
Sub total		£1,647,366
Shirebrook	3	£62,234
Staveley	3	£88,961
Sandiacre	3	£52,974
Newbold	3	£49,932
South Normanton	3	£26,643
Clay Cross	3	£61,942
Wirksworth	3	£43,864
New Mills	3	£40,286
Eckington	3	£65,075
Chapel en le Frith	3	£55,534
Sub total		£547,445
Borrowash	4	£41,556
Etwall	4	£19,486
Clowne	4	£37,337
Duffield	4	£30,162
Creswell	4	£32,631

Brimington	4	£49,129
Whaley Bridge	4	£35,234
Killamarsh	4	£33,030
Melbourne	4	£23,215
Hadfield	4	£26,833
Holmewood	4	£23,251
Gamesley	4	£37,362
Whitwell	4	£23,024
Wingerworth	4	£17,794
Pinxton	4	£13,645
Hayfield	4	£20,134
Tideswell	4	£17,013
Old Whittington	4	£12,707
Somercotes	4	£23,462
Woodville	4	£11,573
Sub total		£528,578
Grand total		£3,457,254

* Total costs 2016/17 including salaries, but excluding relief/GMC/overtime/additional hours/sick pay/Materials Fund

Appendix 9



Mobile Library Timetable

PUBLIC

INDEX OF PLACES SERVED

FOUR-WEEKLY SERVICE 29 JANUARY 2018 – 20 APRIL 2018

Good Friday Service to be delivered on Monday 19 March 2018

Mobile library stopping places A – Z

DAY	PLACE	LOCATION	ARRIVE	DEPART	CALLING ON
Monday	Ambergate (S)	Hurt Arms	10:00 AM	10:25 AM	29-Jan, 26-Feb, 26-Mar
Monday	Ambergate (S)	Newbridge Road	10:35 AM	11:05 AM	29-Jan, 26-Feb, 26-Mar
Thursday	Ashover (N)	Black Swan	10:00 AM	10:30 AM	22-Feb, 22-Mar, 19-Apr
Thursday	Ashover (N)	Malthouse Lane	10:35 AM	10:55 AM	22-Feb, 22-Mar, 19-Apr
Tuesday	Aston on Trent (S)	Memorial Hall, Car Park	2:00 PM	5:30 PM	20-Feb, 20-Mar, 17-Apr
Thursday	Bamford (N)	Fair View, Main Road	10:00:AM	10:30 AM	08-Feb, 08-Mar, 05-Apr
Thursday	Bamford (N)	Brentwood Road	10:35 AM	11:05 AM	08-Feb, 08-Mar, 05-Apr
Thursday	Bamford (N)	Angler's Rest	11:10AM	11:45 AM	08-Feb, 08-Mar, 05-Apr
Tuesday	Barlborough (N)	Community Centre	10:45 AM	1:30 PM	13-Feb, 13-Mar, 10-Apr
Wednesday	Barlow (N)	38 Springfield Road	10:55 AM	11:25 AM	14-Feb, 14-Mar, 11-Apr
Wednesday	Barrow Hill (N)	Duewell Court Memorial Club	11:40 AM	12:15 PM	14-Feb, 14-Mar, 11-Apr
Wednesday	Baslow (N)	Church View Drive	11:10 AM	11:40 AM	07-Feb, 07-Mar, 04-Apr
Wednesday	Baslow (N)	Village Hall	11:45 AM	12:10 PM	07-Feb, 07-Mar, 04-Apr
Tuesday	Belper Whitemoor (S)	Whitemoor Lane/Scott Drive	10:00 AM	10:15 AM	06-Feb, 06-Mar, 03-Apr
Tuesday	Belper Whitemoor (S)	Whitemoor Lane Next to Park	10:20 AM	10:40 AM	06-Feb, 06-Mar, 03-Apr
Wednesday	Biggin (N)	Garage	12:00 PM	12:30 PM	31-Jan, 28-Feb, 28-Mar
Wednesday	Biggin (N)	Council Houses	12:35 PM	1:00 PM	31-Jan, 28-Feb, 28-Mar
Friday	Birchover (N)	Red Lion	10:55 AM	11:20 AM	09-Feb, 09-Mar, 06-Apr
Thursday	Birdholme (N)	Church Street South	3:25 PM	3:40 PM	22-Feb, 22-Mar, 19-Apr
Thursday	Birdholme (N)	Canterbury Close	3:45 PM	4:00 PM	22-Feb, 22-Mar, 19-Apr
Thursday	Blackwell (S)	Community Centre	12:40 PM	2:00 PM	08-Feb, 08-Mar, 05-Apr
Thursday	Blackwell (S)	Westfield Drive	2:05 PM	2:30 PM	08-Feb, 08-Mar, 05-Apr
Friday	Bonsall (N)	The Fountain	10:50 AM	11:20 AM	02-Feb, 02-Mar, 19-Mar
Monday	Bradley (S)	Yew Tree Lane	2:00 PM	3:00PM	12-Feb, 12-Mar, 09-Apr
Thursday	Bradwell (N)	Trent Garage, Car Park	2:00 PM	4:45 PM	15-Feb, 15-Mar, 12-Apr
Friday	Brassington (N)	Town Street	2:30 PM	3:00 PM	02-Feb, 02-Mar, 19-Mar
Thursday	Breadsall (S)	Memorial Hall Car Park	1:30 PM	5:00 PM	01-Feb, 01-Mar, 29-Mar
Friday	Breaston (S)	Stevens Lane	2:05 PM	2:30 PM	16-Feb, 16-Mar, 13-Apr
Friday	Breaston (S)	Mayfield Caravan Park	2:35 PM	3:00 PM	16-Feb, 16-Mar, 13-Apr
Tuesday	Broadmeadows (S)	Lea Vale/Lilac Grove	10:15 AM	10:40 AM	13-Feb, 13-Mar, 10-Apr
Tuesday	Broadmeadows (S)	Storth Lane	10:45 AM	11:05 AM	13-Feb, 13-Mar, 10-Apr
Tuesday	Broadmeadows (S)	Storthfield Way	11:10 AM	11:30 AM	13-Feb, 13-Mar, 10-Apr
Wednesday	Buxton Park (N)	Alder Grove	3:10 PM	3:35 PM	07-Feb, 07-Mar, 04-Apr
Wednesday	Buxton Park (N)	Park Road	3:40 PM	4:05 PM	07-Feb, 07-Mar, 04-Apr

DAY	PLACE	LOCATION	ARRIVE	DEPART	CALLING ON
Friday	Calow (N)	Blacksmiths Lane	3:05 PM	3:25 PM	16-Feb, 16-Mar, 13-Apr
Friday	Calow (N)	Central Drive Goodman Court	3:35 PM	3:55 PM	16-Feb, 16-Mar, 13-Apr
Thursday	Castle Gresley (S)	Linton Road Shops	2:10 PM	2:30 PM	15-Feb, 15-Mar, 12-Apr
Thursday	Castle Gresley (S)	Drum & Monkey Car Park	2:35 PM	3:00 PM	15-Feb, 15-Mar, 12-Apr
Thursday	Castleton (N)	Market Place	2:30 PM	3:50 PM	01-Feb, 01-Mar, 29-Mar
Monday	Charlesworth (N)	Marple Road	10:35 AM	11:00 AM	29-Jan, 26-Feb, 26-Mar
Monday	Charlesworth (N)	Glossop Road	11:05 AM	11:20 AM	29-Jan, 26-Feb, 26-Mar
Monday	Chinley (N)	Derwent Drive	2:00 PM	4:30 PM	29-Jan, 26-Feb, 26-Mar
Wednesday	Clay Cross Holmgate (N)	Sunflower Nursery Valley Road	11:00 AM	11:30 AM	21-Feb, 21-Mar, 18-Apr
Friday	Codnor (S)	Mill Lane Car Park	2:00 PM	5:00 PM	02-Feb, 02-Mar, 19-Mar
Wednesday	Corbriggs (N)	Travellers' Site	10:00 AM	10:45 AM	21-Feb, 21-Mar, 18-Apr
Friday	Cotmanhay (S)	Monyash Close	10:10 AM	10:35 AM	16-Feb, 16-Mar, 13-Apr
Friday	Cotmanhay (S)	Church Street	10:40 AM	11:00 AM	16-Feb, 16-Mar, 13-Apr
Thursday	Coton in the Elms (S)	Mill Green Close	10:50 AM	11:20 AM	15-Feb, 15-Mar, 12-Apr
Thursday	Coton in the Elms (S)	Shoulder of Mutton	11:35 AM	11:55 AM	15-Feb, 15-Mar, 12-Apr
Wednesday	Cowdale (N)	Cowdale	9:45 AM	10:15 AM	31-Jan, 28-Feb, 28-Mar
Tuesday	Crich (N)	Market Place	10:50 AM	11:15 AM	30-Jan, 27-Feb, 27-Mar
Tuesday	Crich (N)	Culland View	11:20 AM	11:35 AM	30-Jan, 27-Feb, 27-Mar
Tuesday	Crich Carr (N)	Cliff Inn Car Park	11:40 AM	11:55 AM	30-Jan, 27-Feb, 27-Mar
Friday	Cromford (N)	Hawthorne Drive	11:30 AM	11:55 AM	02-Feb, 02-Mar, 19-Mar
Friday	Cromford (N)	Barnwell Lane	12:00PM	12:20 PM	02-Feb, 02-Mar, 19-Mar
Wednesday	Cutthorpe (N)	Riggotts Way	10:15 AM	10:45 AM	14-Feb, 14-Mar, 11-Apr
Wednesday	Danesmoor (N)	Penncroft Lane/Wheatcroft Close	11:40 AM	12:10 PM	21-Feb, 21-Mar, 18-Apr
Friday	Darley Dale (N)	Methodist Church Car Park	1:00 PM	2:50 PM	09-Feb, 09-Mar, 06-Apr
Tuesday	Denby Bottles (S)	Danesbury Crescent	11:35 AM	11:55 AM	06-Feb, 06-Mar, 03-Apr
Tuesday	Denby Village (S)	Denby Lodge	12:00 PM	12:40 PM	06-Feb, 06-Mar, 03-Apr
Thursday	Dove Holes (N)	The Meadows	11:50 AM	12:15 PM	15-Feb, 15-Mar, 12-Apr
Tuesday	Doveridge (S)	Village Hall	1:20 PM	2:30 PM	30-Jan, 27-Feb, 27-Mar
Tuesday	Doveridge (S)	Church	2:35 PM	3:00 PM	30-Jan, 27-Feb, 27-Mar
Wednesday	Draycott (S)	Derby Road	10:00 AM	10:30 AM	07-Feb, 07-Mar, 04-Apr
Wednesday	Draycott (S)	The Pines	10:35 AM	11:10 AM	07-Feb, 07-Mar, 04-Apr
Friday	Duckmanton (N)	Cherry Tree Drive	10:10 AM	10:30 AM	16-Feb, 16-Mar, 13-Apr
Friday	Duckmanton (N)	Duckmanton Hotel	10:35 AM	10:55 AM	16-Feb, 16-Mar, 13-Apr
Wednesday	Earl Sterndale (N)	Church	3:15 PM	3:45 PM	31-Jan, 28-Feb, 28-Mar
Thursday	Edale (N)	Car Park	2:05 PM	2:35 PM	08-Feb, 08-Mar, 05-Apr
Friday	Elton (N)	Duke of York	10:10 AM	10:40 AM	09-Feb, 09-Mar, 06-Apr
Wednesday	Eyam (N)	Car Park	10:00 AM	10:25 AM	07-Feb, 07-Mar, 04-Apr
Wednesday	Eyam (N)	The Square	10:30 AM	11:00 AM	07-Feb, 07-Mar, 04-Apr
Thursday	Fairfield (N)	St. Peter's Church Hall	9:15 AM	9:35 AM	15-Feb, 15-Mar, 12-Apr
Thursday	Fairfield (N)	Victoria Park Road Shops	9:40 AM	10:00 AM	15-Feb, 15-Mar, 12-Apr
Friday	Findern (S)	Lower Green Car Park	10:00 AM	12:45 PM	09-Feb, 09-Mar, 06-Apr
Wednesday	Flagg (N)	Main Road	10:30 AM	11:00 AM	31-Jan, 28-Feb, 28-Mar
Tuesday	Fritchley (N)	The Green	10:10 AM	10:40 AM	30-Jan, 27-Feb, 27-Mar

DAY	PLACE	LOCATION	ARRIVE	DEPART	CALLING ON
Tuesday	Glapwell (N)	Hawthorn Avenue/Village Hall	3:10 PM	3:40 PM	20-Feb, 20-Mar, 17-Apr
Thursday	Grangewood (N)	Harehill Road	2:25 PM	2:40 PM	22-Feb, 22-Mar, 19-Apr
Thursday	Grangewood (N)	The Trumpeter	2:45 PM	3:00 PM	22-Feb, 22-Mar, 19-Apr
Thursday	Grangewood (N)	Rockley Close	3:05 PM	3:20 PM	22-Feb, 22-Mar, 19-Apr
Friday	Grassmoor (N)	Community Centre	2:20 PM	4:30 PM	23-Feb, 23-Mar, 20-Apr
Wednesday	Grindleford (N)	Mount Pleasant	1:25 PM	1:50 PM	07-Feb, 07-Mar, 04-Apr
Wednesday	Grindleford (N)	Sir William	1:55 PM	2:25 PM	07-Feb, 07-Mar, 04-Apr
Tuesday	Hady (N)	Hady Hill	3:30 PM	4:00 PM	06-Feb, 06-Mar, 03-Apr
Tuesday	Hady (N)	Hady Lane	4:05 PM	4:20 PM	06-Feb, 06-Mar, 03-Apr
Wednesday	Hartington (N)	Market Place	2:20 PM	2:55 PM	31-Jan, 28-Feb, 28-Mar
Wednesday	Hartshorne (S)	Repton Road	12:35 PM	1:05 PM	21-Feb, 21-Mar, 18-Apr
Tuesday	Hasland (N)	Eastwood Park Drive	1:50 PM	3:20 PM	06-Feb, 06-Mar, 03-Apr
Thursday	Hathersage (N)	Oddfellows Road	9:15 AM	1:00 PM	01-Feb, 01-Mar, 29-Mar
Wednesday	Hatton (S)	Hassall Road, Community Centre	1:00 PM	1:55 AM	14-Feb, 14-Mar, 11-Apr
Wednesday	Hatton (S)	Foston Close	2:00 PM	2:30 PM	14-Feb, 14-Mar, 11-Apr
Monday	Heage (S)	Black Boy	11:15 AM	11:40 AM	29-Jan, 26-Feb, 26-Mar
Monday	Heage (S)	Park Crescent	11:45 AM	12:10 PM	29-Jan, 26-Feb, 26-Mar
Friday	Hilton (S)	Village Hall	1:35 PM	5:00 PM	09-Feb, 09-Mar, 06-Apr
Monday	Hognaston (S)	Mills Croft	11:20 AM	11:50 AM	12-Feb, 12-Mar, 09-Apr
Thursday	Holbrook (S)	Moorfield Road	10:00 AM	10:20 AM	01-Feb, 01-Mar, 29-Mar
Thursday	Holbrook (S)	Bradshaw Drive	10:25 AM	10:45 AM	01-Feb, 01-Mar, 29-Mar
Tuesday	Holloway (N)	Holme Close	10:00 AM	10:25 AM	06-Feb, 06-Mar, 03-Apr
Tuesday	Holloway (N)	Yew Tree Inn	10:30 AM	11:00 AM	06-Feb, 06-Mar, 03-Apr
Wednesday	Holme Hall (N)	Wardgate Way Supermarket	3:15 PM	3:50 PM	14-Feb, 14-Mar, 11-Apr
Monday	Holmsfield (N)	6 Park Rise	10:25 AM	10:50 AM	12-Feb, 12-Mar, 09-Apr
Tuesday	Holymoorside (N)	Pinfold Close	11:30 AM	12:00 PM	06-Feb, 06-Mar, 03-Apr
Tuesday	Holymoorside (N)	Village Hall/Holymoor Road	12:05 PM	12:30 PM	06-Feb, 06-Mar, 03-Apr
Thursday	Hope (N)	Eccles Close	2:50 PM	3:20 PM	08-Feb, 08-Mar, 05-Apr
Thursday	Hope (N)	Village Car Park	3:25 PM	4:05 PM	08-Feb, 08-Mar, 05-Apr
Friday	Horsley (S)	Church Street	10:00 AM	10:30 AM	23-Feb, 23-Mar, 20-Apr
Friday	Horsley (S)	Lady Lea Road	10:35 AM	11:00 AM	23-Feb, 23-Mar, 20-Apr
Friday	Horsley Woodhouse (S)	Main street Post Office	11:10 AM	12:00 PM	23-Feb, 23-Mar, 20-Apr
Friday	Horsley Woodhouse (S)	Fairfield Road	12:05 PM	12:30 PM	23-Feb, 23-Mar, 20-Apr
Monday	Hulland Ward (S)	Alport Close	12:40 PM	1:15 PM	12-Feb, 12-Mar, 09-Apr
Monday	Hulland Ward (S)	Ashes Avenue Car Park	1:20 PM	1.45 PM	12-Feb, 12-Mar, 09-Apr
Friday	Inkersall (N)	Avondale Road	11:05 AM	11:25 AM	16-Feb, 16-Mar, 13-Apr
Friday	Inkersall (N)	Summerskill Green	11:30 AM	12:00 PM	16-Feb, 16-Mar, 13-Apr
Friday	Ironville (S)	Cinder Bank	10:30 AM	11:45 AM	02-Feb, 02-Mar, 19-Mar
Friday	Ironville (S)	Victoria Crescent	11:50 AM	12:45 PM	02-Feb, 02-Mar, 19-Mar
Friday	Kilburn (S)	Church Street Car Park	1:10 PM	3:00 PM	23-Feb, 23-Mar, 20-Apr
Friday	Kirk Hallam (S)	Elliott Drive	11:15 AM	11:45 AM	16-Feb, 16-Mar, 13-Apr
Friday	Kirk Hallam (S)	Queen Elizabeth Way Shops	11:50 AM	12:20 PM	16-Feb, 16-Mar, 13-Apr
Monday	Kirk Langley (S)	The Cunnery	9:40 AM	10:10 AM	12-Feb, 12-Mar, 09-Apr
Monday	Kniveton (S)	Centre of Village near school	10:40 AM	11:10 AM	12-Feb, 12-Mar, 09-Apr

DAY	PLACE	LOCATION	ARRIVE	DEPART	CALLING ON
Tuesday	Langley Mill (S)	Bailey Brook Drive	2:10 PM	2:40 PM	06-Feb, 06-Mar, 03-Apr
Tuesday	Langley Mill (S)	Milnhay Road	2:45 PM	3:10 PM	06-Feb, 06-Mar, 03-Apr
Friday	Langwith (N)	23 Dale Close	12:20 PM	12:45 PM	16-Feb, 16-Mar, 13-Apr
Friday	Langwith (N)	Main Street	12:50 PM	1:10 PM	16-Feb, 16-Mar, 13-Apr
Thursday	Linton (S)	Winchester Drive	12:05 PM	12:25 PM	15-Feb, 15-Mar, 12-Apr
Thursday	Linton (S)	High Street	12:30 PM	12:50 PM	15-Feb, 15-Mar, 12-Apr
Thursday	Little Eaton (S)	The Leys	11:00 AM	11:25 AM	01-Feb, 01-Mar, 29-Mar
Thursday	Little Eaton (S)	Barley Close	11:40 AM	12:00 PM	01-Feb, 01-Mar, 29-Mar
Thursday	Little Eaton (S)	Park Close	12:05 PM	12:15 PM	01-Feb, 01-Mar, 29-Mar
Thursday	Little Eaton (S)	Queen's Head, Alfreton Road	12:20 PM	12:50 PM	01-Feb, 01-Mar, 29-Mar
Wednesday	Long Eaton (S)	Wilthorpe Tavern	1:40 PM	3:00 PM	07-Feb, 07-Mar, 04-Apr
Tuesday	Loscoe (S)	Belfield Court	1:30 PM	2:00 PM	06-Feb, 06-Mar, 03-Apr
Wednesday	Loundsley Green (N)	Cheedale Close	2:20 PM	2:45 PM	14-Feb, 14-Mar, 11-Apr
Wednesday	Loundsley Green (N)	Cuttholme Road Shops	2:50 PM	3:05 PM	14-Feb, 14-Mar, 11-Apr
Monday	Low Leighton (N)	Ventura Court	11:50 AM	12:05 PM	29-Jan, 26-Feb, 26-Mar
Monday	Low Leighton (N)	High Hill Road Shops	12:10 PM	12:35 PM	29-Jan, 26-Feb, 26-Mar
Monday	Marsh Lane (N)	Lightwood Road	1:30 PM	2:00 PM	12-Feb, 12-Mar, 09-Apr
Monday	Marsh Lane (N)	School Lane	2:05 PM	2:35 PM	12-Feb, 12-Mar, 09-Apr
Tuesday	Marston Montgomery (S)	Opposite Weston Bank	11:10 AM	12:00 PM	30-Jan, 27-Feb, 27-Mar
Tuesday	Marston Montgomery (S)	Marston Bank	12:05 PM	12:30 PM	30-Jan, 27-Feb, 27-Mar
Tuesday	Mastin Moor (N)	Edale Road	2:45 PM	3:15 PM	13-Feb, 13-Mar, 10-Apr
Friday	Matlock (N)	2 Hackney Road	10:00 AM	10:30 AM	02-Feb, 02-Mar, 19-Mar
Tuesday	Mickley (N)	Priestley Avenue/Cedar Street	10:20 AM	10:40 AM	20-Feb, 20-Mar, 17-Apr
Tuesday	Middlecroft (N)	5 Fern Avenue	4:00 PM	4:25 PM	13-Feb, 13-Mar, 10-Apr
Friday	Middleton (N)	Main Street	1:40 PM	2:15 PM	02-Feb, 02-Mar, 19-Mar
Wednesday	Monyash (N)	The Square	11:15 AM	11:45 AM	31-Jan, 28-Feb, 28-Mar
Thursday	Morley (S)	Brick Kiln Lane	11:30 AM	12:30 PM	22-Feb, 22-Mar, 19-Apr
Wednesday	Morton (S)	Evershill Close	10:40 AM	10:55 AM	31-Jan, 28-Feb, 28-Mar
Wednesday	Morton (S)	Village Hall	11:00 AM	11:25 AM	31-Jan, 28-Feb, 28-Mar
Wednesday	Morton (S)	Main Road/ School	11:30 AM	12:10 PM	31-Jan, 28-Feb, 28-Mar
Wednesday	Morton (S)	182 Main Road	12:15 PM	12:30 PM	31-Jan, 28-Feb, 28-Mar
Tuesday	New Houghton (N)	Recreation Road	2:40 PM	3:00 PM	20-Feb, 20-Mar, 17-Apr
Wednesday	New Whittington (N)	Devonshire Avenue North	12:30 PM	1:00 PM	14-Feb, 14-Mar, 11-Apr
Wednesday	Newhall (S)	Sainsbury's Car Park	10:00 AM	12:00 PM	14-Feb, 14-Mar, 11-Apr
Thursday	Newton (S)	Community Centre	10:00 AM	10:40 AM	08-Feb, 08-Mar, 05-Apr
Thursday	Newton (S)	Red Barn Close	10:45 AM	11:10 AM	08-Feb, 08-Mar, 05-Apr
Thursday	Newton (S)	Charnwood Crescent	11:15 AM	11:35 AM	08-Feb, 08-Mar, 05-Apr
Thursday	Newton (S)	Dale Avenue	11:40 AM	12:00 PM	08-Feb, 08-Mar, 05-Apr
Tuesday	North Wingfield (N)	Miners' Welfare Car Park	10:50 AM	12:30 PM	20-Feb, 20-Mar, 17-Apr
Tuesday	Openwoodgate (S)	Openwood Road	10:45 AM	11:05 AM	06-Feb, 06-Mar, 03-Apr
Tuesday	Openwoodgate (S)	Sandbed Lane	11:10 AM	11:25 AM	06-Feb, 06-Mar, 03-Apr
Thursday	Overseal (S)	Woodville Road, Village Hall	10:00 AM	10:40 AM	15-Feb, 15-Mar, 12-Apr
Friday	Parwich (N)	The Green	3:15 PM	3:45 PM	02-Feb, 02-Mar, 19-Mar
Thursday	Peak Dale (N)	Upper End	11:15 AM	11:40 AM	15-Feb, 15-Mar, 12-Apr
Friday	Pilsley (N)	Community Centre	10:15 AM	1:00 PM	23-Feb, 23-Mar, 20-Apr
Tuesday	Pleasley (N)	Newboundmill Lane	2:00 PM	2:15 PM	20-Feb, 20-Mar, 17-Apr
Tuesday	Pleasley (N)	Booth Avenue	2:20 PM	2:35 PM	20-Feb, 20-Mar, 17-Apr
Tuesday	Poolsbrook (N)	Poolsbrook View	3:25 PM	3:50 PM	13-Feb, 13-Mar, 10-Apr

DAY	PLACE	LOCATION	ARRIVE	DEPART	CALLING ON
Monday	Renishaw (N)	The Wynd	11:45 AM	12:15 PM	12-Feb, 12-Mar, 09-Apr
Tuesday	Repton (S)	Askew Grove	10:15 AM	11:30 AM	20-Feb, 20-Mar, 17-Apr
Tuesday	Repton (S)	The Square	11:35 AM	1:00 PM	20-Feb, 20-Mar, 17-Apr
Friday	Riddings (S)	West Street Riddings Park	9:55 AM	10:20 AM	02-Feb, 02-Mar, 19-Mar
Monday	Ridgeway (N)	Lowfield Avenue	11:10 AM	11:30 AM	12-Feb, 12-Mar, 09-Apr
Thursday	Rosliston (S)	Main Street	1:00 PM	1:30 PM	15-Feb, 15-Mar, 12-Apr
Wednesday	Sawley (S)	Northfield Bungalows	11:20 AM	12:10 PM	07-Feb, 07-Mar, 04-Apr
Wednesday	Sawley (S)	Ladylea Road	12:15 PM	1:00 PM	07-Feb, 07-Mar, 04-Apr
Friday	Scarcliffe (N)	Main Street	2:25 PM	2:45 PM	16-Feb, 16-Mar, 13-Apr
Wednesday	Shirland (S)	School Close	2:35 PM	2:50 PM	31-Jan, 28-Feb, 28-Mar
Wednesday	Shirland (S)	Hallfieldgate Lane	2:55 PM	3:15 PM	31-Jan, 28-Feb, 28-Mar
Wednesday	Shirland (S)	Park Lane	3:20 PM	3:40 PM	31-Jan, 28-Feb, 28-Mar
Friday	Shuttlewood (N)	Pattison Street	9:30 AM	10:00 AM	16-Feb, 16-Mar, 13-Apr
Tuesday	South Wingfield (N)	Market Place	1:10 PM	1:25 PM	30-Jan, 27-Feb, 27-Mar
Tuesday	South Wingfield (N)	Birches Avenue	1:30 PM	1:45 PM	30-Jan, 27-Feb, 27-Mar
Thursday	Stanley (S)	New Street	10:15 AM	11:15 AM	22-Feb, 22-Mar, 19-Apr
Thursday	Stanley Common (S)	The Green, Hayeswood Road	1:10 PM	1:45 PM	22-Feb, 22-Mar, 19-Apr
Wednesday	Stanton (S)	Manor Road	11:45 AM	12:15 PM	21-Feb, 21-Mar, 18-Apr
Wednesday	Stanton by Bridge (S)	Grange Lodge	2:00 PM	2:25 PM	21-Feb, 21-Mar, 18-Apr
Wednesday	Stanton by Bridge (S)	Stoneleigh	2:30 PM	3:00 PM	21-Feb, 21-Mar, 18-Apr
Friday	Stanton by Dale (S)	Middlemore Cottages	1:00 PM	1:20 PM	16-Feb, 16-Mar, 13-Apr
Friday	Stanton by Dale (S)	Dale Road	1:35 PM	1:50 PM	16-Feb, 16-Mar, 13-Apr
Wednesday	Stonebroom (S)	The Bungalows	1:15 PM	1:40 AM	31-Jan, 28-Feb, 28-Mar
Wednesday	Stonebroom (S)	Kingsley Crescent	1:45 PM	2:00 PM	31-Jan, 28-Feb, 28-Mar
Wednesday	Stonebroom (S)	School Close	2:05 PM	2:20 PM	31-Jan, 28-Feb, 28-Mar
Wednesday	Stretton (S)	Toll Gate Cottage	9:50 AM	10:00 AM	31-Jan, 28-Feb, 28-Mar
Wednesday	Stretton (S)	Highstairs lane	10:10 AM	10:30 AM	31-Jan, 28-Feb, 28-Mar
Tuesday	Swanwick (S)	Lark Hill	11:45 AM	12:25 PM	13-Feb, 13-Mar, 10-Apr
Tuesday	Swanwick (S)	Cross Keys	1:05 PM	1:50 PM	13-Feb, 13-Mar, 10-Apr
Tuesday	Swanwick (S)	Broadway 1	1:55 PM	2:30 PM	13-Feb, 13-Mar, 10-Apr
Tuesday	Swanwick (S)	Broadway 2	2:35 PM	3:00 PM	13-Feb, 13-Mar, 10-Apr
Tuesday	Tansley (N)	Alders Lane	2:55 PM	3:10:PM	30-Jan, 27-Feb, 27-Mar
Tuesday	Tansley (N)	Riber View Close	3:15 PM	3:40 PM	30-Jan, 27-Feb, 27-Mar
Wednesday	Temple Normanton (N)	Springwood Street	3:15 PM	3:45 PM	21-Feb, 21-Mar, 18-Apr
Thursday	Thornhill (N)	Nicholas Hall	1:05 PM	1:35 PM	08-Feb, 08-Mar, 05-Apr
Monday	Tibshelf (S)	Village Hall	1:15 PM	5:00 PM	29-Jan, 26-Feb, 26-Mar
Monday	Tintwistle (N)	West Drive	9:45 AM	10:15 AM	29-Jan, 26-Feb, 26-Mar
Wednesday	Tupton (N)	Sales Avenue	1:25 PM	1:55 PM	21-Feb, 21-Mar, 18-Apr
Wednesday	Tupton (N)	Village Hall, Green Lane	2:00 PM	2:25 PM	21-Feb, 21-Mar, 18-Apr
Wednesday	Tupton (N)	Ward Street/Queen's Way	2:30 PM	2:55 PM	21-Feb, 21-Mar, 18-Apr

DAY	PLACE	LOCATION	ARRIVE	DEPART	CALLING ON
Monday	Unstone (N)	Sheffield Road	2:45 PM	3:20 PM	12-Feb, 12-Mar, 09-Apr
Thursday	Walton (N)	Walton Back Lane	11:10 AM	12:00 PM	22-Feb, 22-Mar, 19-Apr
Thursday	Walton (N)	Elgin Close	12:05 PM	12:30 PM	22-Feb, 22-Mar, 19-Apr
Thursday	Walton (N)	Fenland Way	12:35 PM	12:50 PM	22-Feb, 22-Mar, 19-Apr
Thursday	Walton (N)	Hazel Drive/Kingsmede Avenue	12:55 PM	1:10 PM	22-Feb, 22-Mar, 19-Apr
Wednesday	Walton on Trent (S)	Bells End Road	10:30 AM	10:55 AM	21-Feb, 21-Mar, 18-Apr
Wednesday	Walton on Trent (S)	White Swan	11:00 AM	11:25 AM	21-Feb, 21-Mar, 18-Apr
Tuesday	Wessington (N)	Hillcrest Avenue	1:55 PM	2:20 PM	30-Jan, 27-Feb, 27-Mar
Tuesday	Wessington (N)	Brackenfield Lane	2:25 PM	2:50 PM	30-Jan, 27-Feb, 27-Mar
Thursday	West Hallam (S)	Community Centre	1:50 PM	2:15PM	22-Feb, 22-Mar, 19-Apr
Thursday	West Hallam (S)	Derbyshire Avenue	2:20PM	3:25PM	22-Feb, 22-Mar, 19-Apr
Thursday	West Hallam (S)	The Village	3:30PM	4:00 PM	22-Feb, 22-Mar, 19-Apr
Thursday	Westhouses (S)	Seymour Villa, Alfreton Road	2:40 PM	3:00 PM	08-Feb, 08-Mar, 05-Apr
Tuesday	Wigley (N)	Main Road / School Lane	9:45 AM	10:10 AM	13-Feb, 13-Mar, 10-Apr
Wednesday	Willington (S)	Oaks Road / Beech Avenue	2:55 PM	3:30 PM	14-Feb, 14-Mar, 11-Apr
Wednesday	Willington (S)	Trent Avenue	3:35 PM	3:55 PM	14-Feb, 14-Mar, 11-Apr
Wednesday	Willington (S)	Derwent Court	4:00 PM	4:15 PM	14-Feb, 14-Mar, 11-Apr
Friday	Winster (N)	Post Office	9:30 AM	10:00 AM	09-Feb, 09-Mar, 06-Apr
Thursday	Wormhill (N)	Village Hall	10:15 AM	10:35 AM	15-Feb, 15-Mar, 12-Apr
Thursday	Wormhill (N)	Hargate Hall Junction	10:40 AM	11:05 AM	15-Feb, 15-Mar, 12-Apr
Tuesday	Yeaveley (S)	Council Houses	9:45 AM	10:15 AM	30-Jan, 27-Feb, 27-Mar
Tuesday	Yeaveley (S)	Old Post Office	10:20 AM	10:50 AM	30-Jan, 27-Feb, 27-Mar
Friday	Youlgreave (N)	Holywell Lane	3:15 PM	3:35 PM	09-Feb, 09-Mar, 06-Apr
Friday	Youlgreave (N)	Grove Place	3:40 PM	4:00 PM	09-Feb, 09-Mar, 06-Apr

Appendix 10

Provisional timeline

What	When
Draft strategy to Cabinet for approval	April 2018
Staff briefings start	April 2018
First phase public consultation starts	May 2018
First phase public consultation ends	August 2018
Analysis of feedback completed	Autumn 2018
Proposal presented to Cabinet based on consultation feedback	Winter 2018
Staff briefings	Winter 2018
Strategy implementation	January 2019 onwards

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Appendix 11 EIA

Derbyshire County Council

Equality Analysis



Department	Commissioning, Communities and Policy
Service Area	Libraries and Heritage
Changes or proposals	Proposal to consult on a new strategy for the Derbyshire public library service
Chair of Analysis Team	Catherine Mills
Date of Analysis	14th December 2017
Version	4

1 Prioritising what is being analysed

a Description of current service arrangements

The Derbyshire public library service is currently delivered through 45 static libraries and two mobile libraries which are managed and maintained by Derbyshire County Council. In 2016/17 there were 2.2 million visits to static libraries across Derbyshire generating 2.6 million issues and 14,482 visits to the two mobiles generating 64,375 issues.

In 2016/17 there were 143,255 registered library service users, with 113,895 active users who have used the library service within the last year.

The public libraries offer free Wi-Fi and public access PCs which were used by 169,197 people in 2016/17.

For library users who are unable to access the library service, there is a Home Library Service serving around 2,000 people, which is managed by staff and delivered by staff and volunteers.

There is a free 24 hour digital library service providing access to eBooks, eAudio, eMagazines, online library catalogue and online information resources. In 2016/17 there were 0.5 million online transactions for these services.

The acquisition of new books and resources is funded through the Library Service Materials Fund.

b Details of proposals or changes

To consult on an alternative delivery model where the total number of Derbyshire Libraries under direct County Council control is reduced to 25 static libraries with 20 libraries and the two mobile libraries to be transferred to community management.

To implement a tiered approach to service provision and the allocation of resources which would enable the fair distribution of resources across the network. To reduce the opening hours in the 25 County Council managed libraries and to reduce the Materials Fund budget.

c Rationale for proposed changes

Derbyshire County Council's ambition is for greater collaboration between local communities and public services to work together to create resilient and thriving communities. It is envisaged that the proposed service redesign will ensure that the Council fulfils its statutory duty, whilst realising efficiencies and allow community libraries to evolve to meet local needs.

It is anticipated that the proposed alternative delivery model and the implementation of a tiered approach to service provision and resources would save approximately £1.6 million in line with Derbyshire's County Council's Five Year Financial Plan as agreed by Cabinet on 20th July 2017.

2 The team carrying out the analysis

<i>Name</i>	<i>Area of expertise/ role</i>
Catherine Mills	Library Service Development Manager
Julie Powell	Library Service Delivery Manager
Anna Cotsell	Children's Service Manager
Michelle Parker	Project Manager: performance and data analysis /consultation
Kirstie Matkin	Access and Inclusion Manager (Equality and diversity group member)

3. Existing information and consultation based feedback

Sources of data and reason for using

Source	Reason for using
Library Management System Data	To analyse library data over the past five years including stock availability, stock issues and renewals, self-service use, customer profiles and customer use
Visitor Counter Performance Data	To analyse the visitor numbers in libraries over the past five years to ascertain trends of use

Netloan statistics	To analyse computer usage data in Derbyshire libraries over the past four years to ascertain trends of use
Online database and eServices (eBooks/eAudio/eMagazines)	To analyse usage of the digital library services to ascertain trends of use since the start of each service
CIPFA	Comparative and benchmarking data to measure services and resources against other similar authorities
Census 2011 and ONS Mid Year population statistics	To provide an insight on the population demographics and needs of Derbyshire
Derbyshire Customer Segmentation Model	Provides an analysis of library customers data to show which customer segments or sub-clusters are the most likely to use particular library services
GIS Mapping data	Geographic data of Derbyshire to show locations of the public library buildings and mobile library stops
Index of Multiple Deprivation Data	To identify deprivation levels within draft library catchment areas
Get Digital Heat Map	To understand the likelihood of digital exclusion across Derbyshire
Good Things Foundation Research	To understand the impact of Digital exclusion on individuals
Literacy Trust	To understand the levels of adult and children's literacy
Department of Education	To understand the school/pupil characteristics for Derbyshire

4 Known impact on different protected characteristic groups and any mitigation

Statutory

<p><i>Protected Group</i></p> <p>Age including children and families, older people</p>	<p>a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?</p> <p>There could be an impact on existing users of all ages with any change to opening hours and book stock.</p> <p>Derbyshire has an ageing population with the number of people reaching retirement age predicted to increase by 28.1% by 2021. The proposed changes to opening hours and reduction in the Materials Fund may have a greater impact on older users 65+ as they constitute 27% of active library member users.</p> <p>The proposed changes to opening hours and the Materials fund may have a greater impact on under 18s as they constitute 33% of active library members.</p> <p>The proposed community libraries may provide new volunteering opportunities for older people. There is evidence to suggest that volunteering benefits people by helping to alleviate social isolation and loneliness.</p>
	<p>b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?</p> <p>To be completed with the feedback from the consultation process.</p>

	<p>c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist</p> <p>To use an evidence based approach to reduce the Materials Fund in line with users' needs and demands to minimise impact upon customers. To ensure areas of stock are not disproportionately reduced for older people and under 18s.</p> <p>The reduction in opening hours to be informed by local consultation to meet community needs.</p> <p>To actively promote the 24 hour Digital Library Service to all users and to provide technology sessions and assistance to older users as required.</p> <p>All community managed services to be given training and guidance to encourage people to volunteer, particularly older people.</p> <p>Community Managed Libraries and Community Managed Mobiles will be subject to Service Level Agreements to ensure current service provision levels and library policies are adhered to and maintained including legal obligations such as safeguarding to ensure libraries remain safe places for under 18s and other vulnerable people.</p>
<p><i>Protected Group</i></p> <p>Disabled people including mobility, sensory, learning, mental health, HIV, and also include carers and relatives</p>	<p>a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?</p> <p>The library service currently offers work experience to adults and young people with learning disabilities across all the public libraries in Derbyshire. There could possibly be an adverse impact for this group if community managed libraries are unable to support the work experience students reducing the number of opportunities available for them across Derbyshire.</p>

	<p>b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?</p> <p>To be completed with the feedback from the consultation process</p>
	<p>c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist</p> <p>To continue to provide work experience opportunities for adults and young people with learning disabilities in Derbyshire County Council managed libraries and to provide support and assistance to any community managed libraries who are able to offer this experience.</p> <p>Community Managed Libraries and Community Managed Mobiles will be subject to Service Level Agreements to ensure current service provision levels and library policies are adhered to and maintained including legal obligations such as safeguarding to ensure libraries remain safe places disabled and vulnerable people.</p>

<p><i>Protected Group</i></p> <p>Gender (Sex) including men and women, boys and girls</p>	<p>a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?</p> <p>No disproportionate impact.</p>
	<p>b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?</p> <p>To be completed with the feedback from the consultation process</p>

	c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist
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Protected Group Gender reassignment – including impact, if any, on transgender people	a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals? No disproportionate impact.
	b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit? To be completed with the feedback from the consultation process
	c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist

Protected Group Race – including all racial groups, including impact, if any, on Gypsies and Travellers	a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals? At 4% Derbyshire has a low proportion of people who identify with a minority ethnic group. The percentage of active library users who have identified themselves as BME are 2%. Although this is small number there is the possibility that they could be affected by the reduction of the Materials Fund if fewer dual language or community language books are acquired.
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	It is possible that there could be a disproportionate impact upon the two traveller's sites currently visited by the mobile library service
	<p>b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?</p> <p>To be completed with the feedback from the consultation process</p>
	<p>c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist</p> <p>To use an evidence based approach to reduce the Materials Fund in line with users' needs and demands to minimise impact upon customers. To ensure areas of stock are not disproportionately reduced for people requiring resources in community or dual languages.</p> <p>Community Managed Mobiles will be subject to Service Level Agreements to ensure current service provision to communities are met.</p>

<p>Protected Group</p> <p>Religion and belief including non-belief, including religious minority communities, Humanists</p>	<p>a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?</p> <p>No disproportionate impact.</p>
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	<p>b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?</p> <p>To be completed with the feedback from the consultation process</p>
	<p>c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist</p>

<p>Protected Group</p> <p>Sexual orientation – including the impact, if any, on any lesbian, gay and bisexual people</p>	<p>a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?</p> <p>No disproportionate impact.</p>
	<p>b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?</p> <p>To be completed with the feedback from the consultation process</p>
	<p>c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist</p>

<p>Protected Group</p> <p>Pregnancy and maternity – including new mothers/ parents</p>	<p>a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?</p> <p>The proposed changes to opening hours and the Materials fund may have a greater impact on new mothers and parents as it may limit access to parents’ collections, health and well-being information and activities specifically for under 5’s and their families. Activities for babies, toddlers and their carers can help mitigate isolation felt by many new parents and have a significant impact on children’s early language development.</p>
	<p>b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?</p> <p>To be completed with the feedback from the consultation process</p>
	<p>c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist</p> <p>To use an evidence based approach to reduce the Materials Fund in line with users’ needs and demands to minimise impact upon customers. To ensure relevant areas of stock are not disproportionately reduced.</p> <p>The reduction to opening hours to be informed by of local consultation to meet community needs.</p> <p>To actively promote Digital Library Service to mothers and new parents to enable access to library information 24 hours a day.</p> <p>Community Managed Libraries and Community Managed Mobiles will be subject to Service Level Agreements to ensure current service provision levels, including children’s’ activities, and library</p>

	policies are adhered to and maintained, including legal obligations such as safeguarding to ensure libraries remain safe places for young families.
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Protected Group Marriage and civil partnership – also include impacts on lone parents and unmarried couples	a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals? No disproportionate impact.
	b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit? To be completed with the feedback from the consultation process.
	c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist

Non statutory

<p>Poorer and disadvantaged communities and groups, including people who experience financial exclusion</p>	<p>a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?</p> <p>There is a concern that some communities may not currently have the resilience, skills, expertise or confidence to manage and take on the current library and would need additional support.</p> <p>The reduction of opening hours may have an adverse impact by limiting communities' access to free IT, Wi-Fi and assisted digital help.</p>
	<p>b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?</p> <p>To be completed with the feedback from the consultation process</p>
	<p>c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist</p> <p>The reduction to opening hours to be informed by local consultation to meet community needs.</p> <p>All community managed services to be given training, guidance and support to encourage people to volunteer.</p> <p>Those seeking work may benefit from the opportunity to volunteer in libraries gaining valuable transferable knowledge and skills.</p> <p>Community grants to be awarded to the successful community organisations to manage the Community Libraries and Community Mobiles.</p>

Rural communities	<p>a From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?</p> <p>Rural areas might be affected if there is a reduction in the number of stops provided as part of a Community Managed Mobile Service.</p> <p>Rural areas may be adversely affected by a reduction in library opening hours which would reduce the access of free ICT and Wi-Fi in villages and areas where broadband coverage is poor.</p>
	<p>b From existing customer and other feedback including consultation feedback– who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?</p> <p>To be completed with the feedback from the consultation process</p>
	<p>c Are there any ways of avoiding or reducing likely possible adverse impact, what are those actions, and how will they assist</p> <p>The reduction to opening hours to be informed by of local consultation to meet community needs.</p> <p>Community Managed Libraries and Community Managed Mobiles will be subject to Service Level Agreements to ensure current service provision levels are met.</p> <p>Community grants to be awarded to the successful community organisations to manage the libraries and mobiles.</p>

5. Are there any *other* groups of people who may experience an adverse impact because of the proposals?

To be completed with the feedback from the consultation process

6. Impact on employees of Derbyshire County Council or prospective employees

Potential reduction in numbers of employees in libraries. All staff at risk will be supported and all change will be subject to formal consultation with the assistance of the Trade Unions.

7. Gaps in data

What are your main gaps in information and understanding of the impact of your policy and services? Please indicate whether you have identified ways of filling these gaps.

<i>Gaps in data</i>	<i>Action to deal with this(if any)</i>
Recent public consultation data on proposals	A comprehensive consultation exercise, community engagement including public focus groups and open meetings. Accompanied with a series of staff communication and meetings.
An understanding of the library habits and priorities of users	To include as part of the consultation exercise.

8 Main Conclusions and Recommendations

Conclusions

- 1) There could be an impact on all existing users with any changes to opening hours and book stock.
- 2) The proposed changes to opening hours and reduction in the Materials Fund may have a greater impact on older users 65+ as they constitute 27% of active library member users.
- 3) The proposed changes to opening hours and the Materials fund may have a greater impact on under 18s as they constitute 33% of active library members
- 4) The proposed changes to opening hours and the Materials fund may have a greater impact on new mothers and parents as it may limit access to parents' collections, health and well-being information and activities specifically for under 5's and their families.
- 5) People may benefit from the opportunity to volunteer in their local community.
- 6) There could possibly be an adverse impact for adults and young people with learning disabilities seeking work experience, if community managed libraries are unable to support them.
- 7) There is the possibility that there could be an adverse impact upon the two traveller's sites currently visited by the Mobile Library Service.
- 8) There is a concern that in areas of deprivation there is a possibility that some communities may not currently have the resilience, skills, expertise or confidence to manage and take on the current library and would need additional support in order to manage this.
- 9) Rural areas might be affected if there is a reduction in the number of stops provided as part of the Community Managed Mobile Service.

10) Rural areas may be adversely affected by a reduction in library opening hours which would reduce the access of free ICT and Wi-Fi.

Recommendations (if any)

To ensure that an evidence based approach is used when reducing the Materials Fund to minimise the impact upon protected groups.

The reduction to opening hours to be informed by local consultation to meet community needs.

To actively promote the 24 hour Digital Library Service to all users.

To work closely with the organisations who may take over the libraries and community mobiles to help set up the services, train the volunteers, and to provide ongoing, appropriate support afterwards to ensure current service levels are met.

To provide financial support to the communities for a defined period to help build resilient and sustainable services.

9. Action planning in response to the completed analysis

Objective	Planned action	Who	When	How will this be monitored?
What you want to achieve	What you intend to do	Responsible person or department	Timing of action	Monitoring and review arrangements
Reduce the impact of changes in stock levels and provision	<p>To review buying patterns and procedures to ensure minimal impact on popular and high issuing areas of stock.</p> <p>To review procurement of resources to ensure value for money.</p> <p>Monitor feedback from customers and staff</p> <p>Monitor library issues and visits</p> <p>To undertake a promotional campaign of all the 24 hour digital library services</p>	Stock Services Manager	2018/19	<p>To be reviewed at annual materials fund allocation meeting</p> <p>To be monitored through the monthly stock management reports</p> <p>To be reviewed as part of libraries individual stock audits.</p>
Minimise Impact of reduction of opening hours in libraries	To consult with local communities to ensure new hours meet local needs.	<p>Library Service Delivery/Development Managers</p> <p>Project Manager</p>	2018/19	To be reviewed by Library Management Team and the Library

	<p>To promote and advertise new opening hours</p> <p>Monitor feedback from customers and staff</p> <p>Monitor library issues and visits</p> <p>To undertake a promotional campaign of all the 24 hour digital library services</p>			Service Improvement group.
Successful community managed libraries and mobile library services	<p>To conduct public consultation meetings and information sessions</p> <p>To provide a full analysis of consultation results with report to Cabinet</p> <p>To create clear and comprehensive guidance for</p>	<p>Service Director/ Library Service Delivery/Development Managers</p> <p>Project Manager</p> <p>Service Director/ Library Service Delivery/Development Managers/Project Manager</p> <p>Library Service Delivery/Development Managers</p>	<p>2018</p> <p>2018</p> <p>2018/19</p>	Cabinet report

	communities interested in running their local library	Project Manager		
	To run a clear and accountable commissioning process for communities	Library Service Delivery/Development Managers Project Manager	2018/19/20	Continually reviewed to meet needs of each community
	To ensure that the Service Level Agreements for Community Managed Libraries and Community Managed Mobiles include the relevant Derbyshire County Council policies and library services.	Library Service Delivery/Development Managers Project Manager	2018/19/20	Monitored by Service Director and Project Board
	To ensure that relevant and appropriate support and training is given to the community managed libraries and the community managed mobiles.	Library Service Delivery/Development Managers Project Manager	2018/19/20	Annually reviewed with each community group Monitored and reviewed by Project Board

10 Monitoring and review arrangements

Please outline what steps will be taken to monitor and review the implementation of proposals if they are agreed here:

Community Managed Libraries and Mobiles will have regular SLA review meetings.

The impact of changes in stock levels and provision will be reviewed annually at the Materials Fund Allocation meetings and monthly through stock management reports and library audits.

The impact of changes to opening times will be reviewed quarterly at the Library Service Improvement Group meeting.

The Commissioning, Communities and Policy Departmental Management Team will receive regular updates on the progress of the proposals agreed by Cabinet.