

# Appendix B: Libraries Needs Assessment

## Section A - Introduction

This report looks at the demographic makeup of the London Borough of Barnet. It focuses on libraries, catchment areas of libraries and library users, including those who use the library most often. It looks at how libraries are used and where libraries are fulfilling residents' needs. The Needs Assessment is a key factor in informing the proposed future model of library services in the borough.

The Council collects a range of information and data that informs service delivery and this Needs Assessment is a summary of the information. More detailed analysis can be found in the latest Joint Strategic Needs Assessment (JSNA; 2015) which looks at a range services across the borough, informing strategic decision making.

The analysis of local need for a library service is based on:

- the demographic profiles of those who live, work or study in the borough;
- the patterns of use at local libraries for active users;
- accessibility by public transport; and
- Equality Impact Assessments.

# Section B – Assessment of local needs

## 1. Background to Barnet

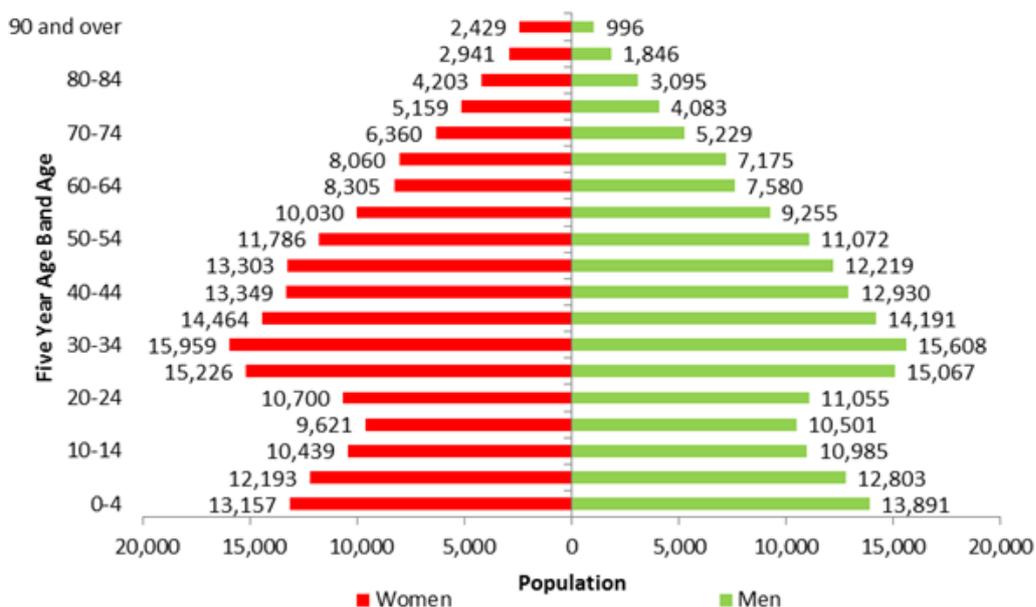
Barnet is a successful and thriving borough and, in 2015 became London’s most populous borough. Economic growth, alongside exciting new plans for redevelopment of certain areas of the borough, will drive prosperity and bring opportunities to residents, businesses, and the council.

## 2. Population

The residential population of Barnet was recorded as 357,700 in the 2011 census, an increase of 11.5% from the 2001 census. Barnet is already London’s most populous borough, with an estimated population of 367,265 in 2015 and projections suggest that between 2015 and 2020, the population of Barnet will continue to grow by 5.3% reaching 386,752.

The census showed that 51.5% of the Barnet population are female – higher than the London average, rising to 67.5% among over 85s. Conversely, among the under 20s, males predominate, at 51.4%. Figure 1 shows the age structure of Barnet’s population as projected for 2015.

**Figure 1 Barnet Population by Age Band and Gender in 2015**



Source: GLA 2013 Projections

Within Barnet, as with Outer London in general, the largest proportion of the population is within the 30-34 and the 25-29 age groups. Barnet has a higher proportion of people aged 85 and over (3.1%) compared to Outer London (1.8%) and

the UK (2.3%). This is likely to be driven by the high life expectancy rates experienced within Barnet.

In 2015, at ward level, Colindale is Barnet’s most populous ward and is predicted to experience the greatest change in population between 2015 and 2020 (42%) and between 2015 and 2030 (79%).

Golders Green currently has the highest proportion of children aged 0-15 (more than 1 in 4 residents) and the highest population of children compared to all other wards. Its population is predicted to grow by almost 30% to 2020.

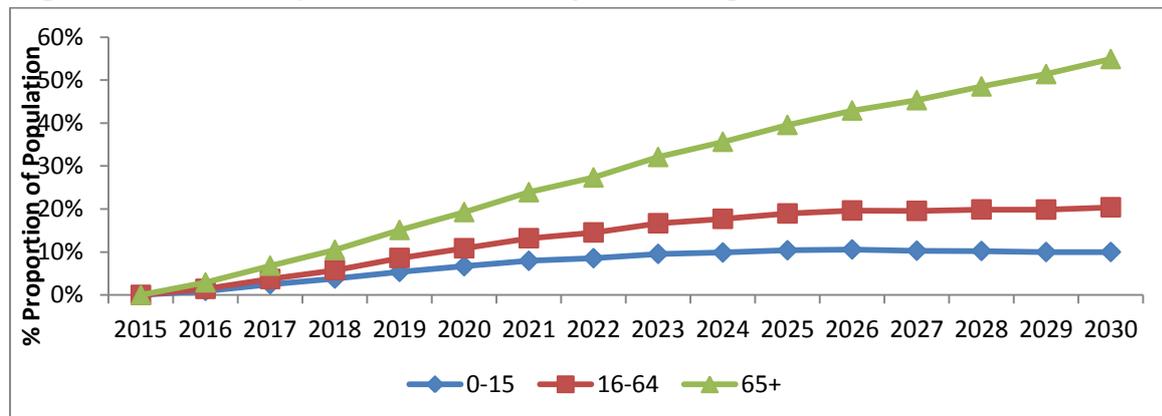
In regard to children and young people, in the 0-16 population category, Colindale is again predicted to have the highest growth (59.2%) with Golders Green (22%), Mill Hill (12%) and Edgware (10.3%) also seeing relatively large growth. Numbers of 0-16 year olds are projected to increase in most wards, except Underhill, Hale, Garden Suburb, Coppetts and Brunswick all of which see small decreases. In regard to under 5s, Colindale (56.4%) and Golders Green (32.2%) are projected to have the highest growth with Mill Hill (8.1%) also growing slightly. All other wards are predicted to experience a decrease in their under 5 population.

Burnt Oak is the borough’s most densely populated ward, with 8,586 residents per square km; it also has a high proportion of children (approximately 1 in 4 residents). However, its population is not expected to change significantly to 2020.

Latest projections suggest that by 2030 the number of people aged 65 and over is projected to increase by 34.5%, over three times greater than other age groups. The growth in the number of over 85’s is even more significant, increasing by two-thirds (66.6%) by 2030 (8,212 in 2015 to 13,684 in 2030). The greatest increase in 65 and over populations is projected in Brunswick Park (5.8%), Hale (5.5%), High Barnet (4.9%), Coppetts (4.7%) and East Barnet (4.7%). Only Golders Green is projected to see a decrease in 65 and over population between 2015-2030 (-2.4%).

Figure 2 outlines Barnet’s projected population growth by broad age structure.

**Figure 2 Barnet Population Growth by Broad Age Structure 2015 –2030**



Source: GLA Projections 2013

### 3. Index of Multiple Deprivation

The Index of Multiple Deprivation (IMD 2010) is the primary source for measuring deprivation in England and Wales. The Index is made up of seven categories which relate to income, employment, health and disability, education, skills and training, barriers to housing and services, living environment and crime, reflecting the broad range of deprivation that people can experience.

The 2010 update to the Index of Multiple Deprivation, ranks Barnet 176th out of the 326 local authorities in England and Wales for deprivation – just slightly below the average. This is 48 places higher than in 2007 meaning that deprivation in Barnet has seen a decrease compared to other London boroughs over this time period. Relative to other London boroughs, Barnet is ranked 25th out of 33 local authorities and nearly all of the Lower Super Output Areas (LSOAs) in Barnet have become less deprived relative to the rest of London since 2007.

Super Output Areas (SOAs) are a set of geographical areas developed to facilitate the calculation of the Indices of Deprivation as well as a range of other Neighbourhood Statistics. The aim was to produce a set of areas of consistent size, whose boundaries would not change, suitable for the publication of data such as the Indices of Deprivation. They are an aggregation of adjacent Output Areas with similar social characteristics. Lower Layer Super Output Areas (LSOAs) typically contain 4 to 6 OAs with a population of around 1500. Figure 3 maps IMD scores across Barnet.

Whilst Barnet is generally an affluent borough, approximately 16% of children under 5 live in the 30% most deprived Local Super Output Areas<sup>1</sup>. 19% of children under 5 (5,000 children) live in low income families, defined as those in receipt of Child Tax Credit, and either on benefits (Income Support or Jobseekers allowance) or earning less than 60% of median income.<sup>2</sup>

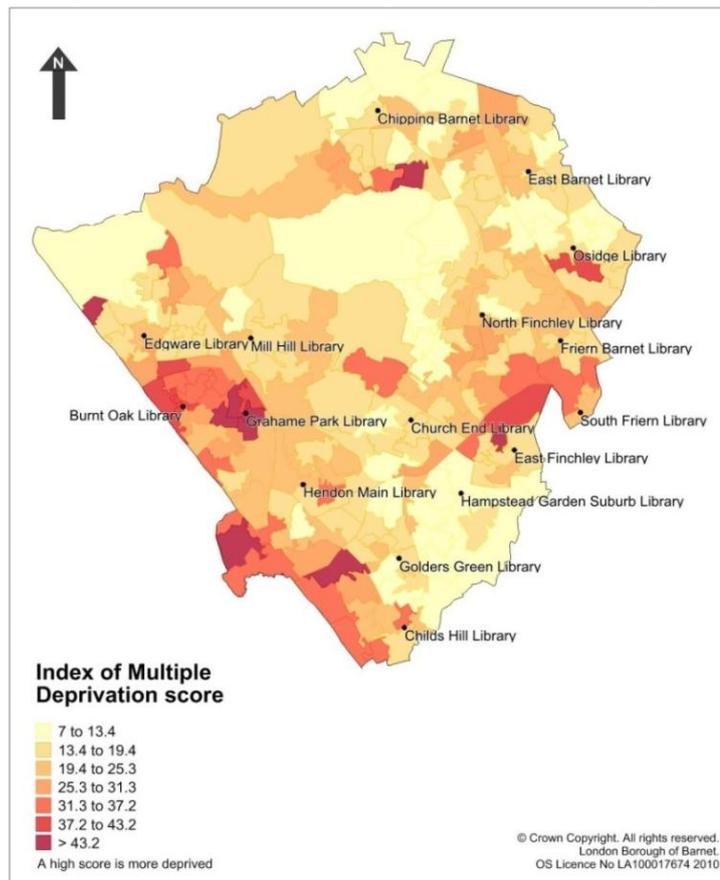
Generally speaking, the most deprived communities are concentrated in LSOAs in the West of the Borough in Colindale, West Hendon and Burnt Oak – areas in which large scale regeneration projects are underway. The most deprived area in Barnet is located in East Finchley, specifically the Strawberry Vale estate, which falls within the 11% most deprived areas in the country.

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<sup>1</sup> Index of Multiple Deprivation, DCLG, 2010

<sup>2</sup> HMRC, 2011

**Figure 3 Deprivation in Barnet by ward and Library location**

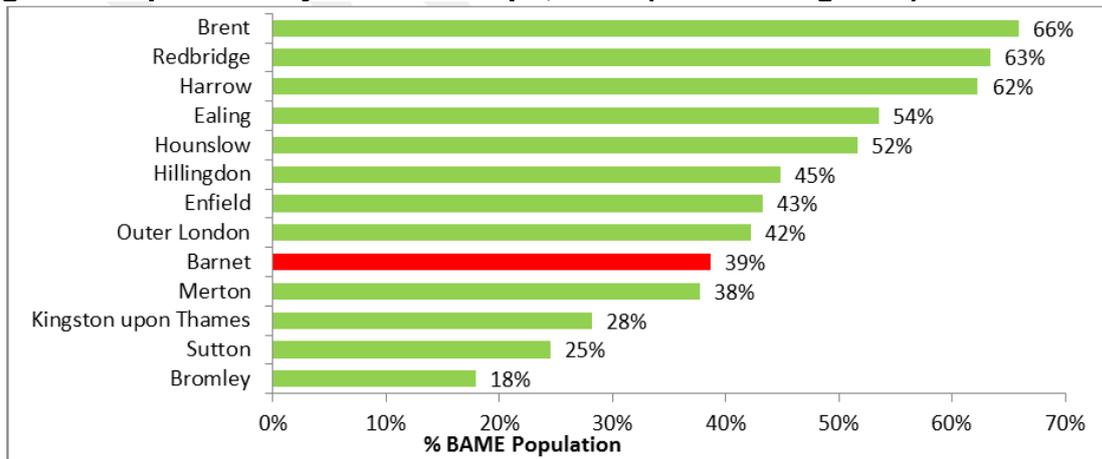


Source: IMD 2010

#### **4. Ethnic diversity and religion**

Compared to the Outer London average, Barnet has a higher proportion of people within the White ethnic group (61.3% compared to an average of 57.8%). Barnet also has higher rates of the population within 'Other'; 'Other Asian' and 'Chinese' ethnic groups.

**Figure 4 Population by BAME Groups, 2015 (Barnet/ Regional)**

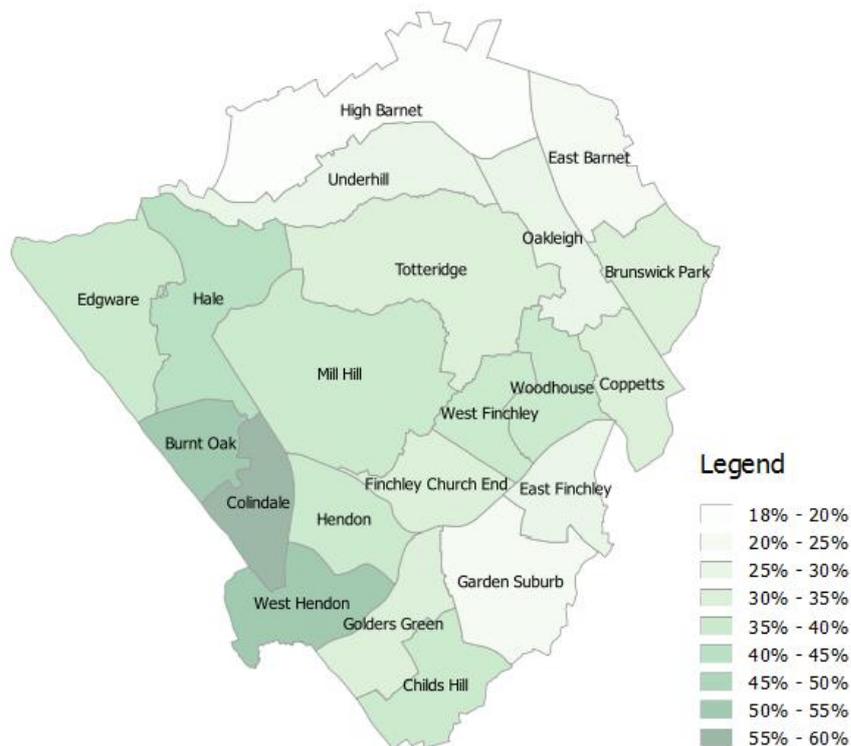


Source: GLA Projections 2013

However, certain areas within the borough have a higher proportional Black, Asian and Minority Ethnic (BAME) population than the Borough average. The BAME population in Barnet varies significantly by ward, with the highest rates of BAME populations generally found to the West of the borough. Based on the 2011 Census, Colindale, Burnt Oak and West Hendon all have populations where BAME residents make up over half of the population; this is significantly above the borough wide average of 39%. High Barnet, Garden Suburb and East Barnet all have the lowest BAME populations (less than 25%).

In addition, Barnet's population is projected to become increasingly diverse, with the BAME population projected to increase from 38.7% to 43.6% of the total Barnet population between 2015 and 2020. Whilst the 'White' population will remain the largest ethnic group, it is only predicted to grow at 5% between 2015-2030 compared to much larger increases in 'Other Asian' (42%), 'Black Other' (41%) and 'Other' (39%) populations.

**Figure 5 Population by BAME Groups by Ward, 2011**



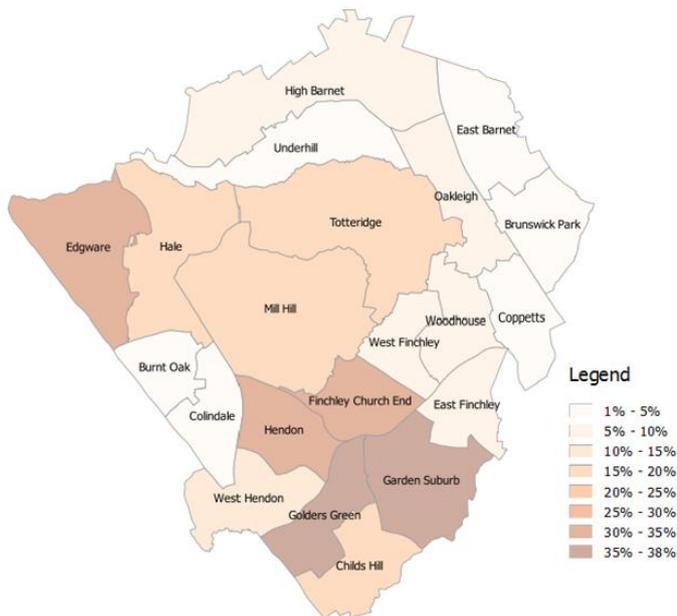
Source: 2011 Census

The only reliable data set for religion within the borough comes from the 2011 Census results. Over the ten years between the 2001 and 2011 Census the religious makeup of Barnet has become increasingly diverse, with proportionate growth in most religions except Christianity and Hinduism.

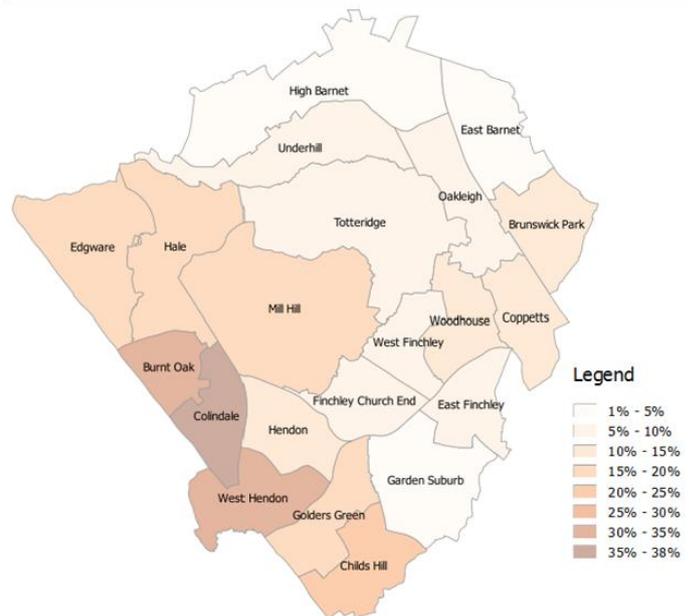
The largest increase was in the number of Muslims within the borough, which increased by 4.2%, although people with no religion had the second highest rate of growth and now accounts for 16.1% of the local population. Christianity saw the biggest decrease from 2001 to 2011 (6.4% with Hinduism seeing a smaller decrease (0.5%).

After Christianity (40.1%), Judaism was the second most common religion (15.2%), with Barnet continuing to have the largest Jewish population in the country. The Jewish and Muslim population make up over a quarter of the total population of Barnet. Figure 6 and 7 show the population of the borough by ward, by number of Jewish and Muslim residents.

**Figure 6 Barnet Jewish Population by Ward**



**Figure 7 Barnet Muslim Population by Ward**



Source: 2011 Census

Wards situated in the North / Eastern areas of Barnet tend to have the highest proportions of Christians compared to other areas of the borough.

A large portion of the Jewish community is centred in the south of the borough, with the largest population in Garden Suburb (38.2%), followed by Golders Green (37.1%). Although, Edgware has the third largest Jewish community (32.6%).

The largest proportion of the Muslim community is located towards the South West / South of the borough, with the largest population in Burnt Oak (18.4%) followed by Colindale (19.3%) and West Hendon (17.1%).

## 5. Education

At Key Stage 2 (2014), attainment and achievement in all subjects is in the top quartile nationally. The attainment and achievement of all pupil groups are in line with national averages, and most pupil groups attain significantly above the national average. Barnet's Free School Meals and disadvantaged pupil attainment gaps have narrowed, and the gap is now in line with the London average and smaller than the national average.

There is an 11 percentage point difference in attainment between disadvantaged (those who have been eligible for free school meals in the past 6 years or are in local authority care) and non-disadvantaged pupils, which is in line with the London average. Disadvantaged pupil attainment is high, and is ranked 13<sup>th</sup> nationally.

Pupil progress in Reading and Mathematics is significantly above national levels, with Barnet ranked 6<sup>th</sup> and 12<sup>th</sup> nationally. The proportion of pupils making expected progress in Writing is in the third quartile, ranked 48<sup>th</sup> nationally.

At Key Stage 4 (2014), attainment of 5 A\*-C grades including English and Maths and 5 A\* - C grades is ranked in the top quartile nationally. Attainment of Special Educational Needs, English as an Additional Language and disadvantaged pupils is significantly above the attainment of their national counterparts. The attainment gap for disadvantaged and non-disadvantaged pupils increased to 28 percentage points in 2014, and is wider than the London attainment gap (21 percentage points).

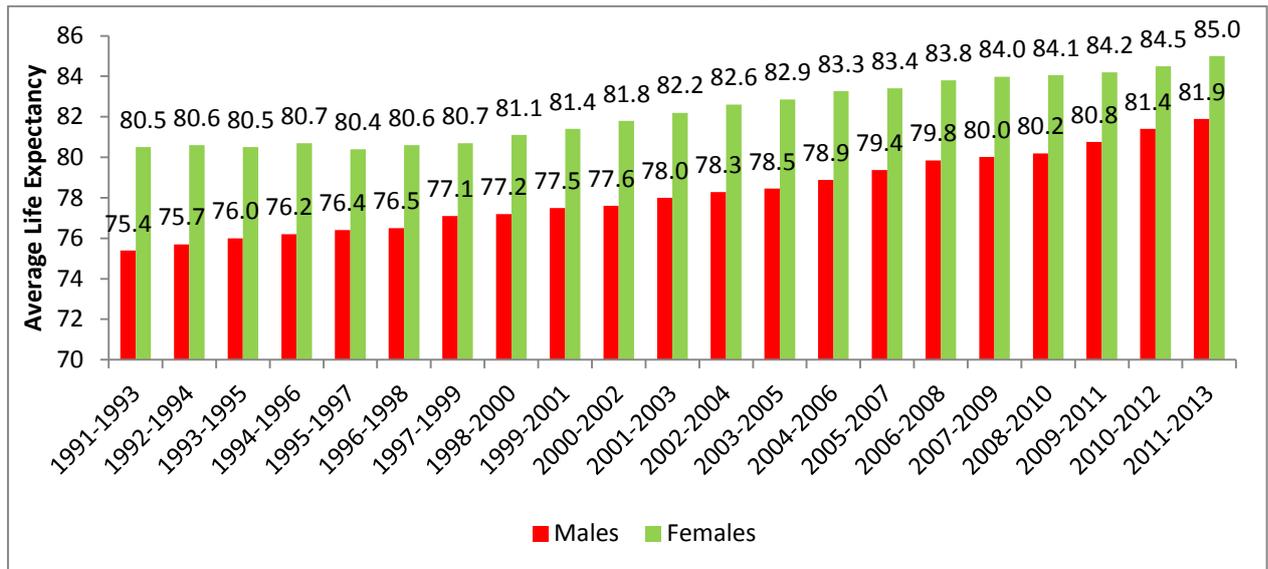
## **6. Health**

Life expectancy is a good measure of the overall health of a population. People in Barnet continue to enjoy a better health experience than the national average and this is reflected in their life expectancy.

Figure 8 displays the life expectancy from birth for men and women within Barnet for the period 1991 – 2013. In Barnet, as in the rest of the country, women have a higher average life expectancy than men. However, as Figure 8 shows, the life expectancy of men has increased at a higher rate than for women, reducing the life expectancy gap between genders from 5.1 years to 3.1 years.

In Barnet, 7% of live births are less than 2.5kg and 1% of children in reception year are underweight, which is largely in line with the London and England averages. Life expectancy for males and females is higher than the London average; however, life expectancy is 7.8 years lower for men and 5.6 years lower for women in the most deprived areas of Barnet than in the least deprived areas.

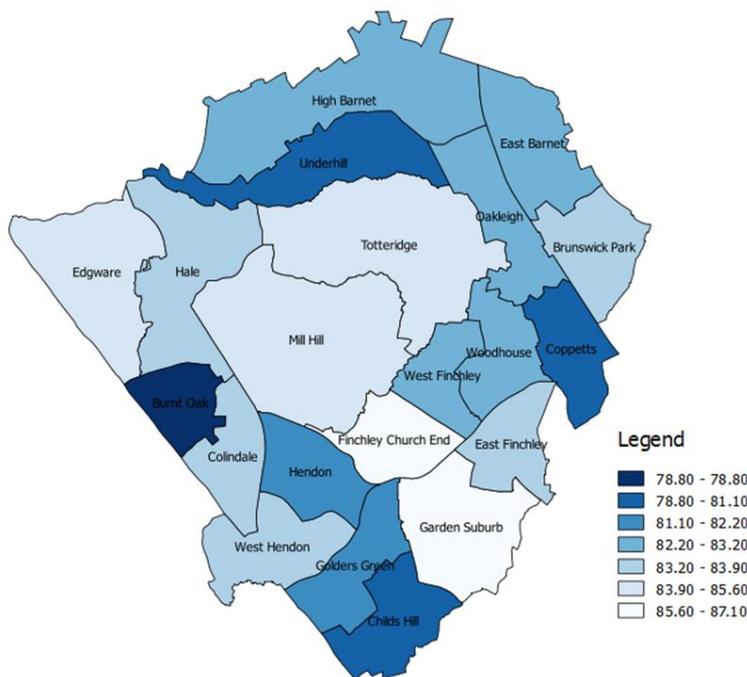
**Figure 8: Life Expectancy at Birth within Barnet by Gender, 1991-2013**



Source: ONS 2013

The ONS provides pooled figures on the life expectancy rates by ward. Figure 9 shows the latest figures for Barnet. Although many of the wards have life expectancies close to the borough average, there are some significant outliers.

**Figure 9 Life Expectancy at Birth within Barnet by Ward, 2009-2013**



Source: ONS 2013

Burnt Oak has the lowest life expectancy from birth, 78.8. This is 4.2 years behind the Barnet average and 8.3 years behind Garden Suburb, which has the highest age of 87.1.

Poverty has been the major determinant of child and adult health and it remains a major cause of ill health with huge public health consequences. A report from End Child Poverty states the following:

- The effects of poverty are passed across generations through pregnancy.
- Poor infants are more likely to be born small and/or early
- Acute illnesses are more likely to affect poor children and they are more likely to experience hospital admission.
- Child abuse and neglect appear to be more common among poor families, possibly related to the adverse effects of poverty on child rearing.
- Breastfeeding is strongly socially patterned.

The percentage of children living in poverty in Barnet is 21.2%<sup>3</sup> - which is slightly higher than the UK average (20.6%). Barnet has the 25<sup>th</sup> highest rate of child poverty of the 33 London Authorities.

Children living in poverty are not distributed equally across the borough and there is a strong correlation between child poverty and deprived LSOAs in Barnet. In turn, the proportion of BAME residents is higher in these areas.

The highest rates of child poverty are in the West of the borough, in particular Burnt Oak (36%) and Colindale (37.5%)<sup>4</sup>, which exceed the national and London averages. Colindale and Burnt Oak also have the highest proportion of children living in low-income families, with just over one third of the children living in low-income families<sup>5</sup>. Underhill, Childs Hill and Coppetts are the wards with the next highest rates of child poverty, with Underhill at 26.2% and the other wards both at 25%.

Child poverty is particularly low in the more central wards running from North to South: High Barnet, Totteridge, West Finchley, Finchley Church End and Garden Suburb. Garden Suburb has the lowest percentage at only 7.9%. These are also the wards in which the percentage of all children living in a low-income family is at its lowest in the borough.

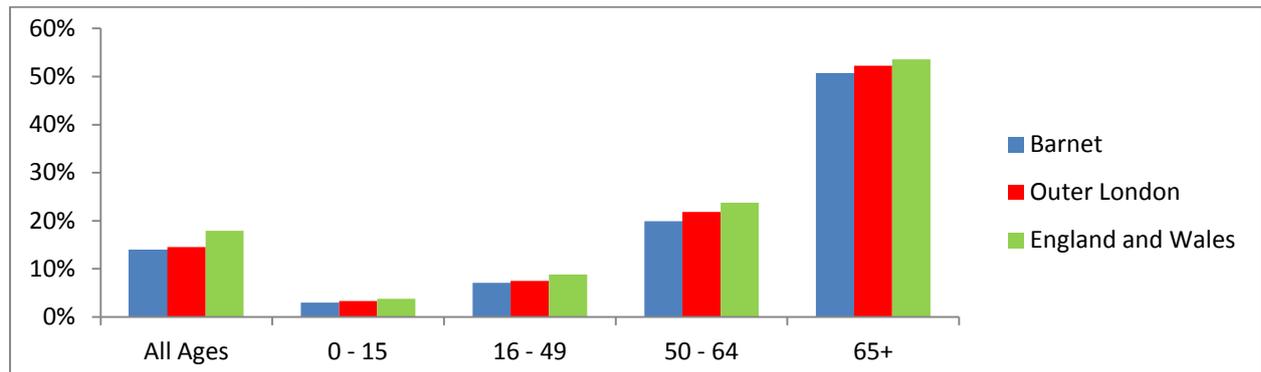
In the 2011 Census, residents were asked to assess whether their day-to-day activities were either 'Limited a lot' or 'Limited a little' because of a health problem or disability. These include any problem related to old age, which has lasted, or is expected to last, at least 12 months.

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<sup>3</sup> 2010 HMRC data

<sup>4</sup> HMRC data 2010

**Figure 10: Proportion of Population Whose Activity is Limited ‘a lot’ or ‘a little’ by Age (Barnet, Regional, and National)**



Source: 2011 Census

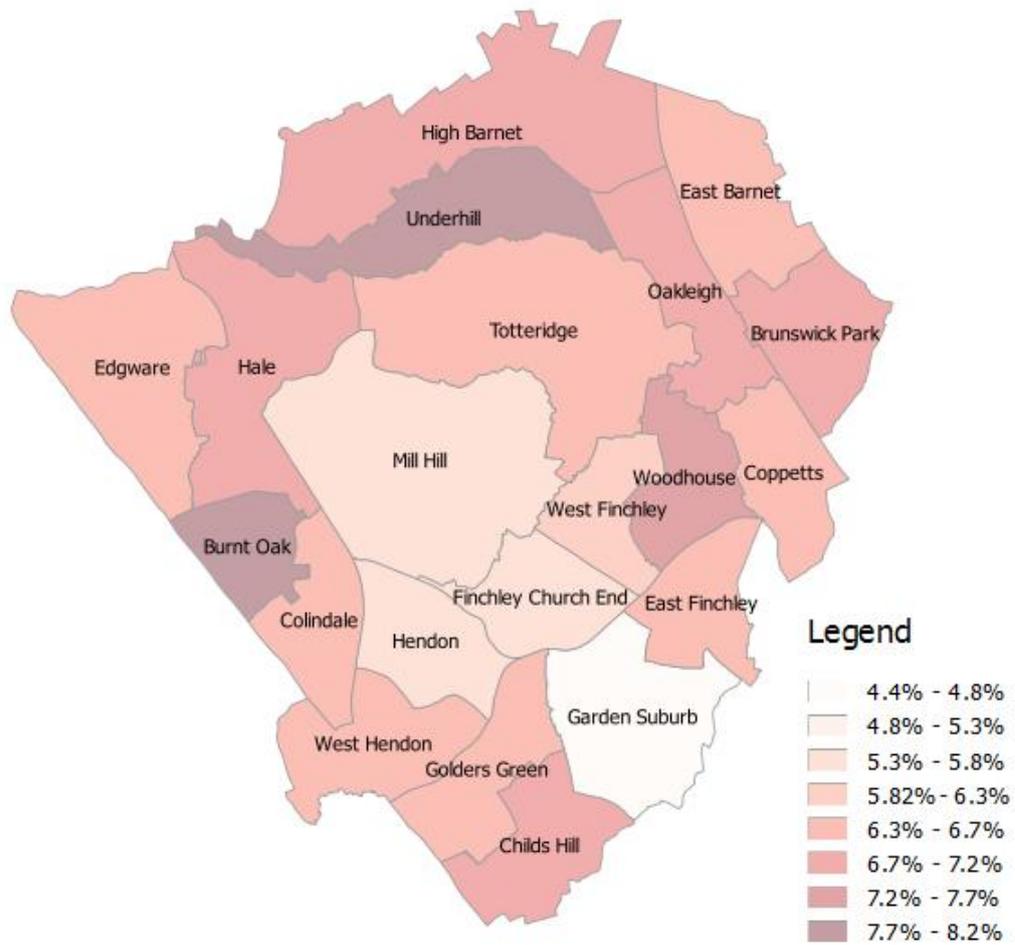
As is expected, the proportion of people with disabilities increases as the age range increases. Across all age ranges, Barnet has a lower proportion of people with disabilities compared to Outer London and England and Wales. By gender, there were more females aged 16 and above with disabilities than men. For those aged under 16, proportionally more males reported limitations in their day-to-day activities. This was the same across all geographical areas. Although some wards have a larger proportion of residents whose activity is limited ‘a lot’ or ‘a little’, the variation across wards is not significant.

By ward, Underhill had the largest proportion of residents who reported having their day-to-day activities limited in some way, (17.2%) with 8.2% of these residents assessing themselves as having their day-to-day activities limited ‘a lot’.

Burnt Oak and Childs Hill had the highest number of residents who assessed themselves as having their activities limited ‘a lot’, 7.8% and 7.4% respectively.

Figure 11 provides map of the Barnet population by residents who reported having their day-to-day activities limited a lot. As you can see from the map, this indicator appears less impacted by locality, with a fairly even spread across the whole borough.

**Figure 11: Proportion of Population Whose Activity is Limited 'a lot' by Ward, 2011**



Source: 2011 Census



## Section C – Barnet Libraries

### **8. Introduction**

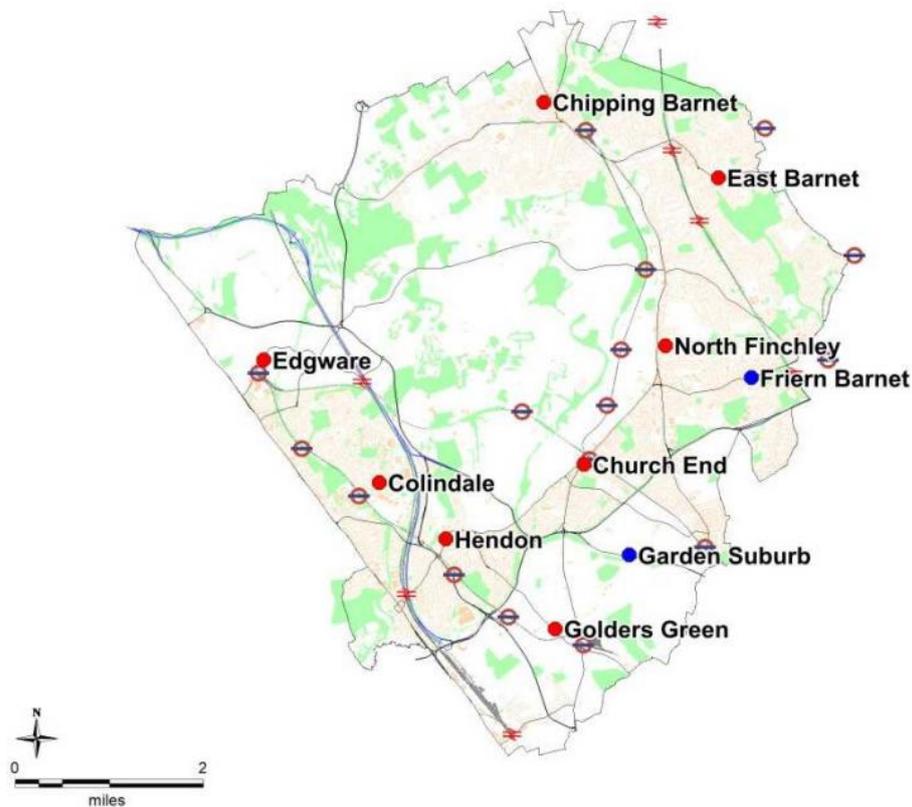
CIPFA analysis benchmarks Barnet against a group of fifteen comparable local authorities. This analysis shows that Barnet's library infrastructure is large and compares favourably against other local authorities provision. The library service is made up of:

- 14 physical sites, ranging in size from Hendon (19,375 sq. ft.) to Childs Hill (3,767 sq. ft.), providing access to books and learning materials, computers, printers, photocopiers and Wi-Fi, study and meeting space, and a range of activities run by library staff and local community groups.
- The mobile library service, which runs for 4 days a week with stops in 12 locations across the borough.
- The home library service, which provides access to books and information for people whose mobility is restricted due to age, disability or illness.
- The Local Studies and Archives service, which offers access to local historical materials by appointment 3 days a week, as well as online resources e-books, e-audio and other online resources and learning materials.
- The School Libraries Resources Service, which provides professional advice and support to school libraries as well as loans to support the National Curriculum.
- The Early Years' service, which provides activities in libraries and a range of community venues for under-5s and their parents and helps administer the national Bookstart scheme
- Support for adults, children and teenagers, including homework clubs and other activities. These services are supported by a a service development team of professional librarians.
- LBB is a member of the Central Buying Consortium for the purposes of stock purchase. The consortium bulk-processes new stock and does so cost-effectively.
- The borough has two community libraries, in Friern Barnet and Hampstead Garden Suburb.

## 9. Location of libraries

Barnet has a good geographical spread of libraries across the borough with the majority of libraries located within easy reach of high streets and public transportation links. Figure 13 maps library locations with the road network and tube/train stations. The proposed future network does not make any substantial change to library sites with most libraries remaining in or near to the current location.

**Figure 13: Location of Libraries in Barnet**



## 10. Buildings

The condition of the current library estate varies but many sites are likely to require significant maintenance work in the next five years. The table below summarises known major works required by site. A preliminary assessment of sites has been undertaken as a part of the library review although more detailed designs, costings, and investigative structure assessments are yet to be carried out.

**Figure 14: Table of major works required**

| <b>Library</b>  | <b>Major work required</b>  |
|-----------------|---|
| Burnt Oak       | None  |
| Childs Hill     | External and internal building works, full electrical rewiring, Equality Act compliance                             |
| Chipping Barnet | External and internal building works, new lighting system, new heating system                                       |
| Church End      | <i>Moving to new site</i>   |
| East Barnet     | Internal building works, substantial electrical works, Equality Act compliance                                      |
| East Finchley   | Internal building works, substantial electrical works, Equality Act compliance                                      |
| Edgware         |   |
| Golders Green   | External building works, Equality Act compliance, Asbestos works, replacement toilet facilities and heating system. |
| Grahame Park    | <i>Moving to new site</i>   |
| Hendon          | Minor internal, external works and mechanical works   |
| Mill Hill       | External building works   |
| North Finchley  | Equality Act compliance   |
| Osidge          | Full electrical rewiring, new boiler and heating system, asbestos, Equality Act compliance                          |
| South Friern    | None  |

## **11. Who uses libraries**

Data around library service usage is available from various sources including:

- Vubis Library Management System (transactions and borrowers)
- Wi-Fi usage 2014/15
- Netloan (computer reservations and usage)
- CIPFA survey (enquiry type) 2013/14
- Meeting room bookings, 2013/14
- Volunteers
- JCP statistics for free PC hours, 2014/15
- Visitor statistics, 2014/15
- Barnet Libraries Annual Statistics, 2004/5 to 2014/15
- Barnet Library Data, 2013/14 (transaction data)
- Events data

According to Barnet Libraries Annual Statistics 2014/15 there were 182,726 registered borrowers in 2014/15. Of these an estimated 25% were active users of libraries (those who have undertaken a library transaction in the last year).

CIPFA statistics demonstrate that while the number of visits to Barnet's libraries is relatively high, the proportion of people who live in Barnet who are active library

borrowers is amongst the lowest in the comparator group of local authorities (148 active borrowers per 1,000 people in the population against an average of 182). This suggests that Barnet has a smaller but more engaged user base. Similarly, the number of housebound readers using the home library service in Barnet was also one of the lowest in its grouping (0.9 per 1,000 people against the average of 1.4.)

## 12. Patterns of use

Activity varies from library to library across the network:

- 1,171,710 loans and 22,350 reservations at static library sites. There were 168,503 borrowers, equating to approximately 7 loans per borrower per year (Barnet Libraries Annual Statistics 2014/15).
- 50,873 loans from the mobile library and the home library, with 1,899 reservations across the two services (Barnet libraries Annual Statistics, 2014/15).
- 2,363,023 transactions at the static library sites and 22,451 at mobile and home libraries (Barnet Library Data, 2013/14).
- 56% of book loans were for adult books and 44% for children and teen books. (Barnet Library Data, 2014/15).

Barnet Libraries Annual Statistics 2014-15 show that in this year Hendon had the highest number of individual borrowers and the second highest number of loans, whilst Chipping Barnet had the highest number of loans and second highest number of individual borrowers. Childs Hill and Grahame Park had the lowest number of individual borrowers and loans.

In general, those libraries with the highest number of book loans have the highest percentage of adult loans in comparison to children and teen loans, whereas smaller libraries generally have a higher percentage of children and teen loans. Children and teen loans make up 41% of loans at Chipping Barnet whilst they make up 70% of loans at Grahame Park.

The number of transactions per borrower gives a sense of whether the library has a larger number of users who each take out a small number of items or whether a smaller number of users are carrying out many transactions. Transactions data shows that in Hendon, South Friern, Grahame Park and Burnt Oak the number of transactions per active borrower is relatively low (implying the former), while in East Barnet, Childs Hill and Chipping Barnet it is relatively high.

The number of transactions per visitor gives a sense of the proportion of library activity that relates to borrowing books and other media. In Childs Hill, Mill Hill, Osidge and East Finchley the number of transactions per visitor is high, suggesting many people using those libraries are doing so to borrow books and media. In East Barnet, South Friern, Church End and Grahame Park the transactions per visitor are low, suggesting that people visit those libraries for other services or activities. (Transaction and borrower figures Barnet Library Data, 2013/14).

Hendon has the largest number of computers (28), whilst Childs Hill has the lowest number (4). Data on the hours of use per computer and the number of minutes of Wi-Fi usage suggest that:

- Computers are most in demand at Hendon, Chipping Barnet and Church End (Barnet Library Data, 2014/15).
- Those in Childs Hill, East Finchley and Osidge are less well used. (Barnet Library Data, 2014/15).
- Wi-Fi activity is concentrated in Hendon and Chipping Barnet (Barnet Library Data, 2014/15).
- Wi-Fi use in Childs Hill is particularly low (Barnet Library Data, 2014/15).

Events data shows that Grahame Park provides the largest number of library supported events (512), followed by East Finchley (376) and Hendon (329). The number of library-led events at Osidge is notably lower (125). These figures do not include any events delivered independently by external groups hiring library space.

Across all physical library sites (excluding the home and mobile library and the two sites which are now community libraries for which data is not available), loans have fallen by approximately 36% between 2004/5 and 2014/15.

- All libraries have seen library useage reduce by more than 25%, with East Barnet seeing the biggest reduction of 52%, followed by East Finchley (48%), Chipping Barnet (47%) and Mill Hill (47%).
- Hendon has seen a reduction of 3% over this time period, although this is because in 2004/5 the library was closed for part of the financial year. A more accurate comparison, from 2005-6 to 2014/15 shows a reduction of 54%, the largestpercentage reduction over this time period.
- The number of adult loans has decreased by 46%, compared to 21% for children and teen loans.  
(Barnet Libraries Annual Statistics 2004/5 to 2014/15)

When analysing the change between 2010/11 and 2014/15 the reduction has been less significant than the previous 7 years but there has still been a reduction of 23% in the number of book loans across this period.

- All libraries have seen a reduction in borrowing over the past 4 years, with loans falling the most significantly at Burnt Oak (39%), Hendon (36%) and East Barnet (36%).
- The number of book loans has fallen less severely over last 4 years at Grahame Park (2% reduction) and Edgware (14%).

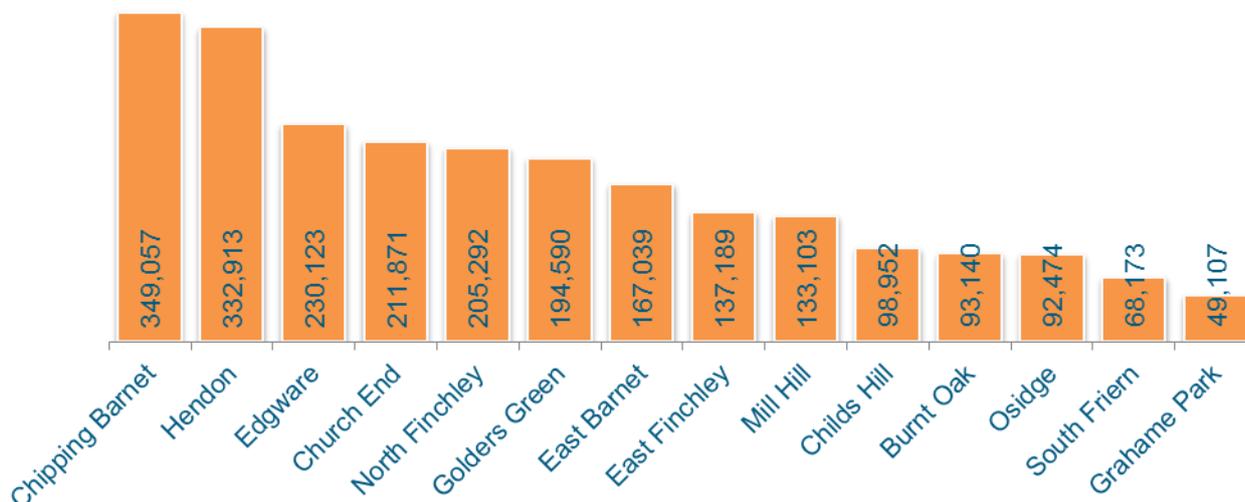
The number of digital loans has risen by 42% between 2011/12 and 2014/15 (from 13,487 to 19,090).

*It is important to note that whilst trend data gives a good indication of changing behaviour, some libraries have been closed over the time period which has resulted in fluctuations in the number of book loans. Hendon was closed in 2003-4, Burnt Oak in 2008 and South Friern from 2006 to 2009.*

## 12.1 Transactions by library

Chipping Barnet library had the highest number of transactions in 2013/14, followed closely by Hendon library. Grahame Park has the lowest number of transactions, followed closely by South Friern library.

**Figure 15: Number of transactions by library site (2013/14)**

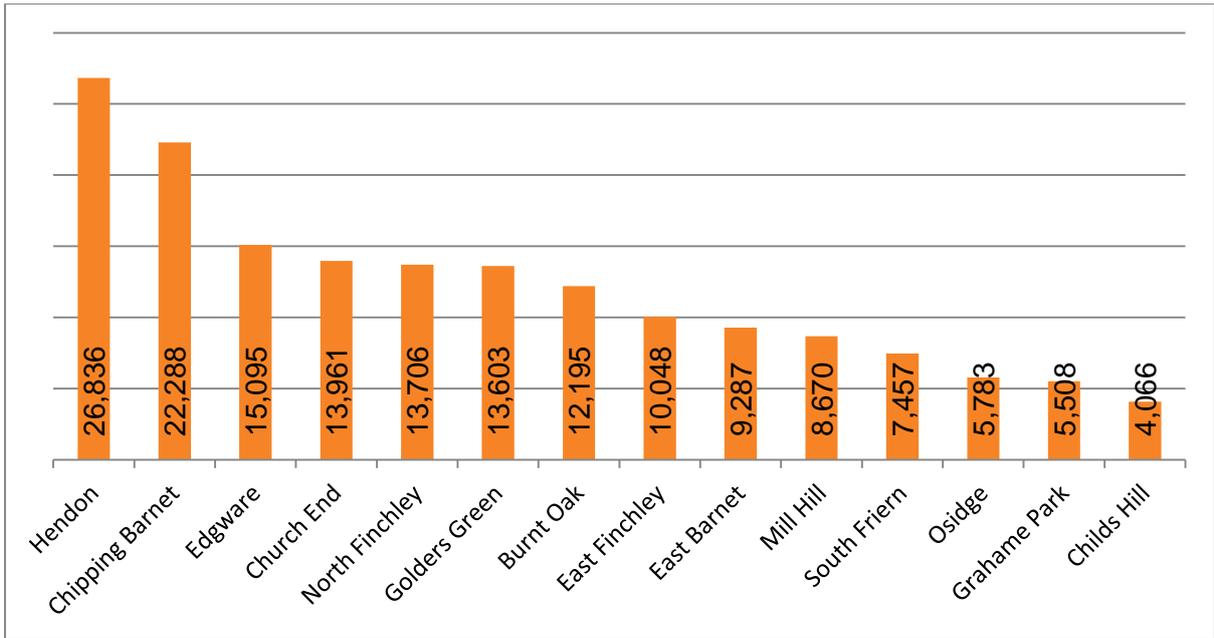


Source: Barnet Library Data 2013/14

## 12.2 Borrowers by library

In 2014/15 Hendon had the highest number of individual borrowers and the second highest number of loans, whilst Chipping Barnet had the highest number of loans and second highest number of individual borrowers. Childs Hill and Grahame Park had the lowest number of individual borrowers and loans.

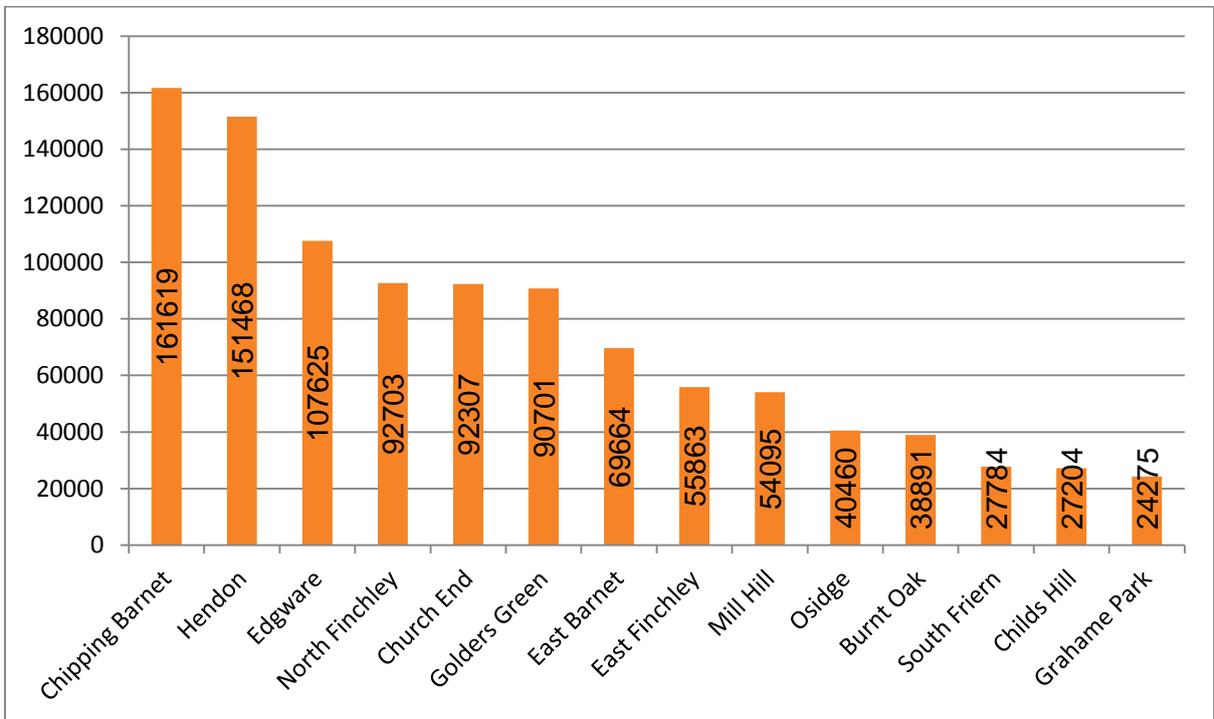
**Figure 16: Number of borrowers by library site**



Source: Barnet Annual Statistics, 2014/5

### 12.3 Loans by library

Figure 17: Number of loans by library site

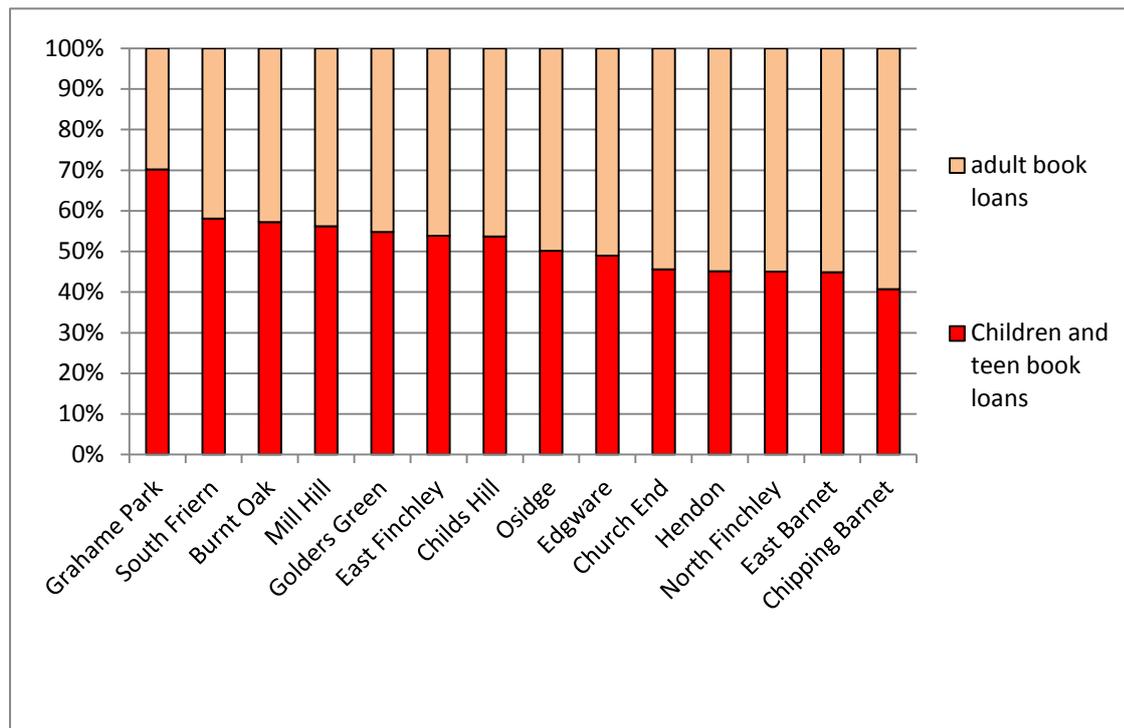


Source: Barnet Annual Statistics, 2014/5

### 12.4 Comparative number of loans

Figure 18 and 19 below demonstrate the variation of adult and children and teen books by library. In regard to the percentage of book loans, in general the smaller libraries have a higher percentage of children and teen book loans. 70% of loans at Grahame Park were children and teen loans, whilst South Friern, Burnt Oak, Mill Hill, Golders Green, East Finchley and Childs Hill all had a higher percentage of children and teen loans than adult loans. Chipping Barnet had the highest percentage of adult loans (59%) followed by East Barnet, North Finchley, Hendon, Church End and Edgware who all had a higher percentage of adult book loans.

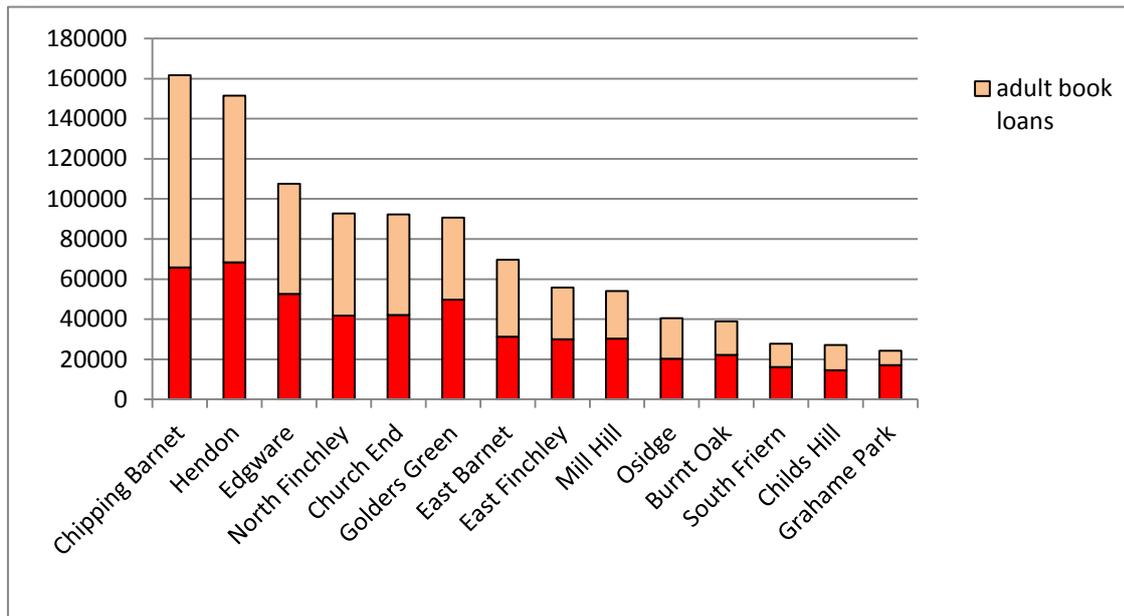
**Figure 18: Percentage of loans adults and children and teen books**



Source: Barnet Annual Statistics, 2014/5

Figure 19 illustrates that there is a more significant variation in the number of loans of adult books across the 14 physical library sites compared to the variation in children and teen loans.

**Figure 19: Number of loans adults and children teen books**



Source: Barnet Annual Statistics, 2014/5

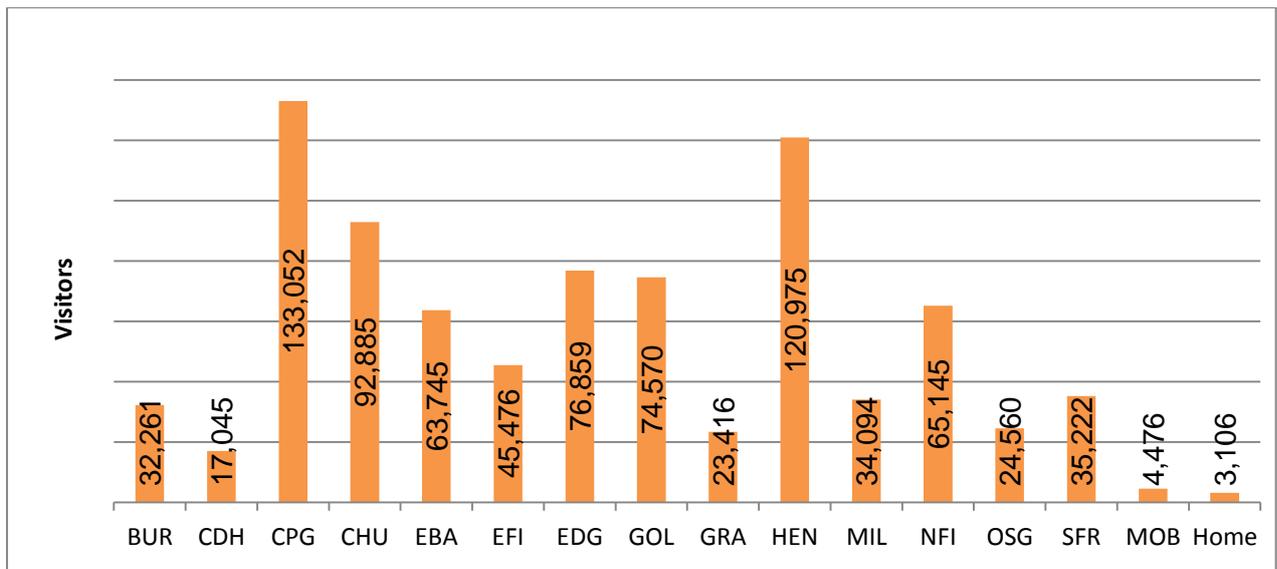
### 13. How busy are libraries

There were 49 visitors per hour across all static sites and 9 visitors an hour at the mobile library. Chipping Barnet (90 visitors per hour), Hendon (82) and Church End (72) were the busiest sites while the quietest were Burnt Oak (24), Grahame Park (26), Osidge (23) and Childs Hill (18).

#### 13.1 All books

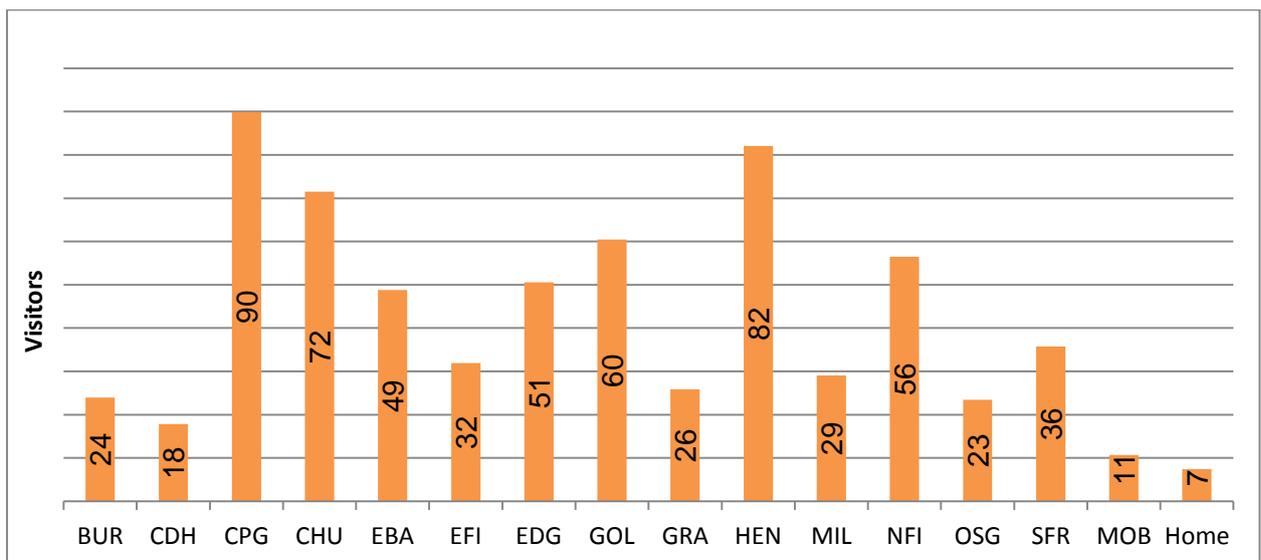
The total visitors at each site and total visitors per open hour at each location are shown in the graphs below.

**Figure 20: Total visits per library (2014/15)**



Source: Visitor statistics 2014-15

**Figure 21: Visits per hour (2014/15)**



Source: Visitor statistics, 2014-5

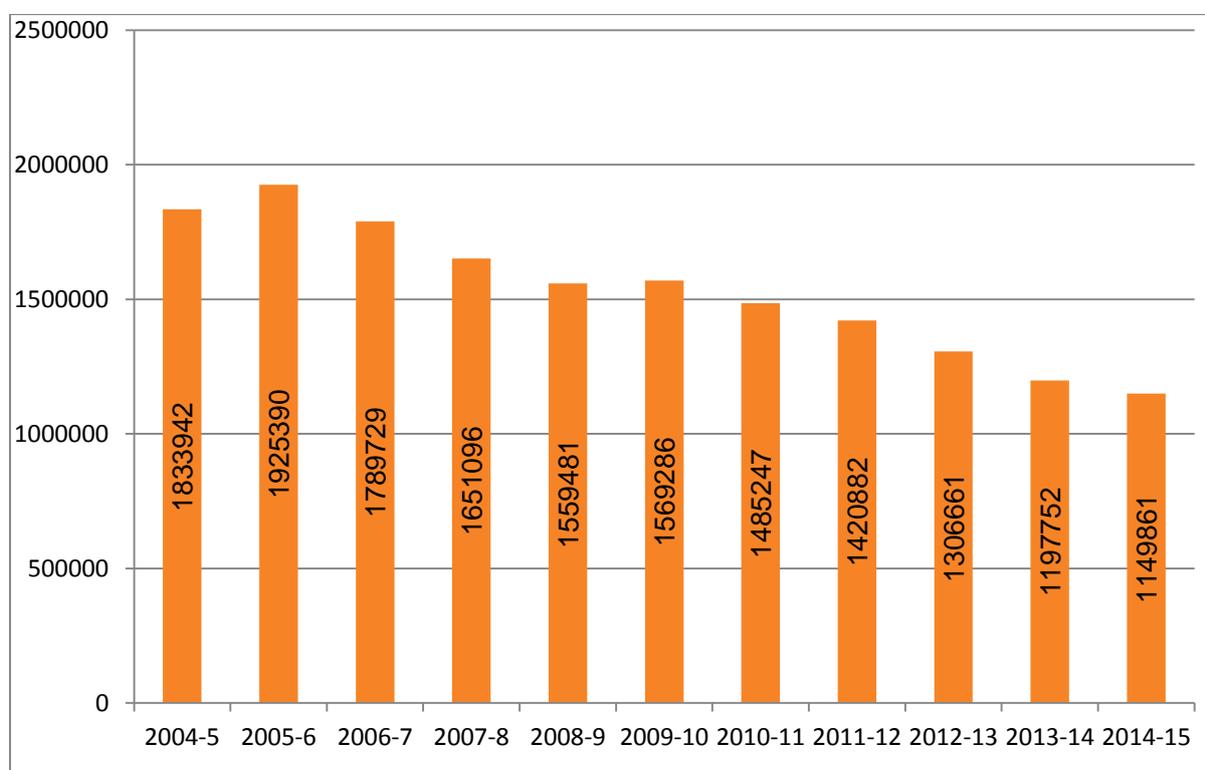
## 14. Trends

This section outlines the trends, from 2004/5 to 2014/15 of the number of loans across the library network in Barnet.

### 14.1 All books

The graph below outlines the number of loans (not including digital books) from 2004/5 to 2014/15. It illustrates a reduction in loans from 1,833,942 in 2004-5, rising to a high of 1,925,390 in 2005/6, and then reducing year on year to a total of 1,149,861 in 2014-15, a reduction of 37% from 2004/5 to 2014/15. The increase in book loans between 2004/5 to 2005/6 can be explained by the part closure of Hendon library in 2014/5.

**Figure 22: Changes in number of loans for all books (2004/5 to 2014/15)**

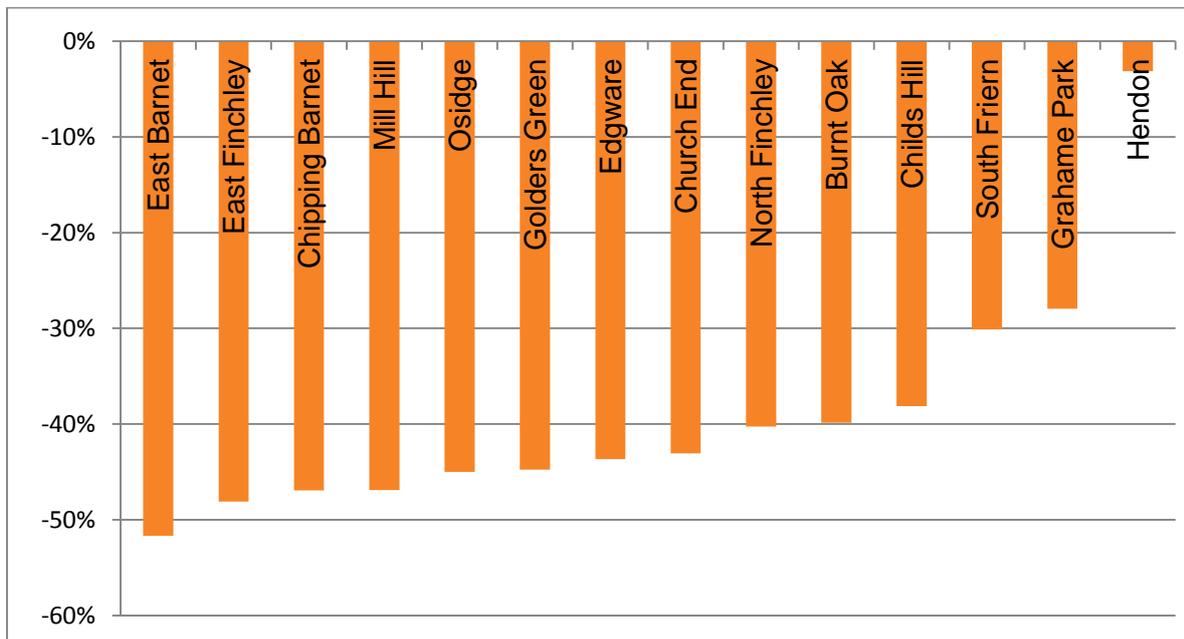


Source: Barnet Annual Statistics, 2004-5 to 2014-5

If digital materials are taken into consideration then the reduction from 2004-5 (where digital books were not available) to 2014-15 was from 1,833,942 to 1,168,951, a reduction of 36%.

The table below shows the change in library use (by percentage) from 2004-5 until 2014-15. It shows that all libraries apart from Hendon have seen library usage reduce by more than 25%, with East Barnet seeing the biggest reduction of 52%, followed by East Finchley (48%), Chipping Barnet (47%) and Mill Hill (47%). Hendon shows a very different picture to other libraries with a reduction of just 3%.

**Figure 23: Change in number of loans broken down by library (2004-5 to 2014-15)**

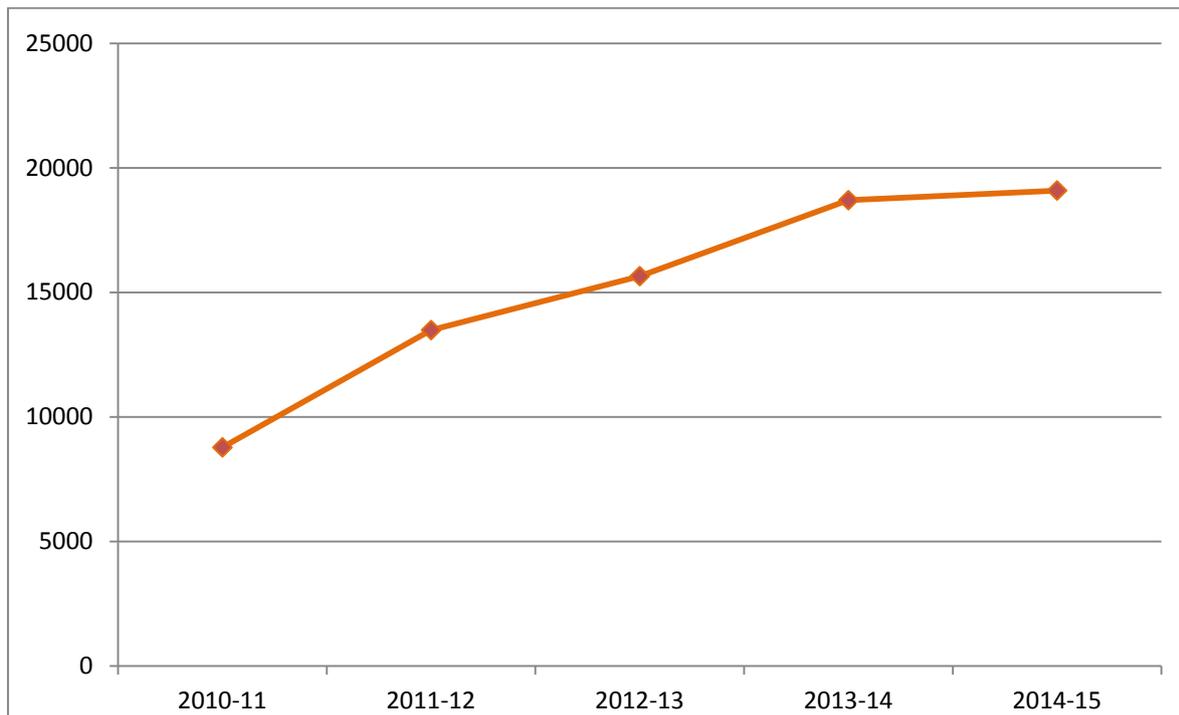


Source: Barnet Annual Statistics, 2004-5 to 2014-5

## 14.2 Digital Books

The loan of digital books (not including digital magazines or digital reference materials) has increased significantly since being introduced in 2010/11. The number of digital loans has risen by 42% between 2011/12 and 2014/15 (from 13,487 to 19,090). The figure from 2011/12 has been used as a comparator as this was the first year the technology for loaning digital books was available across the network.

**Figure 24: Changes in number of loans of digital books (2004/5 to 2014/15)**

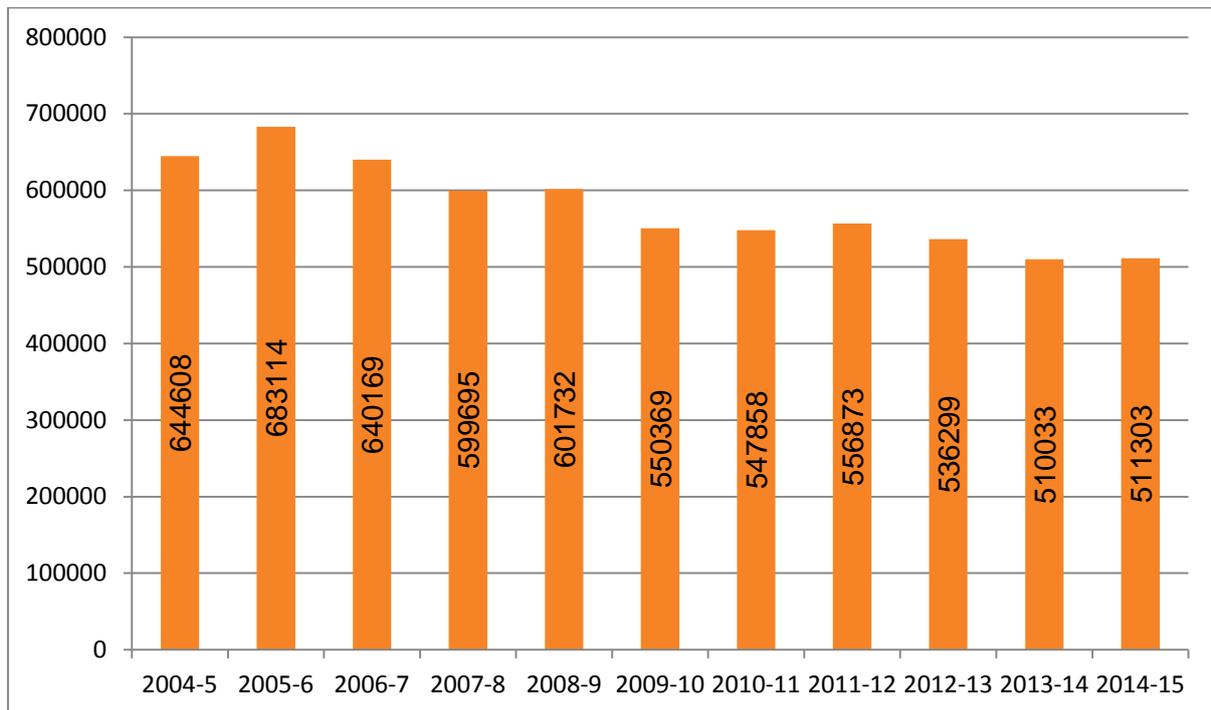


Source: Barnet Annual Statistics, 2004-5 to 2014-5

### **14.3 Children and Teen books**

Children and teen books saw a much smaller reduction in number of loans (21%) over the same period compared to figures for all books. The number of loans of children and books reduced from 644,608 (2004-5) to 511,303 (2014/15).

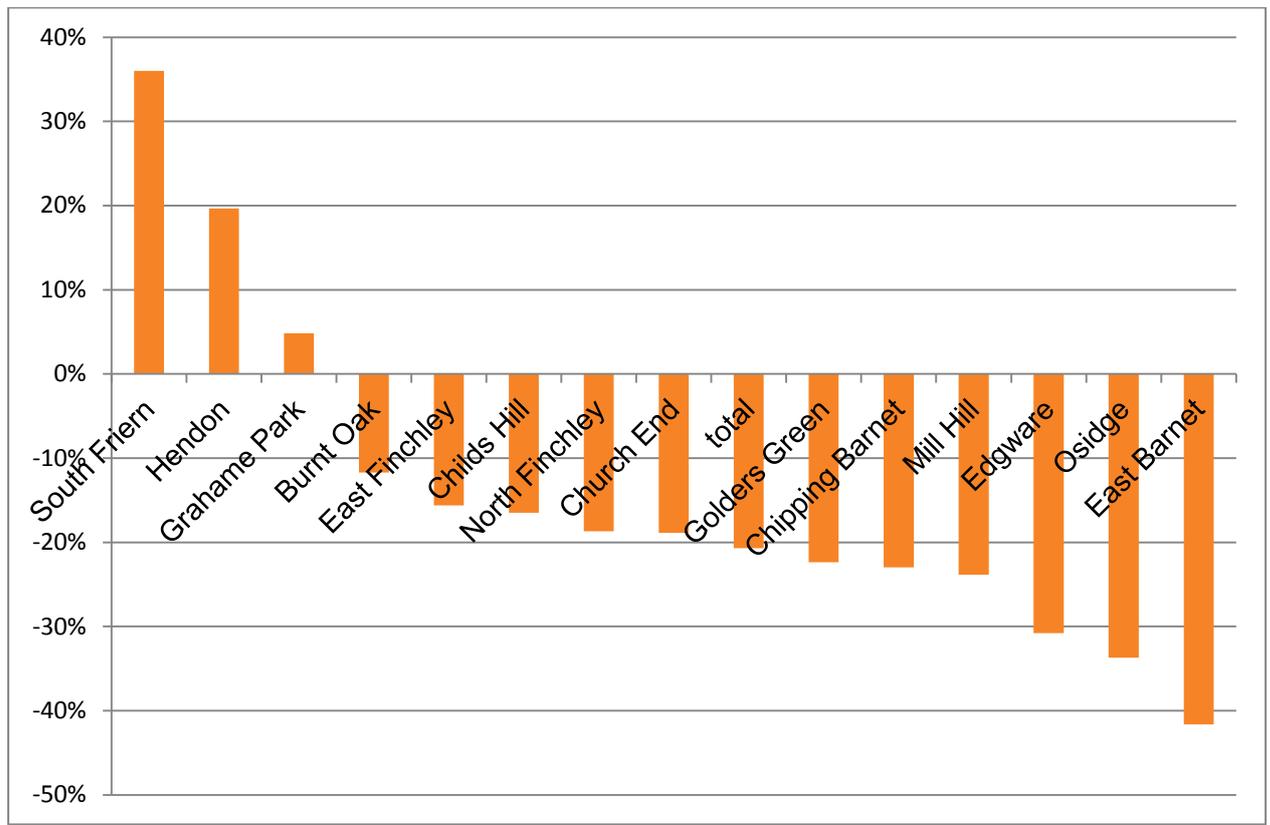
**Figure 25: Changes in number of loans for children and teen books (2004/5 to 2014/15)**



Source: Barnet Annual Statistics, 2004/5 to 2014/5

Over the period 2004/5 to 2014/15 three libraries saw an increase in the number of loans for children and teen books, these were South Friern (36%), Hendon (20%) and Grahame Park (5%). All other libraries saw a reduction in loans, with East Barnet with the most significant reduction (42%) followed by Osidge (34%) and Edgware (31%). When taking into account the closure of Hendon library in 2004/5, children and teen book loans from Hendon library have reduced by 41%.

**Figure 26: Changes in number of loans for children and teen books broken down by library (2004/5 to 2014/15)**

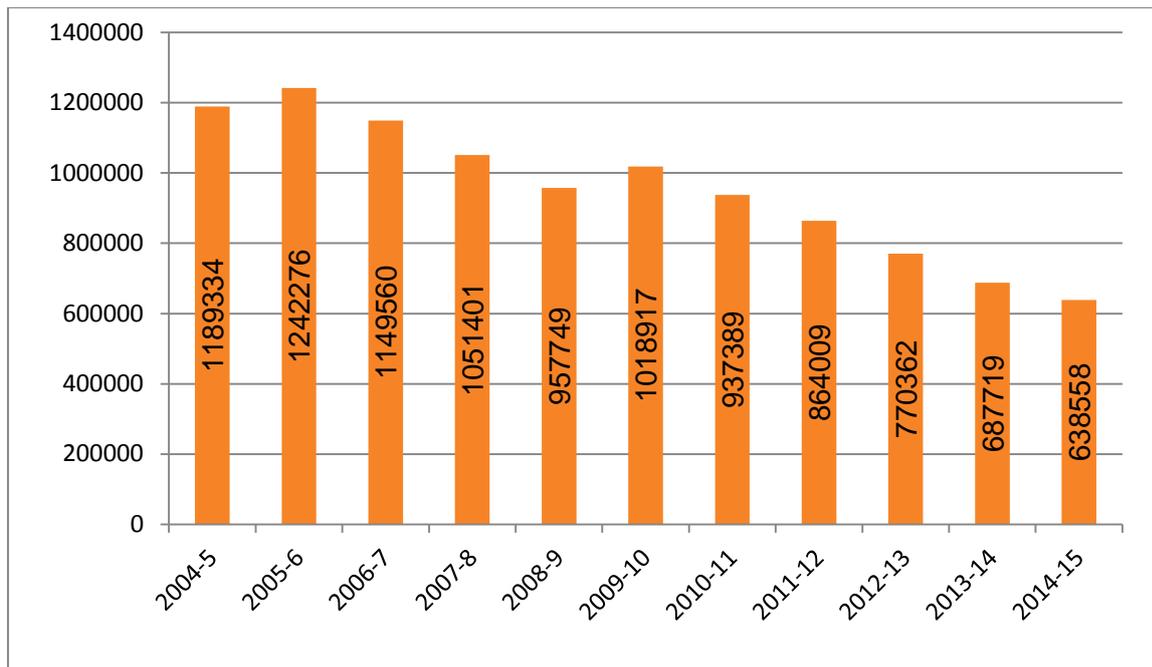


Source: Barnet Annual Statistics, 2004/5 to 2014/5

#### 14.4 Adults Books

The number of adult book loans has reduced by 46% between 2004-5 and 2014-15, a significantly higher reduction than childrens and teen books, which reduced by 21%.

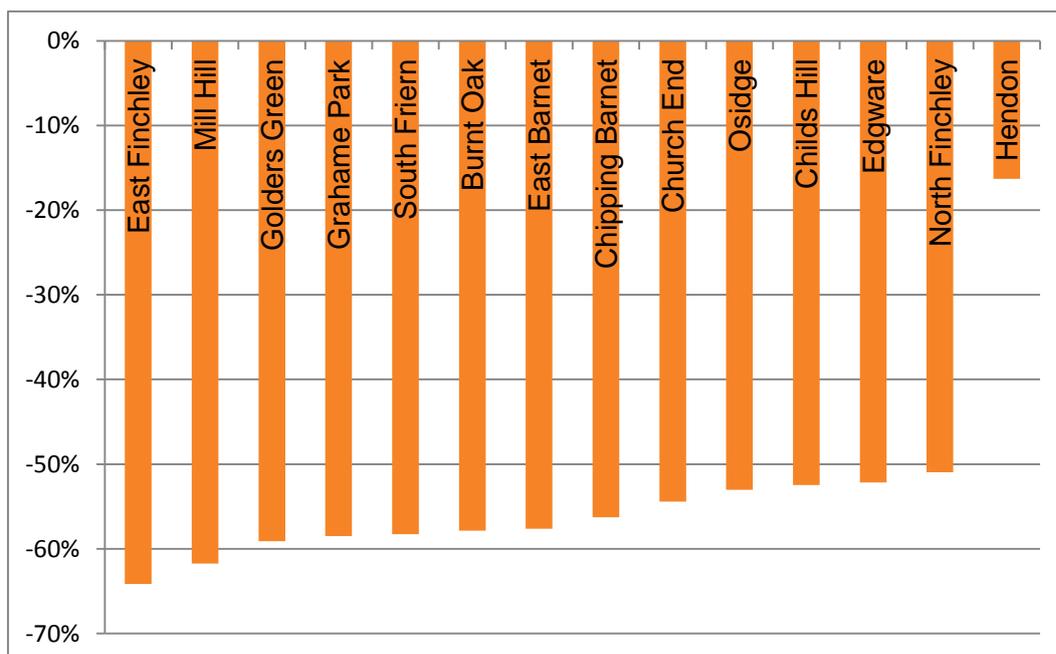
**Figure 29: Changes in number of loans for adult books (2004/5 to 2014/15)**



Source: Barnet Annual Statistics, 2004/5 to 2014/5

Thirteen of Barnet’s libraries saw a reduction in loans of adult books by between 50 and 64%. The reduction in number of adult loans was most significant at East Finchley (64%) followed by Mill Hill (62%). Hendon library saw a reduction of 62% between 2005/6 and 2014/15.

**Figure 30: Changes in number of loans for adult broken down by library (2004/5 to 2014/15)**

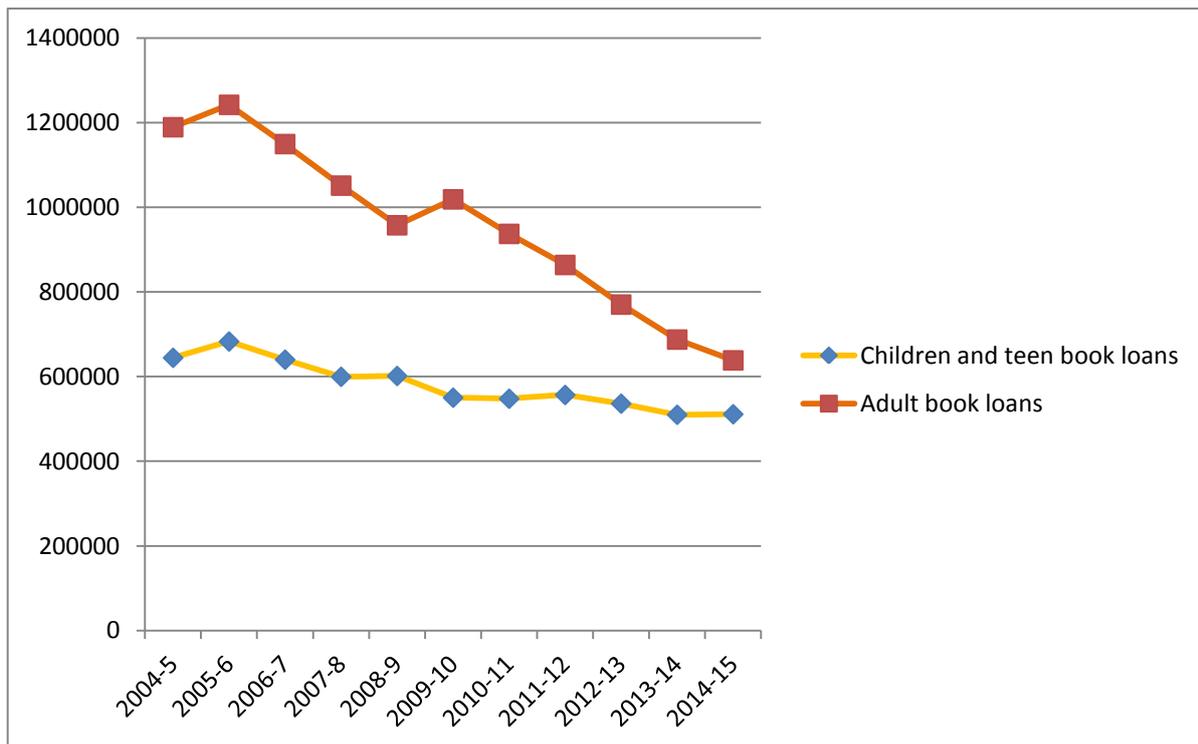


Source: Barnet Annual Statistics, 2004/5 to 2014/5

## 14.5 Changing trends

Figure 31 demonstrates how the number of Adult book loans has decreased far more (46%) compared to Children and Teen book loans (21%) and whilst in 2004/5 Adults book loans accounted for 65% of all loans this has decreased to just 56%.

**Figure 31: Changing numbers of loans, comparing Children's and Teens and Adult book loans.**



Source: Barnet Annual Statistics, 2004/5 to 2014/5

## 15. Wi-Fi usage

The table below outlines the data from use of Wi-fi within each library. It shows that Hendon had the highest number of unique users (4,318) and sessions (24,106) followed by Chipping Barnet (15,407 and 3,327) and Edgware (9,408 and 1,929). The lowest Wi-fi use was at Childs Hill (832 and 242), South Friern (2,595 and 793) and Grahame Park (2,609 and 583).

**Figure 32: Table outlining number of Wi-fi sessions and unique users for 2014/15**

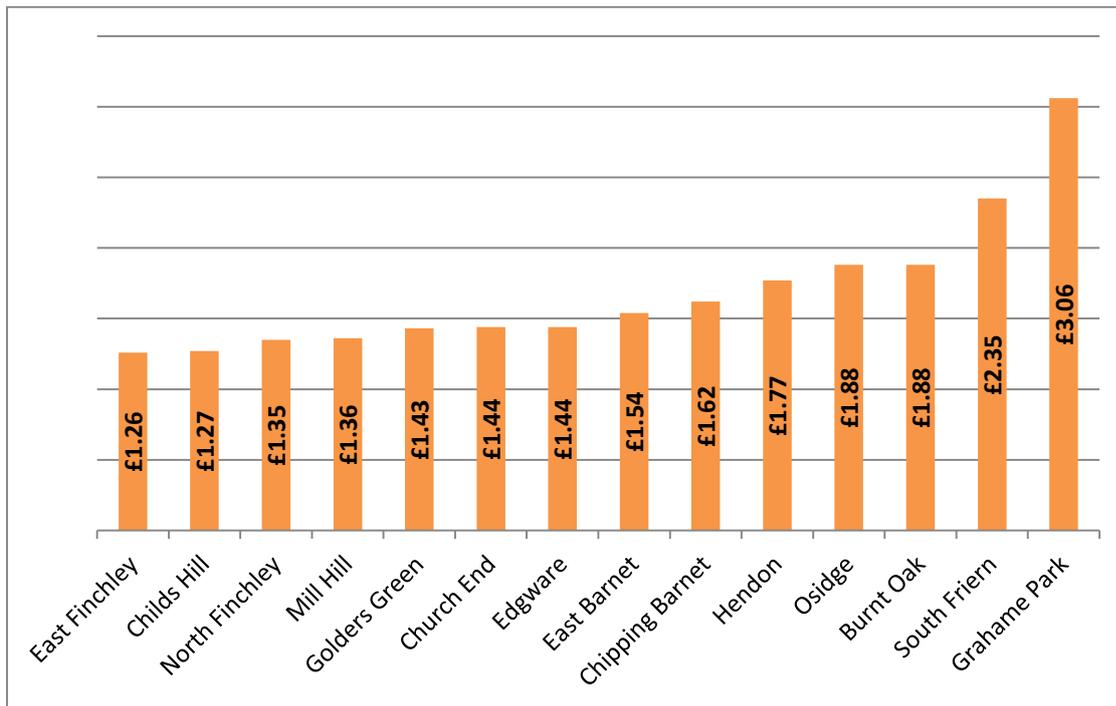
| <b>Library</b>  | <b>Sessions</b> | <b>Unique Users</b> |
|-----------------|-----------------|---------------------|
| Burnt Oak       | 7800            | 1469                |
| Childs Hill     | 823             | 242                 |
| Chipping Barnet | 15407           | 3327                |
| Church End      | 8047            | 1689                |
| East Barnet     | 5511            | 1216                |
| East Finchley   | 3828            | 1051                |
| Edgware         | 9408            | 1929                |
| Golders Green   | 4922            | 1326                |
| Grahame Park    | 2609            | 583                 |
| Hendon          | 24106           | 4318                |
| Mill Hill       | 4010            | 970                 |
| North Finchley  | 4424            | 1167                |
| Osidge          | 2659            | 713                 |
| South Friern    | 2595            | 793                 |
| All Sites       | 96149           | 18317               |

Source: Wifi statistics, 2014/5

## **16. Library costs**

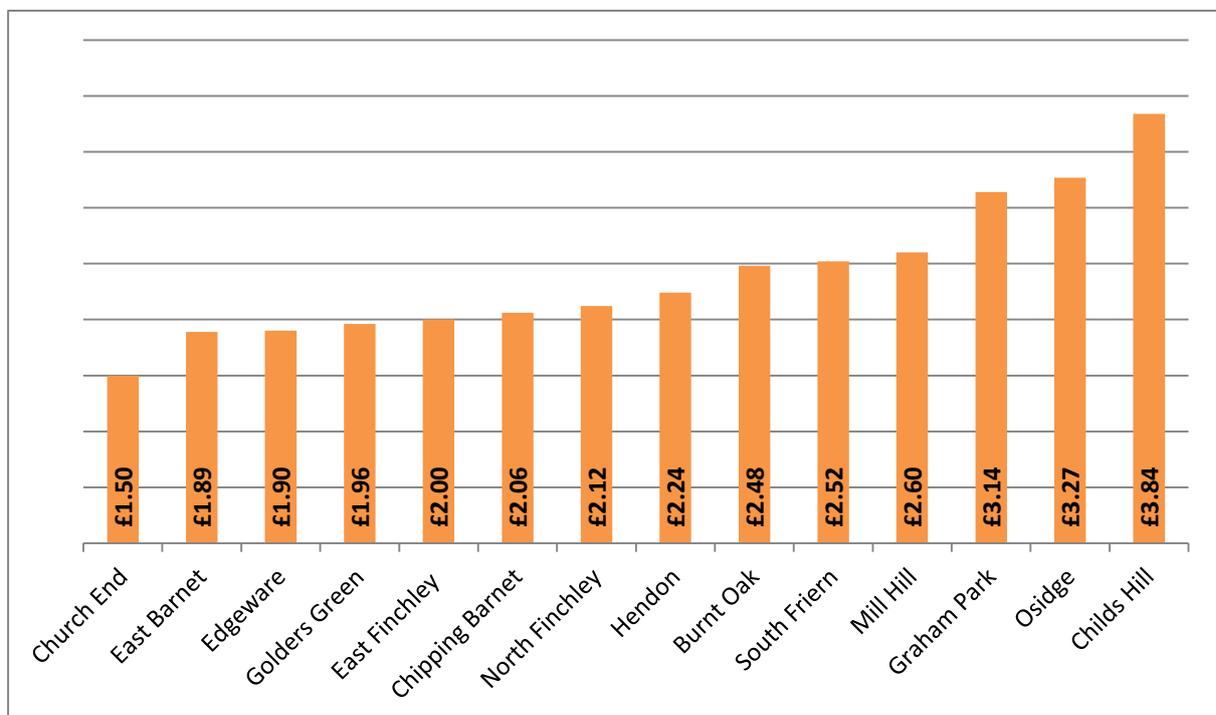
Library costs have been calculated as cost per transaction and cost per visitor for each library. The total cost of running each library is calculated, combining the library's annual budget with a proportion of the central costs of running the service, and divided by the number of transactions and number of visitors for the year 2013/14. Whilst Childs Hill has one of the lowest transaction costs, it has the highest cost per visitor.

**Figure 33: Cost per transaction (2013/14)**



Source: Barnet Library Data (Transaction data) 2013/14

**Figure 34: Cost per visitor (2013/14)**



Source: Barnet Library data (transaction data) 2013/14

## **17. Users as representative of population**

This section outlines the breakdown of library users based on transaction data. The library service does not collect data on many of the demographic characteristics protected under the Equality Act 2010 as this would be considered disproportionate given the purpose of the service. Therefore transaction data from the financial year 2013-14 has been anonymised, weighted, and matched to data at small area level from the 2011 Census, to predict and model the proportion of transactional activity in each library which is being carried out by people with relevant protected characteristics. This data has been labelled as 'modelled data' and has led to the conclusions outlined in this section.

### **17.1. By Age**

Compared to resident population, modelled data shows residents aged 6-9 years use libraries significantly more than average (14.5% of 6-9 year olds compared to 5.2% of the borough population). Data also shows that 0-5 year olds (14.5% compared to 8.8% of the resident population) and 10-15 year olds (11.4% compared to 7.0% of the resident population) are more likely to use libraries compared to the borough's population. Whilst working age adults (18-64) use the library less than average, older people (65+) use the library service in line with the resident population.

Qualitative focus groups with parents of children aged 0-15, with young people themselves as well as a targeted 'young people's' questionnaire ensured that this user group's voice was heard. Young people were generally unsupportive of library closures or plans to make libraries smaller, but were supportive of plans for generating income and using technology to extend opening hours, as long as this didn't restrict their future library access.

On the other hand, older people, in particular those aged 65+, were overrepresented in the responses to the main consultation with 33.1% of responses coming from this age group despite only making up 18% of the borough's resident population. Older people were particularly unsupportive of plans to use technology to replace staff but were in favour of maintaining the mobile library service at current levels.

Under 35s were underrepresented in responses to the main consultation. Only 11.2% of responses to the main questionnaire were under 35 despite making up 33.1% residents in the borough's population as a whole.

### **17.2. By Gender**

The modelled data suggests that library usage by men and women broadly mirrors the profile of the borough overall, approximately 47.9% and 52.1% respectively. However, in the 2014/15 consultation, women were over represented as a proportion of respondents to the main questionnaire making up 64.4% of respondents.

In the 2014/15 consultation there was limited difference in responses between male and female respondents although men were more likely than women to agree with increased use of self-service technology.

Some gender differences also emerged in responses to the 2011 consultation. The most significant of these were:

- Men were more likely than women to agree with increased use of self-service technology.
- Men were more likely to access online resources while women were more likely to borrow books.
- Women were more likely than men to cite parking as a problem.
- Women were more likely than men to request longer opening hours.

### **17.3. Sexual orientation**

The library service does not collect user data on sexual orientation and this data is not available from the 2011 Census.

If use by lesbian, gay and bisexual people (LGB) followed the proportion of the national population who are LGB it would run at approximately 6% or just over 11,000 active borrowers. A small proportion (5%) of respondents to the main questionnaire in the 2014/15 consultation identified themselves as 'non-heterosexual'. Whilst this response rate is too low to draw out specific findings, non-heterosexual respondents were more likely to agree with using volunteers to enhance the service provided by paid staff and to agree with the redevelopment of library sites.

The library service stocks materials tailored to LGB people. Research carried out elsewhere (Voice Counts, a 2010 consultation carried out in Hertfordshire) identified a need for libraries to continue to provide specific media relating to LGB people and access to relevant information.

### **17.4. Gender identity**

The library service does not collect user data on gender reassignment and this data is not available from the 2011 Census. Respondents to the 2014/15 consultation were not asked about their gender identity.

GIRES, the Gender Identify Research and Education Society, estimate that 0.6-1% of the population may experience gender dysphoria (a medical term used to describe the negative feelings associated with the sense that a person's gender identity doesn't match up with the body they were born in). If this proportion held locally it would suggest that 750-1000 library users might be affected. National research suggests that people affected by gender dysphoria, particularly children and young people, often have difficulties because of a lack of relevant information about issues which affect them and improved access to information is therefore likely to have a particular benefit for this group.

### **17.5. Marriage and civil partnership**

The library service does not collect user data on marriage and civil partnership and respondents to the 2014/15 consultation were not asked about their marital status.

Research carried out by Age UK (Loneliness and Isolation Evidence Review, 2014) suggests that widowed people may be disproportionately at risk of loneliness and isolation, which may mean that the inclusive nature of libraries is important to this group.

## **17.6. Disability**

Modelled data suggests that disabled people are responsible for roughly 14% of library usage, 6.5% of transactions being carried out by with people whose day to day activities are limited 'a lot'. According to modelled data people whose day to day activities are limited 'a lot' make significantly higher use of libraries in Burnt Oak, Childs Hill and Grahame Park, and relatively low use of the libraries in Church End, Hendon and Mill Hill.

Residents whose day-to-day activities are not limited or are limited 'a little' use the library as much as expected according to modelled data.

Consultation with disabled people has suggested that the aspects of the service they value most highly are:

- book lending,
- access to information and resources,
- access to online facilities,
- education and community facilities,
- libraries as a focal point of the community and of learning for local people, and
- libraries as places which offer a warm welcome at the same time as learning, social and personal development opportunities (Barnet, 2011).

Following on from this, respondents who had mental health issues or learning disabilities describe libraries as welcoming, inclusive places, and as community 'resources' which reduce social isolation (Barnet, 2014). People with sensory impairments were enthusiastic about the role of library reading groups in reducing isolation.

People with disabilities have reported relatively 'heavy' library use: 64% of disabled respondents said that they also used a library at least once a week in Barnet, 2011. Parents of disabled children reported high levels of library use in Barnet, 2013. Respondents have stressed the importance of working toilet facilities and user-friendly furniture (Barnet, 2011). More generally, access is seen as a potentially significant issue for disabled users by both users themselves and by others (Barnet, 2011, 2014).

Some users suggest the mobile library can mitigate lack of access to more centralised services. However, physical disability and mental health disability focus groups and participants in the in-depth interviews for people with sensory impairments reported that they had not known about the mobile and home services and were keen to learn more about other services and activities on offer (Barnet, 2014). Again, this suggests that the library service could be better at marketing its offer to those who may need it.

People with learning disabilities suggested that some improvements could be made around access to easy read print and audio book stock and more up-to date information about their disabilities. People with sensory impairments noted alternative ways of accessing content such as e-books available from the Royal National Institute for Blind People (RNIB) (Barnet, 2014).

Consultation responses both to the main questionnaire and at targeted focus groups in 2014/15 revealed that disabled residents had some specific views around potential changes to the service:

- A high proportion of disabled respondents strongly disagreed with plans to reduce staffed opening hours.
- A high proportion of disabled respondents also strongly disagree with proposals to extend unstaffed opening using technology as either a replacement to staff or using technology to extend opening hours.
- Focus groups echoed these concerns with those with physical disabilities most concerned about their ability to use new technology.
- Disabled users also tended to strongly disagree with plans to hire out parking spaces at libraires.
- Disabled users supported the proposal to maintain the home library service at current levels.

### **17.7. Ethnicity**

National research (Taking Part, cited in MLA, 2010) has shown a substantial difference in library usage levels between those of white ethnicity and those from a BAME background. BAME people are much more likely to have visited a library in the last year, and while library visits have fallen across the board over the last five years they have done so much more slowly among BAME library users (by 6.9% against 9.3% for white library users, MLA, 2010).

The library service does not collect user data on ethnicity in the course of providing the service. However, modelled data, shown in Figure 35 suggests that the breakdown of library usage by different ethnic groups roughly matches the borough profile as a whole.

**Figure 35: Ethnic grouping of library users**

| Ethnic grouping   | Library | Borough |
|---|---------|---------|
| White; English/Welsh/Scottish/ Northern Irish/British/Irish | 50.4%   | 49.8%   |
| White; Gypsy or Irish Traveller                             | <0.5%   | <0.5%   |
| White; Other White  | 15.9%   | 16.1%   |
| Mixed/Multiple Ethnic Groups; White and Black Caribbean     | 0.8%    | 0.8%    |
| Mixed/Multiple Ethnic Groups; White and Black African       | 0.8%    | 0.8%    |
| Mixed/Multiple Ethnic Groups; White and Asian               | 1.6%    | 1.6%    |
| Mixed/Multiple Ethnic Groups; Other Mixed                   | 1.4%    | 1.4%    |
| Asian/Asian British; Indian                                 | 7.6%    | 7.6%    |
| Asian/Asian British; Pakistani                              | 1.4%    | 1.4%    |
| Asian/Asian British; Bangladeshi                            | 0.6%    | 0.6%    |
| Asian/Asian British; Chinese                                | 2.2%    | 2.3%    |
| Asian/Asian British; Other Asian                            | 5.8%    | 5.9%    |
| Black/African/Caribbean/Black British; African              | 4.8%    | 4.9%    |
| Black/African/Caribbean/Black British; Caribbean            | 1.1%    | 1.1%    |
| Black/African/Caribbean/Black British; Other Black          | 0.9%    | 0.9%    |
| Other Ethnic Group; Arab                                    | 1.3%    | 1.3%    |
| Other Ethnic Group; Any Other Ethnic Group                  | 3.5%    | 3.5%    |

(Barnet Library Data, 2013/14)

- Modelled data suggests that most transactions (50%) are carried out by White (English/Welsh/Scottish/Northern Irish/British/Irish) residents and this group uses libraries more than average compared to their resident population.
- Modelled data suggests that white Gypsy or Irish Travellers have the lowest volume of transactions (<1%) and use the libraries less than average

Modelled data suggests White British and Irish people's use of libraries was higher than would be expected given the makeup of the borough's population. Similarly, White groups were significantly over represented in the 2014/15 main consultation questionnaire with 88.3% of responses from this group despite white groups only making up 66.5% of the resident population. However, targeted focus groups ensured BAME groups had their say.

Of individual BAME groups, Gypsy and Irish Traveller people were the only ones to show disproportionately low representation. Gypsies and Travellers were more likely to use the libraries in Chipping Barnet and Golders Green than in other parts of the borough according to modelled data. While the error rate is potentially high given that the Gypsy and Traveller population is small, there is often low take-up of public services among the Gypsy and Traveller community.

Modelled data suggests that some libraries are used more by minority groups than others. Figure 36 highlights library sites that vary significantly from the average in terms of users who are from BAME groups.

**Figure 36: Variations in numbers of BAME users**

| <b>Service</b>  | <b>BAME (variation to All users)</b> |
|-----------------|--------------------------------------|
| Chipping Barnet | -11%                                 |
| Hendon          | 6%                                   |
| Edgware         | 4%                                   |
| Church End      | 1%                                   |
| North Finchley  | 2%                                   |
| Golders Green   | -4%                                  |
| East Barnet     | -9%                                  |
| East Finchley   | -6%                                  |
| Mill Hill       | 2%                                   |
| Childs Hill     | 6%                                   |
| Burnt Oak       | 17%                                  |
| Osidge          | -3%                                  |
| South Friern    | -1%                                  |
| Grahame Park    | 25%                                  |

Modelled data suggests that Grahame Park and Burnt Oak both have significantly more users from by BAME groups whilst Chipping Barnet has one of the least diverse user groups.

**Figure 37: Percentage of BAME users**

| Library:        | BAME users (NA) | BAME respondents (ORS) |
|-----------------|-----------------|------------------------|
| Grahame Park    | 59%             | 53%                    |
| Burnt Oak       | 51%             | 30%                    |
| Childs Hill     | 40%             | 24%                    |
| Hendon          | 40%             | 38%                    |
| Edgware         | 38%             | 24%                    |
| North Finchley  | 36%             | 34%                    |
| Church End      | 35%             | 18%                    |
| Mill Hill       | 35%             | 14%                    |
| South Friern    | 32%             | 29%                    |
| Golders Green   | 30%             | 25%                    |
| Osidge          | 30%             | 35%                    |
| East Finchley   | 28%             | 26%                    |
| East Barnet     | 24%             | 20%                    |
| Chipping Barnet | 23%             | 24%                    |

In Barnet, BAME consultation respondents have been significantly more in favour of proposed changes to the service, such as the increased use of volunteering, self-service, and technology than the general population (Barnet 2011, 2014). In 2011 BAME respondents were particularly supportive of the idea of the digital library, though some groups (such as parents) were also less likely to be aware of existing online resources.

Similarly, in the 2014/15 consultation, non-white respondents to questionnaires were more likely to strongly agree with both using volunteers to enhance the service provided by paid staff, as well as to support community run libraries. Non-white respondents were also more likely to be interested in volunteering as well as being interested in running a community library.

Targeted focus groups revealed that BAME groups were supportive of later opening and the technology enabled Open library model as well as of generating income through renting out additional space.

## 17.8. Religion

The library service does not collect user data on religion or belief in the course of providing the service. Modelled data suggests that the breakdown of library usage by different religious groups was as shown in Figure 38.

**Figure 38: Proportion of library users by religion**

|                     | Proportion of library usage | Proportion of Borough population |
|---------------------|-----------------------------|----------------------------------|
| Christian           | 40.1%                       | 41.2%                            |
| Buddhist            | 1.2%                        | 1.3%                             |
| Hindu               | 5.9%                        | 6.2%                             |
| Jewish              | 17.6%                       | 15.2%                            |
| Muslim              | 9.2%                        | 10.3%                            |
| Sikh                | <1%                         | <1%                              |
| Other religion      | 1.1%                        | 1.1%                             |
| No religion         | 16.1%                       | 16.1%                            |
| Religion not stated | 8.5%                        | 8.4%                             |

(Barnet Library Modelled Data, 2013-14)

- Most transactions (40%) are carried out by Christian residents.
- Sikh residents have the lowest volume of transactions (<1%).
- Compared to the resident population, Jewish residents use libraries more than average and Muslim residents use them less

Modelled data suggests that the proportion of use by Jewish people is higher than would be expected given the makeup of the borough's population (to a statistically significant extent), while Muslim residents use libraries slightly less than would be expected given the makeup of the Borough's population.

This finding contrasts with the national Taking Part survey, which monitors the uptake of cultural events among different demographic groups, shows that there are differences in participation between religious groups and that Muslims are significantly more likely to use libraries than other religious groups (DCMS survey, cited in MLA, 2010). Barnet's consultation exercises have ensured that people from a range of religious backgrounds are represented and these did not identify any specific needs or barriers relating to use by people from different religious groups. However, further engagement will be undertaken to identify whether there are any specific access barriers for Muslim residents in Barnet.

Modelled data also suggests that some libraries are used more than would be expected by people from particular religious groups. Muslim people are relatively heavy users of Burnt Oak and Childs Hill libraries. Jewish people are heavier users of Edgware, Golders Green, Hendon and Mill Hill than would be expected even given the high numbers of Jewish people in those areas.

After Christians (38.3% respondents), Jewish residents were the highest number of respondents (21.5%) to the main questionnaire in the 2014-15 consultation. Jewish residents were more likely than other religious groups to strongly support the use of volunteers as well as community run libraries. Jewish respondents also showed preference for libraries to be open on Sundays, whereas Christian respondents showed a preference for libraries to be open on Saturdays.

### **17.9. Employment and economic activity**

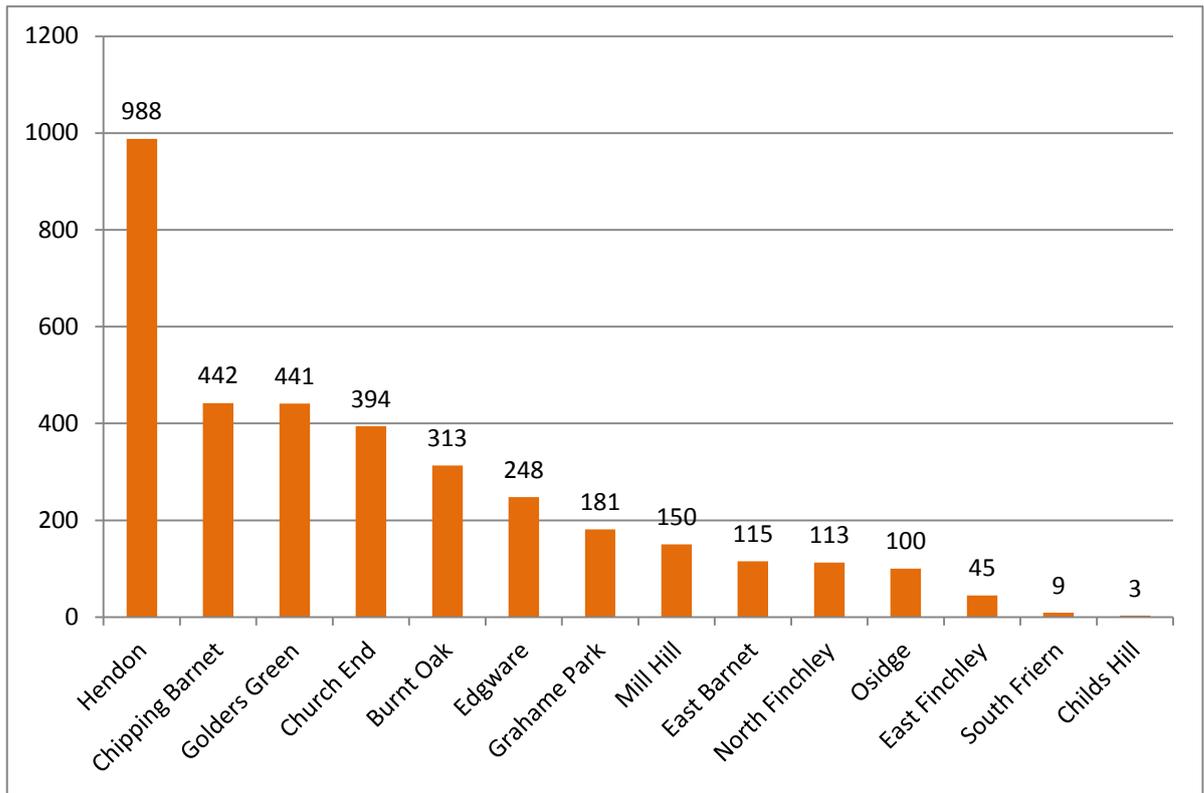
Analysis of transaction data suggests that around 2% of transactions are carried out by people claiming JobSeekers Allowance, matching the borough profile, and just fewer than 6% by people claiming out of work benefits, against a borough average of 7.1%.

Modelled data suggests that Burnt Oak has a disproportionately high number of transactions from people claiming JobSeekers Allowance given its catchment area. Grahame Park and South Friern both have disproportionately high transaction rates from JSA claimants and people on out of work benefits, while Golders Green and Hendon have lower-than-expected rates.

The library service has offered jobseekers additional hours of free PC access through a JobCentre Plus referral scheme. Take-up of this scheme has been most successful at Hendon, Chipping Barnet, Golders Green, Church End and Burnt Oak with data suggesting much lower use taking place in Childs Hill, South Friern and East Finchley for the financial year 2014/15.

Figure 39 shows the takeup of Job Centre Plus' free hours scheme for job hunters to use the internet at library sites for the year 2014/15

**Figure 39: Job Centre Plus Free Hours**



Source: JCP statistics (2014/15)

As figure 40 demonstrates, Burnt Oak has the highest level of residents receiving out of work benefits (12%) and job seekers allowance (3%). Other wards with high levels of out of work benefits are Underhill, Childs Hill and Colindale, whilst Totteridge and Garden Suburb have the lowest levels of residents on out of work benefit.

**Figure 40: Out of work and job seekers allowance percentages of working age population (16-64) in 2015.**

| <b>Area</b>         | <b>% out of work benefits</b> | <b>% Job Seekers allowance</b> |
|---------------------|-------------------------------|--------------------------------|
| Burnt Oak           | 15%                           | 2%                             |
| Underhill           | 12%                           | 2%                             |
| Golders Green       | 11%                           | 2%                             |
| Childs Hill         | 11%                           | 2%                             |
| West Hendon         | 11%                           | 2%                             |
| Colindale           | 10%                           | 2%                             |
| East Barnet         | 10%                           | 2%                             |
| Coppetts            | 10%                           | 2%                             |
| Hale                | 10%                           | 2%                             |
| Woodhouse           | 10%                           | 2%                             |
| Barnet              | 9%                            | 2%                             |
| East Finchley       | 9%                            | 2%                             |
| Brunswick Park      | 9%                            | 1%                             |
| Edgware             | 8%                            | 1%                             |
| Hendon              | 8%                            | 2%                             |
| Oakleigh            | 8%                            | 1%                             |
| High Barnet         | 8%                            | 1%                             |
| Mill Hill           | 7%                            | 1%                             |
| West Finchley       | 7%                            | 2%                             |
| Totteridge          | 6%                            | 1%                             |
| Finchley Church End | 6%                            | 1%                             |
| Garden Suburb       | 5%                            | 1%                             |

Source: DWP benefit claimants - working age client group for small areas (February 2015) & GLA BPO Projections 2013

The 2011 consultation suggested that unemployed people make good use of libraries – 84% of those responding to the consultation who were unemployed used a library at least once a week. Unemployed people were also more likely to use any of the online services provided (Barnet, 2011).

In 2014, the unemployed people's focus group was strongly invested in the physical library service, focused on libraries' role in making books, computers and the internet accessible and affordable and on libraries being a place of shelter, reducing isolation. The group was unaware of the e-book offer and the participants didn't own e-readers; they stressed the need to continue providing print books and warned that fines could be a barrier to low-income people accessing other media such as DVDs. They were also unaware of the library service's job clubs even though these would be specifically targeted at them.

In 2014/15, those 'not in work' were particularly supportive of plans to use volunteers to enhance the existing service and for support and activities for adults, children and teens to be available. However, they were less supportive of both plans to use technology to extend opening hours, and as a replacement for staff as well as plans to reduce staffed opening hours.

#### **17.10. Transport and Access**

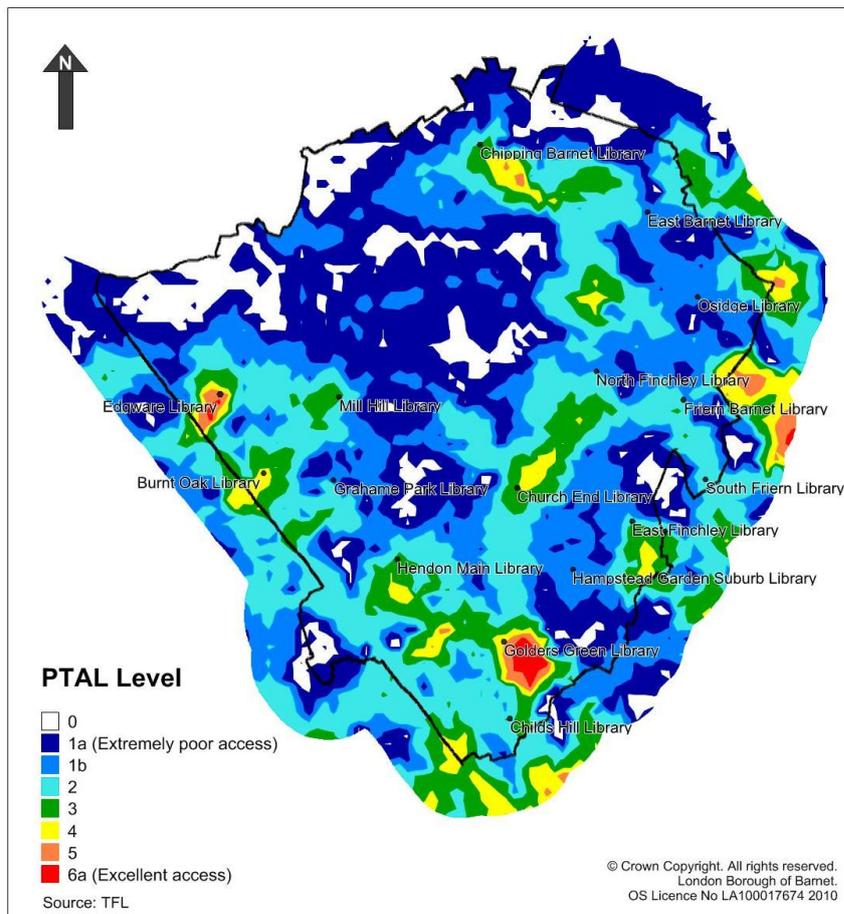
Barnet has high car ownership in comparison to other London boroughs (6<sup>th</sup> out of 32). 71.3% of Barnet's households own a car or van (Census 2011). However, this is still low in comparison to the rest of England and Wales. Maintaining access to libraries by public transport is therefore important to ensure all who need to use the service are able to do so.

Participants in the 2014 consultation felt that the existing libraries are well served by public transport; Transport for London provides free or discounted travel for key groups who are also likely to need to access libraries (children, young people and students, people in search of employment, older people, people with disabilities). The Public Transport Accessibility Level (PTAL) rating of an area indicates its proximity to regular transport routes which provide access to numerous destinations. The ratings run from 0 through 1a (extremely poor access) up to 6a (excellent access).

Barnet's best located libraries for public transport are Edgware and Golders Green. The next most accessible libraries are Chipping Barnet, Burnt Oak and the current library site at Church End. Hendon and Mill Hill fall in the middle of the scale while East Finchley, Childs Hill and South Friern are lower. In the east of the borough, Osidge, East Barnet and North Finchley are all less easy to access. The current library in Grahame Park has very poor public transport links but its new site in Colindale will be more accessible.

The diagram below shows the PTAL ratings for each site, including the two community libraries.

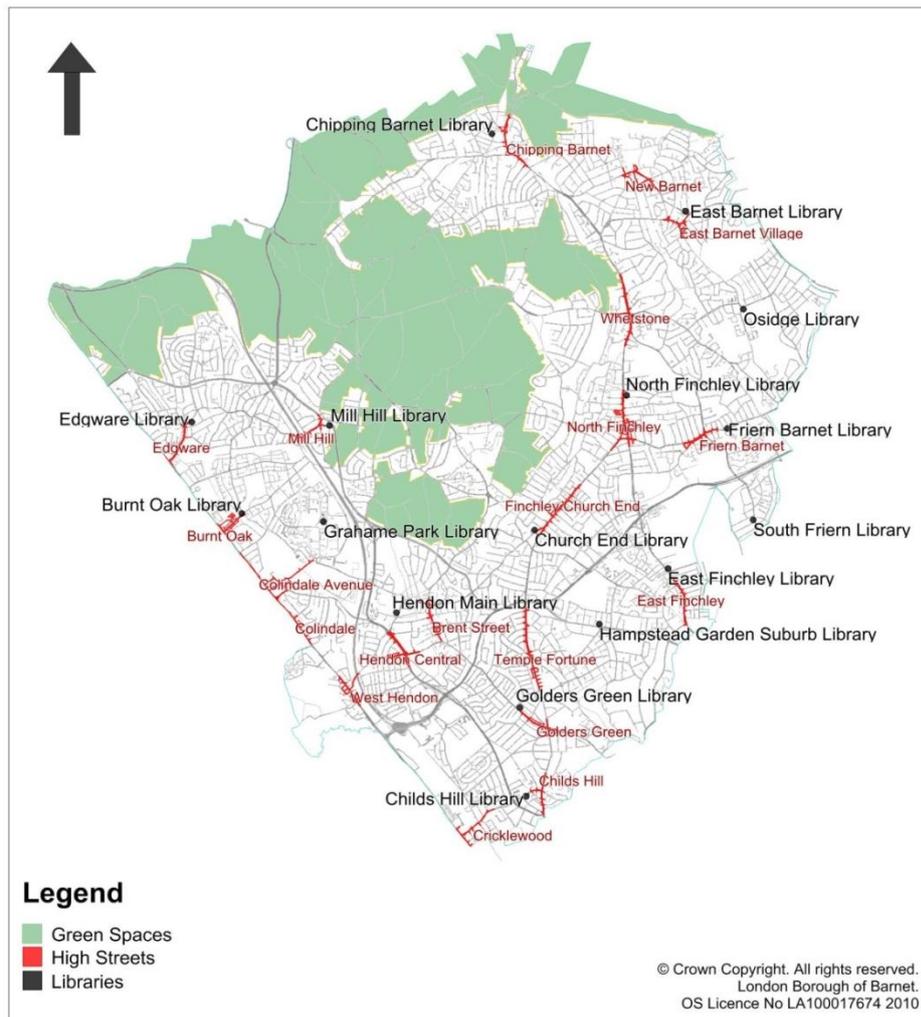
**Figure 41: Public Transport Accessibility Level Rating for Barnet**



While libraries in Barnet are predominantly placed close to town centres or shopping streets, some consultation has suggested that they could be better located within those areas to attract more footfall and spontaneous visits. Suggested locations included shopping centres (Barnet, 2011).

The diagram below maps libraries against roadways which have shops along them and which therefore attract passing footfall. For reference, it includes the two community libraries. Of the libraries which are still part of the Council's statutory network, only Osidge and South Friern are more than 250m from any of Barnet's high streets.

**Figure 42: Barnet Libraries and Streets with Shop Frontage**



### Distance from Libraries

In order to establish the distance residents in Barnet have to travel to a library the Council has used Transport for London's (TfL) strategic modelling tool which can establish from each Super Output Area (SOA) how far a resident would have to travel to each library. This demonstrates that within the current physical library network 100% of residents were within 30 minutes travel of a local library, 85% within 20 minutes and over 50% within 15 minutes of a library.

It is important to note that these models provide a detailed representation of the public transport network. In this case times were provided for the morning peak and are assumed to be valid for a perfect network: the impact of local issues such as delays, diversions and crowding etc are not taken into account. These travel times provide a useful measure to assess the relative connectivity of different sites. Users should be aware the times may differ from those provided in other applications such as TfL's Journey Planner which has a different purpose and may use different assumptions.

## **18. Note on data sources and definitions**

This needs assessment draws on the following data sources.

### **Quantitative data on library use:**

- Annual statistics on library use and management, collected by the Chartered Institute of Public Finance and Accountancy (CIPFA), and used to benchmark Barnet against a group of fifteen comparable local authorities (CIPFA 2013/14). Because there is a two-year time lag for verification of statistics, this includes information on the libraries at Friern Barnet and Hampstead Garden Suburb.
- Annual statistics collated by the Library Service about activity in libraries, including loans, reservations between 2004/5 and 2013/14 (Barnet Annual Statistics, 2004/5 to 2014/15)
- Visitor statistics collated by the Library Service (Visitor statistics, 2014/15)
- Data collected by the Library Service on other activity in libraries (other transactions, computer use; library-led events; community activities) in 2013/14 (Barnet Library Data, 2013/14).
- Data collated by the Library Service regarding take up of the free PC hour for Jobseekers. (JCP statistics, 2014/15)
- Data collated by the Library Service regarding take up of wifi services (Wifi statistics, 2014/15)

### **Satisfaction surveys:**

- Satisfaction survey undertaken with adult library users in 2009 (CIPFA Adults, 2009)
- Satisfaction survey undertaken with children in 2014 (CIPFA Children, 2014).

### **Consultation:**

- Research and consultation carried out by the Museums, Libraries and Archives Association on the future of libraries (MLA, 2010)
- Consultation undertaken to inform the development of the 2011 Library Strategy (Barnet 2011)
- Consultation and engagement undertaken to inform the development of the Council's Priorities and Spending Review (Barnet 2013)
- Consultation undertaken to inform the development of options (Barnet 2014).
- Consultation on options (Barnet ONS 2014/15).

### **Transaction data and analysis:**

The library service does not collect data on many of the demographic characteristics protected under the Equality Act 2010 (this would be considered disproportionate given the purpose of the service). In cases where information is collected, such as date of birth, the data has gaps which mean it is not a reliable source of evidence about usage of the service by different groups.

For the purposes of this review, so that the Council can use recent data to consider whether the service meets users' needs and ensure that it has been able to pay due regard to its duties under the Equality Act, transaction data from the financial year 2013/14 has been anonymised, weighted, and matched to data at small area level from the 2011 Census, to predict the proportion of transactional activity in each library which is being carried out by people with relevant protected characteristics. This has been used to produce an overall profile of users of the book-borrowing service and this has been compared to the demographic profile of the borough. The needs assessment makes use of detailed libraries insight data from 2014 to inform the analysis. This data is based on transactions from the year 2013/14, using this to compare library user profiles against library catchment area profiles, in order to build a sophisticated model of need across the borough.

Although 2014/15 data is available, the needs assessment continues to use 13-14 data as a baseline (as used in the original options appraisal) . This data is still accurate due to minimal changes in both transactions and population between 2013/14 and 2014/15. Between this period there was a 1% reduction in the percentage of borrowers and a 5% overall reduction in loans from library sites, whilst the borough only saw a 1.6% population increase.

### **Definitions:**

#### Charteris Groups

- Requirement to make assessment of local need prior to considering changes to the library service
- Requirement to consider the specific needs of adults, including older people, disabled people, unemployed people and those living in deprived areas.
- The need to have due regard for the general needs of children, including consideration of the role of schools in the library service.
- The need to take a strategic approach to the library service, rather than focusing on asset management and cost savings.
- The need to have a clear understanding of the extent and range of services currently provided within libraries.
- Consideration of the need for a comprehensive outreach service.