To: **Members of the Cabinet**

Notice of a Meeting of the Cabinet

Monday, 12 December 2011 at 1.00 pm

County Hall, Oxford, OX1 1ND

Joanna Simons

Joanna Simons
Chief Executive

December 2011

Contact Officer: **Sue Whitehead**
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Membership

Councillors

Keith R. Mitchell CBE	-	*Leader of the Council*
David Robertson	-	*Deputy Leader of the Council*
Arash Fatemian	-	*Cabinet Member for Adult Services*
Louise Chapman	-	*Cabinet Member for Children, Education & Families*
Jim Couchman	-	*Cabinet Member for Finance & Property*
Lorraine Lindsay-Gale	-	*Cabinet Member for Growth & Infrastructure*
Kieron Mallon	-	*Cabinet Member for Police & Policy Co-ordination*
Mrs J. Heathcoat	-	*Cabinet Member for Safer & Stronger Communities*
Melinda Tilley	-	*Cabinet Member for Schools Improvement*
Rodney Rose	-	*Cabinet Member for Transport*

*The Agenda is attached. Decisions taken at the meeting
will become effective at the end of the working day on 20 December 2010
unless called in by that date for review by the appropriate Scrutiny Committee.
Copies of this Notice, Agenda and supporting papers are circulated
to all Members of the County Council.*

Date of next meeting: 20 December 2011

recycled paper

Declarations of Interest

This note briefly summarises the position on interests which you must declare at the meeting. Please refer to the Members' Code of Conduct in Part 9.1 of the Constitution for a fuller description.

The duty to declare …
You must always declare any "personal interest" in a matter under consideration, i.e. where the matter affects (either positively or negatively):
(i)   any of the financial and other interests which you are required to notify for inclusion in the statutory Register of Members' Interests; or
(ii)   your own well-being or financial position or that of any member of your family or any person with whom you have a close association more than it would affect other people in the County.

Whose interests are included …
"Member of your family" in (ii) above includes spouses and partners and other relatives' spouses and partners, and extends to the employment and investment interests of relatives and friends and their involvement in other bodies of various descriptions. For a full list of what "relative" covers, please see the Code of Conduct.

When and what to declare …
The best time to make any declaration is under the agenda item "Declarations of Interest". Under the Code you must declare not later than at the start of the item concerned or (if different) as soon as the interest "becomes apparent".
In making a declaration you must state the nature of the interest.

Taking part if you have an interest …
Having made a declaration you may still take part in the debate and vote on the matter unless your personal interest is also a "prejudicial" interest.

"Prejudicial" interests …
A prejudicial interest is one which a member of the public knowing the relevant facts would think so significant as to be likely to affect your judgment of the public interest.

What to do if your interest is prejudicial …
If you have a prejudicial interest in any matter under consideration, you may remain in the room but only for the purpose of making representations, answering questions or giving evidence relating to the matter under consideration, provided that the public are also allowed to attend the meeting for the same purpose, whether under a statutory right or otherwise.

Exceptions …
There are a few circumstances where you may regard yourself as not having a prejudicial interest or may participate even though you may have one. These, together with other rules about participation in the case of a prejudicial interest, are set out in paragraphs 10 – 12 of the Code.

Seeking Advice …
It is your responsibility to decide whether any of these provisions apply to you in particular circumstances, but you may wish to seek the advice of the Monitoring Officer before the meeting.

If you have any special requirements (such as a large print version of these papers or special access facilities) please contact the officer named on the front page, but please give as much notice as possible before the meeting.

AGENDA

1. Apologies for Absence

2. Declarations of Interest

- guidance note opposite

3. Minutes

To approve the minutes of the meeting held on 15 November 2011 (**CA3** to be circulated separately) and to receive information arising from them.

4. Questions from County Councillors

Any county councillor may, by giving notice to the Proper Officer by 9 am two working days before the meeting, ask a question on any matter in respect of the Cabinet's delegated powers.

The number of questions which may be asked by any councillor at any one meeting is limited to two (or one question with notice and a supplementary question at the meeting) and the time for questions will be limited to 30 minutes in total. As with questions at Council, any questions which remain unanswered at the end of this item will receive a written response.

Questions submitted prior to the agenda being despatched are shown below and will be the subject of a response from the appropriate Cabinet Member or such other councillor or officer as is determined by the Cabinet Member, and shall not be the subject of further debate at this meeting. Questions received after the despatch of the agenda, but before the deadline, will be shown on the Schedule of Addenda circulated at the meeting, together with any written response which is available at that time.

5. Petitions and Public Address

Members of the public or individuals representing groups can request to present a petition to or speak on the libraries at this meeting if they give advance notice by 9.00 am on Friday 9 December. However as there is likely to be a great deal of interest it would be helpful if any requests were received by the end of Wednesday 7 December. Requests can be made to the Committee/Contact Officer named on the front of the agenda or through the web site:

http://www.oxfordshire.gov.uk/cms/content/get-involved-meetings

Before the meeting, any requests received will be considered by the Chairman of the meeting. If your request is agreed, you will be allowed to speak for no more than five

minutes (three minutes for a petition). This time limit may have to be reduced or you may be asked to group with others making similar points dependent on the number of people wanting to speak. Speakers are expected to keep to the subject, avoid using offensive or abusive language, and to keep to time.

6.   Proposals for the Future of the Library Service (Pages 1 - 346)

Cabinet Member: Safer & Stronger Communities
Forward Plan Ref: 2011/172
Contact: Alexandra Bailey, Corporate Performance & Review Manager Tel: (01865) 816384; Karen Warren, Acting County Librarian Tel: (01865) 323580

Report by Director for Social & Community Services.

To consider the report on the outcomes of the public consultation on the future of the library service and agree the way forward.

The same report will have been considered by the Safer & Stronger Communities Scrutiny Committee, and their views will be presented to the meeting by the Chairman of the Scrutiny Committee.

The Cabinet is RECOMMENDED to accept the proposals outlined in this report:

(a)   ***The County Council will fully fund and resource all of the libraries that form part of our comprehensive and efficient library service. These core libraries are:***

   Abingdon, Banbury, Berinsfield, Bicester, Blackbird Leys, Botley, Carterton, Chipping Norton, Cowley, Didcot, Eynsham, Headington, Henley, Kidlington, Littlemore, Neithrop, Oxford Central, Summertown, Thame, Wallingford, Wantage and Witney

(b)   ***The County Council will continue to provide a fully supported infrastructure (building, ICT, book stock and the installation of self-service facilities) to those libraries which fall outside of our comprehensive and efficient library service. The Council will also work with each of these libraries to establish a Friends Group to enable a shift in the balance of staffing in these libraries towards volunteers over a three-year period.***

   (1)   ***For Community Plus libraries, this would mean one third volunteers and two thirds paid staff.***

      These libraries are:

      Chinnor, Faringdon, Grove, Wheatley and Woodstock

   (2)   ***For Community Libraries this would mean one half volunteers and one half paid staff.***

      These libraries are:

Adderbury, Bampton, Benson, Burford, Charlbury, Deddington, Goring, Hook Norton, Kennington, North Leigh, Old Marston, Sonning Common, Stonesfield, Watlington, Woodcote and Wychwood

(c) The Council will review the Quantitative Analysis of Service Requirements every four years, or earlier if deemed appropriate.

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Division(s): All

CABINET– 12 DECEMBER 2011

Proposed changes to the library service

Report by Director of Social and Community Services

Introduction

1. 4,990 responses were received to the consultation on proposals to change the library service which ran from 27 May and 30 September 2011. There has been strong support of the decision to keep all of the libraries open and general agreement with the proposals outlined in the consultation.

2. Understandably there were people who were content with the status quo; that liked and valued the service their library provided and did not want it to change. There were those who questioned whether the savings could be found from other areas of the council, or a different approach to the library service than that proposed. This report summarises and responds to all of the views expressed through the consultation and proposes a way forward that will deliver a modern, high-class library service which meets the needs of the residents of Oxfordshire.

Background and context

Background

3. In Autumn 2010 the council faced significant financial challenges and needed to make significant savings from all services, including the library service. At that stage the only route available was to withdraw funding from twenty of our libraries.

4. Understandably, there was significant public concern about the withdrawal of funding from libraries. The council proactively listened and engaged with communities who were worried about the impact of losing the funding for their library (Annex 7 sets out a high level summary of the pre-consultation feedback and Annex 8 lists petitions on libraries from January to-date).

5. In February 2011 the council learnt it would receive additional money from central government and this eased the financial position and allowed an opportunity to consider possible alternatives to closure, and to ensure that any decision was evidence-based.

6.   In May 2011 the council consulted on a proposal to keep all libraries open, with some sustained by volunteers working alongside Oxfordshire County Council staff. This was a significantly different offer from that explored in Autumn 2010 and means that all libraries will be kept open and will receive substantial financial support.

Methodology

7.   Section 7 of the Public Libraries and Museums Act 1964 ("the 1964 Act") places a statutory duty on Oxfordshire County Council to provide an 'efficient and comprehensive' library service. That duty includes a duty to make available facilities for borrowing books and other materials to people who live or work in the Council's area or who are undergoing full-time education in that area; and a power to make such facilities available to anyone who wishes to use them.

8.   Apart from those general duties, the 1964 Act imposes a duty on the Council to "have regard to the desirability" of, among other things:

   • Making facilities available for the borrowing of, and reference to, a wide range of free resources, including books and other printed matter, sound recordings, films and other materials, to browse and borrow in sufficient number, range and quality to meet the general requirements (and any special requirements) of both adults and children living, working or studying in the local area

   • Providing free independent information and advice about the library service

   • Encouraging the use and participation of the service, for example, through clear and easy ways to join, access, shape and influence the service.

9.   The precise scope and size of the service is not specified and the legislation does not set specific minimum service standards. The general duty imposed by section 7 contains an implied duty on the Council to take reasonable steps to assess the need for library services in its area. This emerges clearly from the Report on the enquiry undertaken by the Secretary of State in September 2009 into the library service provided by Wirral MBC. Such an assessment must inform any decision about how to provide a "comprehensive and efficient library service".

10.   Three recent decisions R(Bailey) –v- Borough of Brent Council, R(Green) –v- Gloucestershire County Council and R(Rowe and Hird) –v- Somerset County Council have looked at the question of the extent of the statutory duty under the 1964 Act. What is apparent from these decisions is that the duty to provide a comprehensive and efficient service does not extend to providing

blanket coverage across a large and geographically disparate county. It was also appropriate for local authorities to give due consideration to resource issues. Furthermore, the cases establish that proper and reasonable reliance on information available to the local authority should inform the needs assessment

11. The needs assessment underpinning the proposals for the revised library service are based upon a zero-based quantitative analysis. A zero-based review is one where the need for a service is assessed without any pre-existing assumptions or bias.

12. The criteria used to assess the requirements for a library service were: ideally libraries would be located in the areas where the most people already (1) lived, (2) worked, (3) studied, (4) shopped, (5) travelled. For each existing library site, we drew a circle around a half-mile radius, and looked for how many people lived, worked, studied or shopped in that area, and how accessible the site was by public transport. Further information about the quantitative analysis is attached as Annexes 5 and 6.

13. Section 149 of the Equalities Act 2010 ("the 2010 Act") imposes a duty on the Council to give due regard to three needs in exercising its functions. The restructuring proposal is such a function. The three needs are:

- the need to eliminate any conduct which is prohibited by or under the 2010 Act;

- the need to advance equality of opportunity between persons who share any of the protected characteristics listed in section 149(7); and

- the need to foster good relations between persons who share a relevant protected characteristic and those who do not.

Complying with section 149 may involve treating some people more favourably than others, but only to the extent that that does not amount to conduct which is otherwise unlawful under the new Act.

14. The need to advance equality of opportunity involves having due regard to the need to:

- remove or minimise disadvantages which are connected to a relevant protected characteristic and which are suffered by persons who share that characteristic,

- take steps to meet the needs of persons who share a relevant protected characteristic and which are different from the needs other people, and

Page 3

- encourage those who share a relevant characteristic to take part in public life or in any other activity in which participation by such people is disproportionately low.

Steps to meet the needs of disabled people which are different from the needs of people who are not disabled include steps to take account of a person' disabilities.

15. The need to foster good relations between different groups involves having due regard to the need to tackle prejudice and promote understanding. Compliance with these duties may involve treating some persons more favourably than others; but that does not permit conduct which would otherwise be prohibited by the 2010 Act.

These protected characteristics are:

- Age (people of different age groups)
- Disability (e.g. physical or sensory impairments, long-term illnesses and conditions, hidden impairments such as a heart condition, frailty, learning disabilities or mental health problems)
- Gender (men/women) and Gender Reassignment
- Ethnicity (including Black, Asian, Minority Ethnic groups, Gypsies &Travellers)
- Religion/belief (different faiths, including people with no religion or belief)
- Sexual orientation
- Marriage/civil partnerships
- Pregnancy & Maternity

16. One way in which the Council can show that it has had due regard to the statutory needs is by assessing the impact of proposed budget and services changes on service users and staff, particularly in relation to people with a 'protected characteristic'.

17. The proposals that were consulted upon were tested to ensure that groups with protected characteristics would not be adversely affected by the proposed change in service. The Service has strong targeted support for older people, for people with disabilities and strong mitigation is in place to ensure that these groups would not be adversely affected by the proposed changes. The Service meets the needs of deprived communities through core library provision and it is recognised that it is essential that all areas with significant levels of deprivation have a static library. The needs of deprived communities must be met through our core service and so, for example, this was a reason that Berinsfield was included in the core offer.

18. As stated, Cabinet must have due regard to the statutory needs summarised above in the exercise of its functions. A detailed impact assessment, together with the way in which any impact upon people with the relevant protected characteristics will be mitigated is attached as Annex 3.

Summary of consultation responses

19. The consultation on the council's future proposals for the library service took place between the 27 May and 30 September 2011. The consultation process was launched in the media, on the county council website, via digital channels and direct communications sent to a variety of stakeholders including councillors, library friends groups/campaign groups, and local councils.

    The consultation consisted of a consultation document and feedback form. Both full and easy read versions were available in hard copy in all libraries and other council buildings and on a special portal set up on the county council's website. The web portal had three main sections: proposal, supporting information and 'how to have your say'. The content of the portal along with the information provided to libraries was updated throughout the consultation period.

    Other feedback channels were provided to enable as many people as possible to have their say. These included providing a special Freepost address, email address and support to people who asked for help with the consultation. In addition, senior representatives from the council participated in locally organised public meetings on request and attended many meetings with Friends Groups, Parish and Town Councils and other stakeholders.

    Overall, the breakdown of response to the consultation was as follows:

    - 4,731 feedback form responses
    - 204 emails and letters from members of the public
    - 30 detailed submissions from library friends groups and notes taken from consultation meetings and stakeholder meetings
    - 25 submissions from key stakeholders e.g. MPs, Parish & Town Councils etc.

    A copy of the consultation document is attached as Annex 4.

20. An independent analysis of the consultation responses was commissioned and awarded to CIPFA Social Research. The standalone Executive Summary Report outlining their findings is attached as Annex 2 and summarised below. A full copy of report produced by CIPFA is available on the County Council website.

21. The Council has sought to keep staff fully informed throughout the consultation process. Library service managers were briefed regarding the proposal before the consultation was officially launched to the public so that they, in turn, were able to brief their staff. Throughout the consultation, there has been a dedicated page on the council's intranet with the latest information, frequently asked questions and practical advice on managing the consultation. Several updates were included in the library service staff newsletter, In Libraries, and sent by email to library managers to share with their staff. A series of 11 staff workshops have been held around the county to obtain staff feedback on the consultation proposal, based on their particular knowledge and skills.

Emerging themes from the consultation responses

22. Strong support for the proposal to keep all libraries open

    Feedback

    There was strong support for the decision not to close any libraries and general agreement with the proposals outlined in the consultation document. There was recognition that libraries were an important community resource of benefit to individuals and society.

    Response

    The proposal is to keep all of our libraries open and all will receive substantial financial support.

23. The role of volunteers

    Feedback

    There were worries surrounding the proposed use of volunteers in libraries which fall outside of the comprehensive and efficient service. There were concerns about the loss of experience and expertise if volunteers were used instead of paid staff. A number of respondents questioned whether volunteers would be better used on 'value added activities' such as story times, rather than on core library tasks.

    Response

    Volunteers will be provided with support and training from the Oxfordshire County Council library staff working in the community plus and community libraries. All libraries, including the community plus and community libraries will be fitted with RFID, the electronic book management system, which

significantly reduces the time taken to manage the book stock (a core library function).

24. <u>The sustainability of volunteers</u>

Feedback

There were concerns about the sustainability and level of volunteering required in libraries which fall outside of the comprehensive and efficient service.

Response

All libraries are encouraged to form a Friends Group to work with the library staff during the transition period. Whilst support will be provided by the library service, Friends Groups will need to work in partnership with the library service to recruit and maintain volunteers.

The County Council has listened to the residents of Oxfordshire who said that they value their library service and their local library. The national financial climate means that funding to local government has been significantly reduced and all Oxfordshire County Council services, with the exception of the fire service and children's social care, have had to find substantial savings.

The proposals outlined in the consultation document would amount to an 8.9% reduction in the cost of the library service by 2014/15 and reflects the level of protection afforded to the library services compared to some other services. This protected status can only be preserved with the support of our communities and the County Council is keen to work with Friends Groups to ensure that there is a sustainable solution for each of the Community Plus and Community Libraries. If volunteers do not come forward to support their local library then the council will work with the affected library to explore an appropriate way forward for that community.

Recommendation

In light of the concerns expressed about the sustainability of recruiting and retaining volunteers the balance of staff to volunteers should be revised from that in the consultation proposal to:

- Community Plus Libraries: two thirds paid staff: one third volunteers

  (as per the original proposal)

- Community Libraries: one half paid staff: one half volunteers

(from the original proposal of one third paid staff: two thirds volunteers)

25. <u>Methodology used to assess the requirements of the service</u>

Feedback

A high volume of the consultation feedback focussed on suitability of the Quantitative Analysis of Service Requirements to assess the library needs in Oxfordshire.

Response

Attached as Annex 4 is a comprehensive response to the feedback received on the Quantitative Analysis of Service Requirements.

Recommendation

In response to the feedback on the methodology it is recommended that Cabinet amend the proposal to include a specification that the Quantitative Analysis of Service Requirements is reviewed in four years, or earlier if deemed appropriate, to ensure that the service meets the needs of the changing population (eg. housing growth).

26. <u>Rural libraries have been treated unfairly in the proposal</u>

Feedback

The majority of libraries which fall outside of our comprehensive and efficient library service are in rural areas.   Those responding to the consultation asserted that this was evidence of a rural bias in the methodology used to assess the requirements of the library service.

Response

The analysis took as a starting point that libraries should be in areas where there were greater concentrations of population based on their 'live, work, study, shop, travel' activity.

In applying the criteria there is no predetermination of the outcome of locations, simply the consideration that those criteria would enable the authority to consider how it could comprehensively and efficiently deliver its library service.

This does not equate to bias in the analysis. Data has been interpreted, analysed and presented consistently for all sites, irrespective of their location.

It should also be noted that the proposal acknowledges the important role played by smaller libraries as a focal point for their local community. Through the development of community and community-plus libraries these locations will continue to provide a valuable community space in areas assessed as having lower overall need.

27.   Sharing the reductions across the whole service

Feedback

It was suggested that rather than differentiate between libraries that fall within and outside of the statutory service, all of the libraries should :

- Move towards providing a proportion of their staffing hours through volunteers.

- Reduce the hours across the whole library service.

Response

The statute is clear that the council has a duty to provide a comprehensive and efficient library service.   The County Council has now defined those libraries which form its comprehensive and efficient service and these libraries must be fully staffed and resourced by the county council.   However, the council has committed to exploring how volunteers can continue to best be used in our core libraries to supplement the core offer in these libraries eg. by extending opening hours.

The Council reduced library opening hours in 1998/9 by 15% and saw a 20 % drop in book issues.   The impact of reducing library opening hours across the board, including in our core libraries, would adversely impact upon the council's ability to serve the population of Oxfordshire and to meet its statutory duty.

28.   Single option consultation

Feedback

The consultation document outlined, in detail, a single proposal for changing the library service. It did not present consultees with alternative proposals to consider.

Response

There is no legal duty that requires the Council to provide a number of options as part of a consultation proposal. In autumn 2010 the council floated early ideas on how the library service might respond to the financial pressures the council was facing by ceasing to fund 20 libraries. There was significant public opposition to the idea of ceasing to fund any libraries and the council has listened and responded to these concerns.   Post February 2011, the council did pause to consider all possible options however the council did not develop any other 'option' aside from the one presented in the consultation document.

The revised proposal

29. Oxfordshire County Council is committed to delivering a cost-effective, high-quality library service that is fit for the 21st century. After an extensive consultation process the council is confident that the proposed changes to the library service (subject to the recommended changes outlined above) will deliver a library service that meets and exceeds the needs of Oxfordshire's residents, and which satisfies the Council's duty under section 7 of the 1964 Act.

30. The library service is committed to:

   - Rationalising management support

   - Expanding the use of volunteers

   - Assessing our current procurement arrangements

   - Continuing to exploit existing and new opportunities to generate income

   - Working collaboratively with other service providers such as Oxford University, voluntary and community organisations

   - Working collaboratively with private sector developers and businesses to address changes in future population

   - Continuing to work with other library authorities to ensure that we benefit from best practice and opportunities to review and develop services.

31. Under our revised proposals all libraries will remain open and will:

   - Have a good book stock, public access computers and online resources

- Be cost-effective and efficient

- Have self-service as standard

- Have tailored opening hours

- Offer a broad range of supporting services tailored to the community e.g. bookclubs

- Work closely with a community support network (e.g. Friends Group)

- Encourage use of library buildings as community spaces.

32. The County Council will fully fund and resource all of the libraries that form part of our comprehensive and efficient library service. These core libraries are:

Abingdon, Banbury, Berinsfield, Bicester, Blackbird Leys, Botley, Carterton, Chipping Norton, Cowley, Didcot, Eynsham, Headington, Henley, Kidlington, Littlemore, Neithrop, Oxford Central, Summertown, Thame, Wallingford, Wantage and Witney.

A map of the library service is attached as Annex 1.

33. The County Council will continue to provide a fully supported infrastructure (building, ICT, book stock and the installation of self-service) to those libraries which fall outside of our comprehensive and efficient library service. The Council will also work with each of these libraries to establish a Friends Group to enable a shift in the balance of staffing in these libraries towards volunteers over a three-year period.

34. For Community Plus libraries, this would mean one third volunteers and two thirds paid staff.

These community plus libraries are:

Chinnor, Faringdon, Grove, Wheatley and Woodstock.

35. For Community Libraries this would mean one half volunteers and one half paid staff.

These libraries are:

Adderbury, Bampton, Benson, Burford, Charlbury, Deddington, Goring, Hook Norton, Kennington, North Leigh, Old Marston, Sonning Common, Stonesfield, Watlington, Woodcote and Wychwood.

36. In recognition of the support that Community Plus and Community libraries will need to manage the transition to the new model of working, the full financial effect of the shift in staffing towards volunteers is not built into the libraries budget until 2014. Library staff will work with Friends' Groups to manage and support them through the transition period to enable all of these libraries to have a sustainable solution in place by 2014. Conversations have already begun with many Friends' Groups and pilot projects will begin in early 2012 with a view to a detailed transition timetable being put together for all Community Plus and Community Libraries by the end of 2012.

37. In each of the above groups, there are some libraries where there are opportunities to use the buildings in different ways and to work with the community and other partners in more effective ways. The council is committed to exploring these opportunities in all of our libraries.

38. As part of our comprehensive and efficient library service the council will continue to provide services to groups and people who may struggle to get to a library, such as young people and their parents, or carers, older people and those with disabilities. There will be tailored support that best meets the needs of these groups including:

- Ensuring the cost-effective and efficient use of the mobile library service

- Developing and extending the home library service for those with limited mobility

- Developing and extending the current book deposit scheme to allow us to provide access in areas where there is currently no service.

39. The library service is highly valued and needs to be sustainable, relevant and available to future generations. The County Council will continue to challenge the way that the service is delivered to ensure it is fit for the 21st Century. In particular, the library service will continue to explore opportunities to further improve and extend the service by:

- investigating the provision of free WiFi across the network

- re-designing the website to make sure people can easily access the library service online

- facilitating direct communication with the public and library customers through social media

- delivering eBook and eAudio downloads via our website

- incorporating complementary services (such as coffee shops) into library buildings

- developing the use of libraries as community resources

- working collaboratively with community groups and other service providers to target hard to reach groups, e.g. locating and resourcing the library service in other ways, using other community buildings (such as Children's Centre, Adult Learning Centres, Early Intervention Hubs) where people already access services.

40. The Council will review the Quantitative Analysis of Service Requirements every four years to ensure that the service meets the needs of Oxfordshire's changing population.

Financial implications

41. The current Medium Term Financial Plan, agreed in February 2010, includes savings of £1.7m for the restructure of the Libraries network.

42. The proposal which went out for public consultation would have saved £1.053m, of which £0.38m came from the proposals to change the balance of staffing in Community plus and Community libraries.

43. The revised proposal for Community Plus and Community libraries outlined in this cabinet report will generate savings of £0.313m.

44. The total savings of £0.986m leave a shortfall of £0.714m compared to the Medium Term Financial Plan. It is proposed that this is taken into consideration as part of the Service & Resource Planning process.

Staffing implications

45. A total of 52 employees (21.5 full time equivalent) are employed within those libraries proposed to be Community Plus and Community Libraries. An EQIA has been carried out to assess the impact of these changes on all protected characteristics. It has been identified that the majority of staffing within these libraries are female: 98%. 91% are aged between 40 and 60+ years. None of the staff have a declared disability. Approximately 2% of the staff are from a black or ethnic minority background.

46. The service will continue its policy of holding a significant number of vacancies through temporary appointments which, together with natural staff turnover and redeployment opportunities throughout the service, will minimise the impact for staff.

RECOMMENDATION

47.   The Cabinet is **RECOMMENDED** to accept the proposals outlined in this report:

(a)   The County Council will fully fund and resource all of the libraries that form part of our comprehensive and efficient library service. These core libraries are:

Abingdon, Banbury, Berinsfield, Bicester, Blackbird Leys, Botley, Carterton, Chipping Norton, Cowley, Didcot, Eynsham, Headington, Henley, Kidlington, Littlemore, Neithrop, Oxford Central, Summertown, Thame, Wallingford, Wantage and Witney

(b)   The County Council will continue to provide a fully supported infrastructure (building, ICT, book stock and the installation of self-service facilities) to those libraries which fall outside of our comprehensive and efficient library service. The Council will also work with each of these libraries to establish a Friends Group to enable a shift in the balance of staffing in these libraries towards volunteers over a three-year period.

(1)   For Community Plus libraries, this would mean one third volunteers and two thirds paid staff.

These libraries are:

Chinnor, Faringdon, Grove, Wheatley and Woodstock

(2)   For Community Libraries this would mean one half volunteers and one half paid staff.

These libraries are:

Adderbury, Bampton, Benson, Burford, Charlbury, Deddington, Goring, Hook Norton, Kennington, North Leigh, Old Marston, Sonning Common, Stonesfield, Watlington, Woodcote and Wychwood

(c)   The Council will review the Quantitative Analysis of Service Requirements every four years, or earlier if deemed appropriate. .

JOHN JACKSON
Director for Social & Community Services

Background papers: the consultation feedback; full copy of the report of the consultation outcomes by CIPFA.

Annexes: Annex 1 – Map of the Library Service –page 17
             Annex 2 – Standalone Executive Summary of the report of the public consultation outcomes by CIPFA Social Research – page 19
             Annex 3 – Service & Community Impact Assessment – page 27
             Annex 4 – Consultation document – page 261
             Annex 5 - Quantitative Analysis of Service Requirements – page 281
             Annex 6 – Comprehensive Response to the feedback received on the Quantitative Analysis of Service Requirements –page 331
             Annex 7 - High Level Summary of the pre-consultation feedback – page 341
             Annex 8 - List of Petitions received on libraries – January 2011 to date. - page 345

Contact Officers: Karen Warren, Acting County Librarian Tel: (01865) 323580; Alexandra Bailey, Corporate Performance & Review Manager Tel: (01865) 816384

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Future County Libraries
- ■ Core libraries
- ★ Community Plus libraries
- ● Community libraries

Neithrop
Banbury
Hook Norton
Adderbury
Deddington
Chipping Norton
Charlbury
Stonesfield
Bicester
Wychwood
Woodstock
Kidlington
Burford
Summertown
North Leigh
Old Marston
Headington
Thame
Witney
Chinnor
Carterton
Eynsham
Botley
Cowley
Bampton
Oxford Central
Littlemore
Kennington
Blackbird Leys
Berinsfield
Watlington
Benson
Faringdon
Wallingford
Grove
Abingdon
Didcot
Henley
Wantage
Goring
Woodcote
Sonning Common

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Oxfordshire County Council Library Service Consultation

Executive Summary of the public consultation

Prepared by CIPFA Social Research for Oxfordshire County Council

Produced by:

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Social Research Manager & Social Research Advisor
CIPFA Social Research

November 2011

BACKGROUND

Oxfordshire County Council (hereafter referred to as OCC) has identified that it needs to find savings of £119 million by 2014/15 due to the reduction in funding that it now receives from central government. The Public Libraries and Museums Act 1964 places a statutory duty on OCC to provide a 'comprehensive and efficient library service'. Therefore, with the legal and customer requirements in mind, OCC undertook a 'zero-based' quantitative analysis of library requirements[1]. This entailed OCC considering the criteria it would use for the service if it were starting entirely from scratch and then applying these criteria to the current library network. The criteria used were that ideal libraries would be located in areas where the most people already **lived**, **worked**, **studied**, **shopped** and **travelled**. The results of this analysis were used to shape and assess the proposals to develop the library service.

For each existing library site, OCC drew a circle around a **½ mile radius**, and assessed how many people lived/worked/studied/shopped in that area and how accessible the site was by public transport. Each library was then allocated a score of between 1 and 100 according to its potential usage. The analysis was then 'sense checked' to see if there were any significant variations if, for example, the criteria were changed to a mile or the results were tested against current usage. OCC reported that none of these factors materially changed the results.

As a result, libraries were clustered into **5 groups**, each sharing similar characteristics and scores. Group 1 and 2 libraries were defined as **core** libraries; those in group 3 were classed as **community plus** libraries, and libraries in groups 4 and 5 were named as **community libraries**.

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[1] In addition to the zero-based analysis, OCC also considered key information, such as its current strategic approach to the library service, an audit of the current library service and activities, customer feedback (e.g. collected through the recent Public Library Users Survey and Children's Plus Survey), existing user demand and national studies and reports etc.

THE CONSULTATION

Between 27th May and 30th September 2011, OCC undertook a large-scale consultation on its proposal for the Oxfordshire library service. The consultation process was launched in the media, on the county council website, via digital channels and direct communications sent to a variety of stakeholders including councillors, library friends / campaign groups and local councils.

This process consisted of a consultation document and feedback form. Both full and easy read versions were available in hard copy in all libraries and other council buildings and on a special portal set up on the county council's website. The web portal had three main sections: proposal, supporting information and 'how to have your say'. The content of the portal along with the information provided to libraries was updated throughout the consultation period.

Other feedback channels were provided to enable as many people as possible to have their say. These included providing a special Freepost address, email address and support to people who asked for help with the consultation. In addition, senior representatives from the council participated in locally organised public meetings on request and attended many meetings with friends / campaign groups, Parish and Town Councils and other stakeholders.

The core elements of the proposal as set out in the consultation document were for OCC to:

- Rationalise management support
- Expand the use of volunteers
- Assess the current procurement arrangements
- Continue to exploit existing and new opportunities to generate income
- Work collaboratively with other service providers such as University of Oxford, voluntary and community organisations

- Work collaboratively with private sector developers and businesses to address changes in future population
- Continue to work with other library authorities to ensure that the library service benefits from best practice and opportunities to review and develop services

Under the proposal from OCC, **all** libraries will:

- Have a good book stock, public access computers and online resources
- Be cost-effective and efficient
- Have self-service as standard
- Have tailored opening hours
- Offer a broad range of supporting services tailored to the community – e.g. book clubs
- Work closely with a community support network (e.g. friends / campaign groups)
- Encourage use of library buildings as community space

Overall, the breakdown of response to the consultation was as follows:

- **4,731** feedback form responses
- **204** emails and letters from members of the public
- **30** detailed submissions from library friends / campaign groups and notes taken from consultation meetings and stakeholder meetings
- **25** submissions from key stakeholders e.g. MPs, Parish & Town Councils etc.

In October 2011, CIPFA Social Research was commissioned to undertake an independent analysis of all consultation feedback. Our analysis and interpretation of the feedback is included within this report provided to Oxfordshire County Council (OCC).

PART 1: EXECUTIVE SUMMARY

1. *Key messages arising from the feedback forms – ordered by the number of mentions*

- Resounding agreement with OCC's decision to keep all libraries open

- More respondents tended to agree rather than disagree with the council's proposal for the future of the library service

- Of the two methods of response provided, more people responded on the paper copy of the questionnaire than did so online. In some cases the differences between how these two groups answered was quite pronounced

- A small number of responses came from those living outside the county of Oxfordshire. More interestingly there appears to be a low take up of the survey amongst resident / library users in Cherwell, but a high level of response from those in South Oxfordshire, compared to general population figures. Generally (although not exclusively) the pattern of response appears to be dictated by where libraries are subject to the changes in staffing

- When asked whether they had an alternative plan, most respondents did not. Of those that did propose an alternative scheme, this was generally either: to reduce library opening hours, or to spread the cuts across the entire service. Other suggestions included raising the local parish precept

- The majority of respondents (62%) stated that they do not wish to volunteer. Furthermore, there appears to be a mismatch between the areas where volunteering is required and where it has been offered

- Marginally more survey respondents did not wish to join a friend's group than did. Interestingly, amongst those that did wish to join a friend's group, a higher proportion did not want to volunteer compared to those that did. Geographically, friend's groups appeared to be more popular where libraries have been designated as needing to provide a higher level of volunteers

2. Key themes from the qualitative comments in emails and letters – ordered by the number of mentions

- The service should be retained as it is
- Rural libraries have been treated unfairly in the proposal
- General disagreement with the proposal from OCC
- Do not replace experienced staff with volunteers
- Concern that will not be able to recruit the required number of volunteers
- Methodology chosen (zero-based analysis and ½ mile radius) pre-determines the outcome of the analysis
- Use volunteers to enhance services or solely in larger / urban libraries
- Like that all libraries are to remain open
- Make cuts across all libraries
- Consider sharing services (*back office*) with other authorities
- Introduction of coffee shops
- The introduction of volunteers will lead to the downgrading of the service

3. High level summary of the detailed submissions – ordered by the number of mentions

- Do not replace paid experienced staff with volunteers
- Concern that libraries will not be able to recruit the required number of volunteers
- Methodology chosen to group libraries is biased against rural libraries – and there was no analysis in the consultation document of contribution of rural (particularly 'hub') libraries to their communities
- Those that are willing to volunteer already do so (often for several organisations) – risk of reaching 'volunteer saturation point'
- Why was only one proposal put forward, rather than several options from which to choose?
- Concern that library friends groups are being expected to recruit and maintain volunteers

The following are the **key suggestions** from friends / campaign groups, ordered by the number of mentions

- Make cuts across all libraries

- Library managers to work across libraries
- OCC to produce a contingency plan in the event that not enough volunteers are recruited
- Share back office or full service functions with other authorities

The following are some **suggestions** as to how libraries can increase revenue

- Provide advertising panels for local businesses to display information
- Share library premises with other organisations, such as the post office.

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Directorate Name: Social and Community Services

Library Service Proposals

Service and Community Impact Assessment

Lead Officer: John Jackson

Purpose of the assessment:
This document is a full equality assessment of the impact of the proposed changes to the library service on the communities of Oxfordshire. It has been undertaken in accordance with the Council's [Comprehensive Equality Policy](#)[1] and Service and Community Impact Assessment guidance, along with the Equalities and Human Rights Commission guidance on [making fair financial decisions](#)[2] and on [assessing the impact on equality of decisions](#)[3]:

This assessment will be reviewed at least annually and will be updated as the policy is implemented and feedback is received.

This assessment draws on the evidence summarised below, in order to analyse the relevant practical impact of the proposed changes to the library service on the statutory equality needs. It also suggests mitigations for those impacts, where this is consistent with the aims and within the financial constraints of the proposals.

Summary

Oxfordshire County Council is committed to delivering a cost-effective, high-quality library service that is fit for the 21st century. After an extensive consultation process the council is confident that the proposed changes to the library service will deliver a library service that meets and exceeds the needs of Oxfordshire's residents and which satisfies the Council's duty under Section 7 of the Public Libraries and Museums Act 1964.

The proposals are made within the context of facing significant reductions in the funding it receives from Central Government, and the Council decision in February 2011 that, with the exception of fire and rescue services and children's services, all council services would receive lower levels of funding than previously.

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[1]

http://www.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/aboutyourcouncil/plansperformancepolicy/equality/comprehensiveequalitypolicy.pdf
[2] http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/using-the-equality-duty-to-make-fair-financial-decisions/
[3]

http://www.equalityhumanrights.com/uploaded_files/EqualityAct/PSED/equality_analysis_guidance.pdf

The Council has approached its duty to provide a comprehensive and efficient library service under the Public Libraries and Museums Act 1964, by distinguishing between core and non-core (community and community plus) libraries. The core libraries will be supported by mobile, home and online library services.

Under this proposal all libraries will remain open, and in the case of the core libraries will see relatively little change to the service provided. However core libraries may see an increase in usage as a result of changes to other libraries, if users decide to travel further to still have face-to-face dealings with paid members of staff for example.

There is a greater potential impact on libraries in the Community and Community Plus categories, as there will be a reduction in the number of council- paid staff and an increased reliance on volunteers supported by local Friends Groups.

In recognition of the support that Community Plus and Community libraries will need to manage the transition to the new model of working, the full financial effect of the shift in staffing towards volunteers is not built into the libraries budget until 2014. Council-paid library staff will work with Friends Group to manage and support them through the transition period to enable all of these libraries to have a sustainable solution in place by 2014. Conversations have already begun with many Friends Groups and pilot projects will begin in early 2012 with a view to a detailed transition timetable being put together for all Community Plus and Community Libraries by the end of 2012.

Action plan

Actions	Lead	Date of completion	Budget (where known)
Adoption of proposals Cabinet	Cabinet	December 2011	
Approval of budget by Council	Cabinet	February 2012	
Phased transition to new arrangements	Library Service working with Friends Groups	To March 2014	
Full implementation of new proposals	Library Service	April 2014	

Policy / Project / Contract

Oxfordshire Library Service

Introduction

Section 149 of the Equalities Act 2010 ("the 2010 Act") imposes a duty on the Council to give due regard to three needs in exercising its functions. The restructuring proposal is such a function. The three needs are the need:

   a. to eliminate any conduct which is prohibited by or under the 2010 Act;
   b. to advance equality of opportunity between persons who share any of the protected characteristics listed in section 149(7); and
   c. to foster good relations between persons who share a relevant protected characteristic and those who do not.

Complying with section 149 may involve treating some people more favourably than others, but only to the extent that that does not amount to conduct which is otherwise unlawful under the new Act.

The need to advance equality of opportunity involves having due regard to the need:

   a. to remove or minimise disadvantages which are connected to a relevant protected characteristic and which are suffered by persons who share that characteristic,
   b. to take steps to meet the needs of persons who share a relevant protected characteristic and which are different from the needs other people, and
   c. to encourage those who share a relevant characteristic to take part in public life or in any other activity in which participation by such people is disproportionately low.

Steps to meet the needs of disabled people which are different from the needs of people who are not disabled include steps to take account of a person's disabilities.

The need to foster good relations between different groups involves having due regard to the need to tackle prejudice and promote understanding. Compliance with these duties may involve treating some persons more favourably than others; but that does not permit conduct which would otherwise be prohibited by the 2010 Act.

One way in which the Council can show that it has had due regard to the statutory needs is by assessing the impact of proposed budget and services changes on service users and Council-paid staff, particularly in relation to people with a 'protected characteristic'. These protected characteristics are:

- Age (people of different age groups)
- Disability (e.g. physical or sensory impairments, long-term illnesses and conditions, hidden impairments such as a heart condition, frailty, learning disabilities or mental health problems)
- Gender (men/women) and Gender Reassignment
- Ethnicity (including Black, Asian, Minority Ethnic groups, Gypsies & Travellers)
- Religion/belief (different faiths, including people with no religion or belief)
- Sexual orientation
- Marriage/civil partnerships
- Pregnancy & Maternity

In addition to the characteristics above, the Council has also considered the effect of the proposals on rural communities and deprived areas, both in recognition of the make-up of the county and in response to consultation.

Officers consider that this assessment does not give rise to any obvious risk that the proposals will result in any conduct which is made unlawful by the 2010 Act.

Context of assessment

The Council has examined the way the library service is run to ensure it can deliver a comprehensive and efficient service that meets its customers' requirements and is high-quality, sustainable and fit for the 21st century.

It has done so in the context of facing significant reductions in the funding it receives from Central Government, and the Council decision in February 2011 that, with the exception of fire and rescue services and children's services, all council services would receive lower levels of funding than previously.

In November 2010 a number of potential models for the future of the library service were considered. These included:

1) Leave the services as is - continuing the service as it is would have required the Council to have transferred substantial cuts to other services. The current service was already undertaking a library service transformation programme as it was acknowledged that changes were required to make the service sustainable, relevant and fit the 21st century.

2) Reduce opening hours and stock at all libraries - making savings by significantly reducing opening hours and stock at all of our libraries would greatly diminish the quality of library services and would lead to rapidly declining use. The Council reduced library opening hours in 1998/9 by 15% and saw a 20 % drop in book issues.

3) Options to close a varying number of libraries, resulting in savings ranging from 40% to 19% reductions in revenue expenditure - It was proposed to withdraw funding from 20 of Oxfordshire's libraries, but in response to public concern and receiving additional money from central government that eased the financial position, this proposal was revised.

In developing a new proposal, and taking into account both the Council's legal obligations and the requirements of its customers, a zero-based quantitative analysis of library requirements was undertaken during Spring 2011. This analysis was based on where people live, work, study and shop. The results of this analysis were used to shape and assess the proposals to develop the library service prior to public consultation. The analysis paper and supporting information are available on the council's website.[4]

In addition to the zero-based analysis, the following information was also considered:

- The Council's current strategic approach to the library service (as set in 2008 and as revised in the Business Strategy, December 2010)
- An audit of the current library service and activities
- Comparisons against other authorities
- Customer feedback (Children's Plus Survey, October 2010; Public Library Users Survey, October 2009; and feedback received from the council's library announcement on 26 November 2010)
- Existing demand from current users
- Opening hours
- Timetable, location and duration of stops of the mobile libraries
- Use of technology
- National studies and reports, including:
    o Museum Libraries and Archives (MLA) MORI national research, 'What do the public want from libraries', November 2010
    o Department for Culture, Media and Sport (DCMS), 'Modernisation review of public libraries', March 2010
    o DCMS Local Inquiry into the Public Library Service Provided by Wirral Metropolitan Borough Council, 2009
- Dialogue with the MLA regarding our current service, review our methodology and proposed changes
- Capacity within the service to innovate and make service enhancements.

The proposals

The Council proposes to:

- Rationalise management support
- Expand the use of volunteers

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[4] http://www.oxfordshire.gov.uk/cms/content/supporting-information

- Assess current procurement arrangements
- Continue to exploit existing and new opportunities to generate income
- Work collaboratively with other service providers such as Oxford University, voluntary and community organisations
- Work collaboratively with private sector developers and businesses to address changes in future population
- Continue to work with other library authorities to ensure that it benefits from best practice and opportunities to review and develop services.

Under the proposals all libraries will remain open and will:

- Have a good book stock, public access computers and online resources
- Be cost-effective and efficient
- Have self-service as standard
- Have tailored opening hours
- Offer a broad range of supporting services tailored to the community e.g. book clubs
- Work closely with a community support network (e.g. Friends Group)
- Encourage use of library buildings as community space.

Oxfordshire County Council will fully fund and resource all of the libraries that form part of our comprehensive and efficient library service. These core libraries are:

- Abingdon
- Banbury
- Berinsfield
- Bicester
- Blackbird Leys
- Botley
- Carterton
- Chipping Norton
- Cowley
- Didcot
- Eynsham
- Headington
- Henley
- Kidlington
- Littlemore
- Neithrop
- Oxford Central
- Summertown
- Thame
- Wallingford
- Wantage
- Witney

The County Council will continue to provide a fully supported infrastructure (building, ICT, book stock and the installation of self-service) to those libraries which fall outside of our comprehensive and efficient library service. The Council will also work with each of these libraries to establish a Friends Group to enable a shift in the balance of staffing in these libraries towards volunteers over a three-year period.

For the 'Community Plus' libraries this would mean one third volunteers and two thirds Council-paid staff. These community plus libraries are:

- Chinnor
- Faringdon
- Grove
- Wheatley
- Woodstock

For all other libraries this would mean one half volunteers and one half Council-paid staff. These 'Community' libraries are:

- Adderbury
- Bampton
- Benson
- Burford
- Charlbury
- Deddington
- Goring
- Hook Norton
- Kennington
- North Leigh
- Old Marston
- Sonning Common
- Stonesfield
- Watlington
- Woodcote
- Wychwood

In each of the above groups, there are some libraries where there are opportunities to use the buildings in different ways and to work with the community and other partners in more effective ways. The council is committed to exploring these opportunities in all of our libraries.

Consultation

Oxfordshire County Council consulted widely on these proposals. A four month consultation ran from 27 May to 30 September 2011. Around 5,000 responses were received from members of the public, local Friends' Groups, parish and town councils, local MPs and other stakeholder groups.

During the consultation period, councillors and library service representatives attended a series of public meetings across the county to discuss the proposals. Workshop sessions were also held with existing Council-paid staff, as well as meetings with relevant groups (e.g. representing people with protected characteristics) to discuss the proposals in further detail. The minutes and notes of these meetings were fed into the consultation.

All the responses from the consultation, along with all the written submissions, meeting notes, and other material received from interested parties has been subject to independent analysis. The consultation responses and the outcomes of the analysis have been used to refine the Council's proposals. More information about the consultation and the Council's response to the feedback is available here:

http://www.oxfordshire.gov.uk/cms/public-site/library-service-consultation

Alternatives Considered

The Council, in its budget plans agreed in February 2011, decided that, with the exception of fire and rescue services and children's services, all services would receive lower levels of funding than previously. Therefore, if savings were not found from the library services budget they would have to be found in other service areas and could have a larger impact on communities and individuals with protected characteristics.

The proposals announced in the autumn of 2010 would have resulted in the closure of 20 libraries across the council. The libraries that would have remained represented 82% of existing users and 79.5% of current issues. 12 of the libraries listed for closure were in rural areas, meaning that people in

these areas would have had to travel further to access the service. The proposed closures would have had an impact on those without personal transport or who would have had difficulty in reaching the nearest remaining library, in particular the elderly and the disabled

Assessment of possible implications of these proposals

The Council has approached its duty to provide a comprehensive and efficient library service under the Public Libraries and Museums Act 1964, by distinguishing between core and non-core (community and community plus) libraries. The core libraries will be supported by mobile, home and online library services.

Under this proposal all libraries will remain open, and in the case of the core libraries will see relatively little change to the service provided. However core libraries may see an increase in usage as a result of changes to other libraries, if users decide to travel further to still have face-to-face dealings with Council-paid staff for example.

There is a greater potential impact on libraries in the Community and Community Plus categories, as there will be a reduction in the number of council- paid staff and an increased reliance on volunteers supported by local Friends Groups.

In recognition of the support that Community Plus and Community libraries will need to manage the transition to the new model of working, the full financial effect of the shift in staffing towards volunteers is not built into the libraries budget until 2014. Council-paid library staff will work with Friends Group to manage and support them through the transition period to enable all of these libraries to have a sustainable solution in place by 2014. Conversations have already begun with many Friends Groups and pilot projects will begin in early 2012 with a view to a detailed transition timetable being put together for all Community Plus and Community Libraries by the end of 2012.

The potential risks in these proposals are explored below, looking at how they might impact on particular groups based on the characteristics of particular library communities. Where necessary, mitigations are proposed to ensure that increased levels of volunteering will not in itself mean that the needs of some groups of users are not met.

Impact of increasing involvement of volunteers

Oxfordshire as a whole has a strong voluntary sector with over 3,500 community and voluntary groups, an above average number of regular volunteers and an increasing number of communities preparing community-led plans. This suggests that the county is well-placed to increase the involvement of volunteers in the running of the library service, and the recent success of community-led solutions to keeping all 13 youth centres faced with closure provides further evidence of this.

Volunteers currently and traditionally have supported the work of the library service by helping in their local communities. The Library Service has experience of working with volunteers to deliver volunteering opportunities and has established successful policies and procedures to successfully recruit; manage; train and support volunteers. The Council will work with existing Friends Groups and emerging community groups to share that good practice and offer support and advice on ways of working. The Council will also appoint a Community Libraries Coordinator, who will help to maintain a strong working relationship between these groups and the library service and help overcome any challenges faced.

The Library Service will retain responsibility for the operational and professional management of libraries but Friends Groups and volunteers will play an important part in helping to deliver services for the library users locally.   Volunteers will be contributing to the delivery of a Council service and will therefore be supported to comply with codes of conduct and customer service, delivering tasks they have agreed in an appropriate manner, adhering to relevant Council policies and with due regard to safeguarding the reputation of the Council in general and the Library Service in particular.

It is anticipated that the roles undertaken by volunteers will reflect the individual skills, interests, and abilities of the volunteers themselves. Working in partnership with Council-paid library staff, the Friends Groups will ensure that the volunteers can collectively cover all the tasks that are needed to run the library successfully. These might include:

- Helping users access the information they require.
- Dealing with the day to day transactions such as issuing, renewal and return of books and other items.
- Ensuring the book stock is displayed attractively and meets the requirements of the community and the county, as all stock forms part of the county's collection.
- Supporting library promotional activities such as rhyme times, class visits, 'computer buddies', reading groups and the Summer Reading scheme.

The Council has a duty of care to its volunteers and a responsibility to ensure that adequate training and support is provided in order that it meets its obligations. Training plans will be in place for each volunteer to ensure that every person is comfortable and feels supported in the role they have chosen. Although training will cover key OCC policies (such as equality and diversity, child protection and health and safety), these plans will be light touch and delivered to involve volunteers in the service they are assisting, tailored to the task they are helping with and relevant to the needs of the individual. There will be initial induction and on-going training as required that will equip volunteers to support customers, and support the volunteers to feel part of the Library Service Team and help to add value to the positive experience that volunteering will give them.

The Council will also continue to improve accessibility to library services by:

- re-designing its website to make sure people can easily access the library service online
- facilitating direct communication with the public and library customers through social media
- expanding remote access to library material, by increasing its online services (such as eBooks and eAudio downloads and online information resources).
- working collaboratively with community groups and other service providers to target hard to reach groups, for example hosting sessions in other community buildings (such as Children's Centre, Adult Learning Centres, Early Intervention Hubs) where people already access services.

As part of our comprehensive and efficient library service the council will continue to provide services to groups and people who may struggle to get to a library, such as young people and their parents, or carers, older people and those with disabilities. There will be tailored support that best meets the needs of these groups including:

- Ensuring the cost-effective and efficient use of the mobile library service
- Developing and extending the home library service for those with limited mobility
- Developing and extending the current book deposit scheme to allow us to provide access in areas where there is currently no service.

The library service is highly valued and needs to be sustainable, relevant and available to future generations. The County Council will continue to challenge the way that the service is delivered to ensure it is fit for the 21st Century. In particular, the library service will continue to explore opportunities to further improve and extend the service by:

- investigating the provision of free WiFi across the network
- re-designing the website to make sure people can easily access the library service online
- facilitating direct communication with the public and library customers through social media
- delivering eBook and eAudio downloads via our website
- incorporating complementary services (such as coffee shops) into library buildings
- developing the use of libraries as community resources
- working collaboratively with community groups and other service providers to target hard to reach groups, e.g. locating and resourcing the library service in other ways, using other community buildings (such as Children's Centre, Adult Learning Centres, Early Intervention Hubs) where people already access services.

However, by reducing the number of hours available from Council-paid library managers and library assistants there will be an impact on community groups through the loss of experience and expertise where volunteers are used instead of Council-paid staff. This will be mitigated through volunteers being provided with support and training from the Council-paid library staff working in the community plus and community libraries. A support network and communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they will always have access to professional support.

In many cases the Council-paid staff are the visible 'face' of the library to regular users, and changes to this front-of-house presence could impact on users who have built strong relationships with existing staff. However, this could equally occur through natural turnover of staff and will be mitigated by ensuring volunteers are suitably trained and have appropriate knowledge to support users as effectively as possible. Friends Groups will also be supported to make the transition to the new model based on increased involvement of volunteers as straightforward as possible, thus minimising the impact on library users.

Risks (Increased involvement of volunteers)	Mitigation
Required number of volunteers cannot be identified	Friends Groups will be supported and encouraged to adopt and adapt existing good practice in recruitment of volunteers, and learn from current experiences of the library service, experience shared by other Friends Groups across the county and best practice identified elsewhere. Council-paid staff will work with Friends Group to manage and support them through the transition period to ensure a sustainable solution is in place by 2014. Conversations have already begun with many Friends Groups and pilot projects will begin in early 2012 with a view to a detailed transition timetable being put together for all Community Plus and Community Libraries by the end of 2012. This will allow progress in recruiting volunteers to be assessed and appropriate action taken / support offered in areas where required number of volunteers not coming forward.
Difficulty in retaining volunteers	Volunteers will be offered appropriate training to help them feel confident and competent in their role. Friends Groups and the library service will ensure

| | volunteering is as enjoyable and valuable to the individual as possible, through ongoing support, making them feel part of the service, and aligning the tasks and roles they undertake with their own particular interests as closely as possible.

Friends Groups will be supported to build relationships with volunteers to identify potential issues at early stage |
|---|---|
| Limited contingency if a volunteer does not attend when expected | Friends Groups will be encouraged and supported to recruit a higher number of volunteers than needed, and to coordinate a rota of people able to assist at short notice |
| Library users do not feel able to relate to volunteers, and/or do not feel comfortable discussing their needs and interests with volunteers who may be known to them personally | As many Council-paid staff are also from within local communities, there will be a limited difference from current situation

Volunteers will be clearly identifiable as such, meaning library users will be able to decide whether to ask for assistance from them or not

The installation in all libraries of RFID to enable self-service transactions (issuing and returning books for example) will enable the user to retain a high degree of privacy should they wish to do so.

Library users may expect Council-paid staff to operate with a high degree of confidentiality than they may expect of volunteers. However, as the volunteers will be contributing to the delivery of a Council service they will be supported to comply with codes of conduct and customer service, delivering tasks they have agreed in an appropriate manner, adhering to relevant Council policies and with due regard to safeguarding the reputation of the Council in general and the Library Service in particular. |
| Volunteers do not have appropriate support available / feel isolated from rest of library service | A support network and communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they will always have access to professional support

All volunteers will be given initial induction and on-going training as required to help them support customers, and support the volunteers to feel part of the Library Service team |
| Volunteers do not have appropriate knowledge | All volunteers will be given initial induction and on-going training as required to help them support |

and understanding to meet needs of customers	customers, and support the volunteers to feel part of the Library Service team

All volunteers will also be given training plans appropriate to the role(s) and tasks they will be undertaking.

Use of self service and library website services will enable customers to manage their own library transactions in libraries. Volunteers will receive training to ensure that they will be able to support customers in this. |
| Volunteers are not confident and competent to assist customers | As above, volunteers will be given training plans and regular reviews, with support available from Council-paid staff and Friends Groups. |
| Potential drop in service standard during or as a result of transition to greater involvement of volunteers | The Library Service will retain responsibility for the operational and professional management of libraries but Friends Groups and volunteers will play an important part in helping to deliver services for the library users locally. Volunteers will be contributing to the delivery of a Council service and will therefore be supported to comply with codes of conduct and customer service, delivering tasks they have agreed in an appropriate manner, adhering to relevant Council policies and with due regard to safeguarding the reputation of the Council in general and the Library Service in particular.

Council-paid staff will work with Friends Group to manage and support them through the transition period to ensure a sustainable solution is in place by 2014 and to mitigate the impact of the increased involvement of volunteers. Conversations have already begun with many Friends Groups and pilot projects will begin in early 2012 with a view to a detailed transition timetable being put together for all Community Plus and Community Libraries by the end of 2012. This will allow progress in recruiting and training volunteers to be assessed and appropriate action taken / support offered in areas where required.

All volunteers will be given induction and ongoing training to ensure they are confident and competent undertaking their roles and tasks. |
| Risk of inappropriate or unwelcoming behaviour | Volunteers will be CRB checked and will receive induction and ongoing training appropriate to the |

by volunteers may alienate library users	roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will be supported to build on the existing network of volunteers who help with activities in libraries. This may include recruiting volunteers who already have experience working with particular groups or running particular activities, as well as enthusiastic volunteers willing to be trained to do so. Increased online and social networking services will help library service users to make the best use of the books and information available without necessarily having to visit a library.

Impact on people with protected characteristics

Age

All libraries are heavily used by **children and young people**. Many libraries already have strong links with local schools and children's centres, have staff trained and experienced in giving book advice to children and parents, and run events such as summer reading challenges and rhyme times. Under the proposals Council-paid staff and/or volunteers will continue these activities, and professional librarians will continue to manage and build a relevant book stock for children and young adults. Librarians will continue to take opportunities to encourage young people to be involved in choosing appropriate stock.

Friends Groups will be supported to build on the existing network of volunteers who help with children's activities in the libraries, for example by recruiting not only volunteers who already have experience with helping children and young adults, but also enthusiastic volunteers willing to be trained to run activities. Working with the local community in this way has the potential to increase the number and variety of opportunities for children and young adults.

Risks (Children and Young People)	Mitigations	Relevant Libraries (see Appendix 1)
Volunteers may not have the knowledge and experience to cater for the needs of children and young people using	Volunteers will be CRB checked and will receive induction and ongoing training appropriate to the roles and tasks they	All Community/ Community Plus Libraries but particularly those in areas with an above average

the library. This may include:	will undertake, including awareness and understanding of the council's equalities policy.	proportion of people aged under 16:
• Literacy activities • Children's bookstock • Internet/ computers • DVD/ music loans	A support network and communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they and library users will always have access to professional support. Increased online and social networking services targeted at young people will help them to make the best use of the books and information available to them.	• Benson • Grove • Deddington • Faringdon • Sonning Common • Hook Norton • Goring • Chinnor • Stonesfield
Activities targeted at or available to children and young people might not happen as a result of volunteers not being able to deliver	The Library Service will use community and library profiles to inform library service planning, to ensure an appropriate range of activities are available to reflect the diversity and needs of the community. Professional librarians will continue to ensure that there is appropriate stock available and will continue to support and train volunteers to run activities. Friends Groups will be supported to build on the existing network of volunteers who help	All Community/ Community Plus Libraries but particularly those in areas with an above average proportion of people aged under 16: • Benson • Grove • Deddington • Faringdon • Sonning Common • Hook Norton • Goring • Chinnor • Stonesfield

	with children's activities in the libraries, for example by recruiting not only volunteers who already have experience with helping children and young adults, but also enthusiastic volunteers willing to be trained to run activities.	
Risk of inappropriate or unwelcoming behaviour by volunteers may alienate children and young people	Volunteers will be CRB checked and will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will be supported to build on the existing network of volunteers who help with children's activities in the libraries, for example by recruiting not only volunteers who already have experience with helping children and young adults, but also enthusiastic volunteers willing to be trained. Friends Groups will also be supported to build on current success recruiting young people to act as volunteers, reducing the risk of alienation by relating to members of their peer group.	All Community/ Community Plus Libraries but particularly those in areas with an above average proportion of people aged under 16: • Benson • Grove • Deddington • Faringdon • Sonning Common • Hook Norton • Goring • Chinnor • Stonesfield
Community and Community Plus libraries may find it	Friends Groups will be supported and encouraged to adopt	All Community/ Community Plus Libraries but particularly

difficult to recruit sufficient volunteers, which could in turn lead to a reduction in opening hours. This would impact on children and young people's ability to access the static library service.	and adapt existing good practice in recruitment of volunteers, and learn from current experiences of the library service, experience shared by other Friends Groups across the county and best practice identified elsewhere. Council-paid staff will work with Friends Groups to manage and support them through the transition period to ensure a sustainable solution is in place by 2014. Conversations have already begun with many Friends Groups and pilot projects will begin in early 2012 with a view to a detailed transition timetable being put together for all Community Plus and Community Libraries by the end of 2012. This will allow progress in recruiting volunteers to be assessed and appropriate action taken / support offered in areas where required number of volunteers not coming forward. In the event of a reduction in service hours, an evidence led approach would be taken to determine the optimum opening hours for all relevant groups, in the case of children and young people this might mean ensuring	those in areas with an above average proportion of people aged under 16: • Benson • Grove • Deddington • Faringdon • Sonning Common • Hook Norton • Goring • Chinnor • Stonesfield

	that the library is appropriately staffed and open outside of school hours. The Council will review the operation of both the mobile and the home library services to ensure they remain integrated with the rest of the library service and contribute to meeting the needs of targeted user and community groups across the county.	
Children and young people achieving low educational outcomes may experience a reduction in targeted literacy support	Professional librarians will continue to manage learning resources and literacy programs across the service. The Library Service will continue to develop and extend collaborative work with partners such as children's centres, schools and family and adult learning deliverers. When drawing up staffing rotas, Friends Groups will be encouraged to match the skills of Council-paid staff and volunteers with the needs of the individuals and groups likely to be in the library at the time.	All Community and Community Plus libraries, particularly those in wards achieving educational outcomes below the county average, namely: • Woodstock • Wheatley • Old Marston

Older people are frequent library users, and based on user feedback and responses to the consultation often value the library as a space to meet their neighbours and to feel the support of their local community. Increased involvement of volunteers could enhance the value of the libraries as community hubs, and provide for a greater variety of activities and services for older people in their local library. Friends Groups may also wish to recruit volunteers who can provide support to those in this group, for example by providing assistance to those lacking confidence with computers wanting to learn how to access online services.

Risks (Older people)	Mitigation	Relevant Libraries (see Appendix 1)
Volunteers may not have the knowledge or experience to cater for the needs of this group. That this may include: • Social aspects of the library • Community space • Information and advice	Volunteers will be CRB checked and will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. A support network and communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they and library users will always have access to professional support.	All Community/ Community Plus Libraries particularly those in areas with an above average proportion of people aged over 65: • Burford • Goring • Deddington • Woodstock • Kennington • Sonning Common • Adderbury • Wheatley • North Leigh • Wychwood • Watlington • Bampton • Stonesfield • Hook Norton • Charlbury • Old Marston
Activities targeted at or available to older people might not happen as a result of volunteers not being able to deliver (eg. computer buddies)	The Library Service will use community and library profiles to inform library service planning, to ensure an appropriate range of activities are available to reflect the diversity and needs of the community. Volunteers will receive	All Community/ Community Plus Libraries particularly those in areas with an above average proportion of people aged over 65: • Burford • Goring • Deddington • Woodstock

	induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include running specific activities. Friends Groups will be supported to build on the existing network of volunteers who help with activities for older people in the libraries, for example by recruiting not only volunteers who already have experience with helping older people, but also enthusiastic volunteers willing to be trained to run activities. The Library Service will continue to develop and extend links with partner organisations, Good Neighbour Schemes, local care homes and community centres to support the needs of older people in the neighbourhood,	• Kennington • Sonning Common • Adderbury • Wheatley • North Leigh • Wychwood • Watlington • Bampton • Stonesfield • Hook Norton • Charlbury • Old Marston
Presence of unfamiliar 'front of house' staff may lead to a reduction in use of the library by this group.	Volunteers will be contributing to the delivery of a Council service they will be supported to comply with codes of conduct and customer service, delivering tasks they have agreed in an appropriate manner, adhering to relevant Council policies and with due regard to meeting the needs of	All Community/ Community Plus Libraries particularly those in areas with an above average proportion of people over 65: • Burford • Goring • Deddington • Woodstock • Kennington • Sonning

	library users as effectively as possible. Friends Groups will also be supported to make the transition to the new model based on increased involvement of volunteers as gradual as possible, thus minimising the impact on library users. Volunteers will be CRB checked and will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will be supported to build on the existing network of volunteers who help and support older people, for example the home library service and 'computer buddies'. Friends Groups will also be supported to recruit not only volunteers who already have experience with particular groups or activities, but also enthusiastic volunteers willing to be trained. Research and current experience shows that people from this group are likely to volunteer, and therefore be sensitive to the needs of library users. A number of sessions are already	Common • Adderbury • Wheatley • North Leigh • Wychwood • Watlington • Bampton • Stonesfield • Hook Norton • Charlbury • Old Marston

	run by volunteers and organisations, including Age UK, and these will be supported to continue.	
Risk of inappropriate or unwelcoming behaviour by volunteers may alienate older people	Volunteers will be CRB checked and will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will be and supported to build on the existing network of volunteers who help with activities for older people in the libraries, for example by recruiting not only volunteers who already have experience with helping older people, but also enthusiastic volunteers willing to be trained. Friends Groups will also be supported to build on current success recruiting older people to act as volunteers, reducing the risk of alienation by relating to members of their peer group.	All Community/ Community Plus Libraries particularly those in areas with an above average proportion of people aged over 65: • Burford • Goring • Deddington • Woodstock • Kennington • Sonning Common • Adderbury • Wheatley • North Leigh • Wychwood • Watlington • Bampton • Stonesfield • Hook Norton • Charlbury • Old Marston

Disability

Libraries will continue to offer a range of services targeted at those with disabilities, which include visual impairments, mobility difficulties, and mental health issues. They also provide a range of activities specifically for these groups, which have the potential to be enhanced by the involvement of volunteers. Volunteers will also be encouraged to assist disabled users and will receive appropriate training to help meet their needs.

Older people and those with disabilities might require or request special stock, such as large print and audiobooks, and professional librarians will continue select and manage such material.

Risks (People with disabilities)	Mitigations	Relevant Libraries (see Appendix 1)
Volunteers may not have the knowledge or experience to cater for the needs of this group. This may include: • Audiobooks • Information and advice • Targeted activities • Social aspects of the library • Accessing relevant materials	Volunteers will be CRB checked and will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. A support network and communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they and library users will always have access to professional support. Professional librarians will continue to ensure there is appropriate stock available to meet the needs of individuals with particular disabilities, for example self-help and specialist material on particular subjects, available in a	All community/ community plus libraries but particularly those in areas with a high number of people claiming disability living allowance: • Adderbury • Bampton • Faringdon • Wheatley

	range of formats The Library service will continue to work with care homes and carers in the community to ensure that libraries offer the best service to customers with particular needs. Friends Groups will be and supported to build on the existing network of volunteers who help with activities in the libraries, for example by recruiting not only volunteers who already have experience with helping people with disabilities, but also enthusiastic volunteers willing to be trained.	
Risk of inappropriate or unwelcoming behaviour by volunteers may alienate people with a disability	Volunteers will be CRB checked and will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will be and supported to build on the existing network of volunteers who help with activities in the libraries, for example by recruiting not only volunteers who already have experience with helping people with disabilities, but also enthusiastic volunteers willing to be trained.	All Community/ Community Plus libraries but particularly those in areas with a high number of people claiming disability living allowance: • Adderbury • Bampton • Faringdon • Wheatley

	Friends Groups will also be supported to build on current success recruiting young people to act as volunteers, reducing the risk of alienation by relating to members of their peer group.	
Community/community plus libraries may find it difficult to recruit sufficient volunteers, ultimately leading to a reduction in opening hours. This would impact on the ability of people with mobility related disabilities to access the library service.	Friends Groups will be supported and encouraged to adopt and adapt existing good practice in recruitment of volunteers, and learn from current experiences of the library service, experience shared by other Friends Groups across the county and best practice identified elsewhere. Council-paid library staff will work with Friends Group to manage and support them through the transition period to ensure a sustainable solution is in place by 2014. Conversations have already begun with many Friends Groups and pilot projects will begin in early 2012 with a view to a detailed transition timetable being put together for all Community Plus and Community Libraries by the end of 2012. This will allow progress in recruiting volunteers to be assessed and appropriate action taken / support offered in areas where required	All Community/ Community Plus libraries but particularly those in areas with a high number of people claiming disability living allowance: • Adderbury • Bampton • Faringdon • Wheatley

| | number of volunteers not coming forward.

In the event of a reduction in service hours, an evidence led approach would be taken to determine the optimum opening hours for all relevant groups, in the case of people with disabilities this might mean ensuring that the library is appropriately staffed at times that align with public or and community transport, or other sessions, activities, appointments and so on in the local area.

The Council will review the operation of both the mobile and the home library services to ensure they remain integrated with the rest of the library service and contribute to meeting the needs of targeted user and community groups across the county. | |
|---|---|---|
| Limited contingency if a volunteer does not attend when expected – this may mean a person with mobility who has made particular travel arrangements and/or may have travelled from outside the immediate area is not able to access a library when it should be open. | Friends Groups will be encouraged and supported to recruit a higher number of volunteers than needed, and to coordinate a rota of people able to assist at short notice.

The Council will review the operation of both the mobile and the home library services to ensure they remain integrated with the rest | All Community/ Community Plus libraries, particularly those in geographically isolated areas (above county average for geographic barriers index):
- Charlbury
- Burford
- Stonesfield
- Watlington
- Hook Norton
- North Leigh |

	of the library service and contribute to meeting the needs of targeted user and community groups across the county.	- Bampton - Goring - Adderbury - Benson - Chinnor - Wychwood
Library users with a particular disability do not feel able to relate to volunteers, and/or do not feel comfortable discussing their needs and interests with volunteers who may be known to them personally	Volunteers will be clearly identifiable as such, meaning library users will be able to decide whether to ask for assistance from them or not. The installation in all libraries of RFID to enable self-service transactions (issuing and returning books for example) will enable the user to retain a high degree of privacy should they wish to do so. Library users may expect Council-paid staff to operate with a high degree of confidentiality than they may expect of volunteers. However, as the volunteers will be contributing to the delivery of a Council service they will be supported to comply with codes of conduct and customer service, delivering tasks they have agreed in an appropriate manner, adhering to relevant Council policies and with due regard to safeguarding the reputation of the Council in general and the Library Service in	All Community/ Community Plus libraries but particularly those in areas with a high number of people claiming disability living allowance: - Adderbury - Bampton - Faringdon - Wheatley

	particular.	
	The library service will continue to work closely with care homes, representative groups and so on to ensure the needs of people with a disability are identified and met. This will include scheduling of appropriate activities, availability of specialist support, and specialist stock of books and other materials.

The Council will review the operation of both the mobile and the home library services to ensure they remain integrated with the rest of the library service and contribute to meeting the needs of targeted user and community groups across the county. | |
| Activities targeted at or available to people with a disability might not happen as a result of volunteers not being able to deliver | The Library Service will use community and library profiles to inform library service planning, to ensure an appropriate range of activities are available to reflect the diversity and needs of the community.

Volunteers will receive induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include running specific activities. | All Community/ Community Plus libraries but particularly those in areas with a high number of people claiming disability living allowance:
• Adderbury
• Bampton
• Faringdon
• Wheatley |

	Friends Groups will be supported to build on the existing network of volunteers who help with activities in the libraries, for example by recruiting not only volunteers who already have experience with helping people with a disability, but also enthusiastic volunteers willing to be trained to run activities.	

Gender

Currently 36% of library users are male and 64% female and therefore any changes in the provision of services and activities will have a greater effect on the female population than on the male. Women have also been disproportionately affected by recent changes in employment levels, and Oxfordshire in general (and Oxford in particular) has a high reliance on public sector jobs which are at risk, so more women may be using libraries for job seeking in the future.

It is likely that a higher proportion of volunteers will be female, so Friends Groups will be supported to recruit volunteers of both genders.

Risks (Gender)	Mitigations	Relevant Libraries (see appendix 1)
Volunteers may not have the experience or knowledge to cater for the needs of people of either gender	Volunteers will receive induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include running specific activities or working with particular groups of people. Friends Groups will be supported to build on the existing network of volunteers who help with activities in the libraries, for example by recruiting not only volunteers who already have relevant experience, but also enthusiastic volunteers willing to be trained to run activities. A support network and communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure	All community/ community plus libraries

	that they and library users will always have access to professional support. Users across the county will have access to the full library catalogue via the online catalogue. Council-paid staff and volunteers will communicate the availability of this to users and non-users.	
Risk of inappropriate or unwelcoming behaviour by volunteers may alienate people of either gender	Volunteers will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will be and supported to build on the existing network of volunteers who help with activities in the libraries, for example by recruiting not only volunteers who already have relevant experience, but also enthusiastic volunteers willing to be trained to run activities. Friends Groups will also be supported to recruit volunteers that reflect the diversity of the local community (eg men and women, people of all ages).	All community/ community plus libraries

Pregnancy and maternity

For users aged between 25 and 44, taking children to the library is a particularly important reason for going themselves (MLA). The Library Service currently works with Health Visitors, Children's Centres, Bookstart and Registrars to reach mothers and encourage them to share books with their babies, and this will continue to be the responsibility of Council-paid staff. Partnerships will be continued and developed, and volunteers will receive training in the value of books and reading to babies and their parents and carers

Libraries are breast feeding friendly, and self-help books for parents are stocked. Young mothers value the sense of community that a library provides.

Risks (Pregnancy, maternity)	Mitigations	Relevant Libraries (see profiles for statistics – annex XX)
Volunteers may not be equipped to cater for the needs of babies, parents and families using the library. This may include: • Activities for young children • Early years literacy support • Social aspect of library • Breast feeding friendly	Volunteers will receive induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include running specific activities or working with particular groups of people. Volunteers will receive training in the value of books and reading to babies parents and carers. Friends Groups will be supported to build on the existing network of volunteers who help with children's activities in the libraries, for example by recruiting not only volunteers who already have experience with helping young children, but also enthusiastic volunteers willing to be trained to run activities. A support network and	All libraries but particularly those in areas containing an above average number of young children (0-4), namely: • Benson • Sonning Common • Grove • Deddington • Adderbury • Faringdon • Stonesfield

	communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they and library users will always have access to professional support. Users of all libraries across the county will have access to the full library catalogue. Council-paid staff and volunteers will communicate the availability of this to users and non-users.	
Risk of inappropriate or unwelcoming behaviour by volunteers may alienate this group	Volunteers will be CRB checked and will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will also be supported and encouraged to recruit parents, and other people with experience in early years behaviour, to act as volunteers.	All libraries but particularly those in areas containing an above average number of young children (0-4), namely: • Benson • Sonning Common • Grove • Deddington • Adderbury • Faringdon • Stonesfield
Limited contingency if a volunteer does not attend when expected – this may mean someone who is pregnant or with a young family and has made particular travel arrangements and/or	Friends Groups will be encouraged and supported to recruit a higher number of volunteers than needed, and to coordinate a rota of people able to assist at short notice.	All libraries but particularly those in areas containing an above average number of young children (0-4), namely: • Benson • Sonning

may have travelled from outside the immediate area is not able to access a library when it should be open.	The Council will review the operation of both the mobile and the home library services to ensure they remain integrated with the rest of the library service and contribute to meeting the needs of targeted user and community groups across the county.	Common • Grove • Deddington • Adderbury • Faringdon • Stonesfield
Activities targeted at or available to babies, parents and families might not happen as a result of volunteers not being able to deliver	Council-paid staff will use community and library profiles to inform library service planning, helping to ensure an appropriate range of activities are available to reflect the diversity and needs of the community. Volunteers will receive induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include running specific activities. Friends Groups will be supported to build on the existing network of volunteers who help with children's activities in the libraries, for example by recruiting not only volunteers who already have experience with helping children and families but also enthusiastic volunteers willing to be trained to run activities.	All libraries but particularly those in areas containing an above average number of young children (0-4), namely: • Benson • Sonning Common • Grove • Deddington • Adderbury • Faringdon • Stonesfield

	The Library Service will continue to work with Registration Service Health Visitors, Bookstart ,Children's Centres and other partners to reach parents and carers and promote the value of books and reading.	

Religion and belief (different faiths, including people with no religion or belief)

The Library Service does not discriminate on the grounds of religion and belief, and this impartiality is critical to users. The library service provides unbiased information in hard copy and online, and this will continue to be the responsibility of professional librarians.

Access to the full range of stock, both on the shelves and through reservation, will continue to be provided, and self-service terminals will help to protect the privacy of borrowers. Volunteers will receive training in the County's equality and diversity policies to ensure an understanding of the variety of customers with diverse needs

Risks (Religion and Belief)	Mitigations	Relevant Libraries (Appendix 1)
Volunteers may not be equipped to cater for the needs of people with particular religious beliefs	Volunteers will receive induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include running specific activities or working with particular groups of people. A support network and communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they and library users will always have access to professional support. Friends Groups will be supported to build on the existing network of volunteers who help in the libraries, for example by recruiting not only volunteers who already have relevant	All Community/ Community Plus libraries, particularly those with above average numbers of a minority religious group (see profiles for particular religious group): • Old Marston • Woodstock • North Leigh • Kennington • Hook Norton • Wheatley • Wychwood • Burford • Deddington • Woodcote • Deddington • Stonesfield • Burford • Watlington • Charlbury • Bampton • Chinnor

	experience, but also enthusiastic volunteers willing to be trained to run activities. Friends Groups will also be supported to recruit volunteers that reflect the diversity of the local community (including different religions and beliefs).	
Volunteers may not be sensitive to the perceived barriers experienced by some members of this group and so unintentionally sustain those barriers	Volunteers will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy and codes of conduct (including customer care). Increased community involvement in the running of the library will ensure that services and activities reflect the needs of that community. Local input from volunteers can help with identifying local needs.	All Community/ Community Plus libraries, particularly those with above average numbers of a minority religious group (see profiles for particular religious group): • Old Marston • Woodstock • North Leigh • Kennington • Hook Norton • Wheatley • Wychwood • Burford • Deddington • Woodcote • Deddington • Stonesfield • Burford • Watlington • Charlbury • Bampton • Chinnor
Friends Groups could be over or under representative of a particular religious group, leading to the needs of some groups not being met effectively	Council-paid staff will use community and library profiles to inform library service planning, helping to ensure an appropriate range of activities are available to reflect the diversity and needs of the community.	All Community/ Community Plus libraries, particularly those with above average numbers of a minority religious group (see profiles for particular religious group):

	Local input from volunteers will also help with identifying local needs. Friends Groups will also be supported to seek volunteers that are representative of the local community, and to recruit volunteers that reflect the diversity of the local community (including different religions and beliefs).	• Old Marston • Woodstock • North Leigh • Kennington • Hook Norton • Wheatley • Wychwood • Burford • Deddington • Woodcote • Deddington • Stonesfield • Burford • Watlington • Charlbury • Bampton • Chinnor
Risk of inappropriate or unwelcoming behaviour by volunteers may alienate people of particular faiths or beliefs	Volunteers will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will be and supported to build on the existing network of volunteers who help in the libraries, for example by recruiting not only volunteers who already have relevant experience, but also enthusiastic volunteers willing to be trained. Friends Groups will also be supported to recruit volunteers that reflect the diversity of the local community (including different religions and beliefs).	All Community/ Community Plus libraries, particularly those with above average numbers of a minority religious group (see profiles for particular religious group): • Old Marston • Woodstock • North Leigh • Kennington • Hook Norton • Wheatley • Wychwood • Burford • Deddington • Woodcote • Deddington • Stonesfield • Burford • Watlington • Charlbury • Bampton • Chinnor

Sexual Orientation and Gender Reassignment

Libraries are seen as a place to come which is seen as safe and non – judgmental, and provide a range of books and access to online information of special interest to Lesbian, Gay, Bisexual and Transgender users. Themed materials will continue to be available in larger libraries (accessible in all libraries via the catalogue). Professional librarians will continue to select and manage such material.

This service meets the needs of this group and promotes tolerance within the wider community. Greater reliance on volunteers may jeopardize these relationships as there may be high volunteer turnover together with a lack of knowledge, understanding and communication skills. However volunteers will receive training in the County's equality and diversity policies to ensure an understanding of the variety of customers with diverse needs.

Risks (Sexual Orientation and Gender Reassignment)	Mitigations	Relevant Libraries (Appendix 1)
Volunteers may not be sensitive to the perceived barriers experienced by some members of this group and so unintentionally sustain those barriers	Volunteers will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy and codes of conduct (including customer care). The Library Service will use community and library profiles to inform library service planning, helping to ensure an appropriate range of activities are available to reflect the diversity and needs of the community. Increased community involvement in the running of the library will ensure that services and activities reflect the needs of that community.	All Community/ Community Plus libraries

	Local input from volunteers can help with identifying local needs.	
Risk of inappropriate or unwelcoming behaviour by volunteers may alienate people from this group	Volunteers will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will be and supported to build on the existing network of volunteers who help in the libraries, for example by recruiting not only volunteers who already have relevant experience, but also enthusiastic volunteers willing to be trained. Friends Groups will also be supported to recruit volunteers that reflect the diversity of the local community. Increased online and social networking services will help potential users to make the best use of the books and information available without necessarily having to visit a library.	All Community/ Community Plus libraries
Volunteers may not be equipped to cater for the needs of people of this group	Volunteers will receive induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include	All Community/ Community Plus libraries

| | running specific activities or working with particular groups of people.

Friends Groups will be supported to build on the existing network of volunteers who help in the libraries, for example by recruiting not only volunteers who already have relevant experience, but also enthusiastic volunteers willing to be trained to run activities.

A support network and communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they and library users will always have access to professional support.

Users across the county will have access to the full library catalogue via the online catalogue. Council-paid staff and volunteers will communicate the availability of this to users and non-users.

The development of self service in all libraries will allow users to access information anonymously should they wish.

The Library Service will continue to provide a | |
|---|---|---|

	range of books and access to online information of special interest to LGBT users and to advocate libraries as a safe and impartial environment.	

Ethnicity

Libraries are well used by those who have a Black and Minority Ethnic (BAME) background; libraries in Oxford and Banbury in particular serve the needs of learners with English as a second or other language, students from other countries and migrants. Skills for Life materials are provided for learners, and books and newspapers in other languages are bought for those who wish to read in their own language. Specialist stock and expertise will still be provided by professional librarians.

Most of the libraries in areas of high black and minority ethnic population are designated as core in the proposals. However, minority groups are present in many communities across the county. Greater involvement of local volunteers will help the service to reflect the diversity of its local area, and Friends Groups will be required to take into account the commitment of volunteers to equality and diversity

Council-paid library staff have acquired skills in communicating with BAME users and in understanding their particular needs and cultural barriers. Greater reliance on volunteers may jeopardize these relationships as there may be high volunteer turnover together with a lack of knowledge, understanding and communication skills. However volunteers will receive training in the County's equality and diversity policies to ensure an understanding of the variety of customers with diverse needs

Risks (Ethnicity)	Mitigations	Relevant Libraries (Appendix 1)
Volunteers may not be equipped to cater for the particular needs of BME people using the library. Secondary research suggests that this may include: • Foreign language bookstock • Internet and computers • Information and advice • Educational materials • Culturally relevant reading materials	Volunteers will receive induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include running specific activities or working with particular groups of people. A support network and communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they and library users will always have	All Community/ Community Plus libraries but particularly those in wards with above average numbers of BME people: • Old Marston And those with above average numbers of school children from BME backgrounds: • Kennington • Old Marston

	access to professional support. Users across the county will have access to the full library catalogue via the online catalogue. Council-paid staff and volunteers will communicate the availability of this to users and non-users, in a range of languages. Increased online and social networking will help people to make the best use of the books and information available without necessarily having to visit a library. Active engagement with community groups will make non library users more aware of services on offer and will improve community cohesion. The Library Service will continue to work closely with BAME users and community groups to provide specialist stock and expertise to meet library and information needs.	
Perceptual barriers may mean that this group feels excluded from volunteering or participating in the development of a community library	Volunteers will receive induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include running specific activities or working with particular groups of	All Community/ Community plus libraries but particularly those in wards with above average numbers of BME people: • Old Marston And those with above average numbers of school children from

	people. Friends Groups will be supported to build on the existing network of volunteers, supporting them to be representative of the local community.	BME backgrounds: • Kennington • Old Marston
Volunteers may not be sensitive to the perceived barriers experienced by some members of this group and so unintentionally sustain those barriers	Volunteers will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy and codes of conduct (including customer care). Council-paid staff will use community and library profiles to inform library service planning, helping to ensure an appropriate range of activities are available to reflect the diversity and needs of the community.	All Community/ Community Plus libraries but particularly those in wards with above average numbers of BME people: • Old Marston And those with above average numbers of school children from BME backgrounds: • Kennington • Old Marston
Risk of inappropriate or unwelcoming behaviour by volunteers may alienate people from this group	Volunteers will be CRB checked and will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will be supported to seek volunteers that are representative of the local community, and to recruit volunteers that reflect the diversity of	All Community/ Community Plus libraries but particularly those in wards with above average numbers of BME people: • Old Marston And those with above average numbers of school children from BME backgrounds: • Kennington • Old Marston

	the local community. Friends Groups will also be supported to recruit volunteers that reflect the diversity of the local community. Users will have access to the full range of stock in all libraries. Council-paid staff and volunteers will communicate the availability of this to users and non-users. Increased online and social networking services will help people make the best use of the books and information available without necessarily having to visit a library.	47

Deprivation

Oxfordshire has generally low overall levels of deprivation. However there are ten areas in Oxford City and two in Banbury which fall within the 20% most deprived areas in the country. These areas will continue to be served by static libraries that will remain as part of the core provision. Consideration of the particular needs in different areas formed part of the decision to include Berinsfield in the group of core libraries.

Whilst deprivation extends beyond these specific areas it might be hidden within the overall affluence of an area, potentially increasing the impact on individuals.

People in areas of significant deprivation are less likely to volunteer in the library sector than those in more affluent areas.

Relevant training and guidance for Council-paid staff and volunteers will continue to ensure that people seeking work, wanting to improve their skills, build their confidence, or break the cycle of deprivation receive a high quality and responsive service. Where Council-paid staff are not available on-site, assistance will be available from across the library network.

Risks (Deprivation)	Mitigation	Relevant Libraries (see Appendix 1)
Volunteers may not have the knowledge or experience to cater for the needs of this identified group. This may include: • Accessing information and advice • Signposting to other services • Use of computers • Literacy materials	Volunteers will receive induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include running specific activities or working with particular groups of people. Friends Groups will be supported to build on the existing network of volunteers and to attract volunteers willing to be trained to run library activities relevant to local need. A support network and communications tree	All Community/ Community Plus libraries, especially those in areas with above average numbers of people claiming job seekers allowance: • Old Marston • Kennington And those in areas above the county average for child poverty: • Faringdon • Old Marston

	has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they and library users will always have access to professional support. Professional librarians will continue to broker relationships with external organisations involved in teaching skills for life, with family learning partners and with agencies helping people into work. Active engagement with community groups will make non-traditional library users more aware of services on offer and will improve community cohesion. Users across the county will have access to the full library catalogue via the online catalogue. Council-paid staff and volunteers will communicate the availability of this to users and non-users, in a range of languages. Increased online and social networking will help people to make the best use of the books and information available without necessarily having to visit a library.	

Volunteers may not be sensitive to the perceived barriers experienced by some members of this group and so unintentionally sustain those barriers	Volunteers will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy and codes of conduct (including customer care). Increased community involvement in the running of the library will ensure that services and activities reflect the needs of that community. Local input from volunteers can help with identifying local needs. Friends Groups will also be supported to recruit volunteers that reflect the diversity of the local community (including different ethnic backgrounds).	All Community/ Community Plus libraries, especially those in areas with above average numbers of people claiming job seekers allowance: • Old Marston • Kennington And those in areas above the county average for child poverty: • Faringdon • Old Marston
Risk of inappropriate or unwelcoming behaviour by volunteers may become a barrier to library use.	Volunteers will receive induction and ongoing training appropriate to the roles and tasks they will undertake, including awareness and understanding of the council's equalities policy. Friends Groups will be and supported to build on the existing network of volunteers who help in the libraries, for example by recruiting not only volunteers who	All Community/ Community Plus libraries, especially those in areas with above average numbers of people claiming job seekers allowance: • Old Marston • Kennington And those in areas above the county average for child poverty: • Faringdon • Old Marston

| | already have relevant experience, but also enthusiastic volunteers willing to be trained.

Friends Groups will also be supported to recruit volunteers that reflect the diversity of the local community (including different ethnic backgrounds).

Users across the county will have access to the full library catalogue via the online catalogue. Council-paid staff and volunteers will communicate the availability of this to users and non-users.

Increased online and social networking services will help people make the best use of the books and information available without necessarily having to visit a library. | |
|---|---|---|
| Perceptual barriers may mean that this group feels excluded from volunteering or participating in the development of a community library | Volunteers will receive induction and ongoing training to ensure they are confident and competent in undertaking the tasks and roles they opt to do – this may include running specific activities or working with particular groups of people.

Friends Groups will be supported to seek volunteers that are representative of the local community, and to recruit volunteers that | All community/ community plus libraries, especially those in areas with above average numbers of people claiming job seekers allowance:
• Old Marston
• Kennington

And those in areas above the county average for child poverty:
• Faringdon
• Old Marston |

	reflect the diversity of the local community.	

Rural Communities

Oxfordshire is the most rural county in the South East, with two-thirds of the population living in rural areas. Most of the 'Community' libraries, which will be most dependent upon volunteer support, are concentrated in these parts of the county. However, as outlined above, the Council will help Friends Groups recruit, manage, and retain sufficient volunteers to cover opening hours and stock will be maintained as now across all libraries.

As discussed in the quantitative analysis paper, people also use town libraries when making trips for work, shopping, or other appointments. The continued provision of services in these larger libraries will be developed to create capacity to meet additional need, possibly displaced across the network if users decide to travel further to still have face-to-face dealings with Council-paid members of staff for example.

Moreover, the on-going development of digital information resources, eBooks and eAudio downloads, and online reservations and renewals will benefit those less able to get to a library.

The Council will review the operation of both the mobile and the home library services to ensure they remain integrated with the rest of the library service and contribute to meeting the needs of targeted user and community groups across the county.

Risks (Rural Communities)	Mitigation	Relevant Libraries (Appendix 1)
Community/community plus libraries may find it difficult to recruit sufficient volunteers, particularly in smaller communities where people might already be volunteering in a number of other groups and/or the cost and ease of travel to volunteer is prohibitive.	Friends Groups will be supported and encouraged to adopt and adapt existing good practice in recruitment of volunteers, and learn from current experiences of the library service, experience shared by other Friends Groups across the county and best practice identified elsewhere. Council-paid library staff will work with Friends Group to manage and support them through the transition period to ensure a sustainable	All Community/ Community Plus libraries, particularly those in geographically isolated areas (above county average for geographic isolation): • Charlbury • Burford • Stonesfield • Watlington • Hook Norton • North Leigh • Bampton • Goring • Adderbury • Benson • Chinnor • Wychwood

| | solution is in place by 2014. Conversations have already begun with many Friends Groups and pilot projects will begin in early 2012 with a view to a detailed transition timetable being put together for all Community Plus and Community Libraries by the end of 2012.

This will allow progress in recruiting volunteers to be assessed and appropriate action taken / support offered in areas where required number of volunteers is not coming forward.

The Council will review the operation of both the mobile and the home library services to ensure they remain integrated with the rest of the library service and contribute to meeting the needs of targeted user and community groups across the county. | |
|---|---|---|
| Limited contingency if a volunteer does not attend when expected – this may mean someone who is has made particular travel arrangements and/or may have travelled from outside the immediate area is not able to access a library when it should be open. | Friends Groups will be encouraged and supported to recruit a higher number of volunteers than needed, and to coordinate a rota of people able to assist at short notice.

Users across the county will have access to the full range of stock from all libraries. Council-paid staff and volunteers will communicate the | All Community/ Community Plus libraries, particularly those in geographically isolated areas (above county average for geographic isolation):
• Charlbury
• Burford
• Stonesfield
• Watlington
• Hook Norton
• North Leigh
• Bampton |

	availability of this to users and non-users The Council will review the operation of both the mobile and the home library services to ensure they remain integrated with the rest of the library service and contribute to meeting the needs of targeted user and community groups across the county.	- Goring - Adderbury - Benson - Chinnor - Wychwood
Potential drop in service standard during or as a result of transition to greater involvement of volunteers could mean people who already travel to reach a library are frustrated by a lack of professional support available	The Library Service will retain responsibility for the operational and professional management of libraries but Friends Groups and volunteers will play an important part in helping to deliver services for library users locally. Volunteers will be contributing to the delivery of a Council service and will therefore be supported to comply with codes of conduct and customer service, delivering tasks they have agreed in an appropriate manner, adhering to relevant Council policies and with due regard to safeguarding the reputation of the Council in general and the Library Service in particular. Council-paid library staff will work with Friends Group to manage and support them through the transition period to	All Community/ Community Plus libraries, particularly those in geographically isolated areas (above county average for geographic isolation): - Charlbury - Burford - Stonesfield - Watlington - Hook Norton - North Leigh - Bampton - Goring - Adderbury - Benson - Chinnor - Wychwood

	ensure a sustainable solution is in place by 2014 and to mitigate the impact of the increased involvement of volunteers. Conversations have already begun with many Friends Groups and pilot projects will begin in early 2012 with a view to a detailed transition timetable being put together for all Community Plus and Community Libraries by the end of 2012. This will allow progress in recruiting and training volunteers to be assessed and appropriate action taken / support offered in areas where required. All volunteers will be given induction and ongoing training to ensure they are confident and competent undertaking their roles and tasks. A support network and communications tree has been devised and will be implemented to provide assistance and, where needed, immediate response, for volunteers to ensure that they and library users will always have access to professional support. Users across the county will have access to the full library catalogue via the online catalogue.	

	Council-paid staff and volunteers will communicate the availability of this to users and non-users. The Council will review the operation of both the mobile and the home library services to ensure they remain integrated with the rest of the library service and contribute to meeting the needs of targeted user and community groups across the county. Increased online and social networking services targeted at young people will help them to make the best use of the books and information available without necessarily having to visit a library.	

Other protected characteristics

The increased involvement of volunteers has the potential to support each library in reflecting the diversity of its local community. Friends Groups will be supported to ensure volunteers are committed and trained with respect to the County's Comprehensive Equality Policy[5], and volunteers will be supported as they develop the relevant experience and skills needed to help all library users. Friends Groups will also be supported to recruit volunteers that reflect the diversity of the local community, including those from under-represented groups.

The Council have not identified any particular impacts of these proposals on people with the following protected characteristics, beyond those discussed above (see particularly age, gender, sexual orientation, pregnancy and maternity):

- Marriage or civil partnerships

Impact on staff

A total of 52 employees (21.5 full time equivalent) are employed within those libraries proposed to be Community Plus and Community Libraries. An EQIA has been carried out to assess the impact of these changes on all protected equality strands. It has been identified that the majority of staffing within these libraries are female: 98%. 91% are aged between 40 and 60+ years. None of the staff has a declared disability. Approximately 2% of the staff are from a black or ethnic minority background.

The service will continue its policy of holding a significant number of vacancies through temporary appointments which, together with natural staff turnover and redeployment opportunities throughout the service, will minimise the impact for staff.

The full impact on staff will be assessed separately once a decision on these proposals has been made and an implementation plan has been devised.

Impact on providers

There is no direct impact on providers as the Council will continue to be responsible for delivering the library service.

However, involving Friends' Groups and volunteers in the running of their local library will provide greater local engagement in the service and allow each library to more effectively reflect and serve local needs.

Impact on other Council services

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[5] http://www.oxfordshire.gov.uk/cms/public-site/equality-and-cohesion

The proposals are unlikely to affect Council services other than the library service itself. However, some libraries are on shared sites, and/or have long standing arrangements with other services including schools. Such arrangements will not be directly affected by these proposals, but individual libraries might wish to review and reshape their relationships with the other services involved during the three year transition period to ensure they are able to meet local needs as effectively as possible.

Library Profiles

Contents

1

Oxfordshire – General Overview

- In 2010-11, excluding the mobile library service, there were:
    - 43 libraries
    - 224266 registered users
    - 130490 active users (58% of those registered)
    - 3540300 visits
    - 4158261 issues
        - An average of 32 issues per active user

- The county's population is 633034 (2010 estimates)

Age

- According to library data, the ages of active users of Oxfordshire libraries were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- On average, 17% of people in each of the county's 136 statistical wards is over 65 (OCC population estimates, 2010)
- 12.6% of over-65s received some form of adult social care in March 2010

Younger People
- On average, 17% of people in each of the county's wards is between 0-15 (OCC population estimates, 2010)

Disability

- An average 5% of people in each ward of the ward's working population were claiming Disability Living Allowance in May 2010
- 18% of Oxfordshire library users who responded to the 2009 PLUS survey users reported a disability
    - The responses were as follows:

	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	82%
Mobility - getting around	7%
Hearing	6%
Eyesight	4%
Using hands / fingers	2%
Learning disability, e.g. dyslexia	2%
Mental health problem, e.g. depression	3%
Other	1%
no. of respondents	8145
Survey response rate	83%

2

Gender

- According to the 2009 PLUS survey, 64% of library users were female

Ethnicity

- An average of 7.4% of local school children have English as a second language (school census 2009)
- An average of 15% of local school children are from BME backgrounds (school census 2009)
- An average of 4.1% 1.2% of population are from black or minority ethnic (BME) backgrounds (2001 census)
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Oxfordshire libraries:

	All white groups	Mixed	Asian	Black	Other
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion
- According to the 2001 census, the religious make-up of the county was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

Deprivation

- 10% of children in the county are in poverty (HMRC 2008)
- 1.7% of the working age population claimed Jobseekers' Allowance in May 2010
- Respondents to the 2009 PLUS survey who use the county's libraries described their employment situation as follows:

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		Oxfordshire *(weighted for all Oxfordshire libraries)*
Economically active	Employed in a full-time job	25%
	Employed in a part-time job	16%
	Self-employed full or part-time	8%
	On a government supported training programme	0%
	Sub-total %	50%
Economically inactive	In full-time education at school, college or university	4%
	Unemployed and available for work	4%
	Permanently sick / disabled	2%
	Wholly retired from work	31%
	Looking after the home	8%
	Doing something else	1%
	Sub-total %	50%

- It is estimated that 23% of homes in Oxfordshire lack access to a broadband Internet connection

Rural communities

- 10% of the county's population lack access to a car or a van (2001 census)
- On the IMD Barriers subdomain of geographical barriers, the average ward scores 0.50
    - The libraries the most remote wards (those with scores above average) are as follows:

Library	Group	IMD	Rank
Wychwood	Community	1.7	7th most remote
Charlbury	Community	1.42	20th
Burford	Community	1.41	22nd
Eynsham	Core	1.29	25th
Stonesfield	Community	1.27	26th
Watlington	Community	1.25	28th
Hook Norton	Community	1.16	31st
North Leigh	Community	1.07	33rd
Bampton	Community	1.06	34th
Goring	Community	1.06	35th
Adderbury	Community	1.02	36th
Benson	Community	0.99	37th
Chinnor	Plus	0.84	44th

Sexual orientation
The 2001 census counted the number of people living in a same-sex couple. The data is only recorded at the district level so ward-by-ward comparisons cannot be made.

District	Count	As % of all over 16s in households (n=465230)
Cherwell District	202	0.2
Oxford City District	278	0.28
South Oxfordshire District	148	0.15
Vale of White Horse District	154	0.17
West Oxfordshire District	108	0.15
Total	**890**	**0.19%**

Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Abingdon Library
The Charter, Abingdon OX14 3LY

Key information about Abingdon library:
- Open 51.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.15am - 1.00pm	9.15am - 7.00pm	9.15am - 1.00pm	9.15am - 7.00pm	9.15am - 5.00pm	9.00am - 4.30pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Foreign language material
    - Audio books
    - DVDs
    - Music CDs
    - Computer and Internet access
    - Netloan
    - Information terminals
    - Photocopier
    - Fax
    - Book drop

- In 2010-11, there were:
    - 16587 registered users
    - 9853 active users (59% of those registered)
    - 368200 visits
    - 290909 issues
        - An average of 29 issues per active user, **below** the Oxfordshire average of 32

- Abingdon Library is located in the Abingdon Abbey and Barton Ward, Vale of White Horse
- Population 5583 (2010 estimates)

Age

- According to library data, the ages of active users of Abingdon library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Abingdon	9%	15%	3%	2%	58%	12%	1%	9853
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 11% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%

- 19.7% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **above** the Oxfordshire average of 12.6% in March 2010
    - This places the ward as having the 13th largest proportion across the county's 136 statistical wards, and the 5th largest for a ward containing a library

Younger People
- 14% of the population were between 0-15 in 2010
  - This **below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **just below** the Oxfordshire average of 5% in May 2010
- Just under 20% of Abingdon library users who responded to the 2009 PLUS survey users reported a disability
  - This is **just above** the Oxfordshire average of 18%
  - The responses were as follows:

	Abingdon	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	**81%**	82%
Mobility - getting around	**7%**	7%
Hearing	**6%**	6%
Eyesight	**6%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**1%**	2%
Mental health problem, e.g. depression	**2%**	3%
Other	**1%**	1%
no. of respondents	**375**	8145
Survey response rate	**81%**	83%

Sex

- According to the 2009 PLUS survey, 68% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 7.3% of local school children have English as a second language (school census 2009)
  - **Just below** the county average of 7.4%
- 15% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)

- o **The same as** the Oxfordshire average of 15%
- 3.3% of the ward's population are from BME backgrounds (2001 census)
  - o **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Abingdon library:

	All White groups	Mixed	Asian	Black	Other
Abingdon	**97%**	**0%**	**1%**	**1%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Abingdon	**70.6**	**0.2**	**0.2**	**0.2**	**0.7**	**0.0**	**0.4**	**20.4**	**7.2**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of people declaring a religious belief

Deprivation

- 14% of children in the ward are in poverty (HMRC 2008)
  - o **Above** the average for the county of 10%
    - ▪ This places the ward as having the 28th largest proportion across the county's 136 statistical wards, and the 10th largest for a ward containing a library
- 1.9% of the working age population claimed Jobseekers' Allowance in May 2010
  - o **Above** the county rate of 1.6%
    - ▪ This places the ward as having the 32nd largest proportion across the county's 136 statistical wards, and the 12th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Abingdon library described their employment situation as follows:

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		Abingdon	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**20%**	25%
	Employed in a part-time job	**19%**	16%
	Self-employed full or part-time		8%
	On a government supported training programme	**5%**	0%
	Sub-total %	**44%**	50%
	no. of cases	**177**	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**2%**	4%
	Permanently sick / disabled	**0%**	2%
	Wholly retired from work	**39%**	31%
	Looking after the home	**12%**	8%
	Doing something else	**0%**	1%
	Sub-total %	**56%**	50%
	no. of cases	**226**	4,763
	Total no. of cases	443	9,945
	Survey response rate	87%	86%

- It is estimated that 20% of the ward's households lack broadband
  - **Below** the average for the county of 23%

Rural communities

- 14% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average for Oxfordshire of 10%
    - This places the ward as having the 34th largest proportion across the county's 136 statistical wards, and the 13th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.19
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Adderbury Library

Church House, High Street, Adderbury OX17 3LS

Key information about Adderbury library:
- Open 18.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Closed	10.00am - 12.00pm	Closed	2.00pm - 5.00pm	10.00am - 12.00pm	9.30am - 1.00pm	Closed
	3.00pm - 7.00pm		6.00pm - 7.00pm	2.00pm - 5pm		

- Services (other than books):
  - Newspapers and magazines
  - Audio books
  - DVDs
  - Computers and internet access
  - Information terminals
  - Local studies collection
  - Photocopier
  - Book drop

- In 2010-11, there were:
  - 972 registered users
  - 647 active users (67% of those registered)
  - 12100 visits
  - 35089 issues
    - An average of 54 issues per active user, **above** the Oxfordshire average of 32

- Adderbury Library is located in the Adderbury ward, Cherwell district
- Population 2787 (2010 estimates)

Age

- According to library data, the ages of active users of Adderbury library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Adderbury	16%	22%	2%	3%	44%	11%	1%	647
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 23% of the ward's population are over 65 (OCC population forecasts, 2010)
  - This is **above** as the Oxfordshire average of 17%
- 14% of the ward's over-65s receive some form of adult social care in March 2010

o   This is **above** the Oxfordshire average of 13% in March 2010
- Volunteers provide the Home Library service in the community

Younger People
- 16% of the population were between 0-15 in 2010
    o   This **is just below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 7% of the ward's working population were claiming Disability Living Allowance in May 2010
    o   This is **above** the Oxfordshire average of 5% in May 2010
- Just under 17% of Adderbury library users who responded to the 2009 PLUS survey users reported a disability
    o   This **is just below** the Oxfordshire average of 18%
    o   The responses were as follows:

	Adderbury	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	83%	82%
Mobility - getting around	7%	7%
Hearing	6%	6%
Eyesight	4%	4%
Using hands / fingers	4%	2%
Learning disability, e.g. dyslexia	3%	2%
Mental health problem, e.g. depression	1%	3%
Other	1%	1%
no. of respondents	109	8145
Survey response rate	84%	83%

Gender

- According to the 2009 PLUS survey, 74% of library users were female
    o   This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 2% of local school children have English as a second language (school census 2009)
    o   **Below** the county average of 7%
- 6% of local school children are from black, or minority ethnic (BME) backgrounds (school census 2009)
    o   **Below** the Oxfordshire average of 15%
- 1.2% of the ward's population are from BME backgrounds (2001 census)
    o   **Below** the county average of 4%

- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Adderbury library:

	All White groups	Mixed	Asian	Black	Other
Adderbury	99%	0%	1%	0%	0%
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Adderbury	**80.4**	**0.2**	**0.2**	**0.2**	**0.4**	**0.0**	**0.2**	**11.1**	**7.5**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  o Adderbury ward has **below** average proportions of minority religions.

Deprivation

- 7% of children in the ward are in poverty (HMRC 2008)
  o **Below** the average for the county of 10%
- 0.7% of the working age population claimed Jobseekers' Allowance in May 2010
  o **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Adderbury library described their employment situation as follows:

		Adderbury	Oxfordshire *(weighted for all Oxfordshire libraries)*
Economically active	Employed in a full-time job	**17%**	25%
	Employed in a part-time job	**26%**	16%
	Self-employed full or part-time	8%	8%
	On a government supported training programme		0%
	Sub-total %	50%	50%
Economically inactive	In full-time education at school, college or university	**1%**	4%
	Unemployed and available for work	**3%**	4%
	Permanently sick / disabled		2%
	Wholly retired from work	**38%**	31%
	Looking after the home	8%	8%
	Doing something else	1%	1%
	Sub-total %	50%	50%

- It is estimated that 24% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 21st largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library

Rural communities

- 5% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 1.02
  - **Above** the Oxfordshire average of 0.50%
- It is estimated that 24% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 44th largest proportion across the county's 136 statistical wards, and the 26th largest for a ward containing a library

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

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Bampton Library

Old Grammar School, Church View, Bampton OX18 2NE

Key information about Bampton library:
- Open 12.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 5.00pm	Closed	10.00am - 12.30pm	2.00pm - 5.00pm	Closed	10.00am - 12.30pm	Closed
5.30pm 7.00pm						

- Services (other than books):
  - Newspapers and magazines
  - Audio books
  - DVDs
  - Computer and Internet access
  - Information terminals
  - Photocopier
  - Book drop

- In 2010-11, there were:
  - 729 registered users
  - 509 active users (70% of those registered)
  - 10050 visits
  - 15952 issues
    - An average of 31 issues per active user, **just below** the Oxfordshire average of 32

- Bampton Library is located in Bampton and Clanfield ward, West Oxfordshire
- Population 3714 (2010 estimates)

Age

- According to library data, the ages of active users of Bampton library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Bampton	**10%**	**16%**	**4%**	**2%**	**48%**	**20%**	**1%**	509
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 21% of the ward's population are over 65 (GLA estimates, 2010)
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 31st largest proportion across the county's 136 statistical wards, and the 16th largest for a ward containing a library

- 12% of the ward's over-65s received some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 16% of the population were between 0-15 in 2010
  - This **just below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 6% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **just above** the Oxfordshire average of 5% in May 2010
- Just under 29% of Bampton library users who responded to the 2009 PLUS survey users reported a disability
  - This is **above** the Oxfordshire average of 18%
  - The responses were as follows:

	Bampton	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**71%**	82%
Mobility - getting around	**17%**	7%
Hearing	**7%**	6%
Eyesight	**5%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**0%**	2%
Mental health problem, e.g. depression	**2%**	3%
Other	**2%**	1%
no. of respondents	42	8145
Survey response rate	91%	83%

Gender

- 79% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 1.8% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 6% of local school children are black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%

- 0.3% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Bampton library:

	All white groups	Mixed	Asian	Black	Other
Bampton	**98%**	**0%**	**0%**	**2%**	0%
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Bampton	**80.0**	**0.0**	**0.0**	**0.2**	**0.1**	**0.0**	**0.4**	**13.6**	**5.8**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Bampton ward has **below** average proportions of minority religions.

Deprivation

- 8% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 1.6% of the working age population claimed Jobseekers' Allowance in May 2010
  - **The same as** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Bampton library described their employment situation as follows:

		Bampton	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**10%**	25%
	Employed in a part-time job	**21%**	16%
	Self-employed full or part-time		8%
	On a government supported training programme		0%
	Sub-total %	**31%**	50%
	no. of cases	13	4,377
Economically inactive	In full-time education at school, college or university		4%
	Unemployed and available for work		4%
	Permanently sick / disabled	**2%**	2%
	Wholly retired from work	**57%**	31%
	Looking after the home	**10%**	8%
	Doing something else		1%
	Sub-total %	**69%**	50%
	no. of cases	29	4,763
	Total no. of cases	46	9,945
	Survey response rate	91%	86%

- It is estimated that 27% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 21st largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library

Rural communities

- 7% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average of Oxfordshire of 10%
- On the IMD Barriers subdomain of geographical barriers, it scores 1.06
  - **Above** the Oxfordshire average of 0.50%
- It is estimated that 27% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 21st largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Banbury Library
Marlborough Road, Banbury OX16 5DB

Key information about Banbury library:
- Open 52.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00am - 1.00pm	9.00am - 7.00pm	9.00am - 8.00pm	9.00am - 7.00pm	9.00am - 7.00pm	9.00am - 4.30pm	Closed

- Services (other than books):
  - Newspapers and magazines
  - Foreign language material
  - Audio books
  - DVDs
  - Music CDs
  - Computer and Internet access
  - Netloan
  - Information terminals
  - Photocopier
  - Book drop

- In 2010-11, there were:
  - 13763 registered users
  - 7365 active users (54% of those registered)
  - 200550 visits
  - 218298 issues
    - An average of 30 issues per active user, **below** the Oxfordshire average of 32

- Banbury Library is located in the Banbury Grimsbury and Castle Ward, Cherwell
- Population 10415 (2010 estimates)

Age

- According to library data, the ages of active users of Banbury library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Banbury	8%	13%	3%	3%	62%	10%	1%	7365
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 11% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **below** as the Oxfordshire average of 17%
- 23.3% of the ward's over-65s receive some form of adult social care in March 2010

- o This is **above** the Oxfordshire average of 12.6% in March 2010
  - This places the ward as having the 4th largest proportion across the county's 136 statistical wards, and the 2nd largest for a ward containing a library
- The library provides deposit collections for local day centres

Younger People
- 19% of the population were between 0-15 in 2010
  - o This **above** the Oxfordshire average of 17% between 0-15 in 2010
    - This places the ward as having the 38th largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 7% of the ward's working population were claiming Disability Living Allowance in May 2010
  - o This is **above** the Oxfordshire average of 5% in May 2010
    - This places the ward as having the 13th largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library
- 20% of Banbury library users who responded to the 2009 PLUS survey users reported a disability
  - o This is **above** the Oxfordshire average of 18%
  - o The responses were as follows:

	Banbury	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	**80%**	82%
Mobility - getting around	**8%**	7%
Hearing	**7%**	6%
Eyesight	**6%**	4%
Using hands / fingers	**3%**	2%
Learning disability, e.g. dyslexia	**1%**	2%
Mental health problem, e.g. depression	**4%**	3%
Other	**0%**	1%
no. of respondents	**366**	8145
Survey response rate	**85%**	83%

Gender

- According to the 2009 PLUS survey, 62% of library users were female
  - o This is **below** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 29.5% of local school children have English as a second language (school census 2009)
  - This is **above** the Oxfordshire average of 5% in May 2010
    - This places the ward as having the 9th largest proportion across the county's 136 statistical wards, and the 2nd largest for a ward containing a library
- 37% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Above** the Oxfordshire average of 15%
    - This places the ward as having the 18th largest proportion across the county's 136 statistical wards, and the 5th largest for a ward containing a library
- 10.6% of the ward's population are from BME backgrounds (2001 census)
  - **Above** the Oxfordshire average of 15%
    - This places the ward as having the 18th largest proportion across the county's 136 statistical wards, and the 5th largest for a ward containing a library
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Banbury library:

	All White groups	Mixed	Asian	Black	Other
Banbury	**92%**	**1%**	**5%**	1%	**1%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion
- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Banbury	**65.1**	**0.4**	**0.3**	**0.1**	**6.7**	**1.0**	**0.4**	**18.6**	**7.5**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **above** average proportions of Muslims and Sikhs

Deprivation

- 20% of children in the ward are in poverty (HMRC 2008)
  - **Above** the average for the county of 10%
    - This places the ward as having the 17th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library
- 3.8% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Above** the county rate of 1.6%

- This places the ward as having the 9th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Banbury library described their employment situation as follows:

		Banbury	Oxfordshire Weighted total
Economically active	Employed in a full-time job	26%	25%
	Employed in a part-time job	15%	16%
	Self-employed full or part-time	8%	8%
	On a government supported training programme	0%	0%
	Sub-total %	49%	50%
	no. of cases	191	4,377
Economically inactive	In full-time education at school, college or university	4%	4%
	Unemployed and available for work	6%	4%
	Permanently sick / disabled	2%	2%
	Wholly retired from work	31%	31%
	Looking after the home	8%	8%
	Doing something else	1%	1%
	Sub-total %	51%	50%
	no. of cases	201	4,763
	Total no. of cases	424	9,945
	Survey response rate	91%	86%

- It is estimated that 25% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 37th largest proportion across the county's 136 statistical wards, and the 23rd largest for a ward containing a library

Rural communities

- 20% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average for Oxfordshire of 10%
    - This places the ward as having the 18th largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.06
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Benson Library
Castle Square, Benson, Wallingford OX10 6SD

Key information about Benson library:
- Open 25 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 6.00pm	9.00am - 12.30pm	Closed	2.00pm - 7.00pm	9.00am - 12.30pm	9.30am - 12.30pm	Closed
	2.00pm - 5.00pm			2.00pm - 5.00pm		

- Services (other than books):
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 2067 registered users
    - 1329 active users (64% of those registered)
    - 17950 visits
    - 51807 issues
        - An average of 39 issues per active user, **above** the Oxfordshire average of 32

- Benson Library is located in Benson ward, South Oxfordshire
- Population 5866 (2010 estimates)

Age

- According to library data, the ages of active users of Benson library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Benson	**14%**	**22%**	**4%**	**2%**	**45%**	**13%**	**1%**	1329
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 15% of the ward's population are over 65 (OCC population forecasts, 2010)
    - This is **below** as the Oxfordshire average of 17%
- 9.8% of the ward's over-65s received some form of adult social care in March 2010

  o This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 24% of the population were between 0-15 in 2010
  - This **above** the Oxfordshire average of 17% between 0-15 in 2010
    - This places the ward as having the 8th largest proportion across the county's 136 statistical wards, and the 2nd largest for a ward containing a library
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 3% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- Just under 16% of Benson library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Benson	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	**85%**	82%
Mobility - getting around	**9%**	7%
Hearing	**8%**	6%
Eyesight	**2%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**0%**	2%
Mental health problem, e.g. depression	**1%**	3%
Other	**0%**	1%
no. of respondents	130	8145
Survey response rate	80%	83%

Gender

- 74% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 0.7% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 6% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%

- 1% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Benson library:

	All White groups	Mixed	Asian	Black	Other
Benson	**97%**	**1%**	**0%**	**3%**	**1%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0.35%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Benson	**79.5**	**0.1**	**0**	**0.2**	**0**	**0**	**0.2**	**15**	**5.08**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Benson ward has **below** average proportions of minority religions.

Deprivation

- 5% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 1.2% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Just below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Benson library described their employment situation as follows:

		Benson	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**19%**	25%
	Employed in a part-time job	**20%**	16%
	Self-employed full or part-time	**9%**	8%
	On a government supported training programme		0%
	Sub-total %	**48%**	50%
	no. of cases	71	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**1%**	4%
	Permanently sick / disabled		2%
	Wholly retired from work	**38%**	31%
	Looking after the home	**9%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**52%**	50%
	no. of cases	77	4,763
	Total no. of cases	158	9,945
	Survey response rate	91%	86%

- It is estimated that 16% of the ward's households lack broadband
  - **Below** the average for the county of 23%

Rural communities

- 4% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average of Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.99
  - **Above** the Oxfordshire average of 0.50%
- It is estimated that 16% of the ward's households lack broadband
  - **Below** the average for the county of 23%

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Berinsfield Library
Green Furlong, Berinsfield OX10 7NR

Key information about Berinsfield library:
- Open 25 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Closed	10.00am - 12.30pm	10.00am - 12.30pm	2.00pm - 5.30pm	10.00am - 12.30pm	10.00am - 12.30pm	Closed
	2.00pm - 7.00pm	2.00pm - 5.30pm		2.00pm - 5.00pm		

- Services (other than books):
    - Audio books
    - Music CDs
    - Computer and Internet access
    - Information terminals

- In 2010-11, there were:
    - 1161 registered users
    - 643 active users (55% of those registered)
    - 13700 visits
    - 27692 issues
        - An average of 43 issues per active user, **above** the Oxfordshire average of 32

- Berinsfield Library is located in the Berinsfield Ward, South Oxfordshire
- Population 5629 (2010 estimates)

Age

- According to library data, the ages of active users of Berinsfield library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Berinsfield	12%	26%	5%	3%	43%	10%	2%	643
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 19% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** the Oxfordshire average of 17%
        - This places the ward as having the 54th largest proportion across the county's 136 statistical wards, and the 24th largest for a ward containing a library

- 11.7% of the ward's over-65s receive some form of adult social care in March 2010
    - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People

- 18% of the population were between 0-15 in 2010
    - This **above** the Oxfordshire average of 17% between 0-15 in 2010
        - This places the ward as having the 53rd largest proportion across the county's 136 statistical wards, and the 17th largest for a ward containing a library
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 6% of the ward's working population were claiming Disability Living Allowance in May 2010
    - This is **above** the Oxfordshire average of 5% in May 2010
        - This places the ward as having the 16th largest proportion across the county's 136 statistical wards, and the 9th largest for a ward containing a library
- 23% of Berinsfield library users who responded to the 2009 PLUS survey users reported a disability
    - This is **above** the Oxfordshire average of 18%
    - The responses were as follows:

	Berinsfield	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	**77%**	82%
Mobility - getting around	**9%**	7%
Hearing	**14%**	6%
Eyesight	**9%**	4%
Using hands / fingers	**3%**	2%
Learning disability, e.g. dyslexia	**3%**	2%
Mental health problem, e.g. depression	**3%**	3%
Other	**1%**	1%
no. of respondents	**74**	8145
Survey response rate	**71%**	83%

Gender

- According to the 2009 PLUS survey, 76% of library users were female
    - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 3.8% of local school children have English as a second language (school census 2009)
    - This is **below** the Oxfordshire average of 5% in May 2010
- 8% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)

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- o **Below** the Oxfordshire average of 15%
- 2.2% of the ward's population are from BME backgrounds (2001 census)
    - o **Below** the Oxfordshire average of 15%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Berinsfield library:

	All white groups	**Mixed**	**Asian**	**Black**	**Other**
Berinsfield	**93%**	**1%**	**3%**	**2%**	0%
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Berinsfield	**76.6**	**0.1**	**0.1**	**0.2**	**0.3**	**0.1**	**0.1**	**16.6**	**5.9**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of minority religions

Deprivation

- 14% of children in the ward are in poverty (HMRC 2008)
    - o **Above** the average for the county of 10%
        - ▪ This places the ward as having the 27th largest proportion across the county's 136 statistical wards, and the 9th largest for a ward containing a library
- 2.7% of the working age population claimed Jobseekers' Allowance in May 2010
    - o **Above** the county rate of 1.6%
        - ▪ This places the ward as having the 14th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Berinsfield library described their employment situation as follows:

		Berinsfield	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**28%**	25%
	Employed in a part-time job	**21%**	16%
	Self-employed full or part-time	**7%**	8%
	On a government supported training programme		0%
	Sub-total %	**56%**	50%
	no. of cases	**48**	4,377
Economically inactive	In full-time education at school, college or university	**1%**	4%
	Unemployed and available for work	**3%**	4%
	Permanently sick / disabled	**1%**	2%
	Wholly retired from work	**29%**	31%
	Looking after the home	**8%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**44%**	50%
	no. of cases	**38**	4,763
	Total no. of cases	**98**	9,945
	Survey response rate	**83%**	86%

- It is estimated that 25% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 36th largest proportion across the county's 136 statistical wards, and the 22nd largest for a ward containing a library

Rural communities

- 11% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average for Oxfordshire of 10%
    - This places the ward as having the 46th largest proportion across the county's 136 statistical wards, and the 19th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.34
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Bicester Library

Old Place Yard, Bicester OX26 6AU

Key information about Bicester library:

- Open 51 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30pm - 7.00pm	9.30am - 5.00pm	9.30am - 7.00pm	9.30am - 7.00pm	9.30am - 5.00pm	9.00am - 4.30pm	Closed

- Services (other than books):
  - Newspapers and magazines
  - Foreign language material
  - Audio books
  - DVDs
  - Music CDs
  - Computer and Internet access
  - Netloan
  - Information terminals
  - Local studies collection
  - Photocopier

- In 2010-11, there were:
  - 11657 registered users
  - 6488 active users (54% of those registered)
  - 136750 visits
  - 214406 issues
    - An average of 33 issues per active user, **above** the Oxfordshire average of 32

- Bicester Library is located in the Bicester Town Ward, Cherwell
- Population 4937 (2010 estimates)

Age

- According to library data, the ages of active users of Bicester library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Bicester	**11%**	**19%**	**4%**	**3%**	**53%**	**10%**	**0%**	**6488**
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People

- 21% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 25th largest proportion across the county's 136 statistical wards, and the 14th largest for a ward containing a library

- 19.3% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **above** the Oxfordshire average of 12.6% in March 2010
    - This places the ward as having the 14th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library
- The local nursing home regularly visits the library

Younger People
- 11% of the population were between 0-15 in 2010
  - This is **below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 6% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **above** the Oxfordshire average of 5% in May 2010
    - This places the ward as having the 14th largest proportion across the county's 136 statistical wards, and the 8th largest for a ward containing a library
- 20% of Bicester library users who responded to the 2009 PLUS survey users reported a disability
  - This is **above** the Oxfordshire average of 18%
  - The responses were as follows:

	Bicester	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**80%**	82%
Mobility - getting around	**6%**	7%
Hearing	**5%**	6%
Eyesight	**6%**	4%
Using hands / fingers	**1%**	2%
Learning disability, e.g. dyslexia	**2%**	2%
Mental health problem, e.g. depression	**4%**	3%
Other	**2%**	1%
no. of respondents	359	8145
Survey response rate	85%	83%

Gender

- According to the 2009 PLUS survey, 63% of library users were female
  - This is **just below** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 9.1% of local school children have English as a second language (school census 2009)
  - This is **above** the Oxfordshire average of 5% in May 2010
    - This places the ward as having the 33rd largest proportion across the county's 136 statistical wards, and the 13th largest for a ward containing a library
- 18% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Above** the Oxfordshire average of 15%
    - This places the ward as having the 31st largest proportion across the county's 136 statistical wards, and the 13th largest for a ward containing a library
- 2.8% of the ward's population are from BME backgrounds (2001 census)
  - **Above** the Oxfordshire average of 15%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Bicester library:

	All White groups	Mixed	Asian	Black	Other
Bicester	**96%**	**1%**	**1%**	**2%**	**1%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Bicester	**74.7**	**0.3**	**0.1**	**0.1**	**0.2**	**0.0**	**0.2**	**16.2**	**8.2**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of minority religions

Deprivation

- 14% of children in the ward are in poverty (HMRC 2008)
  - **Above** the average for the county of 10%
    - This places the ward as having the 24th largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library
- 1.8% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Above** the county rate of 1.6%
    - This places the ward as having the 41st largest proportion across the county's 136 statistical wards, and the 17th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Bicester library described their employment situation as follows:

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		Bicester	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**30%**	25%
	Employed in a part-time job	**20%**	16%
	Self-employed full or part-time	**5%**	8%
	On a government supported training programme	**1%**	0%
	Sub-total %	**55%**	50%
	no. of cases	**210**	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**4%**	4%
	Permanently sick / disabled	**2%**	2%
	Wholly retired from work	**29%**	31%
	Looking after the home	**7%**	8%
	Doing something else		1%
	Sub-total %	**45%**	50%
	no. of cases	**172**	4,763
	Total no. of cases	**404**	9,945
	Survey response rate	**91%**	86%

- It is estimated that 32% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 4th largest proportion across the county's 136 statistical wards, and the 2nd largest for a ward containing a library

Rural communities

- 24% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average of Oxfordshire of 10%
    - This places the ward as having the 12th largest proportion across the county's 136 statistical wards, and the 3rd largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.44
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Blackbird Leys Library
Blackbird Leys Road, Blackbird Leys OX4 6HT

Key information about Blackbird Leys library:
- Open 25.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00am - 12.00pm	9.00am - 12.00pm	9.00am - 12.00pm	9.00am - 12.00pm	Closed	9.30am - 12.30pm	Closed
1.30pm - 5.00pm		1.30pm - 5.00pm	1.30pm - 5.00pm			

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Netloan
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 2326 registered users
    - 1242 active users (53% of those registered)
    - 20250 visits
    - 33070 issues
        - An average of 27 issues per active user, **below** the Oxfordshire average of 32

- Blackbird Leys Library is located in the Northfield Brook Ward, Oxford
- Population 6548 (2010 estimates)

Age

- According to library data, the ages of active users of Blackbird Leys library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Blackbird Leys	**12%**	**24%**	**6%**	**3%**	**49%**	**4%**	**2%**	**1242**
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 8% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%
- 28.5% of the ward's over-65s receive some form of adult social care in March 2010
    - This is **above** the Oxfordshire average of 12.6% in March 2010

- This places the ward as having the 2nd largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library

Younger People
- 28% of the population were between 0-15 in 2010
  - This is **above** the Oxfordshire average of 17% between 0-15 in 2010
    - This places the ward as having the 2nd largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library
- The library runs regular class visits for children

Disability

- 12% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **above** the Oxfordshire average of 5% in May 2010
    - This places the ward as having the largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library
- 31% of Blackbird Leys library users who responded to the 2009 PLUS survey users reported a disability
  - This is **above** the Oxfordshire average of 18%
  - The responses were as follows:

	Blackbird Leys	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**69%**	82%
Mobility - getting around	**12%**	7%
Hearing	**13%**	6%
Eyesight	**4%**	4%
Using hands / fingers	**1%**	2%
Learning disability, e.g. dyslexia	**6%**	2%
Mental health problem, e.g. depression	**3%**	3%
Other		1%
no. of respondents	**67**	8145
Survey response rate	**83%**	83%

Gender

- According to the 2009 PLUS survey, 69% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 13.3% of local school children have English as a second language (school census 2009)

- This is **above** the Oxfordshire average of 7.4%
    - This places the ward as having the 25th largest proportion across the county's 136 statistical wards, and the 9th largest for a ward containing a library
- 36% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
    - **Above** the Oxfordshire average of 15%
        - This places the ward as having the 20th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library
- 13% of the ward's population are from BME backgrounds (2001 census)
    - **Above** the Oxfordshire average of 4.1%
        - This places the ward as having the 13th largest proportion across the county's 136 statistical wards, and the 3rd largest for a ward containing a library
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Blackbird Leys library:

	All White groups	Mixed	Asian	Black	Other
Blackbird Leys	**77%**	**5%**	**1%**	**14%**	**3%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Blackbird Leys	**61.6**	**0.2**	**0.1**	**0.2**	**2.9**	**0.1**	**0.3**	**22.6**	**12.1**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of people declaring a religious belief and **above** average proportions of Muslims

Deprivation

- 35% of children in the ward are in poverty (HMRC 2008)
    - **Above** the average for the county of 10%
        - This places the ward as having the 3rd largest proportion across the county's 136 statistical wards, and the 2nd largest for a ward containing a library
- 5.5% of the working age population claimed Jobseekers' Allowance in May 2010
    - **Above** the county rate of 1.6%

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- This places the ward as having the 2nd largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Blackbird Leys library described their employment situation as follows:

		Blackbird Leys	Oxfordshire Weighted total
Economically active	Employed in a full-time job	17%	25%
	Employed in a part-time job	19%	16%
	Self-employed full or part-time	13%	8%
	On a government supported training programme		0%
	Sub-total %	49%	50%
	no. of cases	34	4,377
Economically inactive	In full-time education at school, college or university	4%	4%
	Unemployed and available for work	7%	4%
	Permanently sick / disabled	6%	2%
	Wholly retired from work	26%	31%
	Looking after the home	9%	8%
	Doing something else		1%
	Sub-total %	51%	50%
	no. of cases	36	4,763
	Total no. of cases	79	9,945
	Survey response rate	86%	86%

- It is estimated that 26% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 31st largest proportion across the county's 136 statistical wards, and the 18th largest for a ward containing a library

Rural communities

- 13% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average of Oxfordshire of 10%
    - This places the ward as having the 13th largest proportion across the county's 136 statistical wards, and the 3rd largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.13
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Botley Library
Elms Court, Botley OX2 9LP

Key information about Botley library:
- Open 37 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am - 5.30pm	9.30am - 5.30pm	Closed	9.30am - 5.30pm	9.30am - 7.00pm	9.30am - 1.00pm	Closed

- Services (other than books):
  - Newspapers and magazines
  - Foreign language material
  - Audio books
  - DVDs
  - Computer and Internet access
  - Information terminals
  - Local studies collection
  - Photocopier
  - Book drop

- In 2010-11, there were:
  - 3269 registered users
  - 2125 active users (65% of those registered)
  - 85300 visits
  - 80807 issues
    - An average of 38 issues per active user, **above** the Oxfordshire average of 32

- Botley Library is located in the North Hinksey and Wytham Ward, Vale of White Horse
- Population 4603 (2010 estimates)

Age

- According to library data, the ages of active users of Botley library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Botley	6%	16%	4%	2%	59%	12%	1%	2125
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 19% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 52nd largest proportion across the county's 136 statistical wards, and the 23rd largest for a ward containing a library

- 13.5% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **above** the Oxfordshire average of 12.6% in March 2010
    - This places the ward as having the 47th largest proportion across the county's 136 statistical wards, and the 15th largest for a ward containing a library
- The WRVS deliver the Home Library Service to the housebound

Younger People
- 13% of the population were between 0-15 in 2010
  - This is **below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular class visits and 'Rhyme times' for children

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- 31% of Botley library users who responded to the 2009 PLUS survey users reported a disability
  - This is **above** the Oxfordshire average of 18%
  - The responses were as follows:

	Botley	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**84%**	82%
Mobility - getting around	**9%**	7%
Hearing	**4%**	6%
Eyesight	**3%**	4%
Using hands / fingers	**1%**	2%
Learning disability, e.g. dyslexia	**1%**	2%
Mental health problem, e.g. depression	**2%**	3%
Other		1%
no. of respondents	**214**	8145
Survey response rate	**80%**	83%

Gender

- According to the 2009 PLUS survey, 66% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 11% of local school children have English as a second language (school census 2009)
  - This is **above** the Oxfordshire average of 7.4%

- This places the ward as having the 31st largest proportion across the county's 136 statistical wards, and the 12th largest for a ward containing a library
- 24% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Above** the Oxfordshire average of 15%
    - This places the ward as having the 27th largest proportion across the county's 136 statistical wards, and the 10th largest for a ward containing a library
- 4.9% of the ward's population are from BME backgrounds (2001 census)
  - **Above** the Oxfordshire average of 4.1%
    - This places the ward as having the 30th largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Botley library:

	All White groups	Mixed	Asian	Black	Other
Botley	**95%**	**2%**	**2%**	**1%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Botley	**70.3**	**0.5**	**0.4**	**0.6**	**1.6**	**0.1**	**0.4**	**18.1**	**8.1**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of people declaring a religious belief

Deprivation

- 8% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 1.5% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Botley library described their employment situation as follows:

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		Botley	**Oxfordshire Weighted total**
Economically active	Employed in a full-time job	**26%**	25%
	Employed in a part-time job	**16%**	16%
	Self-employed full or part-time	**8%**	8%
	On a government supported training programme		0%
	Sub-total %	**49%**	50%
	no. of cases	**113**	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**3%**	4%
	Permanently sick / disabled	**2%**	2%
	Wholly retired from work	**31%**	31%
	Looking after the home	**10%**	8%
	Doing something else	**3%**	1%
	Sub-total %	**51%**	50%
	no. of cases	**116**	4,763
	Total no. of cases	**252**	9,945
	Survey response rate	**86%**	86%

- It is estimated that 24% of the ward's households lack broadband
  - **Above** the average for the county of 23%

Rural communities

- 13% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average of Oxfordshire of 10%
    - This places the ward as having the 39th largest proportion across the county's 136 statistical wards, and the 17th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.44
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Burford Library
86A High Street, Burford OX18 4QF

Key information about Burford library:
- Open 18 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Closed	1.00pm - 5.00pm	Closed	10.00am- 1.00pm	10.00am- 1.00pm	9.30am - 1.00pm	Closed
	6.00pm - 7.00pm			2.00pm - 5.30pm		

- Services (other than books):
    - Newspapers and Magazines
    - Audio books
    - DVDs
    - Computers and internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 1021 registered users
    - 619 active users (60% of those registered)
    - 10400 visits
    - 17110 issues
        - An average of 28 issues per active user, **below** the Oxfordshire average of 32

- Burford Library is located in Burford ward, West Oxfordshire
- Population 1909 (2010 estimates)

Age

- According to library data, the ages of active users of Burford library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Burford	7%	10%	2%	1%	51%	15%	16%	619
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 28% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%
        - This places the ward as having the largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library

- 10.5% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 8% of the population were between 0-15 in 2010
  - This **is below** the Oxfordshire average of 17% between 0-15 in 2010

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This **is below** the Oxfordshire average of 5% in May 2010
- Just over 16% of Burford library users who responded to the 2009 PLUS survey users reported a disability
  - This **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Burford	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	84%	82%
Mobility - getting around	7%	7%
Hearing	9%	6%
Eyesight	7%	4%
Using hands / fingers	0%	2%
Learning disability, e.g. dyslexia	2%	2%
Mental health problem, e.g. depression	0%	3%
Other	0%	1%
no. of respondents	43	8145
Survey response rate	83%	83%

Gender

- According to the 2009 PLUS survey, 82% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 11.2% of local school children have English as a second language (school census 2009)
  - **Above** the county average of 7.4%
    - This places the ward as having the 29th largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library
- 13% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%

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- 2.5% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Burford library:

	All White groups	Mixed	Asian	Black	Other
Burford	100%	0%	0%	0%	0%
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion
- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Burford	**79.1**	**0.3**	**0.2**	**0.6**	**0.2**	**0.0**	**0.5**	**13.4**	**5.9**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Burford ward has an **above average** proportion of Jewish residents, and those following other religions**.**

Deprivation

- 8% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 0.6% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Burford library described their employment situation as follows:

		Burford	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
Economically active	Employed in a full-time job	21%	25%
	Employed in a part-time job	11%	16%
	Self-employed full or part-time	9%	8%
	On a government supported training programme		0%
	Sub-total %	40%	50%
Economically inactive	In full-time education at school, college or university		4%
	Unemployed and available for work	2%	4%
	Permanently sick / disabled		2%
	Wholly retired from work	43%	31%
	Looking after the home	15%	8%
	Doing something else	0	1%
	Sub-total %	60%	50%

Rural communities

- 10% of the ward's population lack access to a car or a van (2001 census)
  - **The same as** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 1.41
  - **Above** the Oxfordshire average of 0.50%
- It is estimated that 29% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 12th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

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Carterton Library

6 Alvescot Road, Carterton OX18 3JH

Key information about Carterton library:

- Open 37 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am - 5.00pm	9.30am - 7.00pm	Closed	9.30am - 5.00pm	10.00am - 7.00pm	9.30am - 1.00pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Netloan
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 5677 registered users
    - 3145 active users (55% of those registered)
    - 100700 visits
    - 92085 issues
        - An average of 29 issues per active user, **above** the Oxfordshire average of 32

- Carterton Library is located in the Carterton North West Ward, West Oxfordshire
- Population 4643 (2010 estimates)

Age

- According to library data, the ages of active users of Carterton library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Carterton	**11%**	**19%**	**4%**	**2%**	**53%**	**10%**	**0%**	3145
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 14% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%
- 10.3% of the ward's over-65s receive some form of adult social care in March 2010
    - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People

- 22% of the population were between 0-15 in 2010
    - This is **above** the Oxfordshire average of 17% between 0-15 in 2010
        - This places the ward as having the 15th largest proportion across the county's 136 statistical wards, and the 3rd largest for a ward containing a library
- The library runs regular class visits and 'Rhyme times' for children

Disability

- 5% of the ward's working population were claiming Disability Living Allowance in May 2010
    - This is **equal to** the Oxfordshire average of 5% in May 2010
- 20% of Carterton library users who responded to the 2009 PLUS survey users reported a disability
    - This is **above** the Oxfordshire average of 18%
    - The responses were as follows:

	Carterton	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**80%**	82%
Mobility - getting around	**6%**	7%
Hearing	**5%**	6%
Eyesight	**5%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**5%**	2%
Mental health problem, e.g. depression	**4%**	3%
Other	**1%**	1%
no. of respondents	**299**	8145
Survey response rate	**88%**	83%

Gender

- According to the 2009 PLUS survey, 64% of library users were female
    - This is **equal to** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 2.6% of local school children have English as a second language (school census 2009)
    - This is **below** the Oxfordshire average of 7.4%
- 9% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
    - **Below** the Oxfordshire average of 15%
- 1.8% of the ward's population are from BME backgrounds (2001 census)
    - **Below** the Oxfordshire average of 4.1%

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- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Carterton library:

	All white groups	Mixed	Asian	Black	Other
Carterton	**97%**	**1%**	**2%**	**1%**	
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Carterton	**78.4**	**0.1**	**0.2**	**0.1**	**0.4**	**0.0**	**0.2**	**15.8**	**4.9**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of minority religions

Deprivation

- 8% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 1.3% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Carterton library described their employment situation as follows:

		Carterton	Oxfordshire Weighted total
	Employed in a full-time job	**27%**	25%
	Employed in a part-time job	**20%**	16%
	Self-employed full or part-time	**8%**	8%
Economically active	On a government supported training programme	**0%**	0%
	Sub-total %	**55%**	50%
	no. of cases	**171**	4,377
	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**5%**	4%
	Permanently sick / disabled	**2%**	2%
Economically inactive	Wholly retired from work	**27%**	31%
	Looking after the home	**8%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**45%**	50%
	no. of cases	**139**	4,763
	Total no. of cases	**334**	9,945
	Survey response rate	**91%**	86%

- It is estimated that 22% of the ward's households lack broadband
  - **Below** the average for the county of 23%

Rural communities

- 8% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average of Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.18
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Charlbury Library

Corner House, Market Street, Charlbury OX7 3PN

Key information about Charlbury library:
- Open 18 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am - 12.00pm	Closed	2.00pm - 5.00pm	Closed	9.30am - 12.00pm	9.30am - 12.00pm	Closed
2.00pm - 5.00pm		5.30pm - 7.00pm		2.00pm - 5.00pm		

- Services (other than books):
  - Audio books
  - DVDs
  - Computer and Internet access
  - Local studies collection
  - Photocopier

- In 2010-11, there were:
  - 1029 registered users
  - 619 active users (63% of those registered)
  - 13450 visits
  - 21219 issues
    - An average of 339 issues per active user, **above** the Oxfordshire average of 32

- Charlbury Library is located in Charlbury and Finstock ward, West Oxfordshire
- Population 3822 (2010 estimates)

Age

- According to library data, the ages of active users of Charlbury library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Charlbury	**6%**	**16%**	**3%**	**2%**	**50%**	**22%**	1%	652
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 20% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 41st largest proportion across the county's 136 statistical wards, and the 21st largest for a ward containing a library
- 8.9% of the ward's over-65s received some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People

- 13% of the population were between 0-15 in 2010

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
    - This is **below** the Oxfordshire average of 5% in May 2010
- Just under 11% of Charlbury library users who responded to the 2009 PLUS survey users reported a disability
    - This is **below** the Oxfordshire average of 18%
    - The responses were as follows:

	Charlbury	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**89%**	82%
Mobility - getting around	**3%**	7%
Hearing	**6%**	6%
Eyesight	**0%**	4%
Using hands / fingers	**1%**	2%
Learning disability, e.g. dyslexia	**3%**	2%
Mental health problem, e.g. depression	**1%**	3%
Other	**0%**	1%
no. of respondents	71	8145
Survey response rate	79.78%	82.67%

Gender

- 81% of library users who completed the 2009 PLUS survey were female
    - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 1.2% of local school children have English as a second language (school census 2009)
    - **Below** the county average of 7.4%
- 9% of local school children are from black or minority ethnic (BME) backgrounds backgrounds (school census 2009)
    - **Below** the Oxfordshire average of 15%
- 0.9% of the ward's population are from BME backgrounds (2001 census)
    - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Charlbury library:

	All White groups	Mixed	Asian	Black	Other
Charlbury	**95%**	**0%**	**4%**	**0%**	**1%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Charlbury	**71.8**	**0.2**	**0.1**	**0.3**	**0.1**	**0.0**	**0.4**	**18.6**	**8.5**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Charlbury ward has an **above average** proportion of residents declaring no religion.

Deprivation

- 9% of children in the ward are in poverty (HMRC 2008)
  - **Just below** the average for the county of 10%
- 1.4% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Just below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Charlbury library described their employment situation as follows:

		Charlbury	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**16%**	25%
	Employed in a part-time job	**20%**	16%
	Self-employed full or part-time	**11%**	8%
	On a government supported training programme		0%
	Sub-total %	**48%**	50%
	no. of cases	38	4,377
Economically inactive	In full-time education at school, college or university		4%
	Unemployed and available for work	**1%**	4%
	Permanently sick / disabled	**1%**	2%
	Wholly retired from work	**42%**	31%
	Looking after the home	**5%**	8%
	Doing something else	**3%**	1%
	Sub-total %	**52%**	50%
	no. of cases	41	4,763
	Total no. of cases	87	9,945
	Survey response rate	89%	86%

- It is estimated that 27% of the ward's households lack broadband

- o **Above** the average for the county of 23%
    - This places the ward as having the 23rd largest proportion across the county's 136 statistical wards, and the 13th largest for a ward containing a library

Rural communities

- 7% of the ward's population lack access to a car or a van (2001 census)
    - o **Below** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 1.42
    - o **Above** the Oxfordshire average of 0.50%

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Chinnor Library
Station Road, Chinnor, OX39 4PU

Key information about Chinnor library:
- Open 25 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am - 12.30pm	Closed	9.30am - 12.30pm	2.00pm - 7.00pm	2.00pm - 5.30pm	9.30am - 1.00pm	Closed
2.00pm - 5.30pm		2.00pm - 5.30pm				

- Services (other than books):
  - Audio books
  - DVDs
  - Computer and Internet access
  - Information terminals
  - Local studies collection
  - Photocopier

- In 2010-11, there were:
  - 2415 registered users
  - 1469 active users (61% of those registered)
  - 16450 visits
  - 45420 issues
    - An average of 31 issues per active user, **just below** the Oxfordshire average of 32

- Chinnor Library is located in the Chinnor Ward, South Oxfordshire
- Population 5866 (2010 estimates)

Age

- According to library data, the ages of active users of Chinnor library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Chinnor	9%	21%	4%	2%	41%	14%	10%	1469
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 17% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **the same** as the Oxfordshire average of 17%
- 6.8% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People

- 18% of the population were between 0-15 in 2010
  - This **is just above** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This **is just below** the Oxfordshire average of 5% in May 2010
- 17% of Chinnor library users who responded to the 2009 PLUS survey users reported a disability
  - This **is just below** the Oxfordshire average of 18%
  - The responses were as follows:

	Chinnor	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	83%	82%
Mobility - getting around	5%	7%
Hearing	6%	6%
Eyesight	6%	4%
Using hands / fingers	1%	2%
Learning disability, e.g. dyslexia	1%	2%
Mental health problem, e.g. depression	0%	3%
Other	1%	1%
no. of respondents	199	8145
Survey response rate	85%	83%

Gender

- According to the 2009 PLUS survey, 74% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 1.8% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 6% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 1.7% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Chinnor libraries:

	All White groups	Mixed	Asian	Black	Other
Chinnor	100%	0%	0%	0%	0%
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Chinnor	**77.1**	**0.2**	**0.1**	**0.2**	**0.1**	**0.1**	**0.3**	**15.9**	**6.1**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Chinnor has an **above** average proportion of Christians

Deprivation

- 6% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 1.1% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Just below** the county rate of 1.6%
- It is estimated that 22% of the ward's households lack broadband
  - **Below** the average for the county of 23%

Rural communities

- 3% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average for Oxfordshire of 10%
- On the IMD Barriers subdomain of geographical barriers, it scores 0.84
  - **Above** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Chipping Norton Library
Goddards Lane, Chipping Norton OX7 5NP

Key information about Chipping Norton library:
- Open 37 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am - 5.00pm	9.30am - 4.00pm	9.30am - 4.00pm	Closed	9.30am - 7.00pm	9.30am - 4.00pm	Closed

- Services (other than books):
  - Newspapers and magazines
  - Foreign Language material
  - Audio books
  - DVDs
  - Computer and Internet access
  - Information terminals
  - Local studies collection
  - Photocopier
  - Book drop

- In 2010-11, there were:
  - 3600 registered users
  - 2228 active users (62% of those registered)
  - 62200 visits
  - 73100 issues
    - An average of 33 issues per active user, **above** the Oxfordshire average of 32

- Chipping Norton Library is located in the Chipping Norton Ward, West Oxfordshire
- Population 6594 (2010 estimates)

Age

- According to library data, the ages of active users of Chipping Norton library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Chipping Norton	10%	15%	5%	2%	58%	11%	1%	2228
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 20% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 40th largest proportion across the county's 136 statistical wards, and the 20th largest for a ward containing a library

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- 18% of the ward's over-65s received some form of adult social care in March 2010
  - This is **above** the Oxfordshire average of 12.6% in March 2010
    - This places the ward as having the 22nd largest proportion across the county's 136 statistical wards, and the 9th largest for a ward containing a library
- Deposit collections are provided for local day centres

Younger People
- 19% of the population were between 0-15 in 2010
  - This is **above** the Oxfordshire average of 17% between 0-15 in 2010
    - This places the ward as having the 43rd largest proportion across the county's 136 statistical wards, and the 14th largest for a ward containing a library
- The library runs regular 'Rhyme times' for children

Disability

- 6% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **above** the Oxfordshire average of 5% in May 2010
    - This places the ward as having the 27th largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library
- 18% of Chipping Norton library users who responded to the 2009 PLUS survey users reported a disability
  - This is **the same as** the Oxfordshire average of 18%
  - The responses were as follows:

	Chipping Norton	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**82%**	82%
Mobility - getting around	**8%**	7%
Hearing	**7%**	6%
Eyesight	**4%**	4%
Using hands / fingers	**1%**	2%
Learning disability, e.g. dyslexia	**2%**	2%
Mental health problem, e.g. depression	**3%**	3%
Other	**0%**	1%
no. of respondents	**228**	8145
Survey response rate	**84%**	83%

Gender

- According to the 2009 PLUS survey, 73% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 4.1% of local school children have English as a second language (school census 2009)
    - This is **below** the Oxfordshire average of 7.4%
- 7% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
    - **Below** the Oxfordshire average of 15%
- 1.8% of the ward's population are from BME backgrounds (2001 census)
    - **Below** the Oxfordshire average of 4.1%

- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Chipping Norton library:

	All White groups	Mixed	Asian	Black	Other
Chipping Norton	**97%**	**0%**	**1%**	**1%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion
- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Chipping Norton	**75.0**	**0.1**	**0.1**	**0.1**	**0.5**	**0.0**	**0.3**	**16.5**	**7.5**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of minority religions

Deprivation

- 10% of children in the ward are in poverty (HMRC 2008)
    - **The same as** the average for the county of 10%
- 1.2% of the working age population claimed Jobseekers' Allowance in May 2010
    - **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Chipping Norton library described their employment situation as follows:

		Chipping Norton	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**20%**	25%
	Employed in a part-time job	**15%**	16%
	Self-employed full or part-time	**13%**	8%
	On a government supported training programme		0%
	Sub-total %	**48%**	50%
	no. of cases	**115**	4,377
Economically inactive	In full-time education at school, college or university	**1%**	4%
	Unemployed and available for work	**3%**	4%
	Permanently sick / disabled	**3%**	2%
	Wholly retired from work	**38%**	31%
	Looking after the home	**8%**	8%
	Doing something else		1%
	Sub-total %	**52%**	50%
	no. of cases	**125**	4,763
	Total no. of cases	**267**	9,945
	Survey response rate	**88%**	86%

- It is estimated that 29% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 11th largest proportion across the county's 136 statistical wards, and the 5th largest for a ward containing a library

Rural communities

- 13% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average for Oxfordshire of 10%
    - This places the ward as having the 38th largest proportion across the county's 136 statistical wards, and the 17th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.05
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Cowley Library
Temple Road, Oxford OX4 2EZ

Key information about Cowley library:
- Open 43.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.15am - 5.30pm	9.15am - 7.00pm	9.15am - 7.00pm	Closed	9.15am - 5.30pm	9.00am - 4.30pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Foreign Language material
    - Audio books
    - DVDs
    - Computer and Internet access
    - Netloan
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 9225 registered users
    - 5343 active users (58% of those registered)
    - 213300 visits
    - 203545 issues
        - An average of 38 issues per active user, **above** the Oxfordshire average of 32

- Cowley Library is located in the Cowley Marsh Ward, Oxford
- Population 5943 (2010 estimates)

Age

- According to library data, the ages of active users of Cowley library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Cowley	**10%**	**21%**	**4%**	**4%**	**56%**	**5%**	**1%**	**5343**
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 8% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%
- 15.1% of the ward's over-65s receive some form of adult social care in March 2010
    - This is **above** the Oxfordshire average of 12.6% in March 2010

- This places the ward as having the 35th largest proportion across the county's 136 statistical wards, and the 12th largest for a ward containing a library
- Deposit collections are provided for local home for the elderly

Younger People
- 12% of the population were between 0-15 in 2010
  - This is **below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhyme times' and class visits for children

Disability

- 5% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **the same as** the Oxfordshire average of 5% in May 2010
- 18% of Cowley library users who responded to the 2009 PLUS survey users reported a disability
  - This is **the same as** the Oxfordshire average of 18%
  - The responses were as follows:

	Cowley	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**82%**	82%
Mobility - getting around	**6%**	7%
Hearing	**4%**	6%
Eyesight	**7%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**2%**	2%
Mental health problem, e.g. depression	**6%**	3%
Other		1%
no. of respondents	**272**	8145
Survey response rate	**84%**	83%

Gender

- According to the 2009 PLUS survey, 61% of library users were female
  - This is **below** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 50.5% of local school children have English as a second language (school census 2009)
  - This is **above** the Oxfordshire average of 7.4%
    - This places the ward as having the largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library

- 67% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Above** the Oxfordshire average of 15%
    - This places the ward as having the 2nd largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library
- 20.20% of the ward's population are from BME backgrounds (2001 census)
  - **Above** the Oxfordshire average of 4.1%
    - This places the ward as having the largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library

- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Cowley library:

	All White groups	Mixed	Asian	Black	Other
Cowley	**78%**	**4%**	**13%**	**3%**	**1%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion
- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Cowley	**53.4**	**0.6**	**0.9**	**0.6**	**10.2**	**0.3**	**0.3**	**24.4**	**9.4**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **above** average proportions of people of minority religions or of no religious belief

Deprivation

- 35% of children in the ward are in poverty (HMRC 2008)
  - **Above** the average for the county of 10%
    - This places the ward as having the 3rd largest proportion across the county's 136 statistical wards, and the 2nd largest for a ward containing a library
- 2.9% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Above** the county rate of 1.6%
    - This places the ward as having the 12th largest proportion across the county's 136 statistical wards, and the 5th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Cowley library described their employment situation as follows:

		Cowley	Oxfordshire Weighted total
Economically active	Employed in a full-time job	32%	25%
	Employed in a part-time job	16%	16%
	Self-employed full or part-time	8%	8%
	On a government supported training programme	1%	0%
	Sub-total %	57%	50%
	no. of cases	161	4,377
Economically inactive	In full-time education at school, college or university	6%	4%
	Unemployed and available for work	7%	4%
	Permanently sick / disabled	2%	2%
	Wholly retired from work	18%	31%
	Looking after the home	8%	8%
	Doing something else	1%	1%
	Sub-total %	43%	50%
	no. of cases	120	4,763
	Total no. of cases	312	9,945
	Survey response rate	87%	86%

- It is estimated that 18% of the ward's households lack broadband
  - **Below** the average for the county of 23%

Rural communities

- 27% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average of Oxfordshire of 10%
    - This places the ward as having the 7th largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.08
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Deddington Library
The Old Court House, Horse Fair, Deddington OX15 0SH

Key information about Deddington library:
- Open 16 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 5.00pm	Closed	9.30am - 1.00pm	2.00pm - 5.00pm	Closed	9.30am - 1.00pm	Closed
5.30pm - 7.00pm			5.30pm - 7.00pm			

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier

- In 2010-11, there were:
    - 1232 registered users
    - 775 active users (63% of those registered)
    - 10850 visits
    - 34676 issues
        - An average of 45 issues per active user, **above** the Oxfordshire average of 32

- Deddington Library is located in Deddington ward, Cherwell
- Population 2469 (2010 estimates)

Age

- According to library data, the ages of active users of Deddington library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Deddington	9%	25%	3%	2%	49%	11%	1%	775
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 25% of the ward's population are over 65 (GLA estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%
        - This places the ward as having the 5th largest proportion across the county's 136 wards, and the 4th largest for a ward containing a library

- 9% of the ward's over-65s received some form of adult social care in March 2010
  - o This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 21% of the population were between 0-15 in 2010

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - o This is **below** the Oxfordshire average of 5% in May 2010
- Just under 20% of Deddington library users who responded to the 2009 PLUS survey users reported a disability
  - o This is **above** the Oxfordshire average of 18%
  - o The responses were as follows:

	Deddington	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	**81%**	82%
Mobility - getting around	**5%**	7%
Hearing	**7%**	6%
Eyesight	**5%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**2%**	2%
Mental health problem, e.g. depression	**2%**	3%
Other	**0%**	1%
no. of respondents	83	8145
Survey response rate	85%	83%

Gender

- 7% of library users who completed the 2009 PLUS survey were female
  - o This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 1.2% of local school children have English as a second language (school census 2009)
  - o **Below** the county average of 7.4%
- 3% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - o **Below** the Oxfordshire average of 15%
- 1% of the ward's population are from BME backgrounds (2001 census)
  - o **Below** the county average of 4.1%

- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Deddington library:

	All White groups	Mixed	Asian	Black	Other
Deddington	**98%**	**0%**	**1%**	**1%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Deddington	**78.9**	**0.2**	**0.0**	**0.2**	**0.2**	**0.1**	**0.3**	**14.2**	**6.0**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  o Deddington ward has an **above average** proportion of Christians.

Deprivation

- 4% of children in the ward are in poverty (HMRC 2008)
  o **Below** the average for the county of 10%
- 1.2% of the working age population claimed Jobseekers' Allowance in May 2010
  o **Just below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Deddington library described their employment situation as follows:

		Deddington	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**24%**	25%
	Employed in a part-time job	**22%**	16%
	Self-employed full or part-time	**9%**	8%
	On a government supported training programme		0%
	Sub-total %	**56%**	50%
	no. of cases	48	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**1%**	4%
	Permanently sick / disabled		2%
	Wholly retired from work	31%	31%
	Looking after the home	**9%**	8%
	Doing something else		1%
	Sub-total %	**44%**	50%
	no. of cases	38	4,763
	Total no. of cases	96	9,945
	Survey response rate	88%	86%

- It is estimated that 26% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 33rd largest proportion across the county's 136 statistical wards, and the 20th largest for a ward containing a library

Rural communities

- 6% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average of Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.43
  - **Below** the Oxfordshire average of 0.50%

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Didcot Library
197 Broadway, Didcot OX11 8RU

Key information about Didcot library:
- Open 50.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1.00pm - 7.00pm	9.00am - 7.00pm	9.00am - 5.30pm	9.00am - 5.30pm	9.00am - 7.00pm	9.00am - 4.30pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Foreign Language material
    - Audio books
    - DVDs
    - Music CDs
    - Computer and Internet access
    - Netloan
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 11567 registered users
    - 6641 active users (57% of those registered)
    - 159050 visits
    - 231245 issues
        - An average of 34 issues per active user, **above** the Oxfordshire average of 32

- Didcot Library is located in the Didcot Park Ward, South Oxfordshire
- Population 5434 (2010 estimates)

Age

- According to library data, the ages of active users of Didcot library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Didcot	10%	21%	4%	3%	53%	8%	0%	6641
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 20% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%

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- - This places the ward as having the 42nd largest proportion across the county's 136 statistical wards, and the 22nd largest for a ward containing a library
- 15.70% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **above** the Oxfordshire average of 12.6% in March 2010
    - - This places the ward as having the 29th largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library
- The library runs a book group for the local day care centre

Younger People
- 17% of the population were between 0-15 in 2010
  - This is **the same as** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhyme times' for children

Disability

- 7% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **above** the Oxfordshire average of 5% in May 2010
    - - This places the ward as having the 10th largest proportion across the county's 136 statistical wards, and the 5th largest for a ward containing a library
- 18% of Didcot library users who responded to the 2009 PLUS survey users reported a disability
  - This is **the same as** the Oxfordshire average of 18%
  - The responses were as follows:

	Didcot	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**82%**	82%
Mobility - getting around	**6%**	7%
Hearing	**4%**	6%
Eyesight	**5%**	4%
Using hands / fingers	**1%**	2%
Learning disability, e.g. dyslexia	**2%**	2%
Mental health problem, e.g. depression	**3%**	3%
Other	**1%**	1%
no. of respondents	**346**	8145
Survey response rate	**81%**	83%

Gender

- According to the 2009 PLUS survey, 72% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 4.9% of local school children have English as a second language (school census 2009)
    - This is **below** the Oxfordshire average of 7.4%
- 9% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
    - **Below** the Oxfordshire average of 15%
- 1.9% of the ward's population are from BME backgrounds (2001 census)
    - **Below** the Oxfordshire average of 4.1%

- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Didcot library:

	All White groups	Mixed	Asian	Black	Other
Didcot	**97%**	**1%**	**2%**	**0%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Didcot	**76.9**	**0.1**	**0.3**	**0.0**	**0.6**	**0.0**	**0.1**	**15.2**	**6.9**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of people of minority religions

Deprivation

- 11% of children in the ward are in poverty (HMRC 2008)
    - **Above** the average for the county of 10%
        - This places the ward as having the 39th largest proportion across the county's 136 statistical wards, and the 15th largest for a ward containing a library
- 2.5% of the working age population claimed Jobseekers' Allowance in May 2010
    - **Above** the county rate of 1.6%
        - This places the ward as having the 17th largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Didcot library described their employment situation as follows:

		Didcot	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**29%**	25%
	Employed in a part-time job	**19%**	16%
	Self-employed full or part-time	**4%**	8%
	On a government supported training programme		0%
	Sub-total %	**52%**	50%
	no. of cases	**196**	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**5%**	4%
	Permanently sick / disabled	**1%**	2%
	Wholly retired from work	**30%**	31%
	Looking after the home	**10%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**48%**	50%
	no. of cases	**181**	4,763
	Total no. of cases	**415**	9,945
	Survey response rate	**88%**	86%

- It is estimated that 31% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 6th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library

Rural communities

- 13% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average of Oxfordshire of 10%
    - This places the ward as having the 36th largest proportion across the county's 136 statistical wards, and the 15th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.54
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Eynsham Library
30 Mill Street, Eynsham OX29 4JS

Key information about Eynsham library:
- Open 24 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Closed	9.30am - 1.00pm	1.00pm - 5.00pm	1.00pm - 5.00pm	1.00pm - 7.00pm	9.30am - 1.00pm	Closed
	2.00pm - 5.00pm					

- Services (other than books):
    - Newspapers and magazines
    - Foreign Language material
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 1982 registered users
    - 1279 active users (65% of those registered)
    - 27350 visits
    - 43759 issues
        - An average of 34 issues per active user, **above** the Oxfordshire average of 32

- Eynsham Library is located in the Eynsham and Cassington Ward, West Oxfordshire
- Population 5434 (2010 estimates)

Age

- According to library data, the ages of active users of Eynsham library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Eynsham	10%	16%	5%	3%	53%	13%	1%	1279
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 22% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%

- This places the ward as having the 18th largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library
- 11.3% of the ward's over-65s received some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010
- The library offers regular sessions offering advice on energy and heating

Younger People
- 13% of the population were between 0-15 in 2010
  - This is **below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhyme times' for children

Disability

- 5% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **the same as** the Oxfordshire average of 5% in May 2010
- 18% of Eynsham library users who responded to the 2009 PLUS survey users reported a disability
  - This is **the same as** the Oxfordshire average of 18%
  - The responses were as follows:

	Eynsham	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**82%**	82%
Mobility - getting around	**8%**	7%
Hearing	**5%**	6%
Eyesight	**7%**	4%
Using hands / fingers	**3%**	2%
Learning disability, e.g. dyslexia	**0%**	2%
Mental health problem, e.g. depression	**3%**	3%
Other	**1%**	1%
no. of respondents	**159**	8145
Survey response rate	**85%**	83%

Gender

- According to the 2009 PLUS survey, 73% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 2% of local school children have English as a second language (school census 2009)
  - This is **below** the Oxfordshire average of 7.4%

- 9% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 2.7% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the Oxfordshire average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Eynsham library:

	All White groups	Mixed	Asian	Black	Other
Eynsham	**97%**	**2%**	**1%**	**1%**	**0%**
Oxfordshire (weighted for all Oxfordshire libraries)	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Eynsham	**74.8**	**0.3**	**0.2**	**0.2**	**0.2**	**0.1**	**0.4**	**17.6**	**6.4**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of people of minority religions

Deprivation

- 7% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 1.3% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Eynsham library described their employment situation as follows:

		Eynsham	**Oxfordshire Weighted total**
Economically active	Employed in a full-time job	**26%**	25%
	Employed in a part-time job	**18%**	16%
	Self-employed full or part-time	**6%**	8%
	On a government supported training programme	**1%**	0%
	Sub-total %	**51%**	50%
	no. of cases	**88**	4,377
Economically inactive	In full-time education at school, college or university	**3%**	4%
	Unemployed and available for work	**2%**	4%
	Permanently sick / disabled		2%
	Wholly retired from work	**35%**	31%
	Looking after the home	**7%**	8%
	Doing something else	**2%**	1%
	Sub-total %	**49%**	50%
	no. of cases	**85**	4,763
	Total no. of cases	**183**	9,945
	Survey response rate	**93%**	86%

- It is estimated that 27% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 6th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library

Rural communities

- 13% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average of Oxfordshire of 10%
    - This places the ward as having the 17th largest proportion across the county's 136 statistical wards, and the 17th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 1.29
  - **Above** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Faringdon Library
The Elms, Gloucester Street, Faringdon SN7 7HY

Key information about Faringdon library:
- Open 25 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm – 5.30pm	10.00am – 1.00pm	2.00pm – 5.30pm	Closed	10.00am – 1.00pm	9.30am - 1.00pm	Closed
	2.00pm – 5.30pm			2.00pm – 7.00pm		

- Services (other than books):
  - Foreign language material
  - Audio books
  - DVDs
  - Computer and Internet access
  - Information terminals
  - Photocopier
  - Book drop

- In 2010-11, there were:
  - 2956 registered users
  - 1667 active users (56% of those registered)
  - 41900 visits
  - 51300 issues
    - An average of 31 issues per active user, **just below** the Oxfordshire average of 32

- Faringdon Library is located in the Faringdon and the Coxwells Ward, Vale of White Horse
- Population 7635 (2010 estimates)

Age

- According to library data, the ages of active users of Faringdon library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Faringdon	**12%**	**18%**	**4%**	3%	**53%**	11%	1%	1667
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 17% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **the same** as the Oxfordshire average of 17%
- 14% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **above** the Oxfordshire average of 12.6% in March 2010

- This places the ward as having the 42nd largest proportion across the county's 136 statistical wards, and the 14th largest for a ward containing a library
- The library regularly hosts meetings of the University of the Third Age

Younger People
- 21% of the population were between 0-15 in 2010
  - This **above** the Oxfordshire average of 17% between 0-15 in 2010
    - This places the ward as having the 27th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library
- The library runs regular 'Rhymetimes' for children

Disability

- 5% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **the same** the Oxfordshire average of 5% in May 2010
- 20% of Faringdon library users who responded to the 2009 PLUS survey users reported a disability
  - This is **just above** the Oxfordshire average of 18%
  - The responses were as follows:

	Faringdon	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	**80%**	82%
Mobility - getting around	**5%**	7%
Hearing	**6%**	6%
Eyesight	**5%**	4%
Using hands / fingers	**0%**	2%
Learning disability, e.g. dyslexia	**1%**	2%
Mental health problem, e.g. depression	**4%**	3%
Other	**2%**	1%
no. of respondents	172	8145
Survey response rate	84%	83%

Gender

- According to the 2009 PLUS survey, 75% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 3.5% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%

- 7% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 1.6% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Faringdon library:

	White	Mixed	Asian	Black	Other
Faringdon	97%	1%	2%	0%	1%
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Faringdon	**73.9**	**0.2**	**0.1**	**0.1**	**0.2**	**0.1**	**0.1**	**17.5**	**8.0**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Faringdon has a **slightly-above** average proportion of Christians

Deprivation

- 13% of children in the ward are in poverty (HMRC 2008)
  - **Above** the average for the county of 10%
- 2.3% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Above** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Faringdon library described their employment situation as follows:

		Faringdon	Oxfordshire Weighted total
Economically active	Employed in a full-time job	23%	25%
	Employed in a part-time job	16%	16%
	Self-employed full or part-time	5%	8%
	On a government supported training programme		0%
	Sub-total %	44%	50%
	no. of cases	81	4,377
Economically inactive	In full-time education at school, college or university	2%	4%
	Unemployed and available for work	3%	4%
	Permanently sick / disabled	2%	2%
	Wholly retired from work	35%	31%
	Looking after the home	14%	8%
	Doing something else	1%	1%
	Sub-total %	56%	50%
	no. of cases	104	4,763
	Total no. of cases	199	9,945
	Survey response rate	91%	86%

- It is estimated that 26% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 30th largest proportion across the county's 136 statistical wards, and the 17th largest for a ward containing a library

Rural communities

- 10% of the ward's population lack access to a car or a van (2001 census)
  - **The same as** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.45
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Goring Library
Station Road, Goring-On-Thames RG8 9HA

Key information about Goring library:
- Open 26.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am - 12.30pm	9.30am - 12.30pm	Closed	9.30am - 12.30pm	9.30am - 12.30pm	9.30am - 1.00pm	Closed
	2.00pm - 7.00pm		2.00pm - 5.00pm	2.00pm - 5.00pm		

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 2396 registered users
    - 1565 active users (65% of those registered)
    - 42700 visits
    - 50457 issues
        - An average of 32 issues per active user, **the same as** the Oxfordshire average of 32

- Goring Library is located in Goring ward, South Oxfordshire
- Population 5363 (2010 estimates)

Age

- According to library data, the ages of active users of Goring library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Goring	**9%**	**16%**	**4%**	**2%**	**48%**	**19%**	**1%**	1565
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 27% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%

- This places the ward as having the 2nd largest proportion across the county's 136 statistical wards, and the 2nd largest for a ward containing a library
- 11.2% of the ward's over-65s received some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 19% of the population were between 0-15 in 2010
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 3% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- Just under 20% of Goring library users who responded to the 2009 PLUS survey users reported a disability
  - This is **above** the Oxfordshire average of 18%
  - The responses were as follows:

	Goring	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**80%**	82%
Mobility - getting around	**6%**	7%
Hearing	**8%**	6%
Eyesight	**5%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**2%**	2%
Mental health problem, e.g. depression	**2%**	3%
Other	**0%**	1%
no. of respondents	260	8145
Survey response rate	84%	83%

Gender

- 63% of library users who completed the 2009 PLUS survey were female
  - This is **just below** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 1% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 11% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)

- o **Below** the Oxfordshire average of 15%
- 1.8% of the ward's population are from BME backgrounds (2001 census)
  - o **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Goring library:

	All White groups	Mixed	Asian	Black	Other
Goring	**99%**	**0%**	**1%**	**0%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Goring	**76.3**	**0.3**	**0.2**	**0.2**	**0.2**	**0.1**	**0.3**	**16.4**	**6.3**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - o Goring has an **above average** proportion of Christians.

Deprivation

- 4% of children in the ward are in poverty (HMRC 2008)
  - o **Below** the average for the county of 10%
- 0.7% of the working age population claimed Jobseekers' Allowance in May 2010
  - o **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Goring library described their employment situation as follows:

		Goring	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**16%**	25%
	Employed in a part-time job	**15%**	16%
	Self-employed full or part-time	**9%**	8%
	On a government supported training programme		0%
	Sub-total %	**40%**	50%
	no. of cases	108	4,377
Economically inactive	In full-time education at school, college or university	0%	4%
	Unemployed and available for work	**1%**	4%
	Permanently sick / disabled	**1%**	2%
	Wholly retired from work	**49%**	31%
	Looking after the home	8%	8%
	Doing something else	1%	1%
	Sub-total %	**60%**	50%
	no. of cases	162	4,763
	Total no. of cases	298	9,945
	Survey response rate	87%	86%

83

- It is estimated that 23% of the ward's households lack broadband
  - **The same as** the average for the county of 23%

Rural communities

- 6% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average of Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 1.06
  - **Above** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Grove Library
Millbrook Grove, Wantage OX12 7LB

Key information about Grove library:
- Open 22 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm – 7.00pm	10.00am – 12.30pm	Closed	10.00am – 12.30pm	2.00pm – 5.00pm	9.30am – 12.30 pm	Closed
	2.00pm – 5.00pm		2.00pm – 5.00pm			

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Book drop

- In 2010-11, there were:
    - 1261 registered users
    - 763 active users (61% of those registered)
    - 21350 visits
    - 27510 issues
        - An average of 32 issues per active user, **the same as** the Oxfordshire average of 32

- Grove Library is located in Grove ward, Vale of White Horse
- Population 7531 (2010 estimates)

Age

- According to library data, the ages of active users of Grove library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Grove	12%	24%	4%	2%	41%	15%	2%	763
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 15% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%
- 8.5% of the ward's over-65s received some form of adult social care in March 2010
    - This is **below** the Oxfordshire average of 12.6% in March 2010

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Younger People
- 22% of the population were between 0-15 in 2010
  - This **above** the Oxfordshire average of 17% between 0-15 in 2010
    - This places the ward as having the 17th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library
- The library runs regular 'Rhymetimes' for children

Disability

- 5% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **the same** the Oxfordshire average of 5% in May 2010
- Just over 13% of Grove library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Grove	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	87%	82%
Mobility - getting around	6%	7%
Hearing	3%	6%
Eyesight	3%	4%
Using hands / fingers	3%	2%
Learning disability, e.g. dyslexia	0%	2%
Mental health problem, e.g. depression	1%	3%
Other	0%	1%
no. of respondents	126	8145
Survey response rate	75%	83%

Gender

- 77% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 2.4% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 6% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 1% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%

- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Grove library:

	All White groups	Mixed	Asian	Black	Other
Grove	98%	0%	1%	0%	1%
Oxfordshire (weighted for all Oxfordshire libraries)	86.02%	0.95%	2.14%	1.21%	0.35%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Grove	**77.4**	**0.2**	**0.0**	**0.1**	**0.0**	**0.1**	**0.2**	**15.1**	**7.0**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

   o Grove ward has **below** average proportions of minority religions.

Deprivation

- 9% of children in the ward are in poverty (HMRC 2008)
   o **Below** the average for the county of 10%
- 1.5% of the working age population claimed Jobseekers' Allowance in May 2010
   o **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Grove library described their employment situation as follows:

		Grove	Oxfordshire Weighted total
Economically active	Employed in a full-time job	14%	25%
	Employed in a part-time job	24%	16%
	Self-employed full or part-time	4%	8%
	On a government supported training programme		0%
	Sub-total %	42%	50%
	no. of cases	65	4,377
Economically inactive	In full-time education at school, college or university	1%	4%
	Unemployed and available for work	1%	4%
	Permanently sick / disabled		2%
	Wholly retired from work	42%	31%
	Looking after the home	13%	8%
	Doing something else		1%
	Sub-total %	58%	50%
	no. of cases	88	4,763
	Total no. of cases	164	9,945
	Survey response rate	91%	86%

87

- It is estimated that 24% of the ward's households lack broadband
  - **Just above** the average for the county of 23%
    - This places the ward as having the 49th largest proportion across the county's 136 statistical wards, and the 28th largest for a ward containing a library

Rural communities

- 6% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.04
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Headington Library

Bury Knowle Park, North Place, Headington OX3 9HY

Key information about Headington library:

- Open 42.25 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.15am - 1.00pm	9.15am - 7.00pm	9.15am - 1.00pm	9.15am - 7.00pm	9.15am - 5.00pm	9.00am - 4.30pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 6237 registered users
    - 3581 active users (57% of those registered)
    - 156850 visits
    - 137340 issues
        - An average of 38 issues per active user, **above** the Oxfordshire average of 32

- Headington Library is located in Headington Ward, Oxford
- Population 5964 (2010 estimates)

Age

- According to library data, the ages of active users of Headington library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Headington	12%	20%	4%	3%	55%	5%	0%	3581
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 15% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%
- 20.6% of the ward's over-65s received some form of adult social care in March 2010
    - This is **above** the Oxfordshire average of 12.6% in March 2010

- This places the ward as having the 8th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library

Younger People
- 13% of the population were between 0-15 in 2010
  - This is **below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhyme times' and class visits for children

Disability

- 3% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- 14% of Headington library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Headington	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**86%**	82%
Mobility - getting around	**3%**	7%
Hearing	**5%**	6%
Eyesight	**2%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**3%**	2%
Mental health problem, e.g. depression	**3%**	3%
Other	**2%**	1%
no. of respondents	**316**	8145
Survey response rate	**81%**	83%

Gender

- According to the 2009 PLUS survey, 64% of library users were female
  - This is **the same as** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 18.5% of local school children have English as a second language (school census 2009)
  - This is **above** the Oxfordshire average of 7.4%
    - This places the ward as having the 21st largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library
- 32% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)

- - **Above** the Oxfordshire average of 15%
    - This places the ward as having the 22nd largest proportion across the county's 136 statistical wards, and the 8th largest for a ward containing a library
- 9.9% of the ward's population are from BME backgrounds (2001 census)
  - **Above** the Oxfordshire average of 4.1%
    - This places the ward as having the 20th largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Headington library:

	White	Mixed	Asian	Black	Other
Headington	**86%**	**1%**	**8%**	**4%**	**1%**
Oxfordshire (weighted for all Oxfordshire libraries)	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Headington	**63.8**	**1.0**	**1.1**	**0.9**	**1.8**	**0.1**	**0.5**	**21.9**	**8.9**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **above** average proportions of people of minority religions or of none

Deprivation

- 7% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 1.2% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Headington library described their employment situation as follows:

		Headington	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**26%**	25%
	Employed in a part-time job	**19%**	16%
	Self-employed full or part-time	**10%**	8%
	On a government supported training programme	**1%**	0%
	Sub-total %	**55%**	50%
	no. of cases	**194**	4,377
Economically inactive	In full-time education at school, college or university	**7%**	4%
	Unemployed and available for work	**7%**	4%
	Permanently sick / disabled	**1%**	2%
	Wholly retired from work	**22%**	31%
	Looking after the home	**7%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**45%**	50%
	no. of cases	**156**	4,763
	Total no. of cases	**375**	9,945
	Survey response rate	**90%**	86%

- It is estimated that 21% of the ward's households lack broadband
  - **Below** the average for the county of 23%

Rural communities

- 9.9% of the ward's population lack access to a car or a van (2001 census)
  - **Just below** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.37
  - **Above** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

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Henley Library
Ravenscroft Road, Henley-on-Thames RG9 2DH

Key information about Henley library:
- Open 50.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00am - 8.00pm	9.00am - 5.30pm	9.00am - 1.00pm	9.00am - 5.30pm	9.00am - 8.00pm	9.00am - 4.30pm	Closed

- Services (other than books):
  - Newspapers and magazines
  - Foreign language material
  - Audio books
  - DVDs
  - Music CDs
  - Computer and Internet access
  - Netloan
  - Information terminals
  - Local studies centre
  - Photocopier
  - Fax
  - Book drop

- In 2010-11, there were:
  - 9094 registered users
  - 5290 active users (58% of those registered)
  - 141750 visits
  - 160008 issues
    - An average of 30 issues per active user, **below** the Oxfordshire average of 32

- Henley Library is located in Henley North Ward, South Oxfordshire
- Population 5149 (2010 estimates)

Age

- According to library data, the ages of active users of Henley library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Henley	9%	15%	3%	2%	53%	18%	1%	5290
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 27% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **above** as the Oxfordshire average of 17%

- This places the ward as having the 3rd largest proportion across the county's 136 statistical wards, and the 3rd largest for a ward containing a library
- 13.4% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **above** the Oxfordshire average of 12.6% in March 2010
    - This places the ward as having the 49th largest proportion across the county's 136 statistical wards, and the 18th largest for a ward containing a library

Younger People
- 14% of the population were between 0-15 in 2010
  - This is **below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhyme times' and class visits for children

Disability

- 5% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **the same as** the Oxfordshire average of 5% in May 2010
- 14% of Henley library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Henley	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**88%**	82%
Mobility - getting around	**4%**	7%
Hearing	**4%**	6%
Eyesight	**3%**	4%
Using hands / fingers	**0%**	2%
Learning disability, e.g. dyslexia	**1%**	2%
Mental health problem, e.g. depression	**3%**	3%
Other	**0%**	1%
no. of respondents	**384**	8145
Survey response rate	**82%**	83%

Gender

- According to the 2009 PLUS survey, 70% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 11.8% of local school children have English as a second language (school census 2009)

- o This is **above** the Oxfordshire average of 7.4%
  - This places the ward as having the 27th largest proportion across the county's 136 statistical wards, and the 10th largest for a ward containing a library
- 18% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - o **Above** the Oxfordshire average of 15%
    - This places the ward as having the 29th largest proportion across the county's 136 statistical wards, and the 12th largest for a ward containing a library
- 2.6% of the ward's population are from BME backgrounds (2001 census)
  - o **Below** the Oxfordshire average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Henley library:

	All White groups	Mixed	Asian	Black	Other
Henley	**96%**	**2%**	**2%**	**0%**	**0%**
Oxfordshire (weighted for all Oxfordshire libraries)	86%	1%	2%	1%	0%

Religion
- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Henley	**75.5**	**0.2**	**0.2**	**0.3**	**0.8**	**0.0**	**0.3**	**15.6**	**7.1**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **above** average proportions of Christians.

Deprivation

- 10% of children in the ward are in poverty (HMRC 2008)
  - o **Equal to** the average for the county of 10%
- 2% of the working age population claimed Jobseekers' Allowance in May 2010
  - o **Above** the county rate of 1.6%
    - This places the ward as having the 31st largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Henley library described their employment situation as follows:

		Henley	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**21%**	25%
	Employed in a part-time job	**17%**	16%
	Self-employed full or part-time	**10%**	8%
	On a government supported training programme	**0%**	0%
	Sub-total %	**48%**	50%
	no. of cases	**199**	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**4%**	4%
	Permanently sick / disabled	**2%**	2%
	Wholly retired from work	**35%**	31%
	Looking after the home	**9%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**52%**	50%
	no. of cases	**218**	4,763
	Total no. of cases	**457**	9,945
	Survey response rate	**89%**	86%

- It is estimated that 29% of the ward's households lack broadband
    - **Above** the average for the county of 23%
        - This places the ward as having the 31st largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library

Rural communities

- 15% of the ward's population lack access to a car or a van (2001 census)
    - **Above** the average of Oxfordshire of 10%
        - This places the ward as having the 29th largest proportion across the county's 136 statistical wards, and the 12th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.09
    - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

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Hook Norton Library

High Street, Hook Norton OX15 5NH

Key information about Hook Norton library:
- Open 14 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 5.00pm	Closed	2.00pm - 5.00pm	Closed	2.00pm - 5.00pm	9.30am - 12.30pm	Closed
6.00pm - 7.00pm				6.00pm - 7.00pm		

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 891 registered users
    - 590 active users (66% of those registered)
    - 11950 visits
    - 21915 issues
        - An average of 37 issues per active user, **above** the Oxfordshire average of 32

- Hook Norton Library is located in Hook Norton ward, Cherwell
- Population 5866 (2010 estimates)

Age

- According to library data, the ages of active users of Hook Norton library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Hook Norton	**12%**	**24%**	**5%**	**2%**	**44%**	**12%**	**1%**	1565
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 20% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%

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- This places the ward as having the 39th largest proportion across the county's 136 statistical wards, and the 19ᵗʰ largest for a ward containing a library
- 9.2% of the ward's over-65s received some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010
- Volunteers deliver books to a local day centre

Younger People
- 20% of the population were between 0-15 in 2010[3]
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 35th largest proportion across the county's 136 statistical wards, and the 10th largest for a ward containing a library
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- Just over 17 % of Hook Norton library users who responded to the 2009 PLUS survey users reported a disability
  - This is **just above** the Oxfordshire average of 18%
  - The responses were as follows:

	Hook Norton	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**83%**	82%
Mobility - getting around	**5%**	7%
Hearing	**5%**	6%
Eyesight	**5%**	4%
Using hands / fingers	**4%**	2%
Learning disability, e.g. dyslexia	**3%**	2%
Mental health problem, e.g. depression	**1%**	3%
Other	**1%**	1%
no. of respondents	75	8145
Survey response rate	86%	83%

Gender

- 74% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

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- 0% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 3% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 1.9% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Hook Norton library:

	All White Groups	Mixed	Asian	Black	Other
Hook Norton	**97%**	**1%**	**1%**	**0%**	**0%**
Oxfordshire (weighted for all Oxfordshire libraries)	86%	1%	2%	1%	0%

Religion
- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Hook Norton	**78.3**	**0.3**	**0.0**	**0.1**	**0.2**	**0.0**	**0.2**	**14.1**	**6.8**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Hook Norton has an **above average** proportion of Christians.

Deprivation
- 7% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 0.8% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Hook Norton library described their employment situation as follows:

		Hook Norton	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**19%**	25%
	Employed in a part-time job	**14%**	16%
	Self-employed full or part-time	**18%**	8%
	On a government supported training programme		0%
	Sub-total %	**51%**	50%
	no. of cases	40	4,377
Economically inactive	In full-time education at school, college or university		4%
	Unemployed and available for work	4%	4%
	Permanently sick / disabled		2%
	Wholly retired from work	**34%**	31%
	Looking after the home	**10%**	8%
	Doing something else	1%	1%
	Sub-total %	**49%**	50%
	no. of cases	39	4,763
	Total no. of cases	87	9,945
	Survey response rate	91%	86%

- It is estimated that 21% of the ward's households lack broadband
  - **Below** the average for the county of 23%

Rural communities

- 5% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average of Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 1.16
  - **Above** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Kennington Library

The Village Centre, Kennington Road, Kennington OX1 5PG

Key information about Kennington library:
- Open 14 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 5.30pm	Closed	10.00am - 12.30pm	Closed	2.00pm - 7.00pm	10.00am - 1.00pm	Closed

- Services (other than books):
    - o Newspapers and magazines
    - o Audio books
    - o DVDs
    - o Computer and Internet access
    - o Local studies collection
    - o Photocopier

- In 2010-11, there were:
    - o 1100 registered users
    - o 746 active users (68% of those registered)
    - o 11100 visits
    - o 28401 issues
        - ▪ An average of 38 issues per active user, **above** the Oxfordshire average of 32

- Kennington Library is located in Kennington and South Hinksey ward, Vale of White Horse
- Population 4371 (2010 estimates)

Age

- According to library data, the ages of active users of Kennington library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Kennington	**13%**	**18%**	**3%**	**3%**	**47%**	**15%**	**1%**	746
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 24% of the ward's population are over 65 (OCC population estimates, 2010)
    - o This is **above** as the Oxfordshire average of 17%
        - ▪ This places the ward as having the 7th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library
- 11% of the ward's over-65s received some form of adult social care in March 2010
    - o This is **below** the Oxfordshire average of 12.6% in March 2010

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Younger People

- 17% of the population were between 0-15 in 2010
    - This is **the same** as the Oxfordshire average of 17%
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
    - This is **below** the Oxfordshire average of 5% in May 2010
- Just under 19% of Kennington library users who responded to the 2009 PLUS survey users reported a disability
    - This is **just above** the Oxfordshire average of 18%
    - The responses were as follows:

	Kennington	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**81%**	82%
Mobility - getting around	**13%**	7%
Hearing	**6%**	6%
Eyesight	**6%**	4%
Using hands / fingers	**3%**	2%
Learning disability, e.g. dyslexia	**0%**	2%
Mental health problem, e.g. depression	**2%**	3%
Other	**1%**	1%
no. of respondents	108	8145
Survey response rate	87%	83%

Gender

- 70% of library users who completed the 2009 PLUS survey were female
    - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 4% of local school children have English as a second language (school census 2009)
    - **Below** the county average of 7.4%
- 16% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
    - **Just above** the Oxfordshire average of 15%
        - This places the ward as having the 34th largest proportion across the county's 136 statistical wards, and the 14th largest for a ward containing a library

- 3.6% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Kennington library:

	All White groups	Mixed	Asian	Black	Other
Kennington	**93%**	**0%**	**5%**	**3%**	**0%**
Oxfordshire (weighted for all Oxfordshire libraries)	86%	1%	2%	1%	0%

Religion
- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Kennington	**77.0**	**0.3**	**0.4**	**0.1**	**1.0**	**0.0**	**0.3**	**13.5**	**7.4**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Kennington has an **above average** proportion of Christians, and Hindus.

Deprivation
- 9% of children in the ward are in poverty (HMRC 2008)
  - **Just below** the average for the county of 10%
- 1.9% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Above** the county rate of 1.6%
    - This places the ward as having the 35th largest proportion across the county's 136 statistical wards, and the 14th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Kennington library described their employment situation as follows:

		Kennington	**Oxfordshire Weighted total**
Economically active	Employed in a full-time job	**23%**	25%
	Employed in a part-time job	**13%**	16%
	Self-employed full or part-time	**13%**	8%
	On a government supported training programme		0%
	Sub-total %	**49%**	50%
	no. of cases	55	4,377
Economically inactive	In full-time education at school, college or university	**3%**	4%
	Unemployed and available for work		4%
	Permanently sick / disabled	**1%**	2%
	Wholly retired from work	**39%**	31%
	Looking after the home	8%	8%
	Doing something else		1%
	Sub-total %	**51%**	50%
	no. of cases	57	4,763
	Total no. of cases	120	9,945
	Survey response rate	90%	86%

- It is estimated that 28% of the ward's households lack broadband
  - o **Above** the average for the county of 23%
    - ▪ This places the ward as having the 14th largest proportion across the county's 136 statistical wards, and the 8th largest for a ward containing a library

Rural communities

- 9% of the ward's population lack access to a car or a van (2001 census)
  - o **Just below** the average of Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.14
  - o **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Kidlington Library

Ron Groves House, 23 Oxford Road, Kidlington OX5 2BP

Key information about Kidlington library:
- Open 44.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am - 5.00pm	9.30am - 7.00pm	9.30am - 1.00pm	9.30am - 5.00pm	9.30am - 7.00pm	9.00am - 4.30pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Netloan
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 7218 registered users
    - 4408 active users (61% of those registered)
    - 111700 visits
    - 154489 issues
        - An average of 35 issues per active user, **above** the Oxfordshire average of 32

- Kidlington Library is located in Kidlington South Ward, Cherwell
- Population 8167 (2010 estimates)

Age

- According to library data, the ages of active users of Kidlington library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Kidlington	9%	17%	3%	3%	53%	16%	0%	4408
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 18% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%
        - This places the ward as having the 62nd largest proportion across the county's 136 statistical wards, and the 26th largest for a ward containing a library

- 12.6% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **the same as** the Oxfordshire average of 12.6% in March 2010

Younger People
- 15% of the population were between 0-15 in 2010
  - This is **below** the Oxfordshire average of 17% between 0-15 in 2010

Disability

- 6% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **above** the Oxfordshire average of 5% in May 2010
    - This places the ward as having the 29th largest proportion across the county's 136 statistical wards, and the 12th largest for a ward containing a library
- 20% of Kidlington library users who responded to the 2009 PLUS survey users reported a disability
  - This is **above** the Oxfordshire average of 18%
  - The responses were as follows:

	Kidlington	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**80%**	82.32%
Mobility - getting around	**8%**	6.80%
Hearing	**8%**	6.07%
Eyesight	**4%**	4.32%
Using hands / fingers	**2%**	1.86%
Learning disability, e.g. dyslexia	**3%**	1.80%
Mental health problem, e.g. depression	**3%**	2.67%
Other	**0%**	0.61%
no. of respondents	**326**	8145
Survey response rate	**81%**	82.67%

Gender

- According to the 2009 PLUS survey, 65% of library users were female
  - This is **just above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 10.9% of local school children have English as a second language (school census 2009)
  - This is **above** the Oxfordshire average of 7.4%
    - This places the ward as having the 32nd largest proportion across the county's 136 statistical wards, and the 13th largest for a ward containing a library

- 22% of local school children are from black or minority ethnic (BME backgrounds (school census 2009)
    - **Above** the Oxfordshire average of 15%
        - This places the ward as having the 28th largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library
- 5.9% of the ward's population are from BME backgrounds (2001 census)
    - **Above** the Oxfordshire average of 4.1%
        - This places the ward as having the 25th largest proportion across the county's 136 statistical wards, and the 9th largest for a ward containing a library
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Kidlington library:

	All White groups	Mixed	Asian	Black	Other
Kidlington	**96%**	**1%**	**2%**	**1%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Kidlington	**76.5**	**0.2**	**0.4**	**0.1**	**1.8**	**0.1**	**0.2**	**13.7**	**7.1**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **above** average proportions of Christians, Hindus, and Muslims

Deprivation

- 11% of children in the ward are in poverty (HMRC 2008)
    - **Above** the average for the county of 10%
        - This places the ward as having the 40th largest proportion across the county's 136 statistical wards, and the 16th largest for a ward containing a library
- 2.1% of the working age population claimed Jobseekers' Allowance in May 2010
    - **Above** the county rate of 1.6%
        - This places the ward as having the 25th largest proportion across the county's 136 statistical wards, and the 10th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Kidlington library described their employment situation as follows:

		Kidlington	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**22%**	25%
	Employed in a part-time job	**15%**	16%
	Self-employed full or part-time	**7%**	8%
	On a government supported training programme		0%
	Sub-total %	**43%**	50%
	no. of cases	**157**	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**5%**	4%
	Permanently sick / disabled	**2%**	2%
	Wholly retired from work	**39%**	31%
	Looking after the home	**8%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**57%**	50%
	no. of cases	**208**	4,763
	Total no. of cases	**396**	9,945
	Survey response rate	**90%**	86%

- It is estimated that 27% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 20th largest proportion across the county's 136 statistical wards, and the 10th largest for a ward containing a library

Rural communities

- 11% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average for Oxfordshire of 10%
    - This places the ward as having the 43rd largest proportion across the county's 136 statistical wards, and the 18th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.15
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Littlemore Library

Oxford Academy Campus, Sandy Lane West, Littlemore OX4 5JY

Key information about Littlemore library:
- Open 19 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 6.00pm	2.00pm - 4.30pm	Closed	9.30am - 12.30pm	9.30am - 12.30pm	9.30am - 1.30pm	Closed
			2.00pm - 4.30pm			

- Services (other than books):
    - Newspapers and magazines
    - Foreign language material
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 1118 registered users
    - 559 active users (50% of those registered)
    - 19550 visits
    - 13189 issues
        - An average of 24 issues per active user, **below** the Oxfordshire average of 32

- Littlemore Library is located in Littlemore Ward, Oxford
- Population 6082 (2010 estimates)

Age

- According to library data, the ages of active users of Littlemore library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Littlemore	8%	25%	18%	4%	23%	3%	18%	559
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 14% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%
- 16% of the ward's over-65s receive some form of adult social care in March 2010
    - This is **above** the Oxfordshire average of 12.6% in March 2010

- This places the ward as having the 28th largest proportion across the county's 136 statistical wards, and the 10th largest for a ward containing a library

Younger People
- 20% of the population were between 0-15 in 2010
  - This is **above** the Oxfordshire average of 17% between 0-15 in 2010
    - This places the ward as having the 29th largest proportion across the county's 136 statistical wards, and the 8th largest for a ward containing a library
- The library runs regular 'Rhyme times' and class visits for children

Disability

- 10% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **above** the Oxfordshire average of 5% in May 2010
    - This places the ward as having the 3rd largest proportion across the county's 136 statistical wards, and the 2nd largest for a ward containing a library
- 33% of Littlemore library users who responded to the 2009 PLUS survey users reported a disability
  - This is **above** the Oxfordshire average of 18%
  - The responses were as follows:

	Littlemore	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**67%**	82%
Mobility - getting around	**11%**	7%
Hearing	**6%**	6%
Eyesight	**3%**	4%
Using hands / fingers	**6%**	2%
Learning disability, e.g. dyslexia	**8%**	2%
Mental health problem, e.g. depression	**6%**	3%
Other	**3%**	1%
no. of respondents	**36**	8145
Survey response rate	**86%**	83%

Gender

- According to the 2009 PLUS survey, 72% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 23.1% of local school children have English as a second language (school census 2009)

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- o This is **above** the Oxfordshire average of 7.4%
  - This places the ward as having the 13th largest proportion across the county's 136 statistical wards, and the 5th largest for a ward containing a library
- 39% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - o **Above** the Oxfordshire average of 15%
    - This places the ward as having the 15th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library
- 5.6% of the ward's population are from BME backgrounds (2001 census)
  - o **Above** the Oxfordshire average of 4.1%
    - This places the ward as having the 25th largest proportion across the county's 136 statistical wards, and the 10th largest for a ward containing a library
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Littlemore library:

	All White groups	Mixed	Asian	Black	Other
Littlemore	**95%**	**5%**	**0%**	**0%**	**0%**
Oxfordshire (weighted for all Oxfordshire libraries)	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Littlemore	**74.8**	**0.2**	**0.1**	**0.1**	**2.2**	**0.2**	**0.4**	**15.6**	**6.4**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **above** average proportions of Christians, Muslims, and Sikhs

Deprivation

- 27% of children in the ward are in poverty (HMRC 2008)
  - o **Above** the average for the county of 10%
    - This places the ward as having the 10th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library
- 3.5% of the working age population claimed Jobseekers' Allowance in May 2010
  - o **Above** the county rate of 1.6%
    - This places the ward as having the 9th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Littlemore library described their employment situation as follows:

		Littlemore	**Oxfordshire Weighted total**
Economically active	Employed in a full-time job	**29%**	25%
	Employed in a part-time job	**21%**	16%
	Self-employed full or part-time	**3%**	8%
	On a government supported training programme		0%
	Sub-total %	**53%**	50%
	no. of cases	**20**	4,377
Economically inactive	In full-time education at school, college or university	**3%**	4%
	Unemployed and available for work	**8%**	4%
	Permanently sick / disabled	**11%**	2%
	Wholly retired from work	**11%**	31%
	Looking after the home	**16%**	8%
	Doing something else		1%
	Sub-total %	**47%**	50%
	no. of cases	**18**	4,763
	Total no. of cases	**41**	9,945
	Survey response rate	**90%**	86%

- It is estimated that 26% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 25th largest proportion across the county's 136 statistical wards, and the 14th largest for a ward containing a library

Rural communities

- 21% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average of Oxfordshire of 10%
    - This places the ward as having the 16th largest proportion across the county's 136 statistical wards, and the 5th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.03
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Neithrop Library
Community Centre, Woodgreen Avenue, Banbury OX16 0AT

Key information about Neithrop library:
- Open 25.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10.00am - 7.00pm	Closed	2.00pm - 5.00pm	10.00am - 1.00pm	10.00am - 5.00pm	9.30am - 1.00pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Foreign language material
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 1271 registered users
    - 667 active users (52% of those registered)
    - 16100 visits
    - 34723 issues
        - An average of 52 issues per active user, **above** the Oxfordshire average of 32

- Neithrop Library is located in Banbury Neithrop Ward, Cherwell
- Population 5519 (2010 estimates)

Age

- According to library data, the ages of active users of Neithrop library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Neithrop	10%	28%	7%	3%	41%	10%	1%	667
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 15% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%
- 21% of the ward's over-65s receive some form of adult social care in March 2010
    - This is **above** the Oxfordshire average of 12.6% in March 2010

- This places the ward as having the 7th largest proportion across the county's 136 statistical wards, and the 3rd largest for a ward containing a library

Younger People
- 17% of the population were between 0-15 in 2010
  - This is **the same as** the Oxfordshire average of 17% between 0-15 in 2010

Disability

- 9% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **above** the Oxfordshire average of 5% in May 2010
    - This places the ward as having the 5th largest proportion across the county's 136 statistical wards, and the 3rd largest for a ward containing a library
- 14% of Neithrop library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Neithrop	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**86%**	82%
Mobility - getting around	**7%**	7%
Hearing	**6%**	6%
Eyesight	**4%**	4%
Using hands / fingers	**3%**	2%
Learning disability, e.g. dyslexia		2%
Mental health problem, e.g. depression	**3%**	3%
Other		1%
no. of respondents	**104**	8145
Survey response rate	**81%**	83%

Gender

- According to the 2009 PLUS survey, 66% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 23.5% of local school children have English as a second language (school census 2009)
  - This is **above** the Oxfordshire average of 7.4%

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- This places the ward as having the 12th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library
- 32% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Above** the Oxfordshire average of 15%
    - This places the ward as having the 24th largest proportion across the county's 136 statistical wards, and the 9th largest for a ward containing a library
- 6.6% of the ward's population are from BME backgrounds (2001 census)
  - **Above** the Oxfordshire average of 4.1%
    - This places the ward as having the 24th largest proportion across the county's 136 statistical wards, and the 8th largest for a ward containing a library
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Neithrop library:

	All White groups	Mixed	Asian	Black	Other
Neithrop	**90%**	**1%**	**5%**	**3%**	**1%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Neithrop	**69.3**	**0.4**	**0.1**	**0.1**	**4.0**	**0.7**	**0.3**	**17.1**	**8.1**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **above** average proportions of Buddhists, Muslims, and Sikhs

Deprivation

- 21% of children in the ward are in poverty (HMRC 2008)
  - **Above** the average for the county of 10%
    - This places the ward as having the 15th largest proportion across the county's 136 statistical wards, and the 5th largest for a ward containing a library
- 3.9% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Above** the county rate of 1.6%
    - This places the ward as having the 7th largest proportion across the county's 136 statistical wards, and the 2nd largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Neithrop library described their employment situation as follows:

		Neithrop	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**18%**	25%
	Employed in a part-time job	**13%**	16%
	Self-employed full or part-time	**9%**	8%
	On a government supported training programme	**1%**	0%
	Sub-total %	**40%**	50%
	no. of cases	**45**	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**6%**	4%
	Permanently sick / disabled	**2%**	2%
	Wholly retired from work	**36%**	31%
	Looking after the home	**14%**	8%
	Doing something else		1%
	Sub-total %	**60%**	50%
	no. of cases	**67**	4,763
	Total no. of cases	**122**	9,945
	Survey response rate	**87%**	86%

- It is estimated that 33% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 2nd largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library

Rural communities

- 24% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average of Oxfordshire of 10%
    - This places the ward as having the 14th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.17
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

North Leigh Library

Memorial Hall, Park Road, North Leigh OX29 6SA

Key information about North Leigh library:
- Open 11 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 4.30pm	Closed	3.00pm - 7.00pm	Closed	2.00pm - 4.30pm	10.00am - 12.00pm	Closed

- Services (other than books):
  - Audio books
  - Computer and Internet access
  - Local studies collection
  - Photocopier

- In 2010-11, there were:
  - 516 registered users
  - 371 active users (72% of those registered)
  - 6500 visits
  - 19567 issues
    - An average of 53 issues per active user, **above** the Oxfordshire average of 32

- North Leigh Library is located in North Leigh ward, West Oxfordshire
- Population 1929 (2010 estimates)

Age

- According to library data, the ages of active users of North Leigh library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
North Leigh	**10%**	**18%**	**5%**	**2%**	**37%**	**17%**	**11%**	371
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 22% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 19th largest proportion across the county's 136 wards, and the 12th largest for a ward containing a library
- 8% of the ward's over-65s received some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People

- 12% of the population were between 0-15 in 2010
  - This is **the same** as the Oxfordshire average of 17%
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- Just over 17% of North Leigh library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	North Leigh	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	**83%**	82%
Mobility - getting around	**10%**	7%
Hearing	**8%**	6%
Eyesight	**6%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**2%**	2%
Mental health problem, e.g. depression	**4%**	3%
Other	**0%**	1%
no. of respondents	52	8145
Survey response rate	78%	83%

Gender

- 82% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 0.8% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 8% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 0.3% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of North Leigh library:

	All White groups	Mixed	Asian	Black	Other
North Leigh	**100%**	**0%**	**0%**	**0%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
North Leigh	**77.0**	**0.4**	**0.0**	**0.4**	**0.0**	**0.0**	**0.2**	**16.3**	**5.8**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

   o North Leigh has an **above average** proportion of Christians, Buddhists, and Jews.

Deprivation

- 4% of children in the ward are in poverty (HMRC 2008)
   o **Below** the average for the county of 10%
- 1.2% of the working age population claimed Jobseekers' Allowance in May 2010
   o **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use North Leigh library described their employment situation as follows:

		North Leigh	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**13%**	25%
	Employed in a part-time job	**37%**	16%
	Self-employed full or part-time	8%	8%
	On a government supported training programme		0%
	Sub-total %	**58%**	50%
	no. of cases	30	4,377
Economically inactive	In full-time education at school, college or university		4%
	Unemployed and available for work		4%
	Permanently sick / disabled		2%
	Wholly retired from work	31%	31%
	Looking after the home	**12%**	8%
	Doing something else		1%
	Sub-total %	**42%**	50%
	no. of cases	22	4,763
	Total no. of cases	62	9,945
	Survey response rate	78%	86%

- It is estimated that 23% of the ward's households lack broadband
  - **The same as** the average for the county of 23%

Rural communities

- 5% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average of Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 1.07
  - **Above** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Old Marston Library

Mortimer Hall, Oxford Road, Old Marston OX3 0PH

Key information about Old Marston library:
- Open 17 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Closed	2.00pm - 5.00pm	Closed	2.00pm - 5.00pm	10.00am - 12.00pm	9.30am - 12.30pm	Closed
	5.30pm - 7.00pm		5.30pm - 7.00pm	2.00pm - 5.00pm		

- Services (other than books):
    - Audio books
    - Computers and internet access
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 761 registered users
    - 472 active users (62% of those registered)
    - 6600 visits
    - 21132 issues
        - An average of 45 issues per active user, **above** the Oxfordshire average of 32

- The library is currently staffed by 0.57 FTEs
- Old Marston Library is located in the Marston ward, Oxford
- Population 6313 (2010 estimates)

Age

- According to library data, the ages of active users of Old Marston library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Old Marston	**12%**	**27%**	**5%**	**2%**	**46%**	**7%**	**1%**	472
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 18% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%
- 14.3% of the ward's over-65s receive some form of adult social care in March 2010
    - This is **above** the Oxfordshire average of 12.6% in March 2010

- This places the ward as having the 41st largest proportion across the county's 136 statistical wards, and the 13th largest for a ward containing a library

Younger People
- 14% of the population were between 0-15 in 2010
  - This **is below** the Oxfordshire average of 17% between 0-15 in 2010

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This **is below** the Oxfordshire average of 5% in May 2010
- Just over 7% of Old Marston library users who responded to the 2009 PLUS survey users reported a disability
  - This **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Old Marston	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	93%	82%
Mobility - getting around	0%	7%
Hearing	0%	6%
Eyesight	4%	4%
Using hands / fingers	0%	2%
Learning disability, e.g. dyslexia	4%	2%
Mental health problem, e.g. depression	0%	3%
Other	0%	1%
no. of respondents	27	8145
Survey response rate	82%	83%

Gender

- According to the 2009 PLUS survey, 84% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 25.5% of local school children have English as a second language (school census 2009)
  - **Above** the county average of 7.4%
  - This is **above** the Oxfordshire average of 12.6% in March 2010
    - This places the ward as having the 11th largest proportion across the county's 136 statistical wards, and the 3rd largest for a ward containing a library
- 41.1% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Above** the Oxfordshire average of 15%

- This places the ward as having the 13th largest proportion across the county's 136 statistical wards, and the 3rd largest for a ward containing a library
- 10.1% of the ward's population are from BME backgrounds (2001 census)
  - **Above** the county average of 4.1%
    - This places the ward as having the 19th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Old Marston library:

	All White groups	Mixed	Asian	Black	Other
Old Marston	**84%**	**3%**	**9%**	**3%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Old Marston	**68.5**	**0.5**	**0.9**	**0.3**	**2.1**	**0.3**	**0.3**	**17.4**	**9.8**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Marston ward has **above** average proportions of minority religions.

Deprivation

- 12% of children in the ward are in poverty (HMRC 2008)
  - **Above** the average for the county of 10%
    - This places the ward as having the 34th largest proportion across the county's 136 statistical wards, and the 13th largest for a ward containing a library
- 1.8% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Just above** the county rate of 1.6%
    - This places the ward as having the 38th largest proportion across the county's 136 statistical wards, and the 16th largest for a ward containing a library

- Respondents to the 2009 PLUS survey who use Old Marston library described their employment situation as follows:

		Old Marston	Oxfordshire *(weighted for all Oxfordshire libraries)*
Economically active	Employed in a full-time job	19%	25%
	Employed in a part-time job	31%	16%
	Self-employed full or part-time	9%	8%
	On a government supported training programme		0%
	Sub-total %	59%	50%
Economically inactive	In full-time education at school, college or university		4%
	Unemployed and available for work	9%	4%
	Permanently sick / disabled		2%
	Wholly retired from work	22%	31%
	Looking after the home	6%	8%
	Doing something else	3%	1%
	Sub-total %	41%	50%

- It is estimated that 25% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 40th largest proportion across the county's 136 statistical wards, and the 25th largest for a ward containing a library

Rural communities

- 17% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average of Oxfordshire of 10%
    - This places the ward as having the 24th largest proportion across the county's 136 statistical wards, and the 9th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.4
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Oxford Central Library

Westgate, Oxford OX1 1DJ

Key information about Oxford Central library:

- Open 57 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00am - 7.00pm	9.00am - 7.00pm	9.00am - 7.00pm	9.00am - 7.00pm	9.00am - 5.30pm	9.00am - 5.30pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Foreign language material
    - Audio books
    - DVDs
    - Music CDs
    - Computer and Internet access
    - Netload
    - Information terminals
    - Local studies centre
    - Photocopier
    - Fax
    - Book drop

- In 2010-11, there were:
    - 46120 registered users
    - 23595 active users (51% of those registered)
    - 619700 visits
    - 622148 issues
        - An average of 26 issues per active user, **below** the Oxfordshire average of 32

- Oxford Central Library is located in Carfax Ward, Oxford
- Population 9814 (2010 estimates)

Age

- According to library data, the ages of active users of Oxford Central library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Oxford Central	4%	6%	1%	2%	77%	8%	1%	**23595**
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 3% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%

- 14.4% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **above** the Oxfordshire average of 12.6% in March 2010
    - This places the ward as having the 38th largest proportion across the county's 136 statistical wards, and the 11th largest for a ward containing a library

Younger People
- 4% of the population were between 0-15 in 2010
  - This is **below** the Oxfordshire average of 17% between 0-15 in 2010
- The library holds regular 'Rhyme times' and class visits for children

Disability

- 2% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- 16% of Oxford Central library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Oxford Central	Oxfordshire (weighted for all Oxfordshire libraries)
None / not applicable	**84%**	82%
Mobility - getting around	**3%**	7%
Hearing	**4%**	6%
Eyesight	**5%**	4%
Using hands / fingers	**1%**	2%
Learning disability, e.g. dyslexia	**3%**	2%
Mental health problem, e.g. depression	**4%**	3%
Other	**1%**	1%
no. of respondents	**391**	8145
Survey response rate	**73%**	83%

Gender

- According to the 2009 PLUS survey, 55% of library users were female
  - This is **below** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 20.7% of local school children have English as a second language (school census 2009)
  - This is **above** the Oxfordshire average of 7.4%

- - This places the ward as having the 16th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library
- 53% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Above** the Oxfordshire average of 15%
    - This places the ward as having the 4th largest proportion across the county's 136 statistical wards, and the 2nd largest for a ward containing a library
- 13.9% of the ward's population are from BME backgrounds (2001 census)
  - **Above** the Oxfordshire average of 4.1%
    - This places the ward as having the 11th largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Oxford Central library:

	All White groups	Mixed	Asian	Black	Other
Oxford Central	**85%**	**3%**	**8%**	**3%**	**1%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Deprivation

- 42% of children in the ward are in poverty (HMRC 2008)
  - **Above** the average for the county of 10%
    - This places the ward as having the largest proportion across the county's 136 statistical wards, and the largest for a ward containing a library
- 1.6% of the working age population claimed Jobseekers' Allowance in May 2010
  - **The same as** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Oxford Central library described their employment situation as follows:

		Oxford Central	**Oxfordshire Weighted total**
Economically active	Employed in a full-time job	**31%**	25%
	Employed in a part-time job	**13%**	16%
	Self-employed full or part-time	**11%**	8%
	On a government supported training programme	**0%**	0%
	Sub-total %	**55%**	50%
	no. of cases	**226**	4,377
Economically inactive	In full-time education at school, college or university	**10%**	4%
	Unemployed and available for work	**5%**	4%
	Permanently sick / disabled	**2%**	2%
	Wholly retired from work	**25%**	31%
	Looking after the home	**2%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**45%**	50%
	no. of cases	**188**	4,763
	Total no. of cases	**446**	9,945
	Survey response rate	**78%**	86%

- It is estimated that 18% of the ward's households lack broadband
  - **Below** the average for the county of 23%

Rural communities

- 13% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average of Oxfordshire of 10%
    - This places the ward as having the 35th largest proportion across the county's 136 statistical wards, and the 14th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.12
  - **Below** the Oxfordshire average of 0.50

Religion, Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate data for these groups in this ward

Sonning Common Library
Grove Road, Sonning Common RG4 9RH

Key information about Sonning Common library:
- Open 11 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 5.00pm	Closed	2.00pm - 7.00pm	9.00am - 1.00pm	9.00am - 1.00pm	9.30am - 12.30pm	Closed
			2.00pm - 5.00pm	2.00pm - 5.00pm		

- Services (other than books):
    - Newspapers and magazines
    - Foreign language material
    - Audio books
    - DVDs
    - Computer and Internet access
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 2207 registered users
    - 1496 active users (68% of those registered)
    - 33350 visits
    - 53020 issues
        - An average of 35 issues per active user, **above** the Oxfordshire average of 32

- Sonning Common Library is located in Sonning Common ward, South Oxfordshire
- Population 5132 (2010 estimates)

Age

- According to library data, the ages of active users of Sonning Common library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Sonning Common	**13%**	**30%**	**4%**	**2%**	**38%**	**11%**	**2%**	1496
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 24% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%

- This places the ward as having the 9th largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library
- 10.8% of the ward's over-65s received some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 20% of the population were between 0-15 in 2010
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 31st largest proportion across the county's 136 statistical wards, and the 9th largest for a ward containing a library
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- Just over 17% of Sonning Common library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Sonning Common	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**83%**	82%
Mobility - getting around	**6%**	7%
Hearing	**8%**	6%
Eyesight	**3%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**1%**	2%
Mental health problem, e.g. depression	**2%**	3%
Other	**0%**	1%
no. of respondents	173	8145
Survey response rate	81%	83%

Gender

- 72% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 1.3% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 9% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 1.6% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Sonning Common library:

	All White Groups	Mixed	Asian	Black	Other
Sonning Common	**97%**	**1%**	**2%**	**1%**	**1%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Sonning Common	**76.5**	**0.1**	**0.1**	**0.3**	**0.2**	**0.0**	**0.2**	**16.1**	**6.6**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Sonning Common has an **above** average proportion of Christians.

Deprivation

- 6% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 1.3% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Sonning Common library described their employment situation as follows:

		Sonning Common	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**22%**	25%
	Employed in a part-time job	21%	16%
	Self-employed full or part-time	**7%**	8%
	On a government supported training programme		0%
	Sub-total %	**49%**	50%
	no. of cases	90	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**2%**	4%
	Permanently sick / disabled	**1%**	2%
	Wholly retired from work	**33%**	31%
	Looking after the home	**15%**	8%
	Doing something else		1%
	Sub-total %	**51%**	50%
	no. of cases	94	4,763
	Total no. of cases	204	9,945
	Survey response rate	86%	86%

- It is estimated that 24% of the ward's households lack broadband
  - **Just above** the average for the county of 23%

Rural communities

- 6% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average of Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.24
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Stonesfield Library
Village Hall, Longore, Stonesfield OX29 8EF

Key information about Stonesfield library:
- Open 11 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.30pm - 7.00pm	Closed	10.00am - 12.00pm	2.30pm - 5.00pm	Closed	10.00am - 12.00pm	Closed

- Services (other than books):
    - Audio books
    - Computer and Internet access
    - Local studies collection
    - Photocopier

- In 2010-11, there were:
    - 436 registered users
    - 280 active users (64% of those registered)
    - 7350 visits
    - 12835 issues
        - An average 46 issues per active user, **above** the Oxfordshire average of 32

- Stonesfield Library is located in Stonesfield and Tackley ward, West Oxfordshire
- Population 3987 (2010 estimates)

Age

- According to library data, the ages of active users of Stonesfield library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Stonesfield	9%	29%	4%	1%	44%	13%	0%	280
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 20% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%
        - This places the ward as having the 34th largest proportion across the county's 136 statistical wards, and the 18th largest for a ward containing a library
- 8.2% of the ward's over-65s received some form of adult social care in March 2010
    - This is **below** the Oxfordshire average of 12.6% in March 2010
- Books are provided to the local Lunch Club for the elderly

Younger People

- 18% of the population were between 0-15 in 2010
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 59th largest proportion across the county's 136 statistical wards, and the 18th largest for a ward containing a library

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- Just over 21% of Stonesfield library users who responded to the 2009 PLUS survey users reported a disability
  - This is **above** the Oxfordshire average of 18%
  - The responses were as follows:

	Stonesfield	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**78.95%**	82.32%
Mobility - getting around	**15.79%**	6.80%
Hearing	**0.00%**	6.07%
Eyesight	**0.00%**	4.32%
Using hands / fingers	**0.00%**	1.86%
Learning disability, e.g. dyslexia	**0.00%**	1.80%
Mental health problem, e.g. depression	**5.26%**	2.67%
Other	**0.00%**	0.61%
no. of respondents	**19**	8145
Survey response rate	**90.48%**	82.67%

Gender

- 85% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 0.3% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 9% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 2.2% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Stonesfield library:

	All White groups	Mixed	Asian	Black	Other
Stonesfield	**100%**	**0%**	**0%**	**0%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Stonesfield	**75.5**	**0.2**	**0.0**	**0.2**	**0.1**	**0.0**	**0.5**	**15.7**	**8.0**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  o Stonesfield has an **above** average proportion of Christians

Deprivation

- 3% of children in the ward are in poverty (HMRC 2008)
  - o **Below** the average for the county of 10%
- 0.7% of the working age population claimed Jobseekers' Allowance in May 2010
  - o **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Stonesfield library described their employment situation as follows:

		Stonesfield	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**28%**	25%
	Employed in a part-time job	**28%**	16%
	Self-employed full or part-time	**6%**	8%
	On a government supported training programme		0%
	Sub-total %	**61%**	50%
	no. of cases	11	4,377
Economically inactive	In full-time education at school, college or university		4%
	Unemployed and available for work		4%
	Permanently sick / disabled	**6%**	2%
	Wholly retired from work	**22%**	31%
	Looking after the home	**11%**	8%
	Doing something else		1%
	Sub-total %	**39%**	50%
	no. of cases	7	4,763
	Total no. of cases	20	9,945
	Survey response rate	86%	86%

- It is estimated that 24% of the ward's households lack broadband
  - **Just above** the average for the county of 23%

Rural communities
- 5% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average of Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 1.27
  - **Above** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Summertown Library
South Parade, Summertown OX2 7JN

Key information about Summertown library:
- Open 42.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am - 5.30pm	9.30am - 7.00pm	Closed	9.30am - 7.00pm	9.30am - 5.30pm	9.00am - 4.30pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Foreign language material
    - Audio books
    - DVDs
    - Music CDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 6873 registered users
    - 4130 active users (60% of those registered)
    - 120450 visits
    - 147771 issues
        - An average of 36 issues per active user, **above** the Oxfordshire average of 32

- Summertown Library is located in Summertown Ward, Oxford
- Population 7472 (2010 estimates)

Age

- According to library data, the ages of active users of Summertown library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Summertown	**10%**	**15%**	**4%**	**2%**	**58%**	**10%**	**0%**	**4130**
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 13% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%
- 13.1% of the ward's over-65s receive some form of adult social care in March 2010
    - This is **above** the Oxfordshire average of 12.6% in March 2010

137

- This places the ward as having the 50th largest proportion across the county's 136 statistical wards, and the 17th largest for a ward containing a library

Younger People
- 18% of the population were between 0-15 in 2010
  - This is **above** the Oxfordshire average of 17% between 0-15 in 2010
    - This places the ward as having the 63rd largest proportion across the county's 136 statistical wards, and the 19th largest for a ward containing a library
- The library holds regular 'Rhyme times' and class visits for children

Disability

- 3% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- 18% of Summertown library users who responded to the 2009 PLUS survey users reported a disability
  - This is **the same as** the Oxfordshire average of 18%
  - The responses were as follows:

	Summertown	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**82%**	82%
Mobility - getting around	**7%**	7%
Hearing	**6%**	6%
Eyesight	**5%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**3%**	2%
Mental health problem, e.g. depression	**2%**	3%
Other	**1%**	1%
no. of respondents	**149**	8145
Survey response rate	**78%**	83%

Gender

- According to the 2009 PLUS survey, 70% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 17.8% of local school children have English as a second language (school census 2009)
  - This is **above** the Oxfordshire average of 7.4%

- This places the ward as having the 22nd largest proportion across the county's 136 statistical wards, and the 8th largest for a ward containing a library
- 34% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Above** the Oxfordshire average of 15%
    - This places the ward as having the 21st largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library
- 11.2% of the ward's population are from BME backgrounds (2001 census)
  - **Above** the Oxfordshire average of 4.1%
    - This places the ward as having the 16th largest proportion across the county's 136 statistical wards, and the 4th largest for a ward containing a library
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Summertown library:

	All white groups	Mixed	Asian	Black	Other
Summertown	**96%**	**1%**	**2%**	**1%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Summertown	**60.8**	**1.3**	**0.7**	**1.8**	**2.3**	**0.3**	**0.7**	**25.0**	**7.2**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **above** average proportions of minority religions

Deprivation

- 14% of children in the ward are in poverty (HMRC 2008)
  - **Above** the average for the county of 10%
    - This places the ward as having the 26th largest proportion across the county's 136 statistical wards, and the 8th largest for a ward containing a library
- 1.4% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Summertown library described their employment situation as follows:

		Summertown	**Oxfordshire Weighted total**
Economically active	Employed in a full-time job	**23%**	25%
	Employed in a part-time job	**13%**	16%
	Self-employed full or part-time	**9%**	8%
	On a government supported training programme		0%
	Sub-total %	**45%**	50%
	no. of cases	**75**	4,377
Economically inactive	In full-time education at school, college or university	**4%**	4%
	Unemployed and available for work	**3%**	4%
	Permanently sick / disabled	**1%**	2%
	Wholly retired from work	**38%**	31%
	Looking after the home	**8%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**55%**	50%
	no. of cases	**91**	4,763
	Total no. of cases	**182**	9,945
	Survey response rate	**87%**	86%

- It is estimated that 21% of the ward's households lack broadband
  - **Below** the average for the county of 23%

Rural communities

- 21% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average for Oxfordshire of 10%
    - This places the ward as having the 17th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

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Thame Library
3 North Street, Thame OX9 3BH

Key information about Thame library:
- Open 42.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am - 5.30pm	9.30am - 7.00pm	Closed	9.30am - 7.00pm	9.30am - 5.30pm	9.00am - 4.30pm	Closed

- Services (other than books):
  - Newspapers and magazines
  - Foreign language material
  - Audio books
  - DVDs
  - Computer and Internet access
  - Netloan
  - Information terminals
  - Local studies collection
  - Photocopier
  - Book drop

- In 2010-11, there were:
  - 6437 registered users
  - 5287 active users (82% of those registered)
  - 79800 visits
  - 113348 issues
    - An average of 21 issues per active user, **below** the Oxfordshire average of 32

- Thame Library is located in Thame South Ward, South Oxfordshire
- Population 5377 (2010 estimates)

Age

- According to library data, the ages of active users of Thame library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Thame	9%	18%	4%	3%	56%	10%	0%	5287
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 22% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 17th largest proportion across the county's 136 statistical wards, and the 10th largest for a ward containing a library

- 13% of the ward's over-65s received some form of adult social care in March 2010
  - This is **above** the Oxfordshire average of 12.6% in March 2010
    - This places the ward as having the 52nd largest proportion across the county's 136 statistical wards, and the 18th largest for a ward containing a library

Younger People
- 19% of the population were between 0-15 in 2010
  - This is **above** the Oxfordshire average of 17% between 0-15 in 2010
    - This places the ward as having the 39th largest proportion across the county's 136 statistical wards, and the 12th largest for a ward containing a library
- The library holds regular 'Rhyme times' and class visits for children

Disability

- 5% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **the same as** the Oxfordshire average of 5% in May 2010
- 13% of Thame library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Thame	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	**87%**	82%
Mobility - getting around	**4%**	7%
Hearing	**6%**	6%
Eyesight	**4%**	4%
Using hands / fingers	**1%**	2%
Learning disability, e.g. dyslexia	**2%**	2%
Mental health problem, e.g. depression	**2%**	3%
Other	**0%**	1%
no. of respondents	**252**	8145
Survey response rate	**83%**	83%

Gender

- According to the 2009 PLUS survey, 66% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 1.7% of local school children have English as a second language (school census 2009)

- o   This is **below** the Oxfordshire average of 7.4%
- 7% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - o   **Below** the Oxfordshire average of 15%
- 2.1% of the ward's population are from BME backgrounds (2001 census)
  - o   **Below** the Oxfordshire average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Thame library:

	All White groups	Mixed	Asian	Black	Other
Thame	**99%**	**0%**	**0%**	**1%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Thame	**75.6**	**0.1**	**0.2**	**0.3**	**0.2**	**0.1**	**0.2**	**16.7**	**6.6**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of minority religions

Deprivation

- 8% of children in the ward are in poverty (HMRC 2008)
  - o   **Below** the average for the county of 10%
- 1.9% of the working age population claimed Jobseekers' Allowance in May 2010
  - o   **Above** the county rate of 1.6%
    - ▪   This places the ward as having the 37th largest proportion across the county's 136 statistical wards, and the 15th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Thame library described their employment situation as follows:

		Thame	**Oxfordshire Weighted total**
Economically active	Employed in a full-time job	**26%**	25%
	Employed in a part-time job	**19%**	16%
	Self-employed full or part-time	**8%**	8%
	On a government supported training programme		0%
	Sub-total %	**53%**	50%
	no. of cases	**144**	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**4%**	4%
	Permanently sick / disabled	**1%**	2%
	Wholly retired from work	**28%**	31%
	Looking after the home	**12%**	8%
	Doing something else		1%
	Sub-total %	**47%**	50%
	no. of cases	**129**	4,763
	Total no. of cases	**292**	9,945
	Survey response rate	**90%**	86%

- It is estimated that 26% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 34th largest proportion across the county's 136 statistical wards, and the 21st largest for a ward containing a library

Rural communities

- 10% of the ward's population lack access to a car or a van (2001 census)
  - **The same as** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.2
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Wallingford Library
High Street, Wallingford OX10 0DB

Key information about Wallingford library:
- Open 37 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.30am - 5.30pm	9.30am - 5.30pm	Closed	9.30am - 7.00pm	9.30am - 5.30pm	9.30am - 1.00pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 5154 registered users
    - 3130 active users (61% of those registered)
    - 81100 visits
    - 102975 issues
        - An average of 33 issues per active user, **above** the Oxfordshire average of 32

- Wallingford Library is located in Wallingford North Ward, South Oxfordshire
- Population 6117 (2010 estimates)

Age

- According to library data, the ages of active users of Wallingford library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Wallingford	**13%**	**18%**	**4%**	**3%**	**50%**	**12%**	**1%**	**3130**
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 17% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **the same** as the Oxfordshire average of 17%
- 18.7% of the ward's over-65s receive some form of adult social care in March 2010
    - This is **above** the Oxfordshire average of 12.6% in March 2010

- This places the ward as having the 18th largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library

Younger People
- 18% of the population were between 0-15 in 2010
  - This is **above** the Oxfordshire average of 17% between 0-15 in 2010
    - This places the ward as having the 50th largest proportion across the county's 136 statistical wards, and the 15th largest for a ward containing a library
- The library holds regular 'Rhyme times' and class visits for children

Disability

- 5% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **the same as** the Oxfordshire average of 5% in May 2010
- 13% of Wallingford library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Wallingford	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**87%**	82%
Mobility - getting around	**3%**	7%
Hearing	**6%**	6%
Eyesight	**3%**	4%
Using hands / fingers	**0%**	2%
Learning disability, e.g. dyslexia	**1%**	2%
Mental health problem, e.g. depression	**3%**	3%
Other		1%
no. of respondents	**231**	8145
Survey response rate	**85%**	83%

Gender

- According to the 2009 PLUS survey, 70% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 3.3% of local school children have English as a second language (school census 2009)
  - This is **below** the Oxfordshire average of 7.4%
- 12% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)

- o **Below** the Oxfordshire average of 15%
- 2.5% of the ward's population are from BME backgrounds (2001 census)
  - o **Below** the Oxfordshire average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Wallingford library:

	All White groups	Mixed	Asian	Black	Other
Wallingford	**98%**	**0%**	**0%**	**0%**	**1%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Wallingford	**74.7**	**0.2**	**0.4**	**0.1**	**0.8**	**0.0**	**0.2**	**17.1**	**6.6**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of minority religions

Deprivation

- 12% of children in the ward are in poverty (HMRC 2008)
  - o **Above** the average for the county of 10%
    - This places the ward as having the 32nd largest proportion across the county's 136 statistical wards, and the 12th largest for a ward containing a library
- 2.4% of the working age population claimed Jobseekers' Allowance in May 2010
  - o **Above** the county rate of 1.6%
    - This places the ward as having the 19th largest proportion across the county's 136 statistical wards, and the 8th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Wallingford library described their employment situation as follows:

		Wallingford	**Oxfordshire Weighted total**
Economically active	Employed in a full-time job	**25%**	25%
	Employed in a part-time job	**18%**	16%
	Self-employed full or part-time	**8%**	8%
	On a government supported training programme	**0%**	0%
	Sub-total %	**51%**	50%
	no. of cases	**126**	4,377
Economically inactive	In full-time education at school, college or university	**1%**	4%
	Unemployed and available for work	**2%**	4%
	Permanently sick / disabled	**2%**	2%
	Wholly retired from work	**31%**	31%
	Looking after the home	**12%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**49%**	50%
	no. of cases	**121**	4,763
	Total no. of cases	**268**	9,945
	Survey response rate	**90%**	86%

- It is estimated that 26% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 26th largest proportion across the county's 136 statistical wards, and the 15st largest for a ward containing a library

Rural communities

- 15% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average for Oxfordshire of 10%
    - This places the ward as having the 28th largest proportion across the county's 136 statistical wards, and the 10th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.2
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Wantage Library
Stirlings Road, Wantage OX12 7BB

Key information about Wantage library:
- Open 50.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00am - 8.00pm	9.30am - 5.30pm	9.00am - 5.30pm	9.00am - 1.00pm	9.00am - 8.00pm	9.00am - 4.30pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Foreign language material
    - Audio books
    - DVDs
    - Music CDs
    - Computer and Internet access
    - Netloan
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 7961 registered users
    - 4784 active users (60% of those registered)
    - 153050 visits
    - 160530 issues
        - An average of 34 issues per active user, **above** the Oxfordshire average of 32

- Wantage Library is located in Wantage Charlton Ward, Vale of White Horse
- Population 7276 (2010 estimates)

Age

- According to library data, the ages of active users of Wantage library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Wantage	**9%**	**16%**	**3%**	**3%**	**52%**	**16%**	**1%**	**4784**
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 21% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%

- This places the ward as having the 33rd largest proportion across the county's 136 statistical wards, and the 17th largest for a ward containing a library
- 18.1% of the ward's over-65s receive some form of adult social care in March 2010
    - This is **above** the Oxfordshire average of 12.6% in March 2010
        - This places the ward as having the 20th largest proportion across the county's 136 statistical wards, and the 8th largest for a ward containing a library

Younger People
- 20% of the population were between 0-15 in 2010
    - This is **above** the Oxfordshire average of 17% between 0-15 in 2010
        - This places the ward as having the 28th largest proportion across the county's 136 statistical wards, and the 7th largest for a ward containing a library
- The library holds regular 'Rhyme times' and class visits for children

Disability

- 5% of the ward's working population were claiming Disability Living Allowance in May 2010
    - This is **the same as** the Oxfordshire average of 5% in May 2010
- 13% of Wantage library users who responded to the 2009 PLUS survey users reported a disability
    - This is **below** the Oxfordshire average of 18%
    - The responses were as follows:

	Wantage	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	**86%**	82%
Mobility - getting around	**5%**	7%
Hearing	**4%**	6%
Eyesight	**3%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**2%**	2%
Mental health problem, e.g. depression	**4%**	3%
Other	**1%**	1%
no. of respondents	**371**	8145
Survey response rate	**85%**	83%

Gender

- According to the 2009 PLUS survey, 60% of library users were female
    - This is **below** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

150

- 2% of local school children have English as a second language (school census 2009)
  - This is **below** the Oxfordshire average of 7.4%
- 7% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 2% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the Oxfordshire average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Wantage library:

	All White groups	Mixed	Asian	Black	Other
Wantage	**97%**	**1%**	**2%**	**1%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Wantage	**74.7**	**0.1**	**0.2**	**0.2**	**0.1**	**0.1**	**0.2**	**17.0**	**7.4**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of minority religions

Deprivation

- 9% of children in the ward are in poverty (HMRC 2008)
  - **Below** the average for the county of 10%
- 1.4% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Wantage library described their employment situation as follows:

		Wantage	Oxfordshire Weighted total
Economically active	Employed in a full-time job	28%	25%
	Employed in a part-time job	12%	16%
	Self-employed full or part-time	8%	8%
	On a government supported training programme		0%
	Sub-total %	48%	50%
	no. of cases	184	4,377
Economically inactive	In full-time education at school, college or university	3%	4%
	Unemployed and available for work	3%	4%
	Permanently sick / disabled	2%	2%
	Wholly retired from work	33%	31%
	Looking after the home	10%	8%
	Doing something else	1%	1%
	Sub-total %	52%	50%
	no. of cases	199	4,763
	Total no. of cases	423	9,945
	Survey response rate	87%	86%

- It is estimated that 27% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 22nd largest proportion across the county's 136 statistical wards, and the 12th largest for a ward containing a library

Rural communities

- 10% of the ward's population lack access to a car or a van (2001 census)
  - **The same as** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.01
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

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Watlington Library
Greengates, 35 High Street, Watlington OX49 5PZ

Key information about Watlington library:
- Open 25 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 7.00pm	9.30am - 12.30pm	Closed	2.00pm - 6.00pm	9.30am - 12.30pm	9.30am - 1.00pm	Closed
	2.00pm - 5.00pm			2.00pm - 5.30pm		

- Services (other than books):
  - Newspapers and magazines
  - Audio books
  - DVDs
  - Computer and Internet access
  - Information terminals
  - Local studies collection
  - Photocopier

- In 2010-11, there were:
  - 1675 registered users
  - 1125 active users (67% of those registered)
  - 28100 visits
  - 29274 issues
    - An average 26 issues per active user, **below** the Oxfordshire average of 32

- Watlington Library is located in Watlington ward, South Oxfordshire
- Population 5154 (2010 estimates)

Age

- According to library data, the ages of active users of Watlington library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Watlington	**11%**	**19%**	**3%**	**1%**	**50%**	**14%**	**1%**	1125
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 21% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 27th largest proportion across the county's 136 statistical wards, and the 15th largest for a ward containing a library

- 11.5% of the ward's over-65s received some form of adult social care in March 2010
    - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 17% of the population were between 0-15 in 2010
    - This is **the same** as the Oxfordshire average of 17%

Disability

- 3% of the ward's working population were claiming Disability Living Allowance in May 2010
    - This is **below** the Oxfordshire average of 5% in May 2010
- Just over 8% of Watlington library users who responded to the 2009 PLUS survey users reported a disability
    - This is **below** the Oxfordshire average of 18%
    - The responses were as follows:

	Watlington	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**92%**	82%
Mobility - getting around	**2%**	7%
Hearing	**3%**	6%
Eyesight	**1%**	4%
Using hands / fingers	**3%**	2%
Learning disability, e.g. dyslexia	**0%**	2%
Mental health problem, e.g. depression	**2%**	3%
Other	**0%**	1%
no. of respondents	**99**	8145
Survey response rate	**80%**	83%

Gender

- 79% of library users who completed the 2009 PLUS survey were female
    - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 0.9% of local school children have English as a second language (school census 2009)
    - **Below** the county average of 7.4%
- 6% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
    - **Below** the Oxfordshire average of 15%
- 1.1% of the ward's population are from BME backgrounds (2001 census)
    - **Below** the county average of 4.1%

- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Watlington library:

	All White groups	Mixed	Asian	Black	Other
Watlington	**97%**	**1%**	**2%**	**0%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Watlington	**75.5**	**0.1**	**0.1**	**0.3**	**0.3**	**0.1**	**0.4**	**16.4**	**7.0**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  o Watlington has an **above** average proportion of Christians

Deprivation

- 6% of children in the ward are in poverty (HMRC 2008)
  o **Below** the average for the county of 10%
- 1.2% of the working age population claimed Jobseekers' Allowance in May 2010
  o **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Watlington library described their employment situation as follows:

		Watlington	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**15%**	25%
	Employed in a part-time job	**23%**	16%
	Self-employed full or part-time	**11%**	8%
	On a government supported training programme		0%
	Sub-total %	**50%**	50%
	no. of cases	**55**	4,377
Economically inactive	In full-time education at school, college or university	**4%**	4%
	Unemployed and available for work	**2%**	4%
	Permanently sick / disabled		2%
	Wholly retired from work	**35%**	31%
	Looking after the home	**9%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**50%**	50%
	no. of cases	**56**	4,763
	Total no. of cases	**124**	9,945
	Survey response rate	**90%**	86%

- It is estimated that 21% of the ward's households lack broadband

      o **Below** the average for the county of 23%

Rural communities
- 6% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 1.25
  - **Above** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Wheatley Library

The Merry Bells, High Street, Wheatley OX33 1XP

Key information about Wheatley library:
- Open 25.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Closed	2.00pm - 7.00pm	9.30am - 1.00pm	2.00pm - 5.00pm	9.30am - 1.00pm	9.30am - 1.00pm	Closed
		2.00pm - 5.00pm		2.00pm - 6.00pm		

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 2519 registered users
    - 1551 active users (62% of those registered)
    - 22800 visits
    - 51856 issues
        - An average of 33 issues per active user, **just above** the Oxfordshire average of 32

- Wheatley Library is located in Wheatley ward, South Oxfordshire
- Population 5133 (2010 estimates)

Age

- According to library data, the ages of active users of Wheatley library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Wheatley	**10%**	**18%**	**5%**	3%	**49%**	**15%**	1%	1551
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 22% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%
        - This places the ward as having the 14th largest proportion across the county's 136 statistical wards, and the 9th largest for a ward containing a library

- 11.5% of the ward's over-65s received some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 12% of the population were between 0-15 in 2010
  - This **below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 5% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **the same** the Oxfordshire average of 5% in May 2010
- Just over 21% of Wheatley library users who responded to the 2009 PLUS survey users reported a disability
  - This is **above** the Oxfordshire average of 18%
  - The responses were as follows:

	Wheatley	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	78%	82%
Mobility - getting around	8%	7%
Hearing	9%	6%
Eyesight	5%	4%
Using hands / fingers	2%	2%
Learning disability, e.g. dyslexia	1%	2%
Mental health problem, e.g. depression	4%	3%
Other	0%	1%
no. of respondents	226	8145
Survey response rate	83%	83%

Gender

- 72% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 2.5% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 10% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 2.5% of the ward's population are from BME backgrounds (2001 census)

- o **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Wheatley library:

	All White groups	Mixed	Asian	Black	Other
Wheatley	98%	1%	0%	0%	0%
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Wheatley	**74.9**	**0.2**	**0.4**	**0.4**	**0.5**	**0.2**	**0.3**	**16.1**	7.0
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- o Wheatley ward has **above** average proportions of Hindus, Jews, and Sikh

Deprivation

- 4% of children in the ward are in poverty (HMRC 2008)
  - o **Below** the average for the county of 10%
- 1.1% of the working age population claimed Jobseekers' Allowance in May 2010
  - o **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Wheatley library described their employment situation as follows:

		Wheatley	Oxfordshire Weighted total
Economically active	Employed in a full-time job	23%	25%
	Employed in a part-time job	17%	16%
	Self-employed full or part-time	10%	8%
	On a government supported training programme		0%
	Sub-total %	51%	50%
	no. of cases	122	4,377
Economically inactive	In full-time education at school, college or university	1%	4%
	Unemployed and available for work	4%	4%
	Permanently sick / disabled	0%	2%
	Wholly retired from work	38%	31%
	Looking after the home	5%	8%
	Doing something else		1%
	Sub-total %	49%	50%
	no. of cases	119	4,763
	Total no. of cases	264	9,945
	Survey response rate	88%	86%

- It is estimated that 25% of the ward's households lack broadband
  - **Just above** the average for the county of 23%
    - This places the ward as having the 39th largest proportion across the county's 136 statistical wards, and the 24th largest for a ward containing a library

Rural communities

- 7% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.08
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Witney Library
Welch Way, Witney OX28 6JH

Key information about Witney library:
- Open 51.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00am - 7.00pm	9.00am - 1.00pm	9.00am - 7.00pm	9.00am - 7.00pm	9.00am - 7.00pm	9.00am - 4.30pm	Closed

- Services (other than books):
  - Newspapers and magazines
  - Foreign language material
  - Audio books
  - DVDs
  - Music CDs
  - Computer and Internet access
  - Netloan
  - Information terminals
  - Local studies centre
  - Photocopier
  - Book drop

- In 2010-11, there were:
  - 14444 registered users
  - 8693 active users (60% of those registered)
  - 225200 visits
  - 270847 issues
    - An average of 26 issues per active user, **below** the Oxfordshire average of 32

- Witney Library is located in Witney South Ward, West Oxfordshire
- Population 6378 (2010 estimates)

Age

- According to library data, the ages of active users of Witney library were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Witney	**9%**	**15%**	**3%**	**3%**	**58%**	**12%**	**1%**	**8693**
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 18% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **above** as the Oxfordshire average of 17%
    - This places the ward as having the 59th largest proportion across the county's 136 statistical wards, and the 25th largest for a ward containing a library

- 11.8% of the ward's over-65s receive some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 17% of the population were between 0-15 in 2010
  - This is **the same as** the Oxfordshire average of 17% between 0-15 in 2010
- The library holds regular 'Rhyme times' and class visits for children

Disability

- 7% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **above** the Oxfordshire average of 5% in May 2010
    - This places the ward as having the 11th largest proportion across the county's 136 statistical wards, and the 6th largest for a ward containing a library
- 13% of Witney library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Witney	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**81%**	82.32%
Mobility - getting around	**6%**	6.80%
Hearing	**8%**	6.07%
Eyesight	**8%**	4.32%
Using hands / fingers	**1%**	1.86%
Learning disability, e.g. dyslexia	**0%**	1.80%
Mental health problem, e.g. depression	**2%**	2.67%
Other	**1%**	0.61%
no. of respondents	**435**	8145
Survey response rate	**83%**	82.67%

- The library hosts story sessions for adults with severe learning disabilities

Gender

- According to the 2009 PLUS survey, 65% of library users were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 5.1% of local school children have English as a second language (school census 2009)

- o This is **below** the Oxfordshire average of 7.4%
- 12% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - o **Below** the Oxfordshire average of 15%
- 2.7% of the ward's population are from BME backgrounds (2001 census)
  - o **Below** the Oxfordshire average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Witney library:

	All white groups	Mixed	Asian	Black	Other
Witney	**98%**	**0%**	**1%**	**0%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Witney	**74.7**	**0.1**	**0.2**	**0.2**	**0.1**	**0.1**	**0.2**	**17.0**	**7.4**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- The ward has **below** average proportions of minority religions

Deprivation

- 11% of children in the ward are in poverty (HMRC 2008)
  - o **Above** the average for the county of 10%
    - ▪ This places the ward as having the 38th largest proportion across the county's 136 statistical wards, and the 14th largest for a ward containing a library
- 1.9% of the working age population claimed Jobseekers' Allowance in May 2010
  - o **Above** the county rate of 1.6%
    - ▪ This places the ward as having the 34th largest proportion across the county's 136 statistical wards, and the 13th largest for a ward containing a library
- Respondents to the 2009 PLUS survey who use Witney library described their employment situation as follows:

		Witney	**Oxfordshire Weighted total**
Economically active	Employed in a full-time job	**20%**	25%
	Employed in a part-time job	**16%**	16%
	Self-employed full or part-time	**9%**	8%
	On a government supported training programme		0%
	Sub-total %	**45%**	50%
	no. of cases	**216**	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**5%**	4%
	Permanently sick / disabled	**2%**	2%
	Wholly retired from work	**36%**	31%
	Looking after the home	**10%**	8%
	Doing something else	**1%**	1%
	Sub-total %	**55%**	50%
	no. of cases	**267**	4,763
	Total no. of cases	**517**	9,945
	Survey response rate	**92%**	86%

- It is estimated that 31% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 5th largest proportion across the county's 136 statistical wards, and the 3rd largest for a ward containing a library

Rural communities

- 14% of the ward's population lack access to a car or a van (2001 census)
  - **Above** the average for Oxfordshire of 10%
    - This places the ward as having the 32nd largest proportion across the county's 136 statistical wards, and the 12th largest for a ward containing a library
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.05
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Woodcote Library
Reading Road, Woodcote RG8 0QY

Key information about Woodcote library:
- Open 17.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 7.30pm	2.00pm - 5.00pm	Closed	9.30am - 12.30pm	9.30am - 12.30pm	9.30am - 12.30pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 1804 registered users
    - 1082 active users (60% of those registered)
    - 55200 visits
    - 42936 issues
        - An average 40 issues per active user, **below** the Oxfordshire average of 32

- Woodcote Library is located in Woodcote ward, South Oxfordshire
- Population 2763 (2010 estimates)

Age

- According to library data, the ages of active users of Woodcote library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Woodcote	7%	21%	15%	3%	40%	12%	2%	**1082**
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 15% of the ward's population are over 65 (OCC population estimates, 2010)
    - This is **below** as the Oxfordshire average of 17%
- 10.5% of the ward's over-65s received some form of adult social care in March 2010
    - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 15% of the population were between 0-15 in 2010
  - This is **below** as the Oxfordshire average of 17%
- The library regularly runs class visits for children

Disability

- 3% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- Just over 13% of Woodcote library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Woodcote	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	**87%**	82%
Mobility - getting around	**5%**	7%
Hearing	**5%**	6%
Eyesight	**3%**	4%
Using hands / fingers	**2%**	2%
Learning disability, e.g. dyslexia	**2%**	2%
Mental health problem, e.g. depression	**4%**	3%
Other	**1%**	1%
no. of respondents	121	8145
Survey response rate	89%	83%

Gender

- 69% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 1% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 5% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 4% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Woodcote library:

	All White Groups	Mixed	Asian	Black	Other
Woodcote	**99%**	**1%**	**0%**	**0%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Woodcote	**77.2**	**0.2**	**0.0**	**0.3**	**0.3**	**0.1**	**0.3**	**15.9**	**5.7**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  o Woodcote has an **above** average proportion of Christians

Deprivation

- 9% of children in the ward are in poverty (HMRC 2008)
  o **Just below** the average for the county of 10%
- 1.5% of the working age population claimed Jobseekers' Allowance in May 2010
  o **Just below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Woodcote library described their employment situation as follows:

		Woodcote	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**23%**	25%
	Employed in a part-time job	**16%**	16%
	Self-employed full or part-time	**16%**	8%
	On a government supported training programme	**1%**	0%
	Sub-total %	**55%**	50%
	no. of cases	**67**	4,377
Economically inactive	In full-time education at school, college or university	**1%**	4%
	Unemployed and available for work	**4%**	4%
	Permanently sick / disabled	**2%**	2%
	Wholly retired from work	**27%**	31%
	Looking after the home	**9%**	8%
	Doing something else	**2%**	1%
	Sub-total %	**45%**	50%
	no. of cases	**54**	4,763
	Total no. of cases	**132**	9,945
	Survey response rate	**89%**	86%

- It is estimated that 23% of the ward's households lack broadband
  - **Equal to** the average for the county of 23%

Rural communities
- 4% of the ward's population lack access to a car or a van (2001 census)
  - **Below** the average of Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores -0.31
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Woodstock Library
Hensington Road, Woodstock OX20 1JQ

Key information about Woodstock library:
- Open 26.5 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1.00pm - 7.00pm	9.30am - 1.00pm	9.30am - 5.00pm	Closed	1.00pm - 7.00pm	9.30am - 1.00pm	Closed

- Services (other than books):
    - Newspapers and magazines
    - Audio books
    - DVDs
    - Computer and Internet access
    - Information terminals
    - Local studies collection
    - Photocopier
    - Book drop

- In 2010-11, there were:
    - 2224 registered users
    - 1371 active users (62% of those registered)
    - 22800 visits
    - 53371 issues
        - An average of 39 issues per active user, **above** the Oxfordshire average of 32

- Woodstock Library is located in Woodstock and Bladon ward, West Oxfordshire
- Population 3855 (2010 estimates)

Age

- According to library data, the ages of active users of Woodstock library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Woodstock	**12%**	**17%**	3%	**2%**	**49%**	**16%**	1%	1371
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 25% of the ward's population are over 65 (OCC estimates, 2010)
    - This is **above** as the Oxfordshire average of 17%
        - This places the ward as having the 6th largest proportion across the county's 136 statistical wards, and the 5th largest for a ward containing a library

- 11.9% of the ward's over-65s received some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010

Younger People
- 9% of the population were between 0-15 in 2010
  - This **below** the Oxfordshire average of 17% between 0-15 in 2010
- The library runs regular 'Rhymetimes' and class visits for children

Disability

- 3% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- Just under 17% of Woodstock library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Woodstock	Oxfordshire *(weighted for all Oxfordshire libraries)*
None / not applicable	**83%**	82%
Mobility - getting around	**8%**	7%
Hearing	**7%**	6%
Eyesight	**4%**	4%
Using hands / fingers	**1%**	2%
Learning disability, e.g. dyslexia	**1%**	2%
Mental health problem, e.g. depression	**4%**	3%
Other	**1%**	1%
no. of respondents	137	8145
Survey response rate	81%	83%

Gender

- 73% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 2.2% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%
- 9% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 1.7% of the ward's population are from BME backgrounds (2001 census)

- o **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Woodstock library:

	All White groups	Mixed	Asian	Black	Other
Woodstock	97%	1%	1%	1%	0%
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion

- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Woodstock	75.4	0.4	0.4	0.2	0.2	0.1	0.4	15.7	7.2
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

- o Woodstock has an **above** average proportion of Christians, Buddhists, and Hindus.

Deprivation

- 7% of children in the ward are in poverty (HMRC 2008)
  - o **Below** the average for the county of 10%
- 0.9% of the working age population claimed Jobseekers' Allowance in May 2010
  - o **Below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Woodstock library described their employment situation as follows:

		Woodstock	Oxfordshire Weighted total
Economically active	Employed in a full-time job	20%	25%
	Employed in a part-time job	13%	16%
	Self-employed full or part-time	14%	8%
	On a government supported training programme	1%	0%
	Sub-total %	48%	50%
	no. of cases	75	4,377
Economically inactive	In full-time education at school, college or university	1%	4%
	Unemployed and available for work	2%	4%
	Permanently sick / disabled	1%	2%
	Wholly retired from work	38%	31%
	Looking after the home	10%	8%
	Doing something else		1%
	Sub-total %	52%	50%
	no. of cases	82	4,763
	Total no. of cases	167	9,945
	Survey response rate	92%	86%

- It is estimated that 26% of the ward's households lack broadband
  - **Above** the average for the county of 23%
    - This places the ward as having the 28th largest proportion across the county's 136 statistical wards, and the 16th largest for a ward containing a library

Rural communities

- 10% of the ward's population lack access to a car or a van (2001 census)
  - **The same as** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 0.45
  - **Below** the Oxfordshire average of 0.50

Sexual orientation, Gender reassignment, Marriage & Civil Partnership, Pregnancy and maternity

- No appropriate information exists for these groups

Wychwood Library
29 High Street, Milton-Under-Wychwood OX7 6LD

Key information about Wychwood library:
- Open 20 hours a week:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00pm - 7.00pm	Closed	9.30am - 1.00pm	Closed	2.00pm - 7.00pm	9.30am - 1.00pm	Closed
		2.00pm - 5.00pm				

- Services (other than books):
  - Newspapers and magazines
  - Audio books
  - DVDs
  - Computer and Internet access
  - Information terminals
  - Local studies collection
  - Photocopier
  - Book drop

- In 2010-11, there were:
  - 1314 registered users
  - 935 active users (60% of those registered)
  - 17550 visits
  - 48125 issues
    - An average 51 issues per active user, **above** the Oxfordshire average of 32

- Wychwood Library is located in Milton-under-Wychwood ward, West Oxfordshire
- Population 2039 (2010 estimates)

Age

- According to library data, the ages of active users of Wychwood library in the period 2010-11 were as follows:

	0-4	5-11	12-14	15-17	18-59	60+	Not individual members	Total
Wychwood	**12%**	**20%**	**5%**	**2%**	**43%**	**17%**	**2%**	935
Oxfordshire	9%	16%	3%	3%	58%	11%	1%	130490

Older People
- 22% of the ward's population are over 65 (OCC population estimates, 2010)
  - This is **above** the Oxfordshire average of 17%

- This places the ward as having the 23rd largest proportion across the county's 136 statistical wards, and the 13th largest for a ward containing a library
- 7.2% of the ward's over-65s received some form of adult social care in March 2010
  - This is **below** the Oxfordshire average of 12.6% in March 2010
- Deposit collections are supplied to local care homes

Younger People
- 13% of the population were between 0-15 in 2010
  - This is **below** as the Oxfordshire average of 17%

Disability

- 4% of the ward's working population were claiming Disability Living Allowance in May 2010
  - This is **below** the Oxfordshire average of 5% in May 2010
- Just over 14% of Wychwood library users who responded to the 2009 PLUS survey users reported a disability
  - This is **below** the Oxfordshire average of 18%
  - The responses were as follows:

	Wychwood	**Oxfordshire** *(weighted for all Oxfordshire libraries)*
None / not applicable	86%	82%
Mobility - getting around	3%	7%
Hearing	8%	6%
Eyesight	4%	4%
Using hands / fingers	2%	2%
Learning disability, e.g. dyslexia	0%	2%
Mental health problem, e.g. depression	3%	3%
Other	0%	1%
no. of respondents	119	8145
Survey response rate	83%	83%

Gender

- 80% of library users who completed the 2009 PLUS survey were female
  - This is **above** the returns for the county as a whole (weighted for all libraries) of 64% of library users

Ethnicity

- 0.8% of local school children have English as a second language (school census 2009)
  - **Below** the county average of 7.4%

- 2% of local school children are from black or minority ethnic (BME) backgrounds (school census 2009)
  - **Below** the Oxfordshire average of 15%
- 0.5% of the ward's population are from BME backgrounds (2001 census)
  - **Below** the county average of 4.1%
- The 2009 PLUS survey of library users reported the following ethnic backgrounds for users of Wychwood library:

	All white groups	Mixed	Asian	Black	Other
Wychwood	**100%**	**0%**	**0%**	**0%**	**0%**
Oxfordshire *(weighted for all Oxfordshire libraries)*	86%	1%	2%	1%	0%

Religion
- According to the 2001 census, the religious make-up of the ward was as follows:

	Christian (%)	Buddhist (%)	Hindu (%)	Jewish (%)	Muslim (%)	Sikh (%)	Other (%)	No Religion (%)	People not stating religion (%)
Wychwood	**78.6**	**0.0**	**0.0**	**0.4**	**0.0**	**0.0**	**0.2**	**13.8**	**7.1**
Oxfordshire	72.9	0.3	0.3	0.3	1.3	0.1	0.3	17.2	7.3

  - Wychwood has an **above** average proportion of Christians

Deprivation
- 4% of children in the ward are in poverty (HMRC 2008)
  - **Just below** the average for the county of 10%
- 1.4% of the working age population claimed Jobseekers' Allowance in May 2010
  - **Just below** the county rate of 1.6%
- Respondents to the 2009 PLUS survey who use Wychwood library described their employment situation as follows:

		Wychwood	Oxfordshire Weighted total
Economically active	Employed in a full-time job	**17%**	25%
	Employed in a part-time job	**12%**	16%
	Self-employed full or part-time	**15%**	8%
	On a government supported training programme		0%
	Sub-total %	**44%**	50%
	no. of cases	**58**	4,377
Economically inactive	In full-time education at school, college or university	**2%**	4%
	Unemployed and available for work	**2%**	4%
	Permanently sick / disabled	**1%**	2%
	Wholly retired from work	**34%**	31%
	Looking after the home	**15%**	8%
	Doing something else	**2%**	1%
	Sub-total %	**56%**	50%
	no. of cases	**73**	4,763
	Total no. of cases	**141**	9,945
	Survey response rate	**92%**	86%

- It is estimated that 26% of the ward's households lack broadband
    - **Above** the average for the county of 23%
        - This places the ward as having the 32nd largest proportion across the county's 136 statistical wards, and the 19th largest for a ward containing a library

Rural communities
- 6% of the ward's population lack access to a car or a van (2001 census)
    - **Below** the average for Oxfordshire of 10%
- On the 2007 IMD Barriers subdomain of geographical barriers, it scores 1.7
    - **Above** the Oxfordshire average of 0.50

Library Service Consultation

Have your say on a future library service for Oxfordshire

Public Consultation

27 May – 30 September 2011

Working for you

OXFORDSHIRE COUNTY COUNCIL
www.oxfordshire.gov.uk

Introduction

When we first started thinking about the future of our library service in Autumn 2010, we did so needing to make a significant saving from the library service. At that stage the only route available to us was to withdraw funding from a significant number of our libraries.

Understandably, there was significant public concern about the withdrawal of funding from libraries and we proactively listened and engaged with communities who were worried about the impact of losing the funding for their library.

In February 2011 we learnt that we would receive additional money from central government, and this eased our financial position. On this basis we wanted to pause and ensure that we had considered possible alternatives, and that any decision we made would be evidence-based.

Our proposal is to keep all of our libraries open, with some sustained by volunteers working alongside Oxfordshire County Council staff. This is a significantly different offer from that explored in Autumn 2010 and means that all of our libraries will be kept open and will receive substantial financial support.

Under our revised proposals all libraries will:

- o Have a good book stock, public access computers and online resources
- o Be cost-effective and efficient
- o Have self-service as standard
- o Have tailored opening hours
- o Offer a broad range of supporting services tailored to the community e.g. bookclubs
- o Work closely with a community support network (e.g. Friends Groups)
- o Encourage use of library buildings as community space.

The county council and its voluntary sector partners have significant experience of working with volunteers to enhance and improve services. We want to extend this best practice to libraries, but have listened to the public who said that they would not want to volunteer without some support from library staff.

We will work with Friends Groups to develop the sustainability of some of our libraries by increasing the use of volunteers over a three-year period. We will work with each library's Friends Group to develop a sustainable business plan for individual libraries that reflects the needs and opportunities unique to that community.

This is a significantly different offer to that explored in the Autumn and we are confident that working with our communities we can deliver a library service that reflects the value that we and the people of Oxfordshire place on libraries.

The following proposals outline our vision for the library service, and what this will mean in practice.   We want you to take an active role in its future, have your say and get involved.

Current approach to the library service

Oxfordshire County Council's current approach to the library service was developed as a result of a Cultural Services fundamental service review in 2008 (Oxfordshire Libraries Strategy 2008-2018).   Significant improvements in both customer service and performance have been secured over the past 8 years (since the Best Value Review in 2002) and we are now one of the highest performing library services outside of London.

Implementation of the Libraries Strategy to date has been achieved through the council's Library Strategy Transformation Programme.   The Cabinet member for Safer and Stronger Communities sits on the Library Strategy Transformation Board, overseeing progress and development.   This work, mainly through the capital programme has resulted in the refurbishment of a number of libraries such as Thame and Watlington and the implementation of self-service in 10 libraries.

The current library service aims to: 'Support and promote strong communities, so that people may live as successfully and independently as possible… by helping to create literate, knowledgeable, informed and lively-minded individuals, who make up a literate, knowledgeable and informed society'.   We believe that this objective is still the right one.

The service provides access to books, information and knowledge, to support the recreational, cultural and educational needs of those who live, work and study in Oxfordshire.   The service at the moment consists of:

- 43 library buildings

- 7 mobile library vehicles

- Countywide collection of books

- Online services including access to the library catalogue to reserve or renew items, to library membership and to reference and information resources

- Public access computers

- Targeted work to support and increase the literacy of children and adults, digital inclusion and employability

- Management of the Rural Children's Centre Mobile (on behalf of the council's Children, Education & Families directorate)

- Management of two prison libraries (on behalf of HM Prison Service at no cost to the county council)

An audit of current services and related activities has been undertaken.

The total library service gross budget for 2011/12 is £8.720 million and its net budget is £7.930 million; 9% of the service's costs are funded by the income it generates.

How the Oxfordshire library service currently performs

When comparing against other authorities, Oxfordshire has more 'service points', more books overall and buys more stock (arguably a more generous 'offer' than most counties). The result is not surprisingly more visits to libraries and more issues per head of population (or reflecting a higher demand in Oxfordshire resulting in higher supply against the national picture). Costs are higher than the national average and income is below the national average. In particular, employee costs are higher than average, whilst property costs are relatively very low.

In terms of efficiency and value for money, it is clear that there is a wide range in the performance (in terms of volume of issues, services provided) of individual libraries. There are several ways in which their effectiveness can be compared, but the most straightforward compare input (cost or hours open) with output (visits or issues). These measures reveal a very wide range in cost-effectiveness of individual libraries.

There are a number of factors accounting for this disparity, such as the quality, accessibility and location of buildings and rent costs. Issues and visits tend to be greater in areas of higher population density, which in practice means that urban libraries tend to have higher issues and visits than rural libraries with some exceptions). For historic reasons libraries in Oxfordshire are not distributed evenly geographically, with some relatively close to each other and again this impacts on performance and value for money.

Drivers for change

Locally, we have acknowledged that times have changed since our current library network was established. Over the past few years, people have changed the ways they use our library service. At the same time, the difficult economic climate is demanding ever more effective and efficient ways of working. Meanwhile, new technologies offer opportunities to modernise, to distribute books more efficiently and to widen the scope of services provided such as access to information via the internet.

Over the next 4 years, Oxfordshire County Council has identified that it needs to find savings of £119 million a year by 2014/15 due to the reduction in the funding that it receives from central government.

The county council is determined to emerge from the difficulties arising from government grant cuts with modern, high-class services for future years - this very much includes our library service.

In March 2010, the then government issued 'The Modernisation Review of Public Libraries' policy statement. This brought a new focus for potential areas of library development including:

- 'Operating services with limited public resource'

- 'Becoming a 24/7 service'

- 'Maximising digitisation opportunities'

- 'Enabling libraries to demonstrate to citizens, commentators and politicians that they are still relevant and vital'.

More recently, Ed Vaizey, Minister for Culture, has set out a national vision of libraries as 'facilitators of a national passion for reading; supporting literacy and providing places where anyone can go to access information and entertainment, go online and find out about public services and citizenship'.

Most importantly we have listened to the people of Oxfordshire, who have written to us in their hundreds and who have come to meet with us, to tell us what they want from their library service.

Minimum requirements of a library service

The Public Libraries and Museums Act 1964 places a statutory duty on Oxfordshire County Council to provide an 'efficient and comprehensive' library service. The Act outlines 4 key areas that a comprehensive library service must deliver:

- Securing and keeping a wide range of free resources, including books and other printed matter, sound recordings, films and other materials, to browse and borrow in sufficient number, range and quality
- Meet the general requirements (and any special requirements) of both adults and children living, working or studying in the local area
- Free independent information and advice
- Encouraging the use and participation of the service, for example, through clear and easy ways to join, access, shape and influence the service.

The precise scope and size of the service is not specified and the legislation does not set specific minimum service standards.

The most recent challenge to a library authority under the legislation (Wirral Inquiry 2009) indicated that to ensure it meets the general duty, an authority should identify the specific and local needs of adults, children, young people of all ages and demonstrate that having done so, it provides services to meet these needs in the best way possible, with the resources available.

What the public (both users and non-users) want from a library service is an important consideration. A research report conducted by MORI on behalf of the Museum and Library Archives ('What do the public want from libraries') conducted in November 2010, highlighted a number of important features to note. The research highlighted that the public value:

- A good book offer

- A pleasant (library) environment

- Friendly and knowledgeable staff.

The study also found that the public see libraries' core purpose as:

- Reading

- Learning (particularly children's education)

- Finding information.

The research also suggested that libraries could successfully broaden their appeal to non-users by:

- Providing some unique services beyond the core offer (activities, crafts, genealogy, learning)

- Communicating more proactively with both users and non-users about what they offer.

Analysis of Oxfordshire library service requirements

With the legal and customer requirements in mind, a zero-based quantitative analysis of library requirements was undertaken based on where people live, work, study and shop. The results of this analysis were used to shape and assess the proposals to develop the library service.

 In addition to the zero-based analysis, the following information was also considered:

- Our current strategic approach to the library service (as set in 2008 and as revised in the Business Strategy December 2010)

- An audit of the current library service and activities

- Comparisons against other authorities

- Customer feedback (Children's Plus Survey October 2010; Public Library Users Survey October 2009 and feedback received from the council's library announcement 26 November 2010)

- Existing demand from current users

- Opening hours

- Timetable, location and duration of stops of the mobile libraries

- Use of technology

- National studies and reports, including:

  - Museum Libraries and Archives (MLA) MORI national research 'What do the public want from libraries' November 2010

  - Department for Culture, Media and Sport (DCMS) 'Modernisation review of public libraries' March 2010

  - DCMS Local Inquiry into the Public Library Service Provided by Wirral Metropolitan Borough Council

- Dialogue with the MLA regarding our current service, review methodology and proposed changes

- Capacity to innovate and make service enhancements.

An initial Service and Community Impact Assessment has also been undertaken (and revised) as part of this process.

Our findings

We carried out a zero-based quantitative analysis for the library service. By this, we simply mean that we tried to think about the criteria we would use for the service as if we were starting entirely from scratch – and then applied these criteria to our current network.

The criteria we used were these: ideal libraries would be located in the areas where the most people already (1) lived, (2) worked, (3) studied, (4) shopped (5) travelled. For each existing library site, we drew a circle around a half-mile radius, and looked for how many people lived, worked, studied or shopped in that area and how accessible the site was by public transport.

The analysis enabled us to give each library a score from 1 to 100 according to its potential usage.

This analysis was then sense checked to see if the results would significantly vary if we:

- o Changed the criteria to a mile
- o Tested it against current usage
- o Took out shopping
- o Ranked the values 1 to 43 rather than scaled them from 1 to 100.

This did not materially change our results.

The libraries fell into 5 groups, each group sharing similar scores and characteristics.

To assess which libraries form part of our 'comprehensive and efficient service' (our legal duty) we then tested the cumulative impact of removing each group(s) of libraries from our network.

We consider that the removal of groups 1 or 2 would have a significant impact on the comprehensiveness of our service. The libraries in groups 1 and 2 currently account for 82% of all issues, 88% of visits and 84% of users. The removal of either one of these groups would have a significant impact upon the service.

We consider that the removal of groups 4 and 5 would have a minimal impact upon the comprehensiveness of our service. The libraries in groups 4 and 5 currently account for 13% of issues, 8 % of visits and 10% of users. The removal of either one or both of these groups would not have a significant impact upon the comprehensiveness of our service.

We consider that the removal of group 3 would have a low impact on the comprehensiveness of our service. The libraries in group 3 currently account for 6% of issues, 4 % of visits and 5% of users. The removal of this group would not have a significant impact on the comprehensiveness of our service; however, it is worth noting that these libraries have a greater potential number of users than those in groups 4 and 5, and this is a challenge that we need to work with communities to address.

As a final stage we checked that groups with specific needs would not be adversely affected by our proposals. The service has strong targeted support for older people, for people with disabilities and for children. The service meets the needs of deprived communities through core library provision, so it was essential that all areas of deprivation had a library in them. When tested all of the areas of deprivation fell into either groups 1 or 2 with the exception of Berinsfield. The needs of deprived

communities must be met through our core service and so for this reason Berinsfield is included in our core offer.

The goal of this quantitative exercise was to provide an equitable and transparent way to think about our library service. By taking this analysis and sense-checking against other methodologies, the data supports, and gives evidence, for the proposed vision for the service.

Our proposal

When we first started thinking about the future of our library service in Autumn 2010, we did so needing to make a significant saving from the library service.   At that stage the only route available to us was to withdraw funding from a significant number of our libraries.

Understandably, there was significant public concern about the withdrawal of funding from libraries and we proactively listened and engaged with communities who were worried about the impact of losing the funding for their library.

In February 2011 we learnt that we would receive additional money from central government, and this eased our financial position. On this basis we wanted to pause and ensure that we had considered all possible alternatives, and that any decision we made would be evidence-based.

We have challenged the way we currently run our library service to ensure we deliver a cost-effective, high-quality service that is fit for the 21st century.

We are proposing to:

- Rationalise our management support

- Expand the use of volunteers

- Assess our current procurement arrangements

- Continue to exploit existing and new opportunities to generate income

- Work collaboratively with other service providers such as Oxford University, voluntary and community organisations

- Work collaboratively with private sector developers and businesses to address changes in future population

- Continue to work with other library authorities to ensure that we benefit from best practice and opportunities to review and develop services.

This is a significantly different offer from that explored in Autumn 2011. Under our revised proposals all libraries will remain open and will:

- Have a good book stock, public access computers and online resources

- Be cost-effective and efficient

- Have self-service as standard

- Have tailored opening hours

- Offer a broad range of supporting services tailored to the community e.g. bookclubs

- Work closely with a community support network (e.g. Friends Group)

- Encourage use of library buildings as community space.

We will fully fund and resource all of the libraries that form part of our comprehensive and efficient library service. These core libraries are:

Abingdon, Banbury, Berinsfield, Bicester, Blackbird Leys, Botley, Carterton, Chipping Norton, Cowley, Didcot, Eynsham, Headington, Henley, Kidlington, Littlemore, Neithrop, Oxford Central, Summertown, Thame, Wallingford, Wantage and Witney

For those libraries which fall into groups 3, 4 and 5 we would propose to provide a fully supported infrastructure (building, ICT, book stock and the installation of self-service).   We will also work with each library to establish a Friends Group to enable us to shift the balance of staffing in these libraries towards volunteers over a three-year period

For group 3, this would mean one third volunteers and two thirds paid staff.

These community plus libraries are:

Chinnor, Faringdon, Grove, Wheatley and Woodstock

For groups 4 and 5 this would mean two thirds volunteers and one third paid staff.

These libraries are:

Adderbury, Bampton, Benson, Burford, Charlbury, Deddington, Goring, Hook Norton, Kennington, North Leigh, Old Marston, Sonning Common, Stonesfield, Watlington, Woodcote and Wychwood.

There are some libraries in all five groups where we know there are opportunities to use the buildings in a different way and to work with the community and other

partners in a more effective way. We are committed to exploring these opportunities in all of our libraries.

As part of our comprehensive and efficient library service we will continue to provide services to groups and people who may struggle to get to a library such as young people and their parents or carers, older people and those with disabilities. We will provide tailored support that best meets the needs of these groups by:

- Ensuring the cost-effective and efficient use of our mobile library service

- Developing and extending our home library service for those with limited mobility

- Developing and extending our current book deposit scheme to allow us to provide access in areas where there is currently no service.

Future service enhancements – our aspirations

We want to make sure that this valuable service is sustainable – one that is relevant and available to future generations. We will continue to challenge the way that the service is delivered to ensure it is fit for the 21st Century. In particular, we will continue to explore opportunities to further improve and extend the service by:

- investigating the provision of free WiFi across the network

- re-designing our website to make sure people can easily access the library service online

- facilitating direct communication with the public and library customers through social media

- delivering eBook and eAudio downloads via our website

- incorporating complementary services (such as coffee shops) into our library buildings

- develop the use of our libraries as community resources

- working collaboratively with community groups and other service providers to target hard to reach groups, e.g. locating and resourcing the library service in other ways, using other community buildings (such as Children's Centre, Adult Learning Centres, Early Intervention Hubs) where people already access services.

Future County Libraries

- Core libraries
- Community Plus libraries
- Community libraries

Neithrop
Banbury
Hook Norton
Adderbury
Deddington
Charlbury
Chipping Norton
Stonesfield
Bicester
Wychwood
Woodstock
Kidlington
Summertown
Burford
Old Marston
North Leigh
Headington
Thame
Wheatley
Chinnor
Witney
Eynsham
Carterton
Botley
Cowley
Bampton
Oxford Central
Littlemore
Kennington
Blackbird Leys
Berinsfield
Watlington
Benson
Faringdon
Wallingford
Grove
Abingdon
Didcot
Wantage
Goring
Woodcote
Henley
Sonning Common

How to have your say

The consultation will run for 4 months and close on 30 September 2011.

You can have your say by:

- Completing the online feedback form on the county council website (http://www.oxfordshire.gov.uk/libraryserviceconsultation)

- Sending back the FREEPOST feedback form at the back of this consultation document

- Coming along to a library service consultation event.

What happens next?

All consultation responses and other feedback (e.g. notes of the consultation events) received by the closing date of 30 September 2011 will be collated and analysed.

The results of the consultation will be reported to Cabinet in late Autumn 2011. In light of all the evidence Cabinet will decide whether or not to take the proposal forward. If agreed, implementation would start from April 2012.

Supporting information

We have created a series of new pages on the county council website to support this library service consultation. These pages contain a wide range of information that may help you to consider your response such our detailed report on how we carried out our zero-based analysis, profiles of individual libraries and links to national policies and reports. To view this information go to http://www.oxfordshire.gov.uk/libraryserviceconsultation

Contact us

For help with taking part in this consultation or for further information:

Telephone: 01865 792 422

Email: libraryserviceconsultation@oxfordshire.gov.uk

Website: http://www.oxfordshire.gov.uk/libraryserviceconsultation

FEEDBACK FORM – Please use this form to have your say

1. Do you use the Oxfordshire library service?
(Please tick ✓ ONE box only)

❑   Yes

❑   No, but have done in the past

❑   No

2. If so, which libraries do you use?
(Please tick ✓ ALL that apply)

❑	Abingdon	❑	Headington
❑	Adderbury	❑	Henley
❑	Bampton	❑	Hook Norton
❑	Banbury	❑	Kennington
❑	Benson	❑	Kidlington
❑	Berinsfield	❑	Littlemore
❑	Bicester	❑	Neithrop
❑	Blackbird Leys	❑	North Leigh
❑	Botley	❑	Old Marston
❑	Burford	❑	Sonning Common
❑	Carterton	❑	Stonesfield
❑	Central (Oxford)	❑	Summertown
❑	Charlbury	❑	Thame
❑	Chinnor	❑	Wallingford
❑	Chipping Norton	❑	Wantage
❑	Cowley	❑	Watlington
❑	Deddington	❑	Wheatley
❑	Didcot	❑	Witney
❑	Eynsham	❑	Woodcote
❑	Faringdon	❑	Woodstock
❑	Goring	❑	Wychwood
❑	Grove	❑	Mobile Library Service

3. **What is your postcode?**

----

4. **What are your views on the council's overall wish to keep all libraries in Oxfordshire open?**
   (Please tick ✓ ONE box only)

Agree	Neutral	Disagree	Don't know
☐	☐	☐	☐

   Comments:

   ----

5. **What are your views on the council's proposal for a future library service as described in this document?**
   (Please tick ✓ ONE box only)

Agree	Neutral	Disagree	Don't know
☐	☐	☐	☐

   Comments:

   ----

6. **Do you have an alternative proposal for the Oxfordshire Library Service?**
   (Please tick ✓ ONE box only)

Yes	No
☐	☐

   Details:

   ----

7. **Do you have any others comments you would like to make about your library or the council's proposals for a future library service?**

----

8. **Would you be interested in volunteering at one of Oxfordshire's libraries?**
   (Please tick ✓ ONE box only)

   ❑ Yes (please specify where)
   _____

   ❑ No

   ❑ Not sure

9. **Would you be interested in joining a library Friends Group?**
   (Please tick ✓ ONE box only)

   ❑ Yes (please specify where)
   _____

   ❑ No

   ❑ Not sure

10. **Which of the following best describes you?**
    (Please tick ✓ ONE box and specify as appropriate)

    ❑ Library service customer

    ❑ Friend, relative or carer of a library customer

    ❑ Resident, with a library in your community

☐   Councillor

☐   Representative of a school (please specify)
_____

☐   Representative of a group or organisation (please specify)
_____

☐   Representative of a business (please specify)
_____

☐   Other (please specify)
_____

About You

It would be helpful to know a bit about you so we can check whether views differ across the communities we serve.

11.   **What is your age?**
(Please tick ✓ ONE box only)

Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75+	Prefer not to say
☐	☐	☐	☐	☐	☐	☐	☐	☐

12.   **Are you male or female?**
(Please tick ✓ ONE box only)

☐ Male   ☐ Female   ☐ Prefer not to say

13.   **Do you have any long-standing illness, disability or infirmity?**

(By a long-standing illness we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time)

(Please tick ✓ ONE box only)

☐ Yes   ☐ No   ☐ Prefer not to say

14. **To which of these groups do you consider you belong?**
(Please tick ✓ ONE box only)

A. **White**

❑ British

❑ Irish

❑ Any other White background (Please tick ✓ box and specify below)

B. **Black or Black British**

❑ Caribbean

❑ African

❑ Any other Black background (Please tick ✓ box and specify below)

C. **Mixed**

❑ White and Black Caribbean

❑ White and Black African

❑ White and Asian

❑ Any other Mixed background (Please tick ✓ box and specify below)

D. **Asian or Asian British**

❑ Indian

❑ Pakistani

❑ Bangladeshi

❑ Any other Asian background (Please tick ✓ box and specify below)

E. **Chinese and other ethnic groups**

❑ Chinese ❑ Other (Please tick ✓ box and specify below)

❑ Prefer not to say

Your contact details

If you have indicated that you would be interested in volunteering or joining a library Friends Group and want to be contacted, please add your details below.

Please be assured that we will hold your details in compliance with the Data Protection Act. In addition, to maintain your confidentiality we will also store this information separately from your consultation response.

Name _____

Email _____

Telephone_____

Thank you for taking the time to complete this questionnaire. Please return your form to:

LIBRARY SERVICE CONSULTATION
FREEPOST OXFORDSHIRE COUNTY COUNCIL

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Oxfordshire County Council Libraries: Quantitative Analysis of Service Requirements

May 2011

Contents

1.0   Introduction and Purpose

This paper provides an evidence base for decisions around the future shape and scale of Oxfordshire's Library Service. We began from a zero-base, identifying a set of robust and reasonable criteria by which to measure and compare the requirements for a future library service across Oxfordshire. We assessed the relative strengths of the current library service against these criteria, and undertook a series of sense checks on the criteria themselves – highlighting where we thought a library might be of particular importance to groups of people with specific library requirements. We then grouped libraries based on common 'scoring' characteristics. Finally, based on the groups identified, we proposed and tested a number of different configurations of the service. A summary of findings can be found on page 46.

Of course, assessing a library service isn't – and shouldn't be – an exact science. Nonetheless, the goal here was to produce a quantitative analysis that was reasonable, equitable, and as transparent as possible, which could ultimately provide a strong evidence base for strategic decision making within the current financial constraints of the service. It should be understood and interpreted in consideration with the more nuanced views of library users, staff, and other key stakeholders.

2.0 Assessing library requirements

<u>Step 1</u>

Before deciding on what would equate to a set of meaningful, measurable criteria, we first considered our legal duties in providing a library service, as set out in the Public Libraries and Museums Act of 1964. This states that:

> o *"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"*

The statute leaves the definition of a "comprehensive and efficient service" somewhat open to interpretation. The Wirral Report, produced following a public inquiry on the instruction of the Secretary of State for Culture Media and Sport in September 2009, gives further direction on how this should be understood, stating that:

> o *"a comprehensive and efficient service is one that is based on local needs"*

The Museums Libraries and Archives Council (MLA) have highlighted the fact that there is a tension between the terms comprehensive and efficient; that is, that widespread coverage must be balanced against the need to run a cost effective service – although comprehensive, it would not be efficient, for example, to have a library in every single village. We therefore had to determine what could contribute to greater or lesser 'local need' for a library service, and develop a method to assess the relative potential of our library sites to meet these needs.

In deciding this, we looked at what people said they wanted from their library service – focusing particularly on a large-scale survey carried out by the MLA in November of 2010. This survey emphasises the importance of where people live and work as to whether or not they use a library service. Respondents also mentioned that they would be more likely to use a library service if it was located in an area which they regularly visit.

With this in mind, we said that the physical part of any library service (that is, the actual library buildings) should match, as closely as possible, areas in the County where people already *are* or where they already regularly *go*. In the absence of detailed information on the day to day movements of individuals, we thought it would be possible to identify a number of indicative measures which could paint a useful picture.

We determined that, all else being equal, the most appropriate areas for library sites would be those places where the highest numbers of people already either live, work or study (these being areas where

people already *are* on a daily basis), and areas where people regularly shop for convenience goods (a robust indicator of where people regularly *go*). As a further measure of people's regular patterns of movement we also decided to assess libraries on their accessibility by public transport.

- This gave us five key criteria with which to assess our library service:

  - Live
  - Work
  - Study
  - Shop
  - Public Transport Accessibility

Step 2

Having identified our key criteria to determine local need, we created a set of maps of the County plotting on the relative known proportions of these measures. These maps showed us, at the macro level, where people lived, where they went to work, where they liked to shop, and where their schools, colleges and universities were (see **fig. 1** for 'live' and **fig. 2** for 'work,' 'shop' and 'study')

To start thinking about library locations on this basis, we then overlaid a map of our existing library network (see **fig. 3** for the network on top of where people 'live' and **fig. 4** for the network with where they 'work,' 'shop' and 'study').

- From these maps it was immediately evident that the locations of libraries within our current network overlaid the countywide centres of population, employment, education and shopping to widely varying degrees.
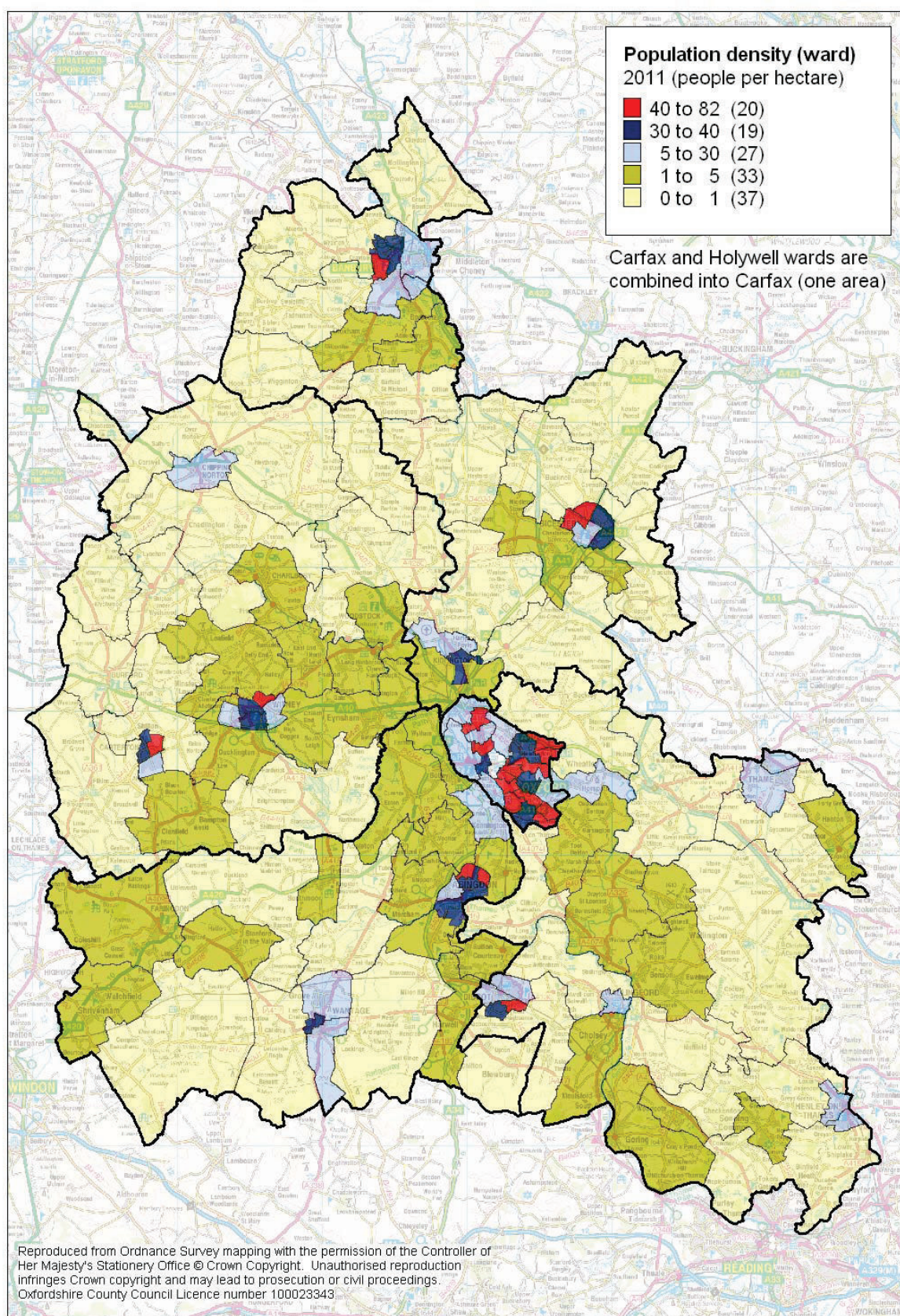
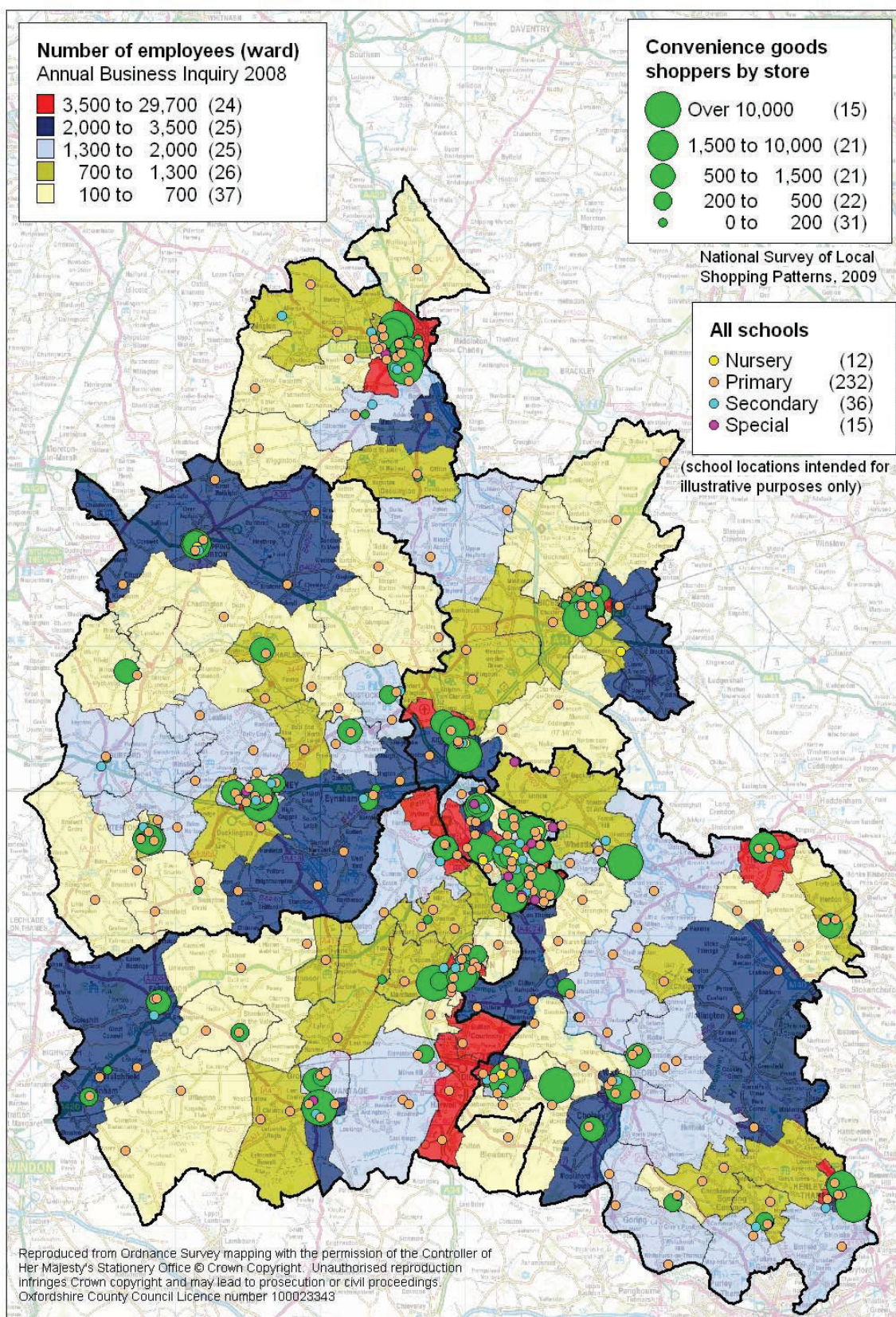Figure 1: map of where people live in Oxfordshire

Number of employees (ward)
Annual Business Inquiry 2008

- 3,500 to 29,700 (24)
- 2,000 to 3,500 (25)
- 1,300 to 2,000 (25)
- 700 to 1,300 (26)
- 100 to 700 (37)

Convenience goods shoppers by store

- Over 10,000 (15)
- 1,500 to 10,000 (21)
- 500 to 1,500 (21)
- 200 to 500 (22)
- 0 to 200 (31)

National Survey of Local
Shopping Patterns, 2009

All schools

- Nursery (12)
- Primary (232)
- Secondary (36)
- Special (15)

(school locations intended for
illustrative purposes only)

Reproduced from Ordnance Survey mapping with the permission of the Controller of
Her Majesty's Stationery Office © Crown Copyright. Unauthorised reproduction
infringes Crown copyright and may lead to prosecution or civil proceedings.
Oxfordshire County Council Licence number 100023343

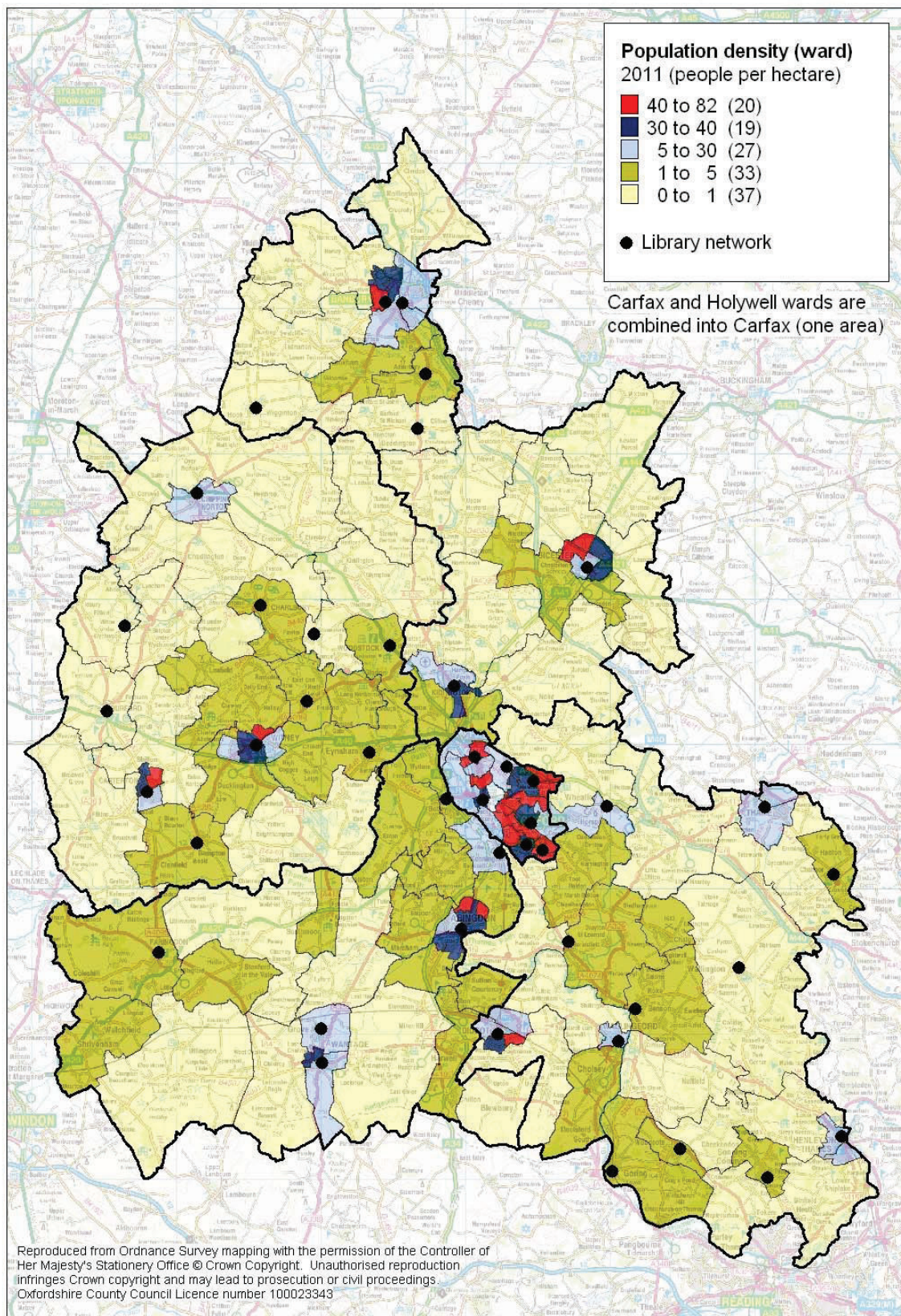**Figure 2**: map of where people work, shop and study in Oxfordshire

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Figure 3: map of where people live in Oxfordshire, overlaid with the locations of existing libraries
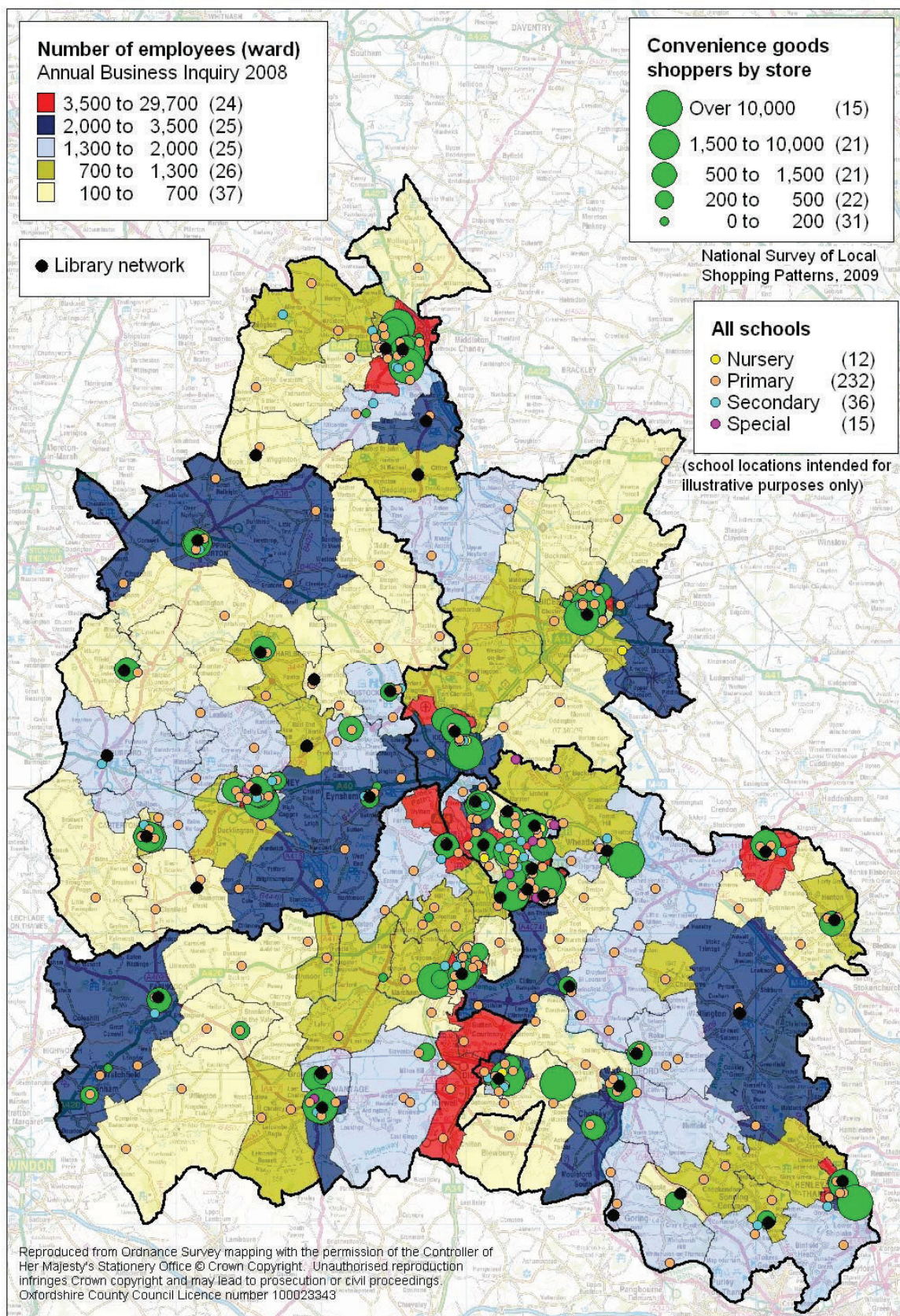
Figure 4: map of where people work, shop and study in Oxfordshire, overall with the locations of existing libraries

2.3   Step 3

To assess each library against our criteria of 'live,' 'work,' 'shop,' 'study' and 'public transport accessibility' in more detail, we then went back to every existing library location and looked at how many people were doing one of these activities within a given distance of each one.

This 'given distance' required us to judge how close a library would need to be to a shop, to make it easy to visit them both on one trip. We took a half of one mile to be a reasonable, short walking distance for an able-bodied adult, and therefore the maximum distance that we would ideally leave between the library location and the residence, school or shop.

It is true that many people travel much further than half a mile from their home to access a library. However, we felt that using a half mile radius gave a reasonable indication of the relative density of population in the area around a library. The measure does not show all people who *might,* or currently *do,* use a library but allows for fair comparisons between the relative potential of library sites, whether they currently cater for a broad or narrow catchment of people.

We therefore gathered data on the numbers of people who lived[1], worked[2], regularly shopped[3], or studied[4] within a half-mile of each location, and put each of these together in a table from highest to lowest. Because the density of population is so much higher in the city of Oxford, we created a separate table for sites in the city. This prevented locations within Oxford skewing the scale heavily against rural sites (see **tables 1, 2, 3 and 4** for each of these in turn).

We created a further table by calculating each library's Public Transport Accessibility Level (PTAL[5]) and ranking them in order from highest to lowest (see **table 5**). The accessibility index created for each site takes into account the number of train stations and bus stops within a given distance, the number of different transport services, the frequency of each service, and the distance of the bus stop or train station from the site. It therefore gives a strong indication of the relative density of public transport in the area around a 'point of interest'.

To allow for fair comparisons across the different criteria (live, work, study, shop, transport) the actual numbers were plotted onto an index from 0 to 100[6].

[1] Population figures are estimates based on MOSAIC postcode profiling.
[2] Employee data comes from the 2008 Annual Business Enquiry.
[3] Shopping data comes from the 2009 National Survey of Local Shopping Patterns (2008 convenience goods).
[4] School pupil data was produced by Oxfordshire County Council from 2010/11 school rolls.
[5] PTAL – a method developed by Transport for London. For further information visit: http://data.london.gov.uk/documents/PTAL-methodology.pdf
[6] The indices were created by calculating the range of values across the table and dividing this value by 100 to create a 'denominator'. We then took the each library's score, subtracted the minimum value in the table (to ensure that the index started at 0), and divided the resulting value by the denominator. This gave an indexed score which retained it's proportionality to the other numbers in the table.

This preserved the relative proportions of the values within each table and allowed us to prescribe equal weighting to each criterion when aggregating the scores.

We worked out one overall figure for each location by adding together each library's indexed scores for each criterion. This aggregate score was then itself placed on an index from 0 to 100 to allow clearer comparisons to be made – and a final overall table was drawn up (see **table 6**)

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Library	Population	Index
Neithrop	9884	100
Kidlington	8588	85
Banbury	7227	69
Carterton	7135	68
Didcot	6955	66
Grove	6844	64
Witney	6635	62
Wantage	6307	58
Abingdon	6113	56
Wallingford	5992	54
Thame	5524	49
Chinnor	5180	45
Chipping Norton	4536	37
Henley	4502	37
Faringdon	4396	35
Eynsham	4126	32
Bicester	4098	32
Sonning Common	3723	28
Wheatley	3460	24
Botley	3302	23
Kennington	3087	20
Berinsfield	3010	19
Woodstock	2903	18
Charlbury	2648	15
Benson	2580	14
Watlington	2540	14
Bampton	2321	11
Woodcote	2249	10
Goring	1860	6
Hook Norton	1751	4
Deddington	1704	4
Wychwood	1613	3
Adderbury	1568	2
North Leigh	1515	2
Burford	1453	1
Stonesfield	1379	0

Library	Population	Index
Blackbird Leys	11204	100
Central	8961	65
Cowley	8918	64
Littlemore	8170	52
Summertown	7692	44
Headington	7454	41
Old Marston	4881	0

Table 1: numbers of people living with a half-mile of each library, split by County and City, and giving both absolute numbers and 0 to 100 index.

Library	Employment	Index
Banbury	3288	100
Abingdon	2712	82
Witney	2318	70
Didcot	1785	53
Wantage	1777	53
Bicester	1776	53
Wallingford	1475	43
Henley	1467	43
Thame	1330	39
Kidlington	1168	34
Botley	980	28
Woodstock	972	27
Chipping Norton	893	25
Neithrop	863	24
Eynsham	680	18
Faringdon	524	13
Carterton	520	13
Burford	438	11
Hook Norton	412	10
Sonning Common	386	9
Woodcote	348	8
Goring	326	7
North Leigh	255	5
Grove	250	5
Chinnor	238	4
Wheatley	224	4
Deddington	186	3
Charlbury	179	2
Watlington	172	2
Berinsfield	156	2
Bampton	156	2
Adderbury	148	2
Wychwood	136	1
Benson	134	1
Kennington	128	1
Stonesfield	100	0

Library	Employment	Index
Central	21707	100
Headington	7965	36
Cowley	2272	9
Summertown	1795	7
Blackbird Leys	735	2
Littlemore	712	2
Old Marston	316	0

Table 2: numbers of people employed with a half-mile of each library giving both absolute numbers and index from 0 to 100.

Library	Schools	Index
Didcot	3291	100
Wantage	2256	69
Bicester	2040	62
Witney	1865	57
Wallingford	1667	51
Chipping Norton	1573	48
Abingdon	1444	44
Carterton	1380	42
Eynsham	1363	41
Woodstock	1300	40
Burford	1254	38
Thame	1046	32
Watlington	920	28
Woodcote	733	22
Neithrop	724	22
Banbury	638	19
Chinnor	493	15
Faringdon	488	15
Kidlington	478	15
Grove	453	14
Wheatley	429	13
Sonning Common	418	13
Henley	417	13
Botley	328	10
Kennington	303	9
Berinsfield	264	8
Hook Norton	236	7
Adderbury	227	7
Benson	222	7
Deddington	199	6
Charlbury	198	6
Stonesfield	160	5
North Leigh	147	4
Bampton	137	4
Goring	0	0
Wychwood	0	0

Library	Schools	Index
Littlemore	1873	100
Summertown	1859	99
Blackbird Leys	1491	76
Headington	737	29
Cowley	698	26
Old Marston	680	25
Central	282	0

Table 3: numbers of pupils enrolled in schools within a half-mile of each library, giving both absolute numbers and index from 0 to 100.

Library	Shopping	Index
Bicester	29101	100
Didcot	24392	84
Wantage	19278	66
Banbury	16545	57
Abingdon	13363	46
Witney	9103	31
Carterton	6269	22
Kidlington	6069	21
Thame	6043	21
Wallingford	5693	20
Henley	3444	12
Chipping Norton	3064	11
Botley	1923	7
Grove	1288	4
Charlbury	829	3
Faringdon	752	3
Benson	702	2
Chinnor	522	2
Wychwood	512	2
Eynsham	418	1
Woodstock	350	1
Sonning Common	298	1
Woodcote	216	1
Berinsfield	208	1
Bampton	183	1
Wheatley	136	0
Burford	123	0
Kennington	115	0
Neithrop	110	0
Deddington	66	0
Watlington	62	0
Hook Norton	0	0
Goring	0	0
North Leigh	0	0
Adderbury	0	0
Stonesfield	0	0

Library	Shopping	Index
Headington	7928	100
Central	4428	56
Cowley	3721	47
Summertown	3710	47
Old Marston	922	12
Blackbird Leys	0	0
Littlemore	0	0

Table 4: numbers of reported shoppers with a half-mile of each library, giving both absolute numbers and index from 0 to 100.

Library	PTAL	Index
Banbury	11.3	100
Kidlington	9.6	85
Abingdon	7.4	63
Botley	6.8	58
Witney	6.8	58
Didcot	5.3	44
Bicester	5.2	43
Wheatley	4.6	37
Neithrop	4.2	34
Henley	3.9	30
Wantage	3.9	30
Wallingford	3.6	28
Eynsham	3.3	25
Carterton	2.9	21
Thame	2.6	18
Woodstock	2.5	18
Kennington	2.5	18
Grove	2.4	17
Faringdon	2.4	17
Chipping Norton	2.3	15
Berinsfield	2.2	15
Charlbury	2.0	13
Benson	1.8	11
Goring	1.8	11
Sonning Common	1.6	9
Woodcote	1.3	6
North Leigh	1.3	6
Bampton	1.3	6
Watlington	1.1	4
Hook Norton	0.9	3
Deddington	0.9	3
Wychwood	0.9	3
Adderbury	0.9	2
Stonesfield	0.9	2
Chinnor	0.8	2
Burford	0.6	0

Library	PTAL	Index
Central	48.0	100
Summertown	15.1	25
Cowley	10.6	15
Headington	9.3	12
Blackbird Leys	7.9	9
Old Marston	5.7	4
Littlemore	3.9	0

Table 5: Public Transport Accessibility Level (PTAL) score for each library site, giving both absolute numbers and index from 0 to 100.

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Library	Aggregate Score	100 point scale
Didcot	346	100
Banbury	345	100
Abingdon	291	84
Bicester	289	83
Witney	277	80
Wantage	276	79
Kidlington	238	68
Wallingford	196	56
Neithrop	180	51
Carterton	166	47
Thame	158	45
Chipping Norton	136	38
Henley	135	38
Botley	124	35
Eynsham	119	33
Grove	104	29
Woodstock	104	29
Faringdon	83	22
Wheatley	79	21
Chinnor	68	18
Sonning Common	59	15
Burford	50	13
Watlington	48	12
Kennington	48	12
Woodcote	47	12
Berinsfield	44	11
Charlbury	39	10
Benson	35	8
Hook Norton	24	5
Bampton	24	5
Goring	24	5
North Leigh	17	3
Deddington	16	3
Adderbury	13	2
Wychwood	8	0
Stonesfield	7	0

Library	Total	Potential
Central	320	100
Summertown	223	65
Headington	217	63
Blackbird Leys	187	52
Cowley	161	43
Littlemore	154	40
Old Marston	41	0

Table 6: Aggregate scores for each library, giving total sum of relative 0-100 scores from tables 1 to 5, and overall index from 0 to 100

2.2 Step 4

To check the validity of Table 6, we decided to change some of the parameters, to see if this arrangement nonetheless held up.

First we looked how our table compared with the current levels of use in libraries. We gathered data on all issues of books and other media at each location for the previous year, and arranged the libraries in order. We then checked whether the position of each library had altered compared to Table 6 (See Table 7).

- The main differences, when we did this, were that Wychwood and Goring ranked higher they did in table 6, whereas Neithrop, Grove and Burford ranked much lower. Among city libraries, Cowley ranked higher and Blackbird Leys ranked lower compared with Table 6.

For a second check, we considered the validity of the half mile measure by changing the radius to a whole mile, recalculating the scores, and again comparing the new positions to those in Table 6 (see Table 8).

- The main difference, here, were that Neithrop and Kennington ranked significantly higher when a 1 mile radius was used. Chinnor, by contrast, ranked significantly lower. Within the city, Cowley and Littlemore ranked significantly higher using a 1 mile radius, while Summertown ranked lower.

Third, we wanted to check that the 100-point scale used in Step 3 wasn't distorting the picture. To check this, we instead used a straightforward ranking for each criterion (from 1 to 7 for city libraries, and 1 to 36 for other libraries). These figures were added together to give a total score for each library, and the resulting positions were compared with those in Table 6 (see Table 9).

- In fact, there were few significant differences in the final ranking whether the values were arranged on our 100 point scale, or simply ranked from 1 to 43 then aggregated – with no movement greater than 4 in either direction.

We then looked at the scores if we removed the shopping criterion from our calculations. Final scores were recalculated and the positions were compared to those in table 6 (see Table 12).

- This made very little difference to the overall positions of libraries in our table. 25 libraries maintained their current position, two libraries fell by 3 places, while the rest moved either 1 or 2 places either way.

Finally, we wanted to check whether our table was likely to disadvantage any groups of people – particularly those who may require a more targeted service.

To do this, we gathered a long series of ward-level statistics to see where there were, for instance, more older people or children, more people out of work or without their own car, more children living in poverty or who had particular educational needs, more people from black or minority ethnic groups, or more people receiving disability support allowance. In addition to socioeconomic indicators we added a measure of the predicted ward level population growth, which allowed a check on the longevity of any proposals.

However, these measures are complex and diverse – and not at all well suited to the kinds of aggregation and 'ranking' that we had used for our other measures.

Instead of creating a single or aggregated new table, therefore, we created a series of tables – one for each measure. We took the top 20% of wards from each list, and checked whether or not there was a library in each. We then put all of these libraries together, and arranged them by specific indicator (see **Table 11**).

This gave us a wide-ranging and comprehensive sense of which libraries were likely to be serving particularly acute needs, which we could then carry over into the final analysis.

- The overall objective of these sense-checks was two-fold:

  - First, the relatively small amount and degree of change between tables gave some reassurance that the measures we were using were reasonably fair and robust, and they were not biasing the analysis in any particular direction.
  - Second, they gave us a new set of measures to inform the broader strategy, and another way of checking our final proposals.

	Library	Usage rank (issues of books and other media 2009/10)	Change in position against table 6
Excluding Oxford	Abingdon	1	2
	Witney	2	3
	Banbury	3	-1
	Didcot	4	-3
	Bicester	5	-1
	Wantage	6	0
	Kidlington	7	0
	Henley	8	5
	Thame	9	2
	Carterton	10	0
	Wallingford	11	-3
	Botley	12	2
	Chipping Norton	13	-1
	Woodstock	14	3
	Faringdon	15	3
	Wheatley	16	3
	Goring	17	14
	Eynsham	18	-3
	Chinnor	19	1
	Sonning Common	20	1
	Benson	21	7
	Woodcote	22	3
	Neithrop	23	-14
	Wychwood	24	11
	Deddington	25	8
	Watlington	26	-3
	Grove	27	-11
	Berinsfield	28	-2
	Kennington	29	-5
	Adderbury	30	4
	Charlbury	31	-4
	Burford	32	-10
	North Leigh	33	-1
	Hook Norton	34	-5
	Bampton	35	-5
	Stonesfield	36	0

	Library	Usage rank (issues of books and other media 2009/10)	Change in position against table 6
Oxford City	Central	1	0
	Cowley	2	3
	Summertown	3	-1
	Headington	4	-1
	Blackbird Leys	6	-2
	Littlemore	7	-1
	Old Marston	8	-1

Table 7: Libraries ranked according to usage, and changes in position from table 6 noted.

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	Library	Ranking based on 1 mile quantitative analysis	Change in position against table 6
Excluding Oxford	Banbury	1	1
	Neithrop	2	7
	Witney	3	2
	Abingdon	4	-1
	Didcot	5	-4
	Bicester	6	-2
	Kidlington	7	0
	Wantage	8	-2
	Thame	9	2
	Kennington	10	14
	Wallingford	11	-3
	Botley	12	2
	Wheatley	13	6
	Carterton	14	-4
	Henley	15	-2
	Chipping Norton	16	-4
	Eynsham	17	-2
	Faringdon	18	0
	Grove	19	-3
	Woodstock	20	-3
	Sonning Common	21	0
	Berinsfield	22	4
	Burford	23	-1
	Woodcote	24	1
	Watlington	25	-2
	Benson	26	2
	Chinnor	27	-7
	Charlbury	28	-1
	Goring	29	2
	Adderbury	30	4
	Wychwood	31	4
	Hook Norton	32	-3
	Bampton	33	-3
	North Leigh	34	-2
	Deddington	35	-2
	Stonesfield	36	0

	Library	Ranking based on 1 mile quantitative analysis	Change in position against table 6
Oxford City	Cowley	1	4
	Littlemore	2	4
	Central	3	-2
	Blackbird Leys	4	0
	Headington	5	-2
	Summertown	6	-4
	Old Marston	7	0

Table 8: Libraries ranked across the measures in Table 6, but this time using a radius of one mile, and changes in position from Table 6 noted.

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	Library	Needs analysis using rank	Change in position against table 6
Excluding Oxford	Didcot	1	0
	Wantage	2	4
	Witney	3	2
	Abingdon	4	-1
	Banbury	5	-3
	Bicester	6	-2
	Wallingford	7	1
	Carterton	8	2
	Kidlington	9	-2
	Thame	10	1
	Chipping Norton	11	1
	Henley	12	1
	Neithrop	13	-4
	Eynsham	14	1
	Grove	15	1
	Faringdon	16	2
	Woodstock	17	0
	Botley	18	-4
	Chinnor	19	1
	Sonning Common	20	1
	Woodcote	21	4
	Burford	22	0
	Wheatley	23	-4
	Charlbury	24	3
	Watlington	25	-2
	Berinsfield	26	0
	Benson	27	1
	Kennington	28	-4
	Hook Norton	29	0
	Bampton	30	0
	Deddington	31	2
	Goring	32	-1
	Wychwood	33	2
	North Leigh	34	-2
	Adderbury	35	-1
	Stonesfield	36	0

	Library		
Oxford City	Central	1	0
	Summertown	2	-1
	Headington	3	-1
	Blackbird Leys	4	2
	Cowley	5	0
	Littlemore	6	-1
	Old Marston	7	1

Table 9: Libraries ranked across the measures in Table 6, but this time using a scale of 1 to 43 and changes in position from Table 6 noted.

	Library	Live, work, study, transport	Change in position against table 6
Excluding Oxford	Banbury	1	1
	Didcot	2	-1
	Witney	3	2
	Abingdon	4	-1
	Kidlington	5	2
	Wantage	6	0
	Bicester	7	-3
	Neithrop	8	1
	Wallingford	9	-1
	Carterton	10	0
	Thame	11	0
	Chipping Norton	12	0
	Henley	13	0
	Botley	14	0
	Eynsham	15	0
	Woodstock	16	1
	Grove	17	-1
	Faringdon	18	0
	Wheatley	19	0
	Chinnor	20	0
	Sonning Common	21	0
	Burford	22	0
	Watlington	23	0
	Kennington	24	0
	Woodcote	25	0
	Berinsfield	26	0
	Charlbury	27	0
	Benson	28	0
	Hook Norton	29	0
	Goring	30	1
	Bampton	31	-1
	North Leigh	32	0
	Deddington	33	0
	Adderbury	34	0
	Stonesfield	35	1
	Wychwood	36	-1

	Library	Live, work, study, transport	Change in position against table 6
Oxford City	Central	1	0
	Blackbird Leys	2	0
	Summertown	3	0
	Littlemore	4	-3
	Headington	5	1
	Cowley	6	1
	Old Marston	7	1

Table 10: Shopping index excluded from aggregate score and changes in position noted

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Indicator	Libraries in a ward in the upper quintile of this measure (listed in order)
Proportion of the population aged 0-15	Blackbird Leys Benson Carterton Grove Deddington Faringdon
% of children speaking English as a second language	Cowley Banbury Old Marston Neithrop Littlemore Central Headington Summertown Blackbird Leys
% of children not achieving 5 A* to C at GCSE	Blackbird Leys Littlemore Abingdon Cowley Henley Central Neithrop Chipping Norton Banbury Didcot Wallingford
BME Children as % of children	Cowley Central Old Marston Littlemore Banbury Blackbird Leys Summertown Headington Neithrop
% of children in poverty	Central Blackbird Leys Cowley Littlemore Neithrop Banbury Bicester Summertown Berinsfield
% of children with a statement of special educational needs	Blackbird Leys Kennington Summertown Cowley Burford

Proportion of population aged over 65	Burford Goring Henley Deddington Woodstock Kennington Sonning Common Adderbury Wheatley Thame Eynsham North Leigh
Proportion of over 65 population receiving adult social care services	Blackbird Leys Banbury Neithrop Headington Abingdon Bicester Wallingford Wantage Chipping Norton
Disability Living Allowance claimants as proportion of working age population	Blackbird Leys Littlemore Neithrop Adderbury Didcot Witney Banbury Bicester Berinsfield Bampton Chipping Norton
Proportion of working age population claiming Job Seekers Allowance	Blackbird Leys Neithrop Banbury Littlemore Cowley Berinsfield Didcot Wallingford Faringdon Kidlington
IMD Score	Blackbird Leys Littlemore Neithrop Central Banbury Cowley Bicester Berinsfield Didcot

BME % of population	Cowley Central Blackbird Leys Summertown Banbury Old Marston Headington Neithrop Kidlington Littlemore
% of people without access to car/van	Cowley Blackbird Leys Bicester Neithrop Littlemore Summertown Banbury Headington Old Marston
Estimated % of households without broadband	Abingdon Adderbury Bampton Banbury Neithrop Benson Berinsfield Bicester
Estimated population growth, as percentage of current population	Grove Bicester Didcot Faringdon Wantage Botley Central Littlemore Cowley Eynsham

Table 11: Indicators of groups potentially requiring a targeted service, with libraries based in wards within the upper quintile of these measures noted.

3.0 Creation of Library Groups

We now had a reasonably robust overall table (Table 6, above) that used a series of measures to rank library sites relative to one another across a range of key measures.

This table certainly produced some interesting and useful distinctions. For example, two libraries (Didcot and Banbury) were clustered at the maximum 100 mark, while two more (Wychwood and Stonesfield) were grouped around the minimum 0. Another three libraries (Abingdon, Bicester and Witney) scored more than 80 and still three more (North Leigh, Deddington and Adderbury) scored less than 5.

It seemed fairly self-evident, therefore, that Didcot and Banbury libraries were much more like one another than either of them were like Wychwood or Stonesfield – and vice versa. Thus, we could make two distinct 'groups' of libraries based on these clusters.

Other groups might be formed, we considered, if we could divide the whole table into similar clusters of libraries such that each member of each group would be (broadly speaking) *more* like the other members of its own cluster than it would be like any individual member of any other cluster, *and* whereby the result would be a series of discrete groups that were clearly and qualitatively distinct from one another.

But, of course, the differences are not always as obvious as in the above example. Therefore the next task was to come up with some method for clustering *all* libraries into groups, such that we could say with reasonable confidence that the groups were internally consistent enough to be meaningful, and that the distinctions between the groups also captured some real differences between the libraries

Because we already had our measures and our table, the question then became: at what point or points in the table (if any) does it make sense to draw dividing-lines?

We decided to start with the overall score in Table 6, and to look for any notable gaps in this figure. For each gap, we then considered whether the libraries on either side were different enough from one another to form groups, as described in 3.4

Because the relative scores had been calculated on a different basis, we again decided to consider Oxford City separately – but also to see if the City and County groups could be meaningfully reconciled later.

First Group

- For the County, the first group we identified was made up of the very-high-scoring libraries, which were the first 7 libraries in the table. Each of these scored more than 65 in the overall analysis,

with the gap between the lowest-scoring library in this group and the next library being 12 points.

- What the 7 libraries had in common was that either they were consistently high across all measures or, where low in one or two measures, were notably very high in several other measures.

- The lowest-scoring library in this group, and the one whose membership is most open to question, scored just 15 for schools and 21 for shopping. However, these scores are compensated-for by two very high scores (85) for both transport accessibility and population. Moreover, the next library below this one has a highest-score of 54 – with only one score above 70 in the entirety of the rest of the table.

- Thus, it seemed like the 7th library in the list belonged in this first high-scoring group, but less so the 8th or 9th libraries.

- This gave a first group of:

Didcot	Banbury	Abingdon	Bicester
Witney	Wantage	Kidlington	

Second Group

- The second group we identified in the County table was made up of libraries with generally medium-to-high scores – each of them scoring more than 30 in the overall table

- What particularly distinguished the group, however, was that these libraries generally scored in the medium to medium-high ranges (30 or more), albeit often with a few scores in the medium to medium-low ranges, but with very few really low scores overall (i.e. scores below 10).

- However the cut-off point for this group was less obvious than in the first case, with a gap of just 4 points between the lowest-scoring library in this group, and the next libraries in the table.

- One of these, however, having two very low scores, two generally low, but one quite high, didn't obviously fit with this medium-to-high scoring group. The other with only one score above 30, also seemed to fall more naturally into a group with the slightly lower-scoring libraries below.

- The lowest-scoring library that *was* included, however, had two scores above 30, and another of 25. This tendency towards the more medium ranges seemed to distinguish it from the libraries below, so the line for this group was drawn here.

This gave a final group of:

Wallingford	Neithrop	Carterton	Thame
Chipping Norton	Henley	Botley	Eynsham

Third Group

- As distinct from those above or below, we next identified a relatively small group in the middle of the table. This group of libraries had either one score in the high range (40+) with some low scores around it, or that had a couple of scores in the medium-low to medium ranges (20+) with notably fewer single-digit scores than those libraries below

- In general, the group was distinct from the medium-high group above with much fewer scores of 30 or more, but nonetheless stood out from the libraries below, in having some consistent medium-low scores, and significantly fewer scores in single figures.

- There were 9 points between the lowest-scoring library included and the next library on the list. That next library had just one score above 20, and none at all above 30. This suggested something qualitatively different from those libraries above, so we drew the line here.

- This gave us a third group consisting of:

Grove	Woodstock
Farringdon	Wheatley
Chinnor	

Fourth Group

- The next distinct group of libraries stood between these and the group at the bottom of the table. What made these libraries stand out from those around them was that they had consistently very low scores (less than 5) but one medium to medium-high

score (more than 30) – or, they were just a bit more consistent in coming in with scores of 10 or more.

- Again, with just four points separating the highest-scoring library in this group from the next library in the table, the border may be open to question.

- However, the lowest-scoring library in this group, has generally low scores (1 for employment and 2 for shopping), but scores 15 for population and 11 for transport. By contrast, none of the libraries below scored more than 11 in any measure, and none have more than one score in double figures. This, again, seems like a qualitative difference.

- This gave a fourth group of:

Sonning Common	Burford	Watlington	Kennington
Woodcote	Berinsfield	Charlbuy	Benson

Fifth Group

- The last group was thus made up of those libraries in the County that scored notably low in our method, all coming in with a final score of 5 or less:

- This group was generally distinguished by consistent very low scoring – with many measures below five, and almost all in single figures.

- Three libraries included here did have one score in double figures – but all still had three scores below 5. This marks them out from the libraries above, and gives them a more coherent sense of identity with the libraries at the lower end of the table.

- This gave a final group of:

Hook Norton	Bampton	Goring	North Leigh
Deddington	Adderbury	Wychwood	Stonesfield

The last step was to see whether the Oxford City libraries could be similarly separated, and whether they obviously fit into the groups outlined above.

Central library, with a score of 100, seemed to be out on its own (the next highest was 68) and also to straightforwardly belong with our highest-scoring group.

Old Marston, similarly, with a score of 0, was also distinct from all others on the table (the next-lowest score was 40), and seemed to fit without difficulty into our lowest-scoring group.

There wasn't a great deal of distinction between the remaining City libraries, however:

- All scored between 40 and 68 in the final table.

- All had either a mixture of high and low scores (like Blackbird Leys), or consistent medium to medium-high scores (like Summertown).

- With no obvious differences between them, we decided to keep these libraries together in one single group.

- In terms of their aggregate scoring profile, these libraries fit most closely with the group of second-highest-scoring County libraries from 3.7 above.

- However their individual scores did tend more towards the extremes than most of the other members of that group (i.e. a mix of very high and very low scores).

- Nonetheless, this group of mid-ranking Oxford City libraries clearly stood apart from either the very high-scoring, or the medium-low scoring, just as the other members of Group 2 did – so we grouped them with the libraries from that group.

- This gave us three Oxford City divisions of:

Oxford 1

Oxford Central

Oxford 2

Summertown	Headington	Cowley
Blackbird Leys	Littlemore	

Oxford 3

Old Marston

Putting all of this together therefore allowed us to break up our final table, City and County, into 5 distinct groups (see **Table 12**)

The goal of this part of the analysis was to see whether or not the list of libraries given in Table 6, and based on the analysis outlined in Part 1, could be meaningfully sub-divided into a series of distinct groups.

We said that the groups would only be meaningful if each library in each group was, on balance, more like the aggregated members of its own group than it was like any other. We also said that the groups would only be useful if we could identify a reasonable degree of qualitative distinction between the groups themselves.

For the third and final part of this analysis, we therefore had two goals:
- To test whether or not we had actually formed meaningful groups.
- To use any such groups to think about the shape and spread of a potential future service.

We considered that both of these goals could be accomplished by testing the impact of different arrangements of the groups:
- If the clusters are meaningful, then we should see some real distinctions in impact,
- If we can see real distinctions in impact, we will be relatively well-positioned to think about the shape of our service in the future.

Library	Aggregate Score	100 point scale	Group
Didcot	346	100	1
Banbury	345	100	1
Abingdon	291	84	1
Bicester	289	83	1
Witney	277	80	1
Wantage	276	79	1
Kidlington	238	68	1
Wallingford	196	56	2
Neithrop	180	51	2
Carterton	166	47	2
Thame	158	45	2
Chipping Norton	136	38	2
Henley	135	38	2
Botley	124	35	2
Eynsham	119	33	2
Grove	104	29	3
Woodstock	104	29	3
Faringdon	83	22	3
Wheatley	79	21	3
Chinnor	68	18	3
Sonning Common	59	15	4
Burford	50	13	4
Watlington	48	12	4
Kennington	48	12	4
Woodcote	47	12	4
Berinsfield	44	11	4
Charlbury	39	10	4
Benson	35	8	4
Hook Norton	24	5	5
Bampton	24	5	5
Goring	24	5	5
North Leigh	17	3	5
Deddington	16	3	5
Adderbury	13	2	5
Wychwood	8	0	5
Stonesfield	7	0	5

Library	Aggregate Score	100 Point Scale	Group
Central	320	100	1
Summertown	223	65	2
Headington	217	63	2
Blackbird Leys	187	52	2
Cowley	161	43	2
Littlemore	154	40	2
Old Marston	41	0	5

Table 12: Library Clusters, based on a division of the scores given in Table 6.

4.0   Analysis of potential service configurations

The discrete library groups identified in the previous section provided the starting point from which we could propose and test the possible impact of different configurations of the service.

By 'testing the impact,' we simply mean that we could now 'plug in' any configuration of library groups to any measure of current library usage (for example, the total number of visits) to see what the effect would be if any given group were no longer part of the service.

<u>Step 1</u>

We first separated out the contribution of each group to the total number of issues, visits, active users, and cost currently associated with the service. Since each group contained a different number of libraries, we then calculated the group average (mean) to create a fairer comparison across groups, and calculated the percentage contribution of each group to the static library service as a whole (see **tables 13, 14,** and **16**)

From these tables, we were able to immediately conclude that:

- There are generally large step-changes between the groups – not just on the total numbers of issues, visits, active users and costs, but also on the average of each measure between groups. The average number of visitors in a Group 1 library is almost three times that of a Group 2 library, and more than 9 times that of one its counterparts in Group 5.

- Group 1 alone covers more than half of all issues, visits, users and costs associated with the service. If we had a network of just 7 of our 43 libraries, we'd retain more than half of the service as it is currently used (albeit with half of the cost).

- Group 2 alone covers around a third of total issues, visits and users, and costs are proportionally lower than those of other groups (it has around 30% of issues, users and visits, but only 25% of the total costs)

- Groups 3, 4, and 5 each cover a very small proportion (3% to 7%) of total issues, visits, users and costs.

- On the average number of issues and visits, Group 3 is much more similar to Group 4 than to Group 2. For example, libraries in Group 2 average more than 86,000 visits per library and those in Group 3 more than 21,000. The average in Group 4 is 26,500.

Issues			
Group	Total	Mean	%
1	2162872	270359	52%
2	1235720	95055	30%
3	228766	45753	6%
4	292452	32495	7%
5	238451	29806	6%

Table 13: Library issues (books and other media) by Group, showing total, mean and percentage.

Visits			
Group	Total	Mean	%
1	1974200	246775	56%
2	1124700	86515	32%
3	132500	26500	4%
4	189850	21094	5%
5	119050	14881	3%

Table 14: Library visits by Group, showing total, mean and percentage.

Users			
Group	Total	Mean	%
1	71827	8978	55%
2	38006	2924	29%
3	6821	1364	5%
4	8164	907	6%
5	5672	709	4%

Table 15: Library users by Group, showing total, mean and percentage.

Costs			
Group	Total	Mean	%
1	£2,059,988.65	£257,498.58	56%
2	£931,800.41	£71,676.95	25%
3	£205,203.42	£41,040.68	6%
4	£272,417.33	£30,268.59	7%
5	£188,965.24	£23,620.66	5%

Table 16: Library costs by Group, showing total, mean and percentage.

4.4 Step 2

In Step 2, we analysed the cost of each group relative to the number of visits, issues and users. We created a series of charts that showed the cost per visit, cost per issue, and cost per active user of each group (see **fig. 4** and **fig. 5**).

From this, we were immediately able to conclude that:

- Group 2 is the most cost effective group across all measures. A visit to Group 2 costs 83p, versus £1.04 for Group 1 and £1.59 for Group 5.

- There is a substantial increase from Group 2 to Group 3 on all measures.

- On average, costs per visit for Groups 3, 4, 5 are substantially higher than Groups 1 and 2.

- Group 1 libraries are the least cost effective in terms of cost per issue, however.

Cost effectiveness of library groups

	Cost per visit	Cost per issue
Group 1	£1.04	£0.95
Group 1	£0.83	£0.75
Group 3	£1.55	£0.90
Group 4	£1.43	£0.93
Group 5	£1.59	£0.79
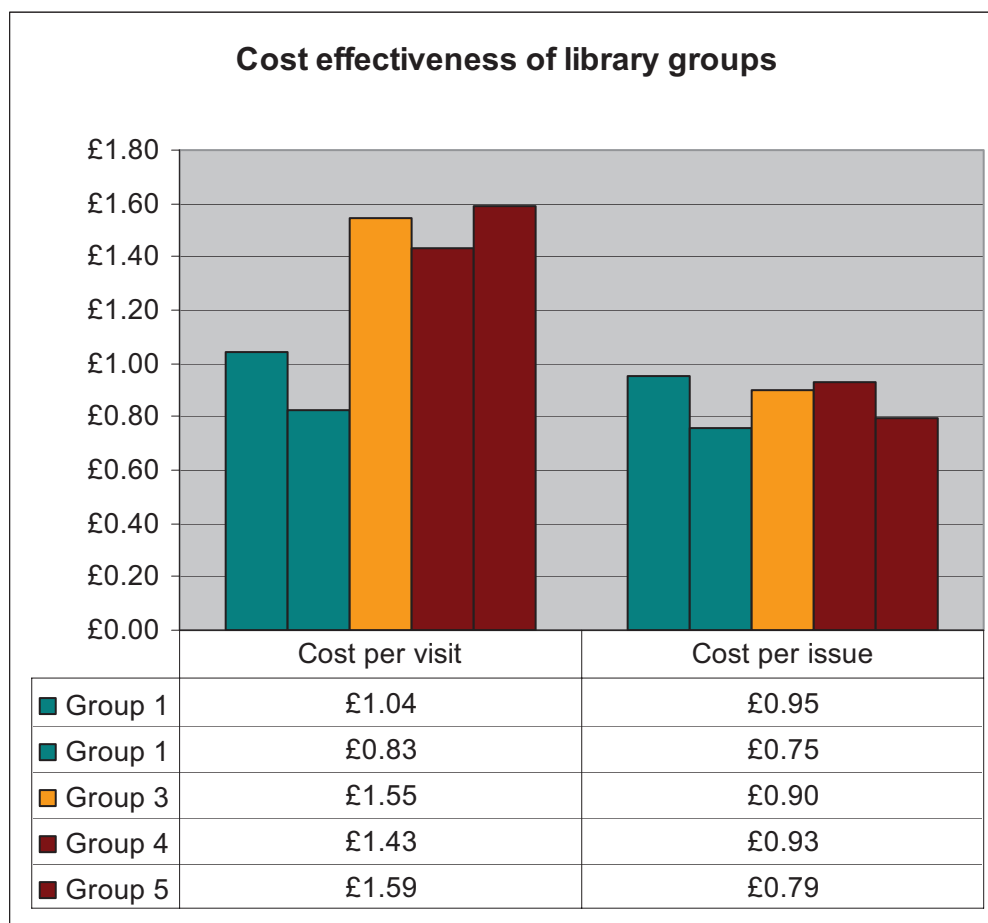
Fig. 4: Cost-effectiveness of groups, by visit and issue.

Cost effectiveness of library groups

	Cost per active user
■ Group 1	£28.68
■ Group 2	£24.52
■ Group 3	£30.08
■ Group 4	£33.37
■ Group 5	£33.32

Fig. 5: Cost-effectiveness of groups, by number of active users.

4.5   Step 3

In step 3 we tested the cumulative impact of different configurations of groups. The patterns which emerged in step 2 suggested that the groups (and the prior tables of need) provided a meaningful way of categorising libraries. We were then able to look at different configurations of the service and analyse what the impact of ceasing to fund successive groups might be.

We created new tables to assess the impact on usage that the removal of successive groups would have on our service as a whole (see **tables 17, 18**, **19 and 20**). This assumes the worst case scenario that a person's use of the library service would cease if council funding were reduced or withdrawn altogether in their local library. In reality users might choose to go to another library, continue to visit a volunteer-staffed library, or continue to access bookstock through online, mobile or home library services. Nonetheless, in the absence of such foreknowledge, this information allowed us to draw some

broad conclusions about the likely impact of removing library groups from the network.

Again, we were able to make a series of observations:

- The impact of removing successive groups of libraries is greatest when moving from a network consisting of group 1 and 2 libraries to a network consisting of only group 1 libraries – approx 30% reduction across all measures.

- The difference between a network comprising of groups 123 and groups 1 and 2 is small on all measures – from 3 to 5%

- A network of group 1 and 2 libraries would meet 82% of all issues, 88% of visits, and 84% of users. It would cost 82% of the current network.

- Moving down the table, significant cost savings could not be realised until group 2 libraries are removed from the network.

Issues			
Groups	Total	Mean	% of total
12345	4158261	96704	100%
1234	3919810	111995	94%
123	3627358	139514	87%
12	3398592	161838	82%
1	2162872	270359	52%

Table 17: Cumulative impact of the removal of successive clusters by issues.

Visits			
Groups	Total	Mean	%
12345	3540300	82333	100%
1234	3421250	97750	97%
123	3231400	124285	91%
12	3098900	147567	88%
1	1974200	246775	56%

Table 18: Cumulative impact of the removal of successive clusters by visits

Users			
Groups	Total	Mean	%
12345	130490	3035	100%
1234	124818	3566	96%
123	116654	4487	89%
12	109833	5230	84%
1	71827	8978	55%

Table 19: Cumulative impact of the removal of successive clusters by users

Costs			
Groups	Total	Mean	%
12345	£3,658,375.05	£85,078.49	100%
1234	£3,469,409.81	£99,125.99	95%
123	£3,196,992.48	£122,961.25	87%
12	£2,991,789.06	£142,466.15	82%
1	£2,059,988.65	£257,498.58	56%

Table 20: Cumulative impact of the removal of successive clusters by cost

Step 4

As a final check on impacts we wanted to identify whether or not different configurations of the service would impact adversely on any particular people or groups. We also picked up the wards where future population growth might be cause for reassessment of our comprehensive service. We returned to the table created showing libraries in wards measuring high on our chosen indicators. These libraries were listed by their groups, as shown in **tables 21, 22, 23, 24, and 25**.

To provide a high level picture of the relative importance of library sites to all targeted groups, we created a chart showing the total number of times a library within a particular group scored in the upper quintile on any of our indicators (see **figure 11**). This chart should not be looked at in isolation, since the different measures often bear no relation to one another, and sometimes overlap. It does however give an indication of the fact that group 1 and 2 libraries are likely to meet a greater number of acute needs than groups 3, 4 and 5.

Looking at the tables and chart we were able to note the following:

- Figure 11 showed a clear distinction between the high proportion of targeted groups in proximity of group 1 and 2 libraries, compared with groups 3, 4 and 5.

- Groups 1 and 2 libraries contain a number of libraries in wards scoring high on measures of deprivation.

- Group 3 includes two libraries in areas with high predicted population growth.

- Among Group 4 libraries, Berinsfield ranks in the upper quintile on a number of statistics relating to deprivation.

- Group 5 contains a number of libraries in wards scoring in the upper quintile on the proportion of the population over 65.

- Within Group 5, Old Marston scored high on indicators relating to the proportions of minority ethnic groups in the ward. However, proximity to other libraries, and the presence of an effective public transport network (Headington, Summertown, Central) mean that alternative libraries are easily accessible.

These tables gave an indication of where particular groups might be adversely impacted by service changes. They form a starting point for reconfiguring our targeted services (mobiles, home library service, book deposit scheme, and the online offer) in light of any decisions on the future static network.

However, it would seem inadvisable to remove libraries from the core network where they are serving a population with significant levels of deprivation. There is no clear alternative to a static library site which could meet the particular needs of these areas. For this reason it may be advisable to include Berinsfield in the core library offer.

Furthermore, it should be noted that given the diffuse nature of all of these groups across the county, and the fact that libraries are often used by people living in different wards, it would be unwise to rely solely on these tables. This information should be considered in conjunction with consultation feedback to ensure that future service provision meets the requirements of all people.
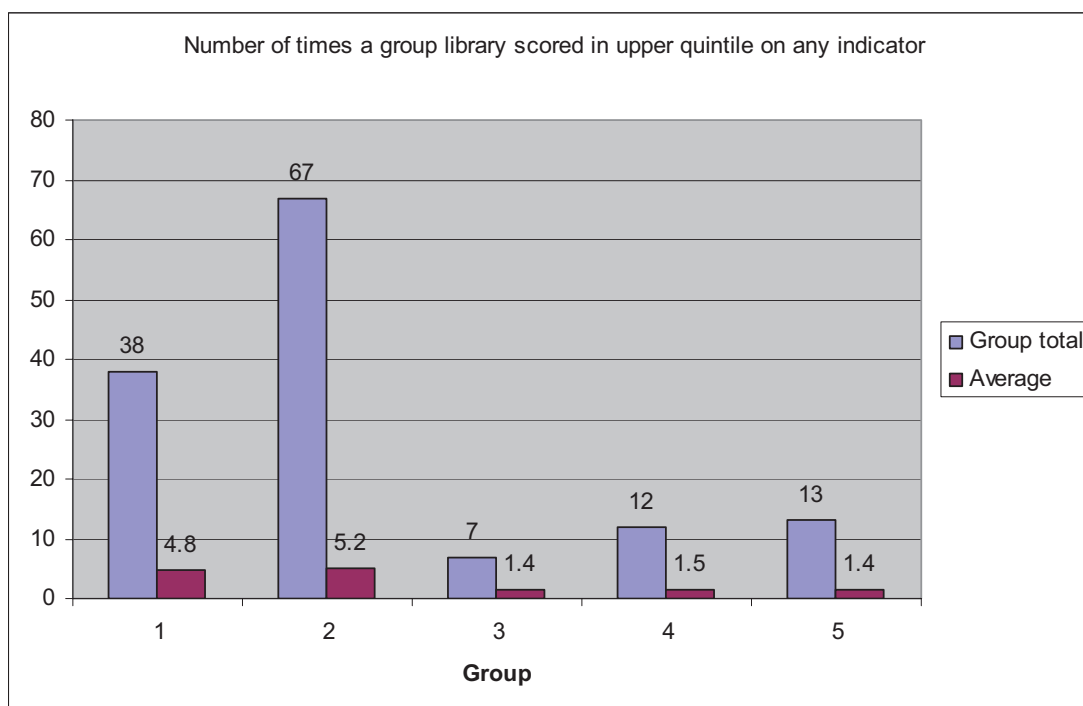
Fig. 11: Number of times libraries from each group scored in the upper quintile on targeted indicators

Indicator	Group 1 Library
% of children in poverty	Banbury Bicester Central
% of children not achieving 5 A* to C at GCSE	Abingdon Banbury Central Didcot
% of children speaking English as a second language	Banbury Central
% of people without access to car/van	Banbury Bicester
BME % of population	Banbury Central Kidlington
BME Children as % of children	Banbury Central
Disability Living Allowance claimants as proportion of working age population	Banbury Bicester Didcot Witney
Estimated % of households without broadband	Abingdon Banbury Bicester
Estimated population growth, as percentage of current population	Bicester Central Didcot Wantage
IMD Score	Banbury Bicester Central Didcot
Proportion of over 65 population receiving adult social care services	Abingdon Banbury Bicester Wantage
Proportion of working age population claiming Job Seekers Allowance	Banbury Didcot Kidlington

Table 21: Group 1 libraries in wards with upper quintile scores on listed indicators

Indicator	Group 2 Library
% of children with a statement of special educational needs	Blackbird Leys Cowley Summertown
% of children in poverty	Blackbird Leys Cowley Littlemore Neithrop Summertown
% of children not achieving 5 A* to C at GCSE	Blackbird Leys Chipping Norton Cowley Henley Littlemore Neithrop Wallingford
% of children speaking English as a second language	Blackbird Leys Cowley Headington Littlemore Neithrop Summertown
% of people without access to car/van	Blackbird Leys Cowley Headington Littlemore Neithrop Summertown
BME % of population	Blackbird Leys Cowley Headington Littlemore Neithrop Summertown
BME Children as % of children	Blackbird Leys Cowley Headington Littlemore Neithrop Summertown
Disability Living Allowance claimants as proportion of working age population	Blackbird Leys Chipping Norton Littlemore Neithrop
Estimated % of households without broadband	Neithrop
Estimated population growth, as percentage of current population	Botley Cowley Eynsham Littlemore

IMD Score	Blackbird Leys Cowley Littlemore Neithrop
Proportion of over 65 population receiving adult social care services	Blackbird Leys Chipping Norton Headington Neithrop Wallingford
Proportion of population aged over 65	Henley Thame Eynsham
Proportion of the population aged 0-15	Blackbird Leys Carterton
Proportion of working age population claiming Job Seekers Allowance	Blackbird Leys Cowley Littlemore Neithrop Wallingford

Table 22: Group 2 libraries in wards with upper quintile scores on listed indicators

Indicator	Group 3 Library
Estimated population growth, as percentage of current population	Faringdon Grove
Proportion of population aged over 65	Woodstock Wheatley
Proportion of the population aged 0-15	Grove Faringdon
Proportion of working age population claiming Job Seekers Allowance	Faringdon

Table 23: Group 3 libraries in wards with upper quintile scores on listed indicators

Indicator	Group 4 Library
% of children with a statement of special educational needs	Burford Kennington
% of children in poverty	Berinsfield
Disability Living Allowance claimants as proportion of working age population	Berinsfield
Estimated % of households without broadband	Benson Berinsfield
IMD Score	Berinsfield
Proportion of population aged over 65	Burford Kennington Sonning Common
Proportion of the population aged 0-15	Benson
Proportion of working age population claiming Job Seekers Allowance	Berinsfield

Table 24: Group 4 libraries in wards with upper quintile scores on listed indicators

Indicator	Group 5 Library
% of children speaking English as a second language	Old Marston
% of people without access to car/van	Old Marston
BME % of population	Old Marston
BME Children as % of children	Old Marston
Disability Living Allowance claimants as proportion of working age population	Adderbury Bampton
Estimated % of households without broadband	Adderbury Bampton
Proportion of population aged over 65	Goring Deddington Adderbury North Leigh
Proportion of the population aged 0-15	Deddington

Table 25: Group 5 libraries in wards with upper quintile scores on listed indicators

5.0 Summary of Findings

5.1 This analysis has provided four key pieces of information:

- A clear and transparent assessment of the potential contribution of current library sites to meeting the current and future library needs of the people of Oxfordshire.

- An assessment of the relative importance of sites to key targeted groups.

- A suggested classification scheme to plan the future service.

- An assessment of the impact of different service configurations based on groups derived from the assessment of library potential.

5.2 We have made 4 key findings:

1) Library by library assessment

- The current library network matches, to varying degrees, the areas in Oxfordshire where people live, work, study and shop. These areas also have varying degrees of public transport accessibility.

- Libraries can be meaningfully ranked based on the proportions of these measures.

- Alternative ranking methods revealed that there may be some disparity between our tables and patterns of current use. Furthermore, there sometimes appears to be a correlation between lower than anticipated library use, and high levels of deprivation. This does not, however, do away with our suggestion that these sites have 'high potential' to deliver services to a significant number of Oxfordshire residents – but may imply, rather, that they may not be currently fulfilling that potential.

- Overall though, the relatively few and minor differences in rank produced by the different sense checks provided reassurance that the measures used were fair and robust, and were not biasing the analysis in any particular direction.

- We can therefore say that the library rankings produced from measures of where people live, work, study shop, and the public transport accessibility of individual sites, provide us with a reasonable starting point to begin reconsidering the suitability of the network in providing a more efficient service, while maintaining a high level of comprehensiveness.

2) Importance of sites to targeted groups

- A number of wards containing libraries score high across a range of indicators related to deprivation or other socioeconomic issues – Blackbird Leys, Neithrop, Cowley, Berinsfield etc.

- However, libraries scoring highly on one indicator do not necessarily score highly on another. This means that a purely quantitative comparison of each library's value to targeted groups as a whole (i.e. some form of aggregation), would likely prove misleading.

- The tables we have used, by contrast, can at least be used to point to areas where a particular group would be disproportionately affected by the closure of a given library.

- This information should be used in the future, in conjunction with qualitative knowledge about the way different groups prefer to access library services (gathered through consultation and coproduction between users and library staff), to assist with the planning of targeted services.

3) Classification of libraries based on potential

- The tables of library potential can be meaningfully clustered into 5 groups of libraries based on analysis of their scores across the measures of live, work, study, shop, and accessibility.

- Grouping libraries allows us to think more generally about different configurations of the service.

4) Impact assessment

- Group 1 libraries currently account for the majority of issues, visits and users (over 50% for all measures).

- Group 2 accounts for roughly 30% of these measures.

- Groups 3, 4 and 5 each account for between 3% and 7% of all of these measures.

- Group 2 is the most cost effective library group, with the lowest unit costs for users, issues and visits.

- Groups 1 and 2 appear to provide comprehensive library coverage within the current financial constraints of the service.

- The geographic spread of libraries is nonetheless significantly increased by including group 3 in the county network.

- Of the libraries in group 3, Grove and Faringdon are in areas predicting significant population growth in the near future. The level of service requirements in these areas should be reassessed in the event of this happening.

- Berinsfield is the only library outside of groups 1 and 2 scoring in the upper quintile on measures of socioeconomic deprivation (IMD score, Job Seekers Allowance, child poverty). The desirability of partially or wholly ceasing to fund the service should be assessed, the lack of a clear alternative method of delivering library services to people with these acute needs.

Conclusions

Having considered the network on the basis of our criteria of need (live, work, study, shop, public transport), we have concluded that:

- The removal of groups 1 or 2 would have a significant impact on the comprehensiveness of our service. These groups do contain a number of libraries which currently have lower use than would be hoped-for, and consideration may be given to alternative models of service delivery to ensure that these sites meet their potential.

- The removal of groups 4 and 5 would have a minimal impact upon the comprehensiveness of our service. These libraries all serve general and targeted groups in varying degrees but we believe that feasible mitigations exist in the form of mobile libraries, the home library service, the online offer, and the book deposit scheme. A notable exception is Berinsfield, which has high levels of deprivation, but with no obvious means of mitigating the impact of a reduction in service levels.

- The removal of group 3 would have a moderate impact on the comprehensiveness of our service. However, close attention should be paid to future levels of service demand in Grove and Faringdon, where the population is predicted to increase significantly.

These conclusions, made on the basis of the work and the considerations discussed in this paper, should provide evidence for modelling the future service.

Proposed changes to the library service

Response to consultation feedback regarding Quantitative Analysis

Much of the consultation feedback focused on the suitability of the Quantitative Analysis of Service Requirements to assess the library needs in Oxfordshire. In this response, we maintain that the methodology followed was a robust and reasoned attempt to compare the potential of different library sites to form the basis of the core service.

This paper outlines the council's chosen methodology, discusses alternative methodologies and their inherent weaknesses, and responds to criticisms of the original analysis.

Page references in this paper relate to the Quantitative Analysis of Service Requirements document which can be found on the County Council's website at:
http://www.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/leisureandculture/libraries/consultation/DataPaper26May.pdf

Summary of Chosen Methodology

The council set out to determine the levels of local need across the county from a 'zero base'. This simply means that the analysis would not be based on historical patterns but would measure libraries against a set of objective, forward-facing criteria – as if there were no current network.

The council determined that, all else being equal, the most appropriate areas for library sites would be:

 a) where the highest numbers of people already either live, work, or study (where people *are*)

 b) where people regularly shop for convenience goods and where public transport access is high (where people regularly *go*).

This suggested five key criteria to determine local need :

- Need due to population density
- Need due to students/pupils
- Need as a result of employment
- Need due to shoppers
- Availability of public transport

We measured each criterion within half a mile of each library site then translated the scores into a 100 point relative index. As a sense check on

these rankings, they were compared against alternative ways of ranking, including using a 1 mile radius. We also compared them against the ranking derived from current library usage. We then supplemented the five key criteria with a series of ward level indicators, giving a more detailed breakdown of the particular needs of each library area (see pages 23-25 and library profiles).

We then placed libraries into broad groups on the basis of their scores and different configurations of these groups were considered in shaping the proposal.

The distinct library groups in the proposal were therefore determined on the basis of the number of people living, working, studying, and shopping within a half mile of the site, and the density of public transport in the area around the library.

Alternative approaches considered

Usage – Comparing libraries by their current usage levels was the most commonly suggested alternative criteria. However, differences in usage are a reflection of a number of factors, including local demand, the quality of facilities, levels of book stock and opening hours. All of these factors look at historical data and are not a reliable way to look at the most appropriate locations for the future core service from a 'zero-base'.

It was our intention that the analysis would be undertaken on the basis of 'need' rather than 'demand', as this would more closely align with our statutory duty to provide a comprehensive, accessible service to the greatest number of current users, lapsed users, and people who currently do not use a library. An assessment based on usage would align more closely with current 'demand' than 'need'.

Unit cost – One further suggestion was to rank the value of libraries on the basis of unit costs (cost per issue, cost per visit). The problems with this approach are similar to the current usage approach since it is based on facts such as the rental value of the site, the level of book stock, the number of visitors/issues. The presence of historical anomalies across the network prevents a zero-based comparison of the merits of each area by these criteria.

Catchments - A number of submissions suggested that any criteria of need should be measured within the 'catchment' area of each library.

There are a number of problems with this approach. Catchment areas derived from the locations of current users overlap significantly, making it impossible to reliably determine the limit of any library's catchment. Furthermore if users were travelling a significant distance to access a library, they could, with relatively little inconvenience, use an alternative library within a similar range, assuming that the library was in a convenient and accessible location.

Defining catchment areas by geographical proximity to other libraries results in a different set of problems. Libraries in isolated locations would have larger catchments than those in better connected places, irrespective of the convenience for the majority of people in accessing either location.

If derived from the home addresses of all current users, the catchment area of Oxford Central library would extend well beyond the boundaries of Oxfordshire. If derived from proximity to other libraries, its catchment would cover a small fraction of the city. Neither method would reliably reflect the potential of the location to be accessed conveniently by a large number of potential users.

Using either method to derive current 'catchment areas' presents the further problem that we can not necessarily anticipate the geographical patterns of usage that would emerge around a future comprehensive service based on need.

Council response to areas of criticism

The criticisms made of the assessment process can be broadly divided in the following key areas:

1. Chosen criteria
2. Half mile catchments
3. One size fits all methodology
4. Urban/rural
5. Use of data
6. Transparency
7. Equality groups
8. Growth/future needs

These are discussed in turn in the pages that follow.

1. Chosen criteria

Feedback

There was some criticism that the report uses a set of criteria (live, work, study, shop, transport) which do not have a proven link to library use.

Response

The council has statutory duty to meet the library needs of all persons living, working and studying within the local authority. The council felt that the most appropriate way to meet this duty was to consider the libraries in the network by a set of objective criteria which could include any individual, whether a current user, non-user, lapsed-user, or future user.

The criteria of live, work, study and shop were therefore chosen for their universality, rather than any explicit link with usage. Very few people do not either regularly work, shop or study at some point in their general routine, and most of us have a fixed address. The final criterion of transport was included to ensure that sites were in areas accessible to high numbers of people who may not currently visit the area regularly. We determined that a high score on these criteria in the area around a library would equate to a site with high potential to meet universal needs.

The fact that the rankings of locations on our chosen criteria do closely align with current usage levels (with a few exceptions - page 19) suggests that the approach is at least a reasonable one.

2. Half mile 'catchments'

Feedback

A number of responses felt that the half mile radius was too small to include the whole population of library users.

Response

As stated in the paper (page 9), we are aware of this but do not consider it a limitation:
"The measure does not show all people who *might,* or currently *do,* use a library but allows for fair comparisons between the relative potential of library sites, whether they currently cater for a broad or narrow catchment of people."

As mentioned above (Alternative approaches considered), a deliberate decision was taken not to calculate catchment areas based on the usage of individual libraries since this would not allow us to look at the service from a zero-base.

Half a mile was chosen since it represented a reasonable walking distance for an able bodied person. Over a greater distance, the patterns of travel that users might take becomes much more complex and are therefore difficult to model reliably.

The impact of calculating the rankings based on a 1 mile radius was also considered, but had a relatively minor impact on the final rankings (page 20).

3. One size fits all methodology

Feedback

It was suggested that in assessing all libraries on the same criteria, the chosen methodology was not comparing 'like with like' – smaller libraries should be assessed by different criteria to large ones, due to the different functions they play within a community.

Response

As outlined above, the method was developed to assess how best to meet the library needs of the county as a whole. It would be contrary to the spirit of consistency if preferential weighting were given to village libraries.

Although assessing all libraries by the same criteria was felt to be the fairest way to make comparisons, we acknowledge that different libraries are used in different ways and by different groups of people. The increased involvement of friends groups will ensure that the one-size fits all approach to assessing library sites will not translate to a one size fits all approach to service delivery.

4. Urban/Rural

Feedback

A number of responses suggested that the proposal treated rural libraries unfairly.

It was also suggested that the decision to measure only people within a half-mile/mile radius further disadvantages rural areas since rural library users often travel further than this to access a library.

Response

The analysis took as a starting point those areas where there were greater concentrations of population based on their 'live, work, study, shop' activity. In using these criteria there is no predetermination of the outcome of locations, simply a consideration that these criteria would enable the authority to consider how it could comprehensively and efficiently deliver its library service.

This does not equate to bias in the analysis. Data has been interpreted, analysed and presented consistently for all sites, irrespective of their location.

It should also be noted that the proposal acknowledges the important role played by smaller libraries as a focal point for their local community. Through the development of community and community-plus libraries these locations will continue to provide a valuable community space in areas assessed as meeting lower levels of need.

Looking at the point of origin of library users we can see that libraries in large population centres draw users from a much wider area than libraries in more sparsely populated areas. It would therefore be unfair and illogical to use a larger catchment area for smaller libraries since this reflects neither the realities of current usage, nor the aspiration to locate core libraries in the most accessible and convenient areas of the county for the majority of the population.

If the radius was expanded as suggested, to 5 or 10 miles for all libraries, it would only accentuate the differences in density between rural and urban areas.

5. Use of data

Feedback

A further criticism was that insufficient information was given on the limitations of the data, in particular the lack of 'confidence intervals' in the analysis.

Response

The data in this analysis is not used statistically to infer whole population behaviour from a sample. Rather, populations are compared and ranked. It is not appropriate to apply 'confidence intervals' to data used in this way. The shopping data methodology is the only exception to this.

As mentioned in the Frequently Asked Questions, there is potential for sampling error in the shopping dataset given that it is derived from survey samples. However, any sampling error in the shopping data would likely be randomly distributed rather than predisposed towards any particular outcome.

Due to the potential for sampling error, we tested the impact of removing the shopping data from the analysis. This had a minimal impact on the final rankings of libraries (see page 22).

6. Transparency

Feedback

It has been suggested that the council has shared insufficient information for users to make an informed decision on the proposals.

Response

Attempts were made to make the report accessible and it was deliberately not written in an 'academic' style. In response to feedback however, full referencing was provided in the Frequently Asked Questions, which were posted on the County Council's website.

Regarding the desire to examine the underlying data, much of the data was purchased under commercial licence and the council is not permitted to share it in an unaggregated format. Every effort was made to share sufficient information with interested parties.

7. Equality groups

Feedback

A number of respondents felt that insufficient attention has been paid to the needs of people with particular library needs, namely children, the elderly and the disabled.

Response

In addition to the criteria of live, work, study, shop and transport, the report considered the proportions of particular targeted groups in the area around each library, drawing attention to the specific needs of each community. This information was summarised in the published library profiles.

Libraries ranking in the top 20% of wards across a range of indicators were identified (pages 23-25). It was on the basis of significant levels of deprivation, rather than on the number of people who live, work, study and shop in the area, that Berinsfield was included in the core offer (page 41).

A detailed Service and Community Impact Assessment, assessing the impact of the proposal on all equality groups is attached as an annex to the cabinet report.

8. Growth/future need

Feedback

Some respondents questioned whether the methodology, and the datasets used, took sufficient account of population growth and the changing population of the county and the impact of this on future patterns of needs.

Response

The council used the most up to date data available to assess the number of people living, working, studying and shopping in Oxfordshire. Furthermore, the positions of libraries were tested against predicted future growth using the council's own population predictions, which are based on proposed housing expansion and migration patterns (see pages 25, 49).

The fact that the majority of libraries in areas likely to experience high growth were in groups 1 and 2 suggests that the proposed core network is currently well positioned to meet future needs.

Two community plus libraries (Faringdon and Grove) were identified as being in areas likely to experience proportionately high growth.

Given that local circumstances will change over time, it is recommended that the Quantitative Analysis of Service Requirements is reviewed in four years,

or earlier if deemed appropriate, to ensure that the service meets the needs of the changing population (e.g. housing growth).

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Proposed changes to the library service

High Level Summary of the pre-consultation feedback

1. Introduction

1.1 This short report summarises the key themes arising from feedback on the council's 'early' proposals for Oxfordshire's library service announced in November 2010. The proposals were communicated via a letter from the County Librarian, which was made available in all libraries and on the county council website. The proposals were also included in the Social & Community Services Business Strategy 2011/12 – 201/15.

1.2 The council welcomed 'pre-consultation' feedback on these early proposals and made dedicated channels available for people to do so. These included a regularly monitored email account (futurelibraries@oxfordshire.gov.uk), a Freepost Address (FUTURE LIBRARIES, FREEPOST OXFORDSHIRE COUNTY COUNCIL) and comments cards in libraries. All correspondence submitted to these channels has been acknowledged.

1.3 In addition to the above, residents and stakeholders also expressed their views on the early proposals for the library service using a wide variety of other channels including: sending letters to their local councillor, senior council officers, MPs, etc.; petitions; addressing formal council meetings; holding demonstrations; having debates at locally organised public meetings (which the council was invited to attend/address); organising classroom activities, e.g. book cover drawings; blogging etc.

1.4 In total, over 1,570 feedback records have been recorded with some individual records representing batches of 'petition-style' responses sent by hundreds of people. Communications recorded by the council include comments, questions and requests for detailed information to which the council has endeavoured to respond.

2. Feedback

2.1 The feedback received by the council focused primarily on 'saving' individual libraries and other resources associated with them (e.g. the Turrill Sculpture Garden in Summertown), with strong feelings and emotions being expressed. Overall, people, regardless of current use of the library service, tended to praise the current library service, both its staff and ethos. The responses set out a very strong view of the library service as being well-used and liked by the public.

Theme: Community Hubs

2.2 The feedback indicated that, for many people, libraries have a valued role in their local community, for example as a meeting place. For some, they were seen as supportive of social cohesion; for others they were seen as improving the quality of life or as supportive of local economic prosperity, especially in areas where other local community facilities such as shops and Post Offices had recently closed.

Theme: Impact on Individuals/Groups

2.3 A large number of responses raised concerns about the impact of early proposals on different groups of people in their community. Overall, there was a concern that <u>library closures</u> 'will unfairly affect the poor, rural and vulnerable', with the following groups of people being specifically identified:

- Elderly and frail
- Disabled – especially those with restricted mobility
- Children, mostly young children but those in primary and secondary schools
- Young families
- Travellers
- Unemployed and 'unskilled'
- People on a low income

2.4 The reasons given for this, that were common across most groups were:

- **Transport/Access to services** – perceptions regarding 'poor bus services' in rural areas and the cost, time and distance involved in travelling to other libraries - seen as causing particular inconvenience to parents with young children, the elderly and those with restricted mobility, as well as increasing costs to the council through greater use of concessionary passes. Also several references to use of cars, the high cost of petrol, beliefs that is not 'a green solution to encourage travelling'. Several responses mentioned that it is perceived that current library users would not use the service, because they would not/could not make the journey to another library.
- **Social isolation** – removal of meeting place, part of a regular routine and access to the internet, with particular impact on the elderly and other vulnerable members of society.
- **Economic disadvantage** – the possible impact of the increased costs for young children and the elderly with regard to buying books and audio books and the potential costs of travel, etc.
- **Academic results and literary standards** – impacts regarding removal of access to computers and the internet for those without their own computer.

Theme: Library Staff

2.5 The value of library staff is clearly expressed in the feedback, in particular, the community role of librarians, their long-standing relationships with individuals and families, their dedication to the service and their professional skills.

Theme: Community Libraries

2.6 The feedback indicated that there is perception amongst some that community-run means 'run only by volunteers'. Many of these responses expressed views that using volunteers to run libraries is unrealistic and/or unsustainable.

Theme: Avoiding Total Closure

2.7 Many pieces of correspondence offered a range of ideas and suggestions for the county council to explore in the hope that this would prevent total closure. People seemed more willing to accept the idea of a community-run facility than total closure.

3.   Ideas for a Future Library Service

3.1 In addition, this early feedback provided a wealth of insight into community views on a future library service. Comments included:

Suggestions regarding opening hours
- reduce opening hours of all libraries
- offer alternative opening hours

Some suggestions on how the service might raise revenue
- eBooks and ereaders are cheaper alternatives
- coffee bars in the library
- reduction in purchase of books and periodicals
- pay more council tax to keep it open
- subscription service
- raising fees
- nominal charge for borrowing
- use premises to run classes or other services

Suggestion of how the service might integrate with other local services
- school libraries included in intra library loans service to extend range of school libraries
- co-location of a library with a school

4.   Summary

4.1 The council has listened to the support that has been voiced for the Oxfordshire Library Service since the announcement of the early proposals. This feedback has been taken into account by the council when refining its proposal for formal consultation and preparing the accompanying initial Service & Community Impact Assessment.

`   May 2011

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Petitions received since 1 December 2010

Petition
Save Summertown Library
Save Blackbird Leys Library
Save Botley Library
Save Bicester Library
Save Grove Library
Save All Our Libraries
Save Bury Knowle Library
Save Charlbury Library
Save Old Marston Libray
Save Chinnor Library
Save Benson Library
Save Deddington Library
Save Headington Library
Keep Grove Library open and that it be run by trained Librarians
Keep Old Marston Library open.
Save Bampton Library
Save Woodcote Library
Save North Leigh Library
Save Sonning Common Library
Reconsider their proposal to cease funding of Chinnor and 19 other public libraries in Oxfordshire.

N.B More than one petition was received for some libraries.