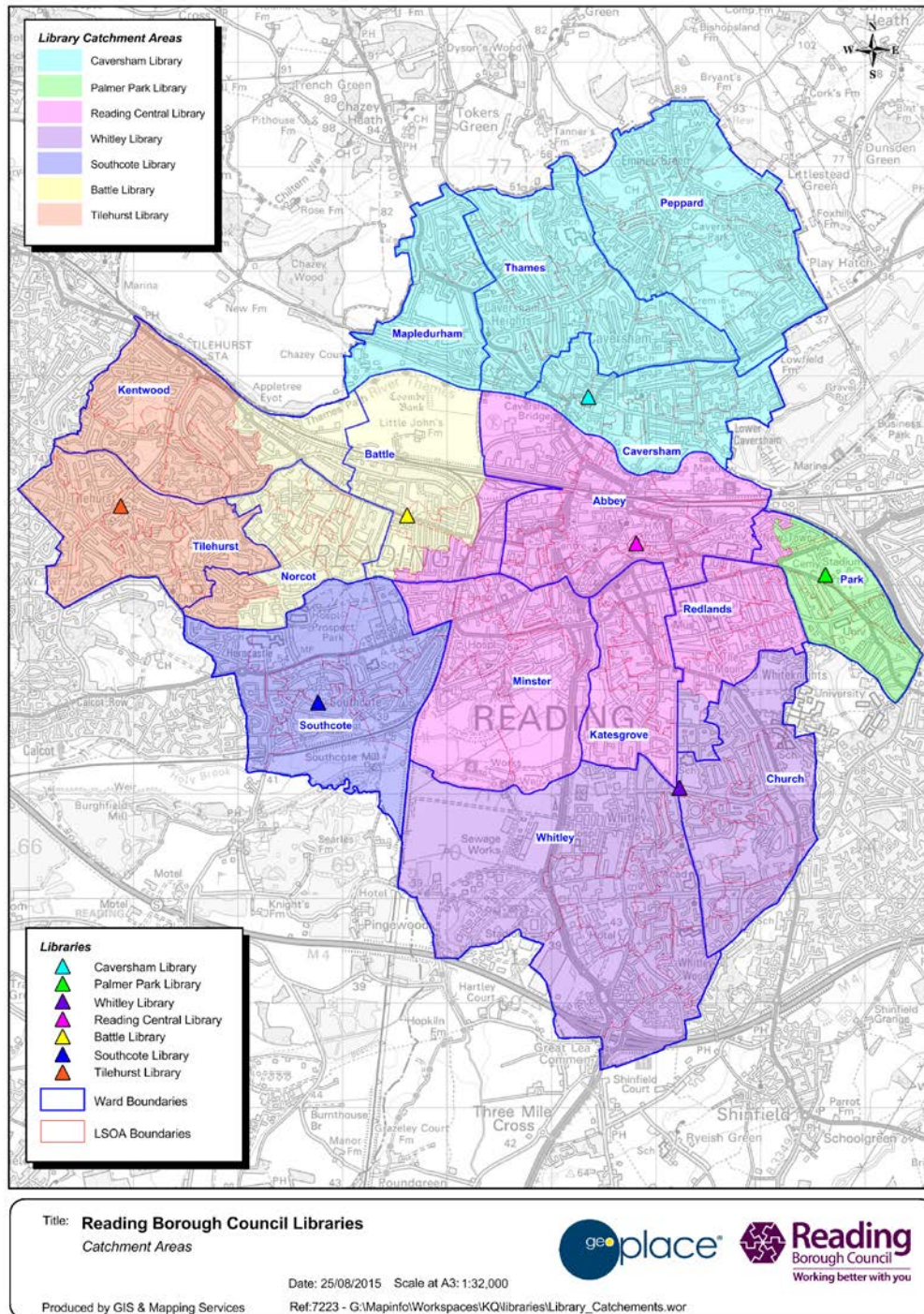


Overview of the Reading Borough Library Service

The library service in Reading currently includes:

- 7 public libraries - a central library and 6 branches
- a mobile service for the elderly and housebound based from Tilehurst Library
- a toy library located in Southcote Library

Map 1: Reading library network and catchment areas



Appendix 1

The library network in Reading

In Reading, the library service works as a cohesive whole, in that joining at one branch gives members the ability to borrow and return books at any branch. Books can be requested and renewed online 24/7 via the library website, and for a charge of 50p per book (free before 2013) a book can be requested from any branch and delivered to any branch for collection.

As documented in the individual library profiles, all sites contain the same basic stock for loan - adult fiction, adult non-fiction, children's books, spoken word CDs, and large print books. Larger libraries have some additional stock types e.g. DVDs and music CDs. The size of the stock depends on the size of the library and its use. The range of stock available also reflects local need, particularly in relation to the items in community languages that are stocked.

As the hub of the network, and due to its central location, Central Library receives the greatest number of visits and contains the greatest number of books and houses a number of specialist services which are not available in the branches, such as vocal scores, play sets, and the local history collection. It has reserve stocks which include a large reference and newspaper reserve. It also holds the largest collection of books in community languages, both in terms of number of volumes and number of languages. More detailed information about all the library sites can be found in the profiles for each library.

Furthermore, as is broken down in the individual library profiles, Reading Borough Council's library service is operated by 36.2 full-time equivalent (FTE) staff and includes 65 computer terminals.

More detailed information about branch service offers can be found in the profiles for each library.

Mobile Library Service

Reading's Mobile Library service is based at Tilehurst Library, and comprises one large mobile library, a car, 1.2 FTE staff and a team of volunteers.

Premise costs for the service are subsumed in Tilehurst Library costs, as the service is based there, and all other costs (for staff, vehicles, new stock, volunteer expenses etc.) total c£46,100 p.a. Costs have been reduced over the last three years, whilst maintaining visits, through the recruitment of additional volunteers.

The main remit of the Mobile Library is to provide a home visiting service to the elderly and those with restricted mobility, including stops at sheltered and extra care housing, residential and nursing homes.

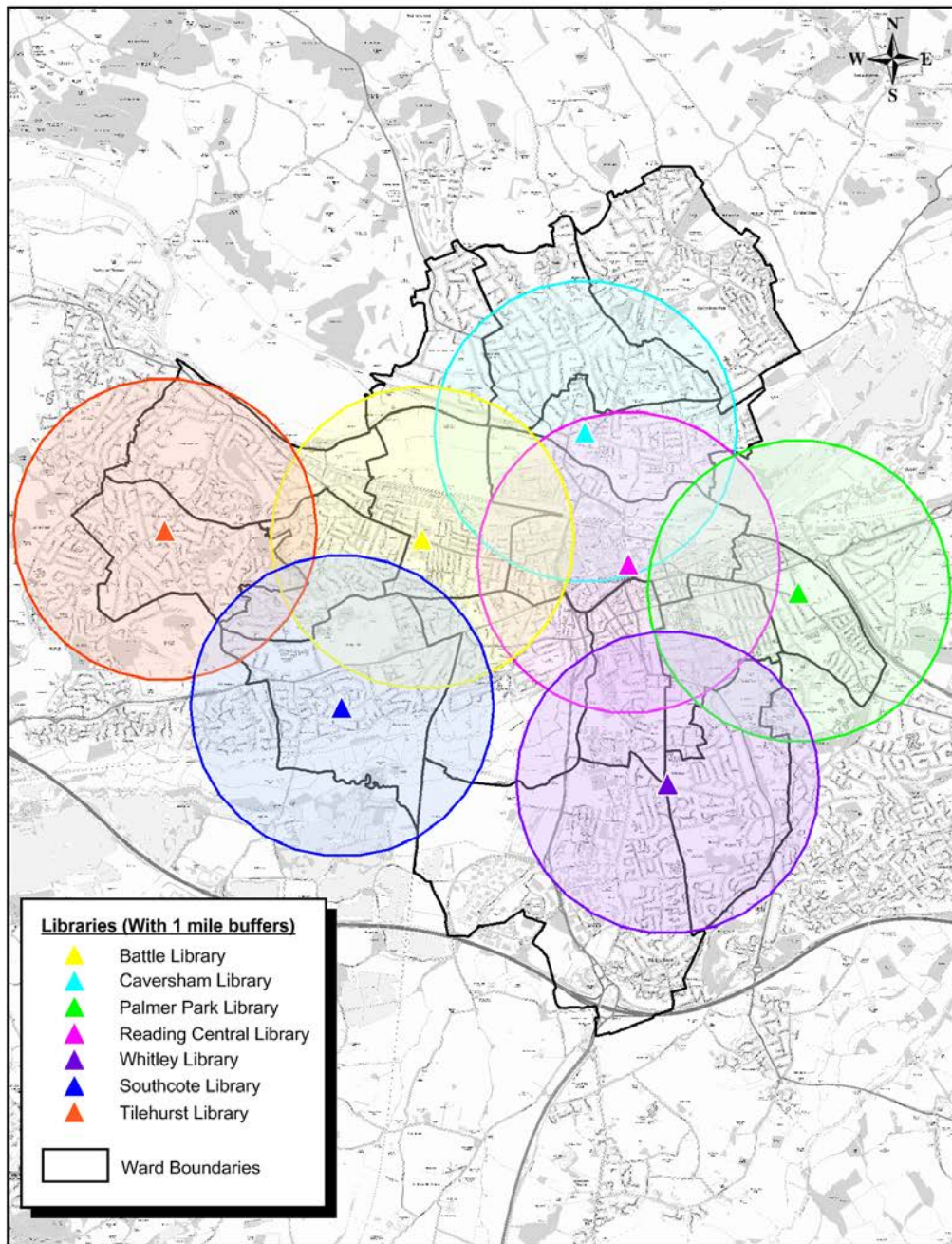
Individuals who are housebound in their own homes are visited every three weeks by either a library staff member using the staff car, or by a volunteer

Appendix 1

using their own transport. Individuals can join the service by self-referral or referral from health or social care services.

The service also provides 5 community stops in Emmer Green (on every third Friday) as this area falls outside of the 1 mile radius of the borough's libraries (as shown below) and there has been demand for this service.

Map 2: Reading libraries 1 mile radius



Title: **Reading Borough Council Libraries**

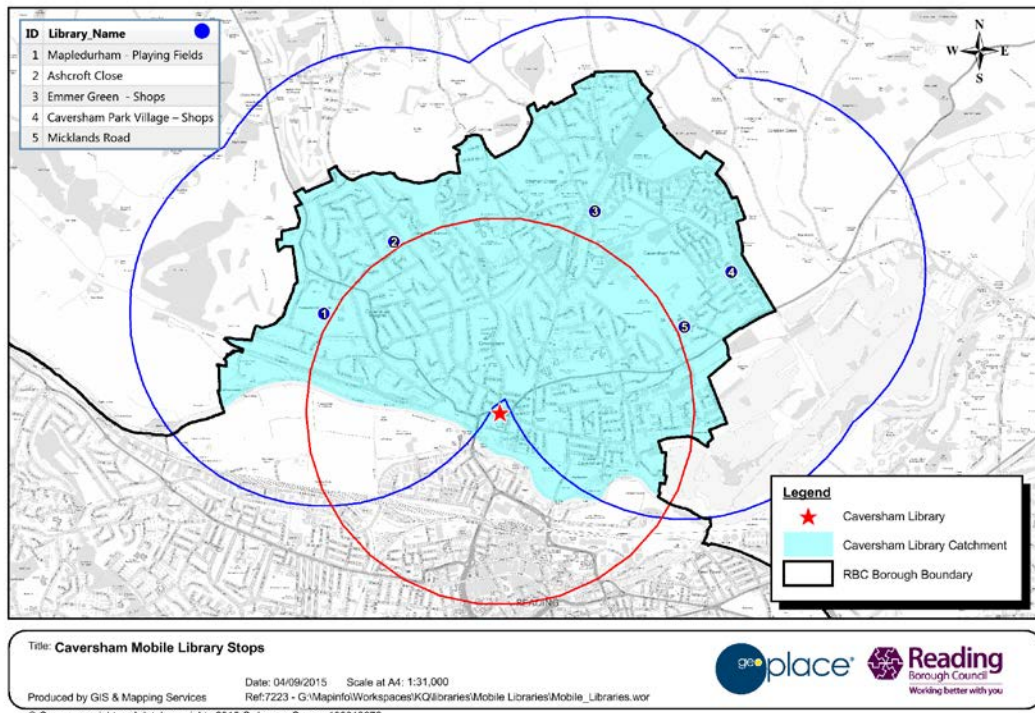
Date: 08/07/2015 Scale at A4:1:53,000
Produced by GIS & Mapping Services
Ref: G:\Mapinfo\Workspaces\KQ\libraries\Libraries_Workspace.wor



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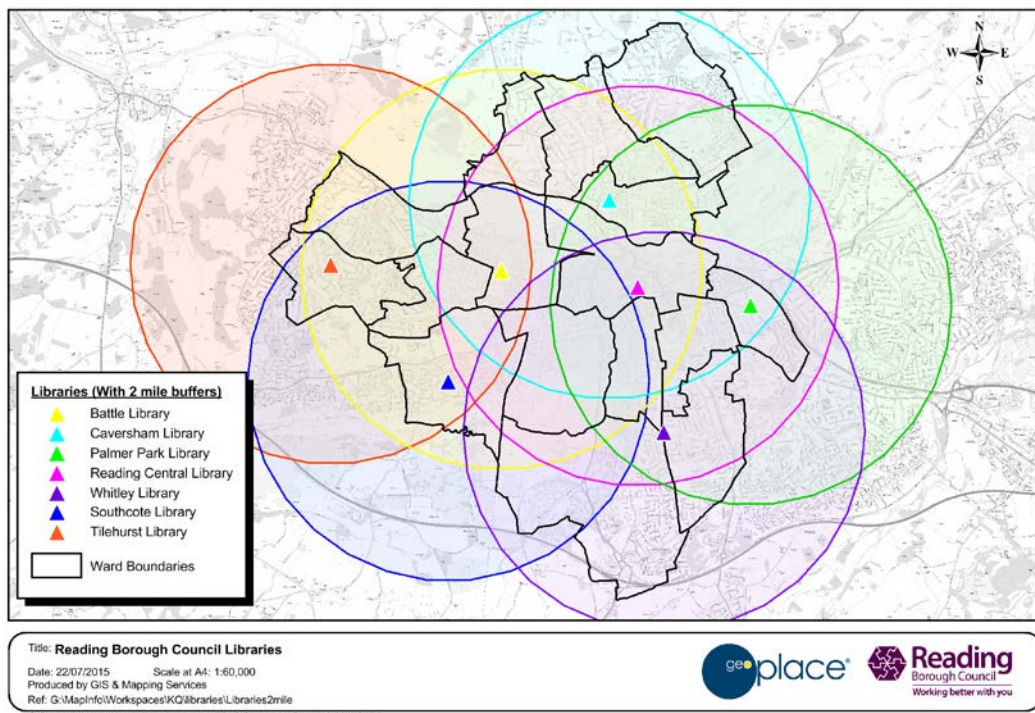
Appendix 1

Map 3: Mobile Library public stops



However, as Reading is a small urban borough with 7 static library sites that provide coverage of the entire borough within a 2 mile radius of each library (as below), it has previously been determined that current need for public service stops was minimal.

Map 4: Reading libraries 2 mile radius



Appendix 1

Toy Library

The Toy Library is based at Southcote Library, and is used by parents, carers, child minders and nurseries. It is open on three days a week.

Day	Time
Tuesday	9.30am - 12noon
Thursday	2.00pm -5.00pm
Saturday	9.30am - 11.00am and 2.00pm - 3.30pm

Toys can be borrowed for a small charge, which is levied in order to make the service self-funding. The Toy Library was set up 14 years ago with funding from an EU grant.

In spite of being based at Southcote Library, all the toys can be reserved via the online Toy Library catalogue and collected from any library site.

Premise and staffing costs are subsumed in Southcote Library costs as existing library staff also run the Toy Library. Therefore, the service is currently cost neutral, as the cost of replacing toys is covered by the fees charged.

Bookstart

In partnership with Early Years, Reading libraries run the national Bookstart scheme in Reading. Under this scheme central government pays for the production of bags containing books suitable for babies. Information about relevant local services is added to the bags in Reading, and they are delivered to new mothers via Health Visitors, libraries, and early years settings, including Children's Centres.

Reading Libraries administer the scheme, employing a part-time member of staff who is based at Tilehurst Library, but who is paid for by Early Years.

Budget and Staffing

Since 2009/10, the library service budget has been reduced by 40%, from £2.2m to £1.4m, and staffing levels have been reduced by 37%, from 58.5 FTE to 36.2 FTE.

To date the reductions in staffing and in the budget generally have been absorbed without any significant impact on the public - opening hours have been maintained at 2009 levels or have increased, and no sites have been closed.

With the aim of minimising the full impact of the savings on the front line and hence on the public, the majority of the savings have been achieved by a thorough review of many aspects of the service. This has eliminated or

Appendix 1

streamlined back office functions. Self-service by the public has increased, e.g. self-service internet printing at the Central Library.

The 2015/16 library service budget can be broken down as follows:

Staffing	£1,123,100
Premises	£307,087*
Transport	£8,300
Supplies and Services	£112,100
Stock	£159,500
Income	£230,100
Total	£1,479,987

*The above premises costs include planned premises maintenance, reactive maintenance and insurance premiums to the value of £57,687 that are funded centrally within the Council, and therefore do not form part of the £1.4m library service's budget. However, the inclusion of these costs is necessary to showing the full cost of the library service.

In order to keep the library network operating, there are overhead costs, included above, that are not directly attributable to any one site, but which ensure that the system continues to function.

These are:

Summary	Description	Cost
ICT costs	The primary cost is for the library computer system. This manages the issuing, cataloguing, requesting and purchase of stock. It includes the online catalogue for public use. In addition there are some annual software and maintenance costs associated with the self-service print and booking kiosk and with the self-service issue terminals in Central Library and other equipment.	£73.5k per annum
The library courier	The courier transports boxes of books and other items around the network to: <ul style="list-style-type: none"> • Circulate existing stock • Send out new stock • Take requested books from branch to branch. 	£28k (1 FTE plus vehicle)
Stock unit and ICT support	Stock unit staff are responsible for overseeing stock purchase, maintaining the library computer system, cataloguing, and placing orders for new books. ICT support is for the library staff ICT and	£34k (1.3 FTE)

Appendix 1

	for the public IT network.	
Library management	Service Manager and Support Staff Manager. The Service Manager has overall responsibility for the service, the service budget, the professional team, and service standards and performance. The Support Staff Manager is responsible for line managing all library branch managers, for buildings, and for Health and Safety across all libraries.	£95k (2 FTE)
Administration staff	Based at the Central Library and responsible for all orders raised, all cash handling and banking procedures, administering income generation, statistics, and assisting the Service Manager with budget management.	£30k (1.1 FTE)

Network Performance

In addition to considering the relative performance of each of Reading's libraries, it is necessary to consider the performance of the network as a whole.

Across Reading Libraries there are currently 118,520 registered members and 19,489 active borrowers. Furthermore, in the last financial year (2014-15), Reading Libraries have:

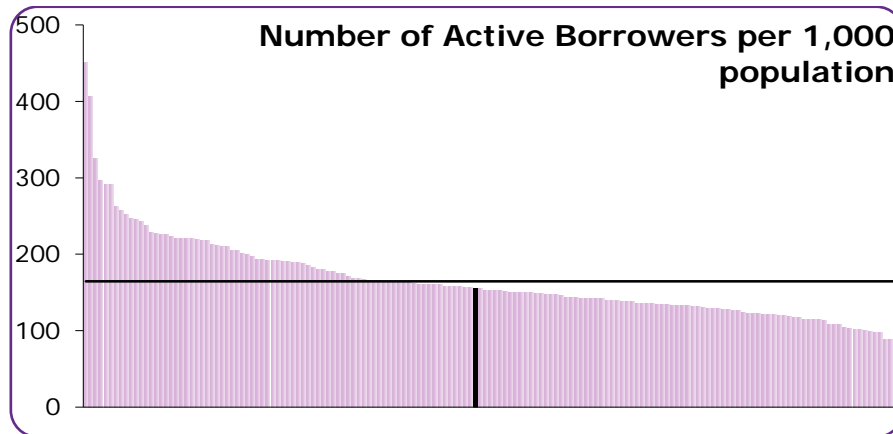
- Received 661,296 visits to branch libraries and Mobile Library public stops
- Made 2,568 visits to the elderly and housebound
- Issued 728,305 books, 12,804 DVDs, 11,842 CDs, 5,001 cassettes and 2,148 toys. This includes:

Adults Books	
171,132	Non-Fiction books
241,674	Fiction books
23,208	Large Print books
Children's Books	
39,561	Non-Fiction books
252,730	Fiction books
Other lending	
12,804	DVDs
2,148	Toys
2,370	Music CDs
9,472	Spoken Word CDs
3,889	Spoken Word Cassettes
1,112	Children's Cassettes

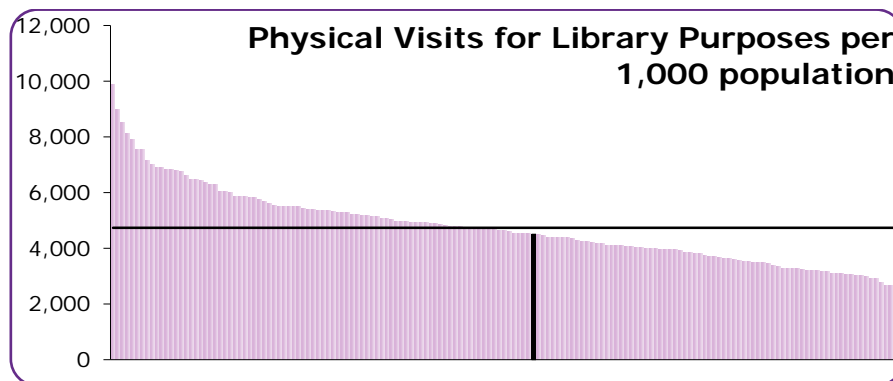
Appendix 1

- Hosted 1,721 children's events with 66,508 attendees (approx. 38 attendees per event), including Rhymetimes and Storytimes.
- Hosted 581 adults events with 6,471 attendees (approx. 11 attendees per event)

The following tables place the performance of Reading's library network in the context of other unitary authorities (based upon the latest available data - data taken from the Chartered Institute of Public Finance Association's 2013/14 returns).

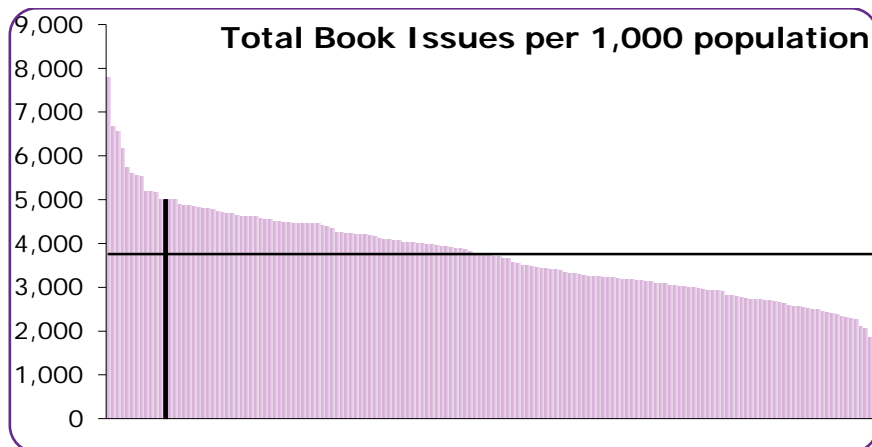


With 155 active borrowers per 1,000 population (defined as users that have borrowed a book in the last year), Reading has just below the average number of active borrowers per 1,000 population (165) for a unitary authority.

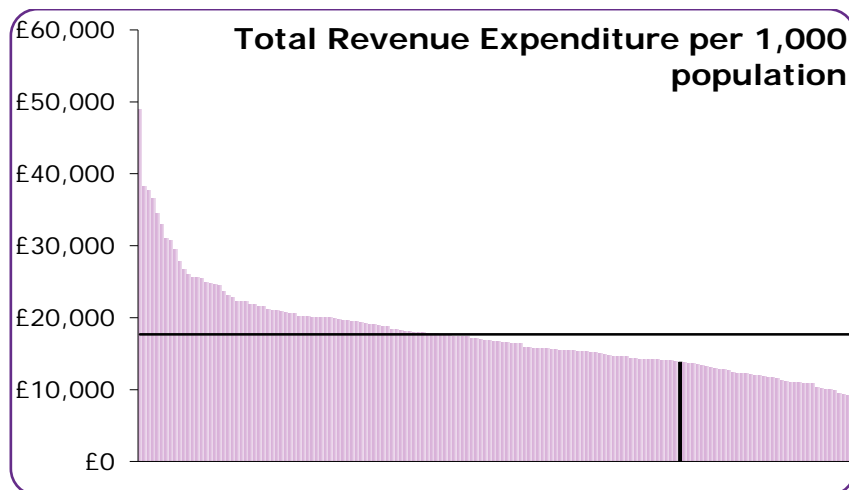


Numbers of physical visits for library purposes per 1,000 population are also just below average for a unitary authority where the average is 4,728 and Reading has 4,502 visits, and this reflects the national average.

Appendix 1

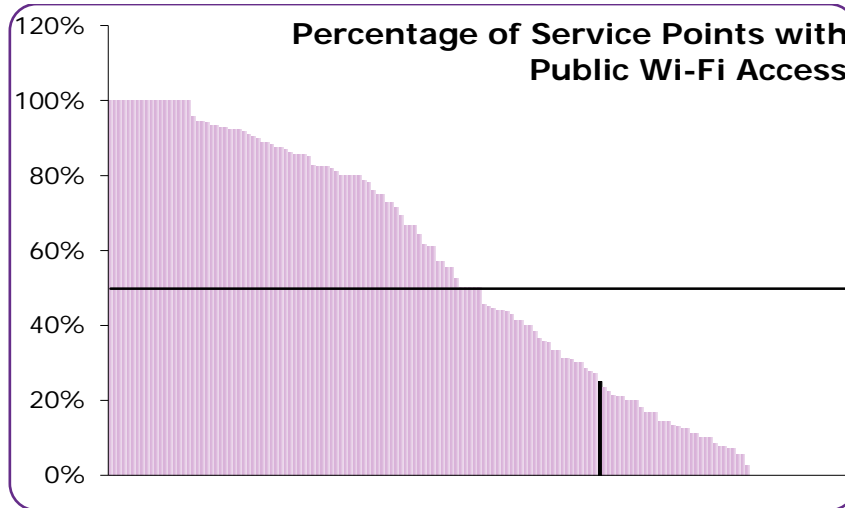


Whilst the numbers of active borrowers and visits in Reading are around average, book issues per 1,000 population are well above average at 4,998 per 1,000 population, where the average is 3,758. This means that those using the library service in Reading are higher than average borrowers.

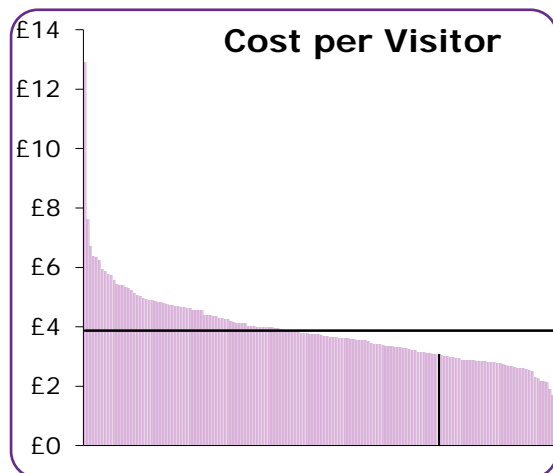
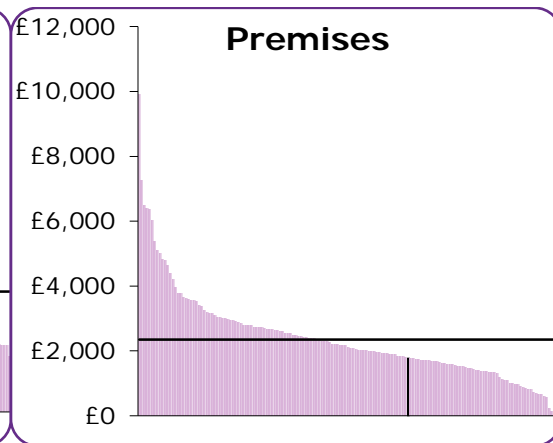
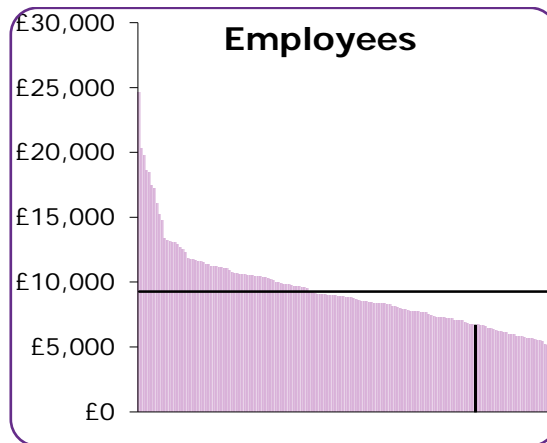


Comparative performance information also indicates that Reading's library network is relatively inexpensive, as total revenue expenditure on the service is below the average for a unitary authority where the average spend is £17,700 and Reading currently spend £13,799.

Appendix 1



From the above it is apparent that at the point of March 2014, Reading had fewer than the average proportion of branch libraries with public access Wi-Fi. South Reading now has Wi-Fi which increases this to 42.8%.



Employee, Premises and Cost per Visitor are all also below the average cost for a unitary authority.

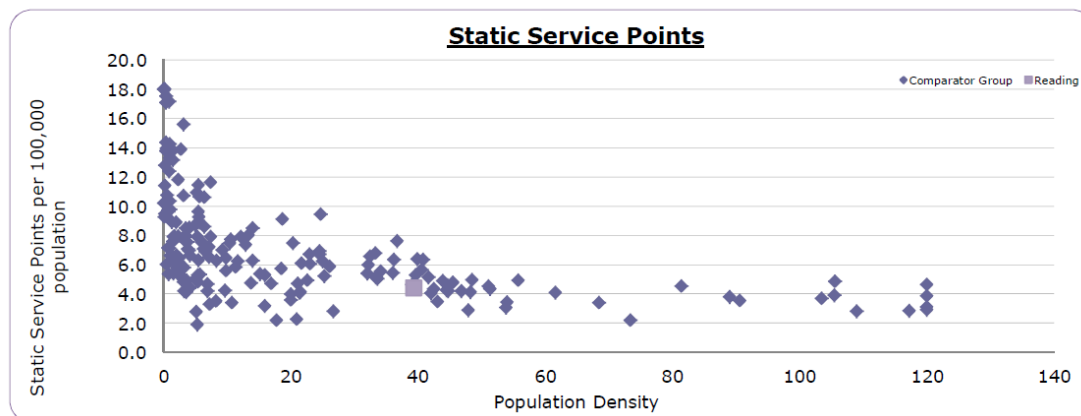
	Reading	Average
Employees	£6,688	£9,264
Premises	£1,780	£2,350
Cost per visitor	£3	£4

The following national comparator data illustrates the number of service points in an area compared to the area's population density where the population is both more and less dense. Broadly, as population density

Appendix 1

increases (on the horizontal axis), the number of libraries per 100,000 population tends to be lower.

	Authority	Median
Population Density	39.4	7.2



2014 Library User Survey and subsequent library service improvements

A recent library user survey carried out in November 2014 has also provided us with an insight into the performance of the library service from the users' perspective.

The survey was accessible via the council website, and forms were made available at all Reading libraries, and generated 1,075 responses.

In summary:

- Respondents were content with opening hours in general - 89% thought opening hours were good or very good. However, there were some requests for Sunday opening, later evenings and additional hours on Saturday at the smaller branches
- The book stock, computer facilities and customer care were generally considered adequate or better
- Requests for improvements included:
 - The introduction of an e-book offer
 - Refurbishments to toilet facilities
 - Updating ICT provision

The themes emerging from this survey have subsequently informed the design of the consultation questionnaire, and a number of changes to the library service have been progressed that address some of the issues raised. These included:

1. The introduction of e-book lending for adult fiction, non-fiction and children's books in December 2014.

Appendix 1

2. Improvements to the online catalogue, including book jacket images and other information have been added to make choosing a book easier.
3. Upgrades to all public ICT hardware and software at all sites is taking place over the autumn of 2015.
4. The creation of a 'Community and Learning Hub' at Central Library, with partner organisations creating a more comprehensive offer to the public, and reducing overheads.
5. A remodelled children's library at Central Library with a castle theme, to make it both safer for children (a new wall prevents them running out to the main doors) and more attractive and stimulating.
6. Refurbishment of some public areas at the Central Library, including the public toilets.
7. Free Wi-Fi throughout the Central Library with increased bandwidth. Previously Wi-Fi could only be accessed on one floor, with a maximum of 15 simultaneous users. It is now available on all four floors and the system supports up to 66 concurrent users. Free Wi-Fi has also been introduced in Whitley library, funded via a national scheme supported by BT/Barclays bank.

Library Profiles

Central Library



Abbey Square
Reading
RG1 3BQ

0118 901 5950

Opening Hours

Day	Times
Monday	9am to 5.30pm
Tuesday	9am to 7pm
Wednesday	9am to 5pm
Thursday	9am to 7pm
Friday	9am to 5.30pm
Saturday	9.30am to 5pm
Sundays and bank holidays	Closed

Accessibility

Central Library is fully wheelchair accessible.

There is no parking on site. The nearest car park is Queens Road car park.

Central Library is easily accessible by train, bus and bike due to the central location of the library, and its proximity to both Reading's refurbished train station, and many bus routes.

Services Available

- Books - fiction and non-fiction, for adults and children.
- Books in large print
- 'Back to Basics' books for adult learners
- Books in Arabic, Bengali, Chinese (including children's books), French, German, Gujarati, Italian, Marathi, Nepali, Polish, Portuguese, Punjabi, Russian, Spanish, Tamil and Urdu
- e-books
- Sets of books for book clubs
- Spoken word CDs and cassettes for adults and children
- Music CDs
- DVDs

Appendix 2

- Extensive local studies collection, including maps and newspapers
- Family history resources
- National and local newspapers
- Wide range of magazines
- Printing
- Photocopier
- Wi-Fi
- Public access computers / free Internet access
- Music scores
- Vocal scores and play sets for loan to groups
- Study space
- Elevate Reading Hub (Floor 3) where Reading Borough Council, Adviza, Healthwatch, New Directions, Reading Credit Union, Reading UK CIC and Reading Voluntary Action share a space and provide a joined-up service to 16-24 year olds looking for employment, training and volunteering opportunities
- Public toilets
- Toy Library - reserve and pick up small items
- Issuing of the Your Reading Passport

Activities Hosted / Run

- Board Games Club
- Book club
- Coffee mornings
- Craft and chat sessions
- Family history surgery
- Glitter Club
- Library Quiz Nights
- Reading and writing groups (inc. Visually Impaired People, plays, crime and non-fiction)
- Rhymetime (inc. Cantonese and Spanish)
- Occasional evening talks
- Class visits

School holidays:

- Children's craft activities
- Explore Learning sessions
- Summer Reading Challenge for children

Appendix 2

Statistics

Staffing (full time equivalent)	14.81	Visits	322,192
Weekly Opening Hours	52.5	Issues	268,101
Computer Terminals	32	IT Sessions	66,867
Travel distance to nearest alternative library	1.1 miles (Caversham)	Attendees at Children's events	14,999
Registered Members	65,535	Attendees at Adults events	2,159
Active Borrowers (borrowed in last year)	10,317		

Building information / costs

Premises costs	£175,446	Cost per visit	£1.45
Staffing costs	£381,967	Maintenance liabilities	£185,000
Supplies and service costs	£10,134	Building performance rating	C
Income	£101,462	Toilet facilities	Yes
Total Cost	£466,085	Meeting / activity rooms	No

Note: the above building information and costs are based on 2014/15 actual costs and therefore Premises costs include a business rate rebate applied during this financial year, and Income does not include additional income received from the rental of Floor 3 to the Elevate Reading Hub partners.

Battle Library



420 Oxford Road
Reading
RG30 1EE

0118 901 5100

Opening Hours

Day	Times
Monday	9am to 5pm
Tuesday	9am to 7pm
Wednesday	Closed
Thursday	9am to 5pm
Friday	9am to 5pm
Saturday	9.30am to 1pm, 2pm to 4pm
Sundays and bank holidays	Closed

Accessibility

Battle Library is fully wheelchair accessible.

There is no on-site parking available. Limited on street parking is available and the nearest car park is located outside Tesco Extra.

Battle library is served by the 15, 16 and 17 bus routes and Reading West railway station.

Services Available

- Books - fiction and non-fiction, for adults and children.
- Books in large print
- 'Back to Basics' books for adult learners
- Books in Polish (including children's books) and books in Urdu
- e-books
- Spoken word CDs for adults and children
- DVDs
- National and local newspapers
- Selection of magazines
- Local history information
- Wi-Fi
- Public access computers / free Internet access
- Printing

Appendix 2

- Photocopier
- Fax
- Study space
- Community room and garden
- Public toilets
- Toy Library - reserve and pick up small items.

Activities Hosted / Run

- Art club for children
- Baby clinic
- Battle Ward Councillors Surgery
- Book group
- Bookworms, a book group for children
- Breastfeeding Support Clinic
- Coffee and craft sessions
- ESOL classes run by the WEA
- Evening events
- Games Club for children
- Rhymetime (including Italian, Lithuanian and Polish)
- Slingmeet - Thames Valley Sling Babies
- Storytime
- Thursday Social/Coffee morning
- Warhammer Club for 10 to 16 year olds
- Wii club for children
- Class visits

School holidays:

- Children's craft activities
- Games Club
- Lego Club
- Summer Reading Challenge for children

Appendix 2

Statistics

Staffing (full time equivalent)	2.36	Visits	72,907
Weekly Opening Hours	39.5	Issues	67,170
Computer Terminals	7	IT Sessions	7,348
Travel distance to nearest alternative library	1.5 miles (Central and Southcote)	Attendees at Children's events	19,708
Registered Members	8,104	Attendees at Adults events	1,266
Active Borrowers (borrowed in last year)	1,388		

Building information / costs

Premises costs	£30,360	Cost per visit	£1.20
Staffing costs	£65,609	Required maintenance	£20,000
Supplies and service costs	£5,067	Building performance rating	D
Income	£13,729	Grant Repayable*	£1,469,808
Total Cost	£87,307	Toilet facilities	Yes
		Meeting / activity rooms	Yes

*Grant repayable to the Heritage Lottery Fund if Reading Borough Council 'sell, lease, let, sublet or otherwise dispose or change the use of' Battle Library without their prior written consent.

Note: The above building information and costs are based on 2014/15 actual costs and therefore include a business rate rebate applied during this financial year.

Caversham Library



Church Street
Caversham
Reading
RG4 8AU

0118 901 5103

Opening Hours

Day	Times
Monday	9am to 5pm
Tuesday	9am to 7pm
Wednesday	9am to 5pm
Thursday	9am to 7pm
Friday	9am to 5pm
Saturday	9.30am to 4pm
Sundays and bank holidays	Closed

Accessibility

Caversham Library is fully wheelchair accessible. Disabled parking is also available on site.

The nearest car park is Chester St or at the rear of Waitrose, access through Archway Road.

Caversham Library is served by the Premier Routes: 22, 24, 2 and 2a.

Services Available

- Books - fiction and non-fiction, for adults and children.
- Books in large print
- 'Back to Basics' books for adult learners
- Books in French, German, Hindi, Polish, Spanish and Urdu
- e-books
- Spoken word CDs and cassettes for adults and children
- DVDs
- National and local newspapers
- Selection of magazines
- Local history information
- Printing
- Photocopier

Appendix 2

- Fax
- Public access computers / free Internet access
- Study space
- Toy Library - reserve and pick up small items.

Activities Hosted / Run

- Board games club - adults
- Book Group - adults
- Caversham Ward Councillors surgeries
- Evening events
- Glitter Club
- Ready to Play - children's board games club
- Rhymetime
- Sit & Stitch Group
- Storytime
- Class visits

During school holidays:

- Children's craft activities
- Summer Reading Challenge for children

Statistics

Staffing (full time equivalent)	4.66	Visits	112,046
Weekly Opening Hours	50.5	Issues	163,306
Computer Terminals	6	IT Sessions	6,157
Travel distance to nearest alternative library	1.1 miles (Central)	Attendees at Children's events	6,553
Registered Members	15,832	Attendees at Adults events	340
Active Borrowers (borrowed in last year)	3,092		

Building information / costs

Premises costs	£11,903	Cost per visit	£0.97
Staffing costs	£114,325	Required maintenance	£126,000
Supplies and service costs	£5,067	Building performance rating	N/A
Income	£22,830	Toilet facilities	No
Total Cost	£108,465	Meeting / activity rooms	No

Note: The above building information and costs are based on 2014/15 actual costs and therefore include a business rate rebate applied during this financial year.

Palmer Park Library



St Bartholomew's Road
Reading
RG1 3QB
0118 901 5106

Opening Hours

Day	Times
Monday	9am to 5pm
Tuesday	9am to 7pm
Wednesday	Closed
Thursday	9am to 7pm
Friday	9am to 5pm
Saturday	9.30am to 1pm, 2pm to 4pm
Sundays and bank holidays	Closed

Accessibility

Palmer Park Library is fully wheelchair accessible.

Free parking is available at Palmer Park Sports Stadium and nearby for disabled persons blue badge holders.

Palmer Park Library is served by both the 17 and 190 bus routes.

Services Available

- Books - fiction and non-fiction, for adults and children
- Books in large print
- 'Back to Basics' books for adult learners
- Books in Hindi, Panjabi and Urdu
- e-books
- Spoken word CDs for adults and children
- DVDs
- Local history information
- National and local newspapers, and Daily Jang
- Selection of magazines
- Urdu digests
- Photocopier

Appendix 2

- Public access computers / free Internet access
- Study space
- Toy Library - reserve and pick up small items.

Activities Hosted / Run

- Children's book club
- Coffee mornings
- Fancy Dress Rhymetimes
- Needles and Pins adult craft group
- Rhymetimes
- Storytime
- Under Fives Saturday Craft
- Class visits

During school holidays:

- Children's craft activities
- Summer Reading Challenge for children

Statistics

Staffing (full time equivalent)	2.5	Visits	31,093
Weekly Opening Hours	41.5	Issues	49,480
Computer Terminals	3	IT Sessions	2,128
Travel distance to nearest alternative library	1.3 miles (Central)	Attendees at Children's events	7,719
Registered Members	4,702	Attendees at Adults events	158
Active Borrowers (borrowed in last year)	888		

Building information / costs

Premises costs	£7,310	Cost per visit	£2.25
Staffing costs	£63,183	Required maintenance	£35,750
Supplies and service costs	£5,067	Building performance rating	N/A
Income	£5,674	Toilet facilities	No
Total Cost	£69,886	Meeting / activity rooms	No

Note: The above building information and costs are based on 2014/15 actual costs and therefore include a business rate rebate applied during this financial year.

Southcote Library



Southcote Lane
Reading
RG30 3BA

0118 901 5109

Opening Hours

Day	Times
Monday	Closed
Tuesday	9am to 7pm
Wednesday	Closed
Thursday	9am to 7pm
Friday	9am to 5pm
Saturday	9.30am to 1pm, 2pm to 4pm
Sundays and bank holidays	Closed

Accessibility

Southcote Library is fully wheelchair accessible.

The library is served by a small onsite car park, as well as the 26 bus route.

Services Available

- Books - fiction and non-fiction, for adults and children.
- Books in large print
- 'Back to Basics' books for adult learners
- e-books
- Spoken word CDs for adults and children
- DVDs
- Local history information
- Local Studies Pack on the development of the Southcote estate
- National and local newspapers
- Selection of magazines
- Public access computers / free Internet access
- Printing
- Photocopier
- Fax
- Study space
- Toy Library based here - reserve and pick up small and large items here
- Issuing of the Your Reading Passport

Activities Hosted / Run

- Book group
- Children's board games club
- Children's Library Club
- Coffee Mornings
- Gardener's Group
- Jigsaw Club - for adults
- Rhymetimes
- Storytime
- Toddler crafts
- Toddler tales
- One off themed events, including Harry Potter, Wimpy Kid and Horrid Henry
- Class visits

During school holidays:

- Children's craft activities
- PJ parties (twice annually)
- Summer Reading Challenge for children

Statistics

Staffing (full time equivalent)	2.06	Visits	33,370
Weekly Opening Hours	33.5	Issues	35,125
Computer Terminals	5	IT Sessions	1,238
Travel distance to nearest alternative library	1.5 miles (Battle)	Attendees at Children's events	4,563
Registered Members	4,735	Attendees at Adults events	1,097
Active Borrowers (borrowed in last year)	833		

Building information / costs

Premises costs	£17,295	Cost per visit	£2.05
Staffing costs	£52,463	Required maintenance	£39,000
Supplies and service costs	£5,067	Building performance rating	N/A
Income	£6,393	Toilet facilities	No
Total Cost	£68,432	Meeting / activity rooms	No

Note: The above building information and costs are based on 2014/15 actual costs and therefore include a business rate rebate applied during this financial year.

Tilehurst Library



School Road
Tilehurst
Reading
RG31 5AS

0118 901 5112

Opening Hours

Day	Times
Monday	9am to 5pm
Tuesday	9am to 7pm
Wednesday	Closed
Thursday	9am to 7pm
Friday	9am to 5pm
Saturday	9.30am to 4pm
Sundays and bank holidays	Closed

Accessibility

Tilehurst Library is fully wheelchair accessible. Disabled parking is also available on site.

Additional parking is available on the nearby Dunstall Close.

Tilehurst Library is also served by the bus routes: 15, 17 and 33.

Services Available

- Books - fiction and non-fiction, for adults and children.
- Books in large print
- 'Back to Basics' books for adult learners
- Books in French and Spanish
- e-books
- Spoken word CDs and cassettes for adults and children
- DVDs
- Local history information
- Selection of magazines
- Public access computers / free Internet access
- Photocopier
- Printing
- Fax

Appendix 2

- Study space
- Toy Library - reserve and pick up small items.
- Issuing of the Your Reading Passport

Activities Hosted / Run

- Adult Craft Meet
- Book group
- Childrens Centre activities
- Coffee morning
- Evening events
- Monthly talks
- Rhymetime
- Class visits

During school holidays:

- Children's craft activities
- Summer Reading Challenge for children

Statistics

Staffing (full time equivalent)	3.57	Visits	65,476
Weekly Opening Hours	42.5	Issues	119,460
Computer Terminals	7	IT Sessions	4,298
Travel distance to nearest alternative library	1.8 miles (Battle)	Attendees at Children's events	9,141
Registered Members	14,308	Attendees at Adults events	1,337
Active Borrowers (borrowed in last year)	2,288		

Building information / costs

Premises costs	£14,289	Cost per visit	£1.57
Staffing costs	£96,296	Required maintenance	£132,000
Supplies and service costs	£5,067	Building performance rating	N/A
Income	£12,665	Toilet facilities	No
Total Cost	£102,987	Meeting / activity rooms	No

Note: The above building information and costs are based on 2014/15 actual costs and therefore include a business rate rebate applied during this financial year.

Whitley Library



Northumberland Avenue
Reading
RG2 7PX

0118 901 5115

Opening Hours

Day	Times
Monday	2pm to 5pm
Tuesday	9am to 7pm
Wednesday	Closed
Thursday	9am to 5pm
Friday	9am to 5pm
Saturday	9.30am to 1pm, 2pm to 4pm
Sundays and bank holidays	Closed

Accessibility

Whitley Library is fully wheelchair accessible.

Limited parking is available nearby.

Whitley Library is serviced by the number 5 bus route.

Services Available

- Books - fiction and non-fiction, for adults and children,
- Books in large print
- 'Back to Basics' books for adult learners
- Books in Urdu
- e-books
- Spoken word CDs for adults and children
- DVDs
- Selection of magazines
- Wi-Fi
- Public access computers / free Internet access
- Photocopier
- Printing
- Fax
- Study space

Appendix 2

- Toy Library - reserve and pick-up small items.
- Issuing of the Your Reading Passport.

Activities Hosted / Run

- Children's craft Club
- Coffee mornings
- Games Club
- National Careers Service
- Rhymetimes
- Class visits

During school holidays:

- Children's craft activities
- Summer Reading Challenge for children

Statistics

Staffing (full time equivalent)	2.11	Visits	22,240
Weekly Opening Hours	34.5	Issues	31,025
Computer Terminals	5	IT Sessions	2,453
Travel distance to nearest alternative library	1.6 miles (Central)	Attendees at Children's events	3,625
Registered Members	5,304	Attendees at Adults events	114
Active Borrowers (borrowed in last year)	683		

Building information / costs

Premises costs	£12,946	Cost per visit	£2.75
Staffing costs	£46,690	Required maintenance	£28,000
Supplies and service costs	£5,067	Building performance rating	N/A
Income	£3,461	Toilet facilities	No
Total Cost	£61,242	Meeting / activity rooms	No

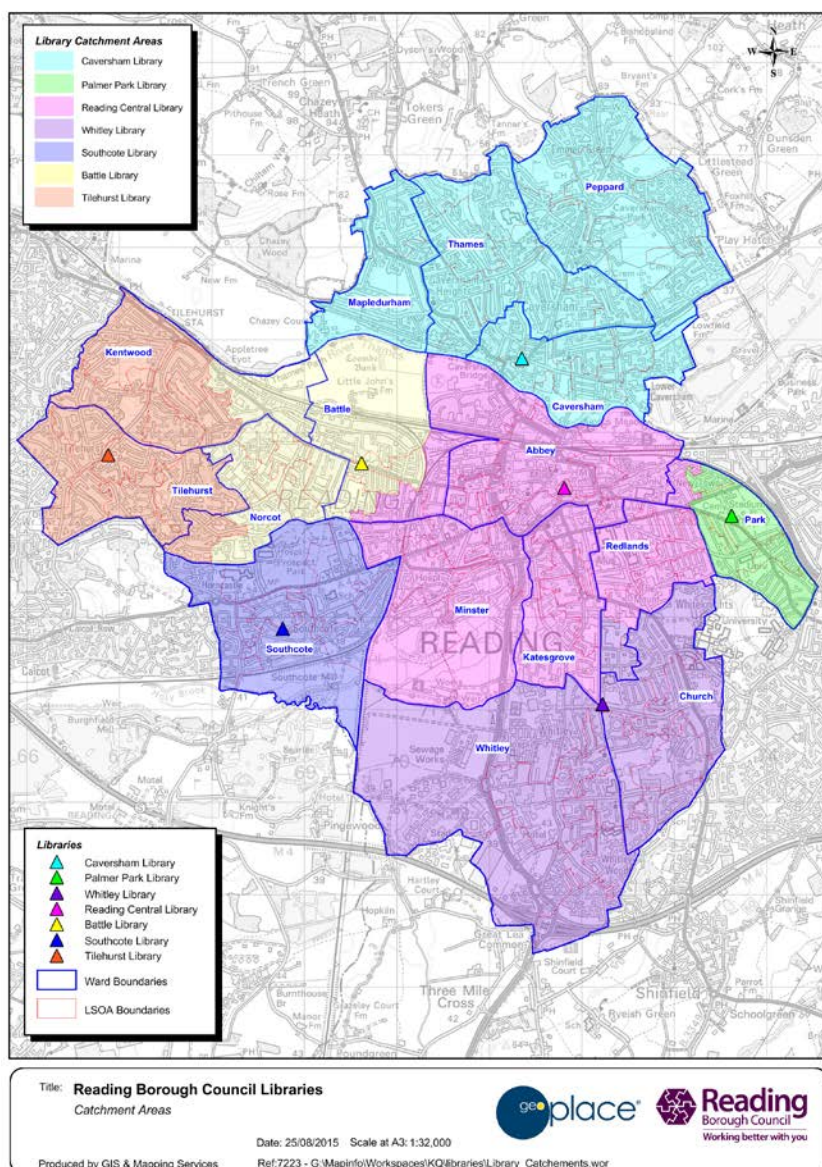
Note: The above building information and costs are based on 2014/15 actual costs and therefore include a business rate rebate applied during this financial year.

Central Library Catchment Profile

Library catchment areas include all Lower Super Output Areas (LSOAs) where 5% or more of the population are registered at that library and actively borrow from the library network. Where the threshold of 5% has not been met in the LSOA for any library, or has been met for more than one branch, LSOAs have been distributed on the basis of geographical proximity and the proportion of active borrowers.

The catchment area for Central library is shown below in pink with library locations identified. This area is used as the basis for the community profile that follows, although some data is only available at Ward level (which does not exactly match catchment areas). The catchment area sits across 6 different wards, although the ‘best fit’ is Abbey, Minster, Katesgrove and Redlands Wards, which cover the majority of the urban area in the catchment. Ward boundaries are also shown on the map below.

Map 1: Central Library Catchment Area (shown in pink)

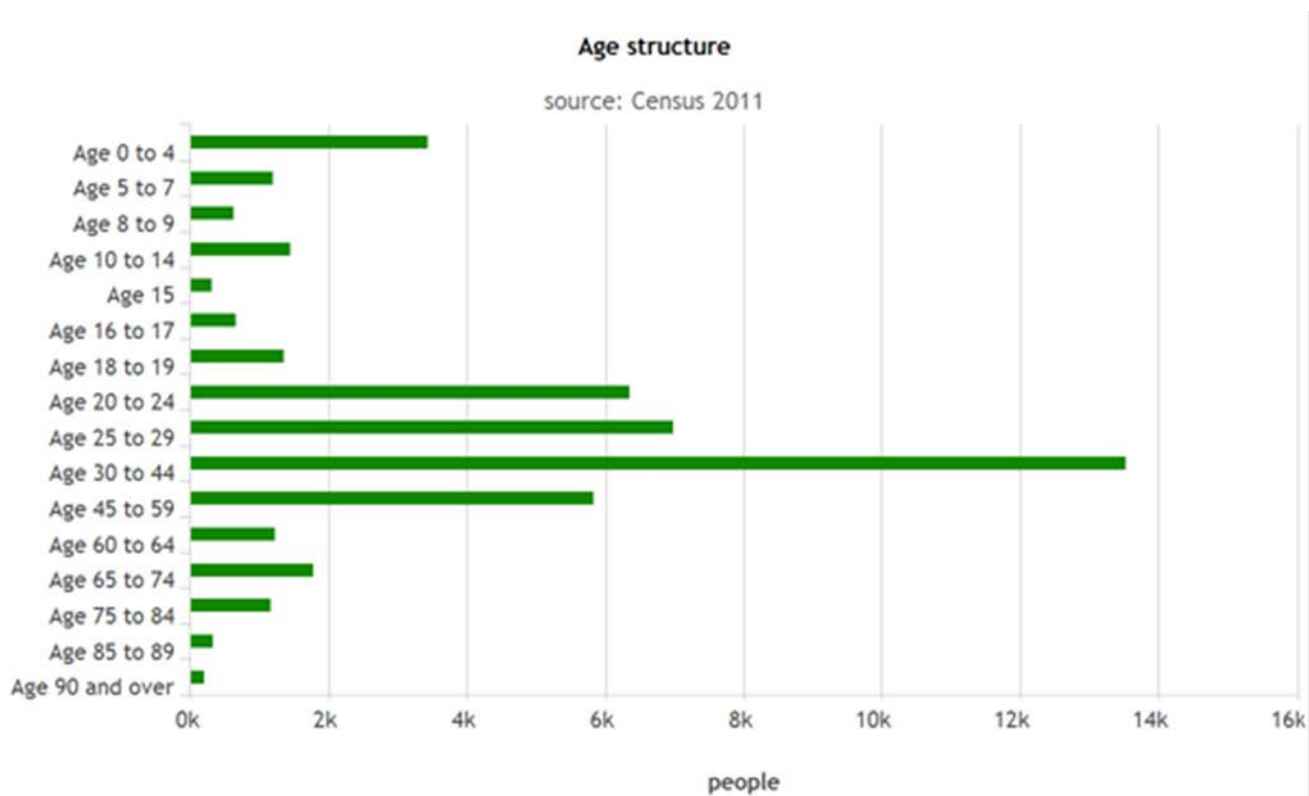


Appendix 3

Population

At the point of the 2011 Census, the resident population of the Central library catchment area was 46,482 which represents 29.85% of the total Reading resident population.

48% of the catchment population is female and 52% male. The mean age of the population is 33 years compared to a mean age of 35 years for residents in the whole of Reading. The predominant age band in the catchment is Age 30 to 44 which represents 29.11% of the population.



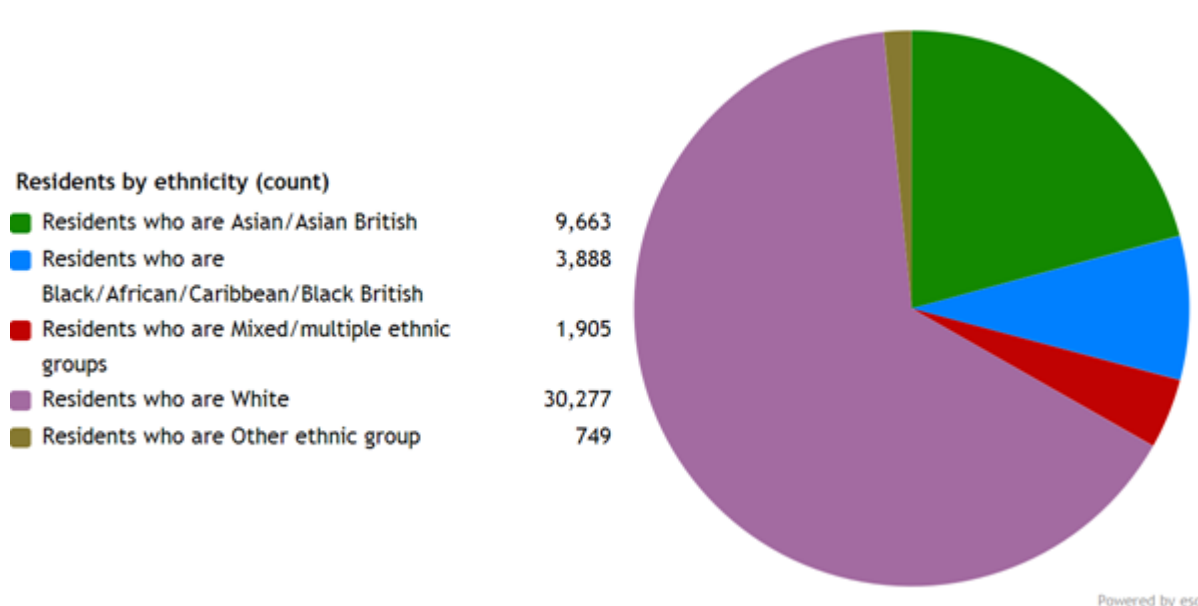
Ethnicity

The majority of the catchment is classified as 'White', making up 65.1% of the population. That compares with a figure of 74.8% for Reading as a whole, 90.7% for the South East Region and 85.4% for all of England.

The second largest ethnic group is made of residents classified as 'Asian/Asian British' with 20.8% of the population. That compares with 13.6% for Reading as a whole, 5.2% for the South East Region and 7.8% for all of England.

The ethnic split of the area's residents is shown below.

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Households

Of the 20,250 households in the area in 2011, 60% lived in rented housing, while the remainder of the population either owned their home outright, with a mortgage or loan, or jointly.

The largest number of households lived in Private Rented accommodation with 42.7% of the catchment areas households. That compares with 24.7% for Reading as a whole, 14.1% for South East Region and 13.6% for the whole of England.

The second largest number of households lived in a home owned with a mortgage or loan, with 24.2% of households. That compares with 32.2% for Reading, 33.5% for South East Region and 34.5% for the whole of England.

Central Library's catchment area has 2,793 households with dependent children aged 0 to 4 (13.79% of households) and 4,704 households have dependent children of all ages. That represents 23.23% of households in the catchment. The area also has below the Reading and England average number of lone parents with dependent children at 5.9%, in contrast to 7.5% and 7.1% respectively.

Indices of Deprivation

The Indices of Deprivation 2010 provides a relative ranking of areas across England & Wales according to their level of deprivation. It includes the Index of Multiple Deprivation which brings together 37 different indicators covering specific aspects or dimensions of deprivation including income, employment, health and disability, education, skills and training, barriers to housing and services, living environment and crime.

Appendix 3

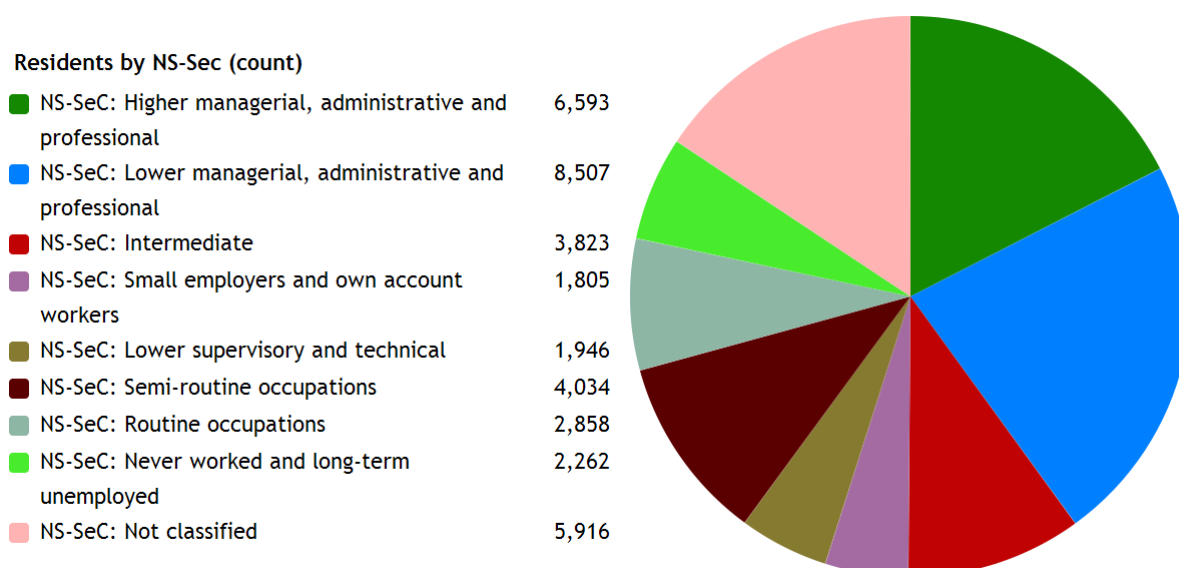
The overall index of deprivation indicates that there is more deprivation in the Central library catchment area than affluence as:

- 8 of the 25 LSOAs that made up the Central Library catchment area at the point of 2010 were in the 20-30% most deprived in the country
- 5 were in the 30-40% most deprived
- 5 were in the 40-50% most deprived
- The remaining 7 were in the 50% least deprived

Employment

The National Statistics Socio-economic Classification (NS-SEC) provides an indication of socio-economic position based on occupation. It is an Office for National Statistics standard classification. To assign a person aged 16 to 74 to an NS-SEC category their occupation title is combined with information about their employment status, whether they are employed or self-employed, and whether or not they supervise other employees. Full-time students are recorded in the 'full-time students' category regardless of whether they are economically active or not.

The following chart provides a breakdown of the Central library catchment area by socio-economic classification for all residents aged 16 - 74.



From the above it is apparent that, whilst a significant proportion of residents are unclassified (12.7%), there is a relatively even split of occupations. However, higher and lower managerial, administrative and professional occupations represent the 2 most prevalent occupations at 14.2% and 18.3% each.

Appendix 3

Latest benefit claimant statistics indicate that the number of people in the ward areas Abbey, Katesgrove and Minster claiming out of work and employment support benefits is above the borough average, while they are below average in Redlands Ward.

Benefit	% of working age population claiming benefits					
	Abbey Ward	Katesgrove Ward	Minster Ward	Redlands Ward	Reading	Great Britain
Job Seekers Allowance (July 2015)	1.8%	1.6%	1.7%	0.9%	1.4%	1.7%
Employment and Support Allowance and Incapacity Benefit (February 2015)	5.03%	4.75%	5.91%	2.75%	4.35%	6.39%

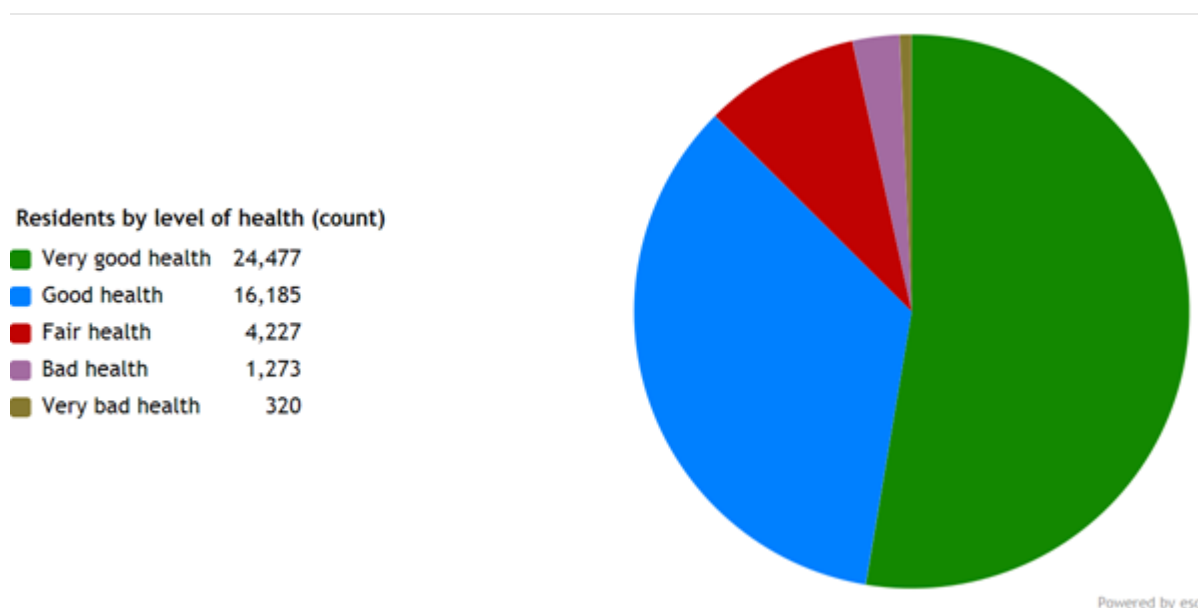
Qualifications

The population in the catchment area has a better qualification profile than the Reading and England average in that there are significantly fewer residents with no qualification, and more residents with levels 4 qualifications or higher (degree or equivalent).

	No qualifications per cent	Apprenticeship per cent	Level 1 qualifications per cent	Level 2 qualifications per cent	Level 3 qualifications per cent	Level 4 qualifications and above per cent	Other qualifications per cent
	2011	2011	2011	2011	2011	2011	2011
	%	%	%	%	%	%	%
Central library catchment	10.48	1.25	7.96	8.19	12.38	36.52	8.08
Reading	17.40	2.50	12.20	12.30	13.40	34.80	7.40
England	22.50	3.60	13.30	15.20	12.40	27.40	5.70

Appendix 3

Health & Disability



From the above, it is apparent that 87% of the population of the Central library catchment area report that they are in either very good or good health, with only 3.4% reporting bad or very bad health.

Accessibility

From the below it is apparent that the majority of households in the area have access to a car or van. However, it is also apparent that the number of households with a car or van is below the average for Reading, and England as a whole.

	4 or more cars or vans in household per cent	3 cars or vans in household per cent	2 cars or vans in household per cent	1 car or van in household per cent	No cars or vans in household per cent
	2011	2011	2011	2011	2011
	%	%	%	%	%
Central Library catchment area	0.79	1.98	13.66	45.96	37.61
Reading	1.40	4.20	21.20	44.90	28.30
England	1.90	5.50	24.70	42.20	25.80

From analysis of journey times for driving and by public transport, it is apparent that:

Appendix 3

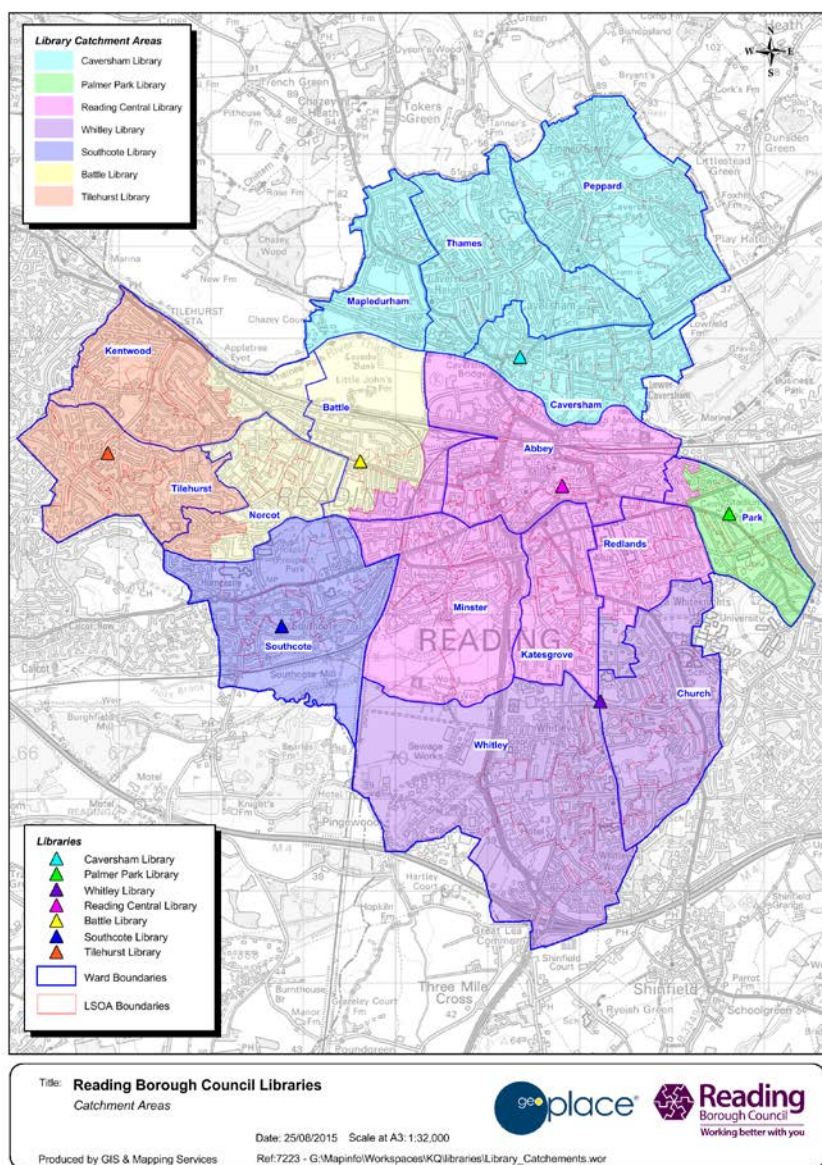
- 2 other libraries (Caversham and Palmer Park) are within a 10 minute drive, and 3 additional libraries can be reached within a 15 minute drive (Battle, Southcote and Whitley).
- 2 other libraries (Battle and Palmer Park) are within 15 minutes by public transport, and 4 additional libraries can be reached within 30 minutes by bus (Caversham, Southcote, Tilehurst and Whitley).

Battle Library Catchment Profile

Library catchment areas include all Lower Super Output Areas (LSOAs) where 5% or more of the population registered at that library, and actively borrow from the library network. Where the threshold of 5% has not been met in the LSOA for any library, or has been met for more than one branch, LSOAs have been distributed on the basis of geographical proximity and the proportion of active borrowers.

The catchment area for Battle library is shown below in yellow with library locations identified. This area is used as the basis for the community profile that follows, although some data is only available at Ward levels (which do not exactly match catchment areas). The catchment area sits across 3 different wards, although the ‘best fit’ is Battle and Norcot Wards, which cover the majority of the urban area in the catchment. Ward boundaries are also shown on the map below.

Map 1: Battle Library Catchment Area (shown in yellow)

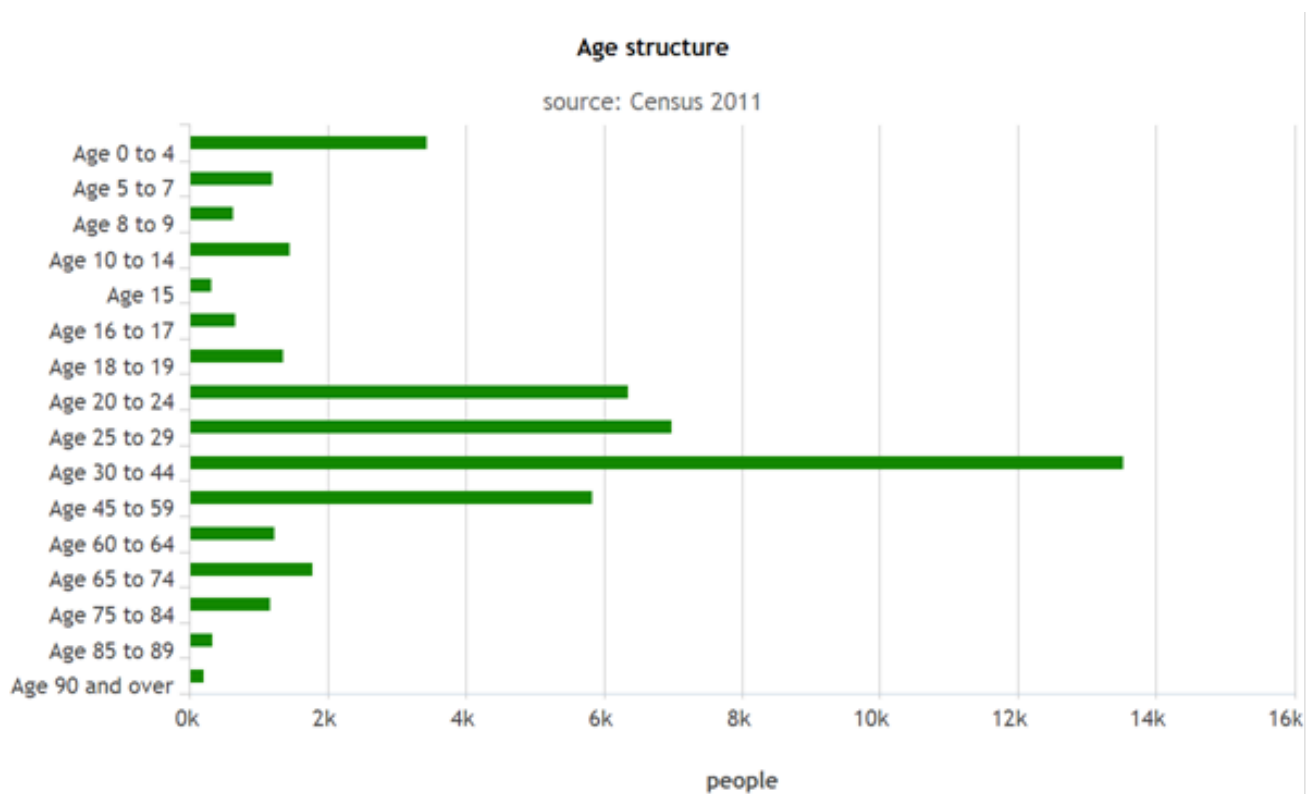


Appendix 3

Population

At the point of the 2011 Census, the resident population of the Battle library catchment area was 17,847 which represent 11.46% of the total Reading resident population.

50% of the catchment population is female and 50% male. The mean age of the population is 34 years compared to a mean age of 35 years for residents in the whole of Reading. The predominant age band in the catchment is Age 30 to 44 which represent 27.26% of the population.



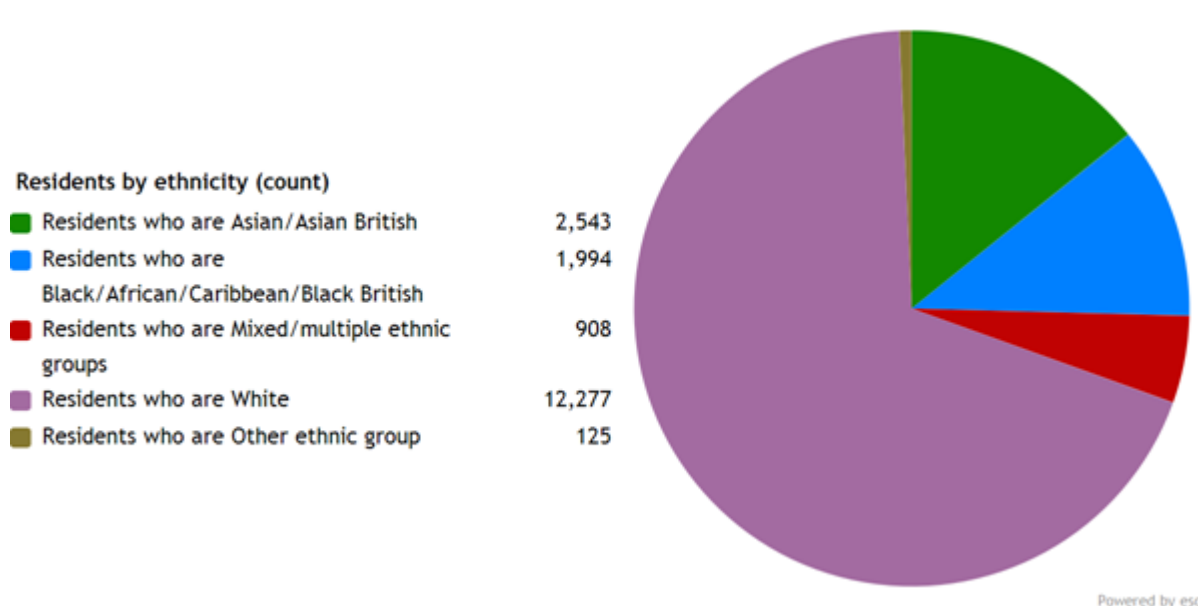
Ethnicity

The majority of the catchment is classified as 'White', making up 68.8% of the population. That compares with a figure of 74.8% for Reading as a whole, 90.7% for the South East Region and 85.4% for all of England.

The second largest ethnic group is made of residents classified as 'Asian/Asian British' with 14.2% of the population. That compares with 13.6% for Reading as a whole, 5.2% for the South East Region and 7.8% for all of England.

The ethnic split of the area's residents is shown below.

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Households

Of the 7,395 households in the area in 2011, 46% lived in rented housing, while the remainder of the population either owned their home outright, with a mortgage or loan, or jointly.

The largest number of households lived in a home owned with a mortgage or loan, with 31.8% of households. That compares with 32.2% for Reading, 33.5% for South East Region and 34.5% for the whole of England.

The second largest number of households lived in Private Rented accommodation with 26.6% of the catchment areas households. That compares with 24.7% for Reading as a whole, 14.1% for South East Region and 13.6% for the whole of England.

Battle Library's catchment area has 1,315 households with dependent children aged 0 to 4 (17.78% of households) and 2,529 households have dependent children of all ages. That represents 34.20% of households in the catchment. The area also has above the Reading and England average number of lone parents with dependent children at 10.8%, in contrast to 7.5% and 7.1% respectively.

Indices of Deprivation

The Indices of Deprivation 2010 provides a relative ranking of areas across England & Wales according to their level of deprivation. It includes the Index of Multiple Deprivation which brings together 37 different indicators covering specific aspects or dimensions of deprivation including income, employment, health and disability, education, skills and training, barriers to housing and services, living environment and crime.

Appendix 3

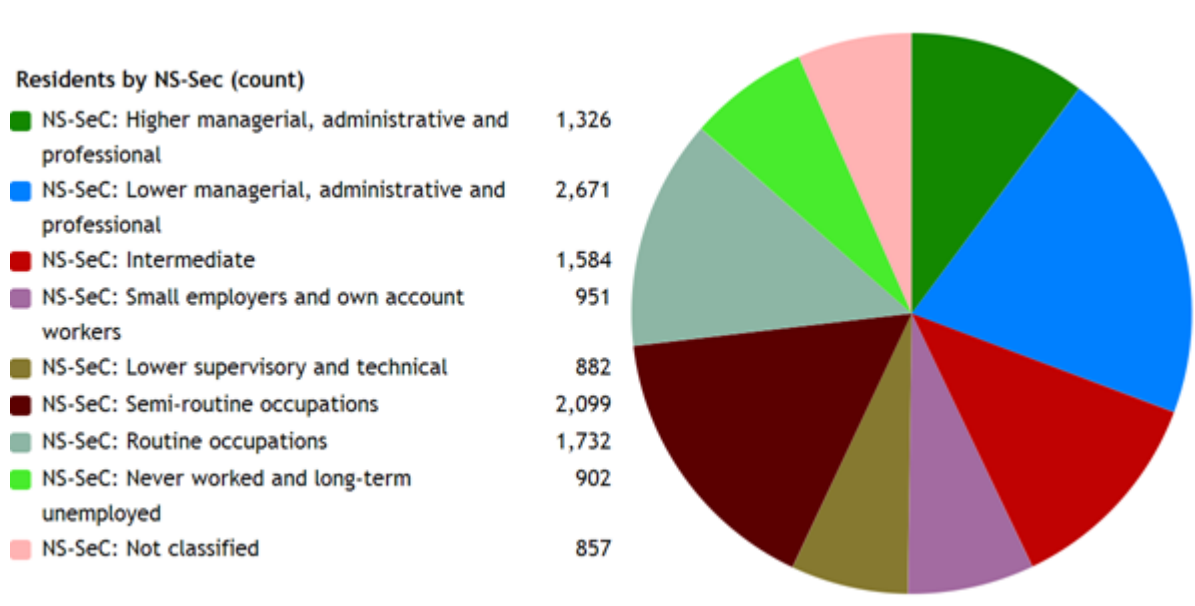
The overall index of deprivation indicates that Battle library catchment area is more deprived as:

- 3 of the 11 LSOAs that make-up the catchment area fell within the 10-20% most deprived in England
- 1 was in the 20-30% most deprived
- 5 were in the 40-50% most deprived
- Only 1 was in the 50% least deprived

Employment

The National Statistics Socio-economic Classification (NS-SEC) provides an indication of socio-economic position based on occupation. It is an Office for National Statistics standard classification. To assign a person aged 16 to 74 to an NS-SEC category their occupation title is combined with information about their employment status, whether they are employed or self-employed, and whether or not they supervise other employees. Full-time students are recorded in the 'full-time students' category regardless of whether they are economically active or not.

The following chart provides a breakdown of the Battle library catchment area by socio-economic classification for all residents aged 16 - 74.



From the above it is apparent that, whilst a small proportion of residents are unclassified (4.8%), there is a relatively even split of occupations. However, lower managerial, administrative and professional occupations and semi-routine occupations represent the 2 most prevalent occupations at 14.97% and 11.76% each.

Appendix 3

Latest benefit claimant statistics indicate that the number of people in the ward areas Battle and Norcot claiming out of work benefits in the area is higher than the borough average.

Benefit	% of working age population claiming benefits			
	Battle	Norcot	Reading	Great Britain
Job Seekers Allowance (July 2015)	1.8%	1.9%	1.4%	1.7%
ESA and Incapacity Benefit (February 2015)	4.62%	6.04%	4.35%	6.39%

Qualifications

The population in the catchment area has a poorer qualification profile than the Reading and England average in that there are fewer residents in apprenticeships, or with level 1-4 qualifications. While the proportion of residents with no qualifications is lower than the England average, it is also marginally lower than the Reading average.

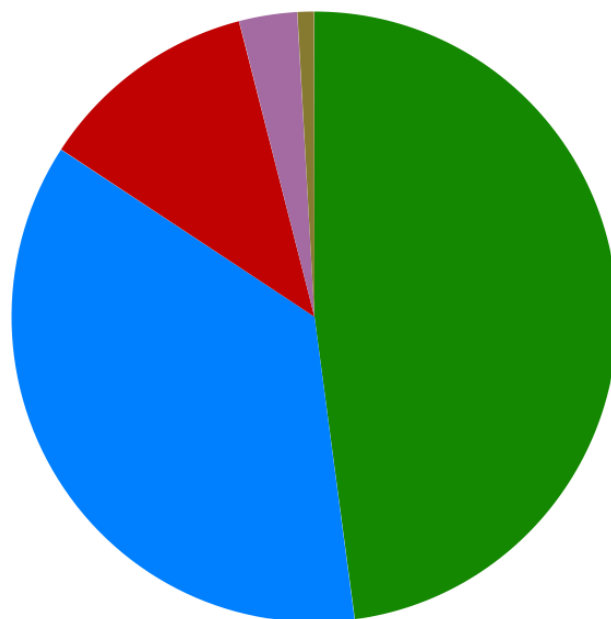
	No qualifications per cent	Apprenticeship per cent	Level 1 qualifications per cent	Level 2 qualifications per cent	Level 3 qualifications per cent	Level 4 qualifications and above per cent	Other qualifications per cent
	2011	2011	2011	2011	2011	2011	2011
	%	%	%	%	%	%	%
Battle library catchment	16.15	1.89	11.34	10.70	7.73	21.61	8.02
Reading	17.40	2.50	12.20	12.30	13.40	34.80	7.40
England	22.50	3.60	13.30	15.20	12.40	27.40	5.70

Appendix 3

Health & Disability

Residents by level of health (count)

Very good health	8,545
Good health	6,490
Fair health	2,097
Bad health	554
Very bad health	161



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From the above, it is apparent that 84% of the population of the Battle library catchment area report that they are in either very good or good health, with only 4% reporting bad or very bad health.

Accessibility

From the below it is apparent that the majority of households in the area have access to a car or van. However, it is also apparent that the number of households with a car or van is below the average for Reading, and England as a whole.

	4 or more cars or vans in household per cent	3 cars or vans in household per cent	2 cars or vans in household per cent	1 car or van in household per cent	No cars or vans in household per cent
	2011	2011	2011	2011	2011
	%	%	%	%	%
Battle library catchment area	0.77	2.88	15.96	47.49	32.90
Reading	1.40	4.20	21.20	44.90	28.30
England	1.90	5.50	24.70	42.20	25.80

Appendix 3

From analysis of journey times for driving and by public transport, it is apparent that:

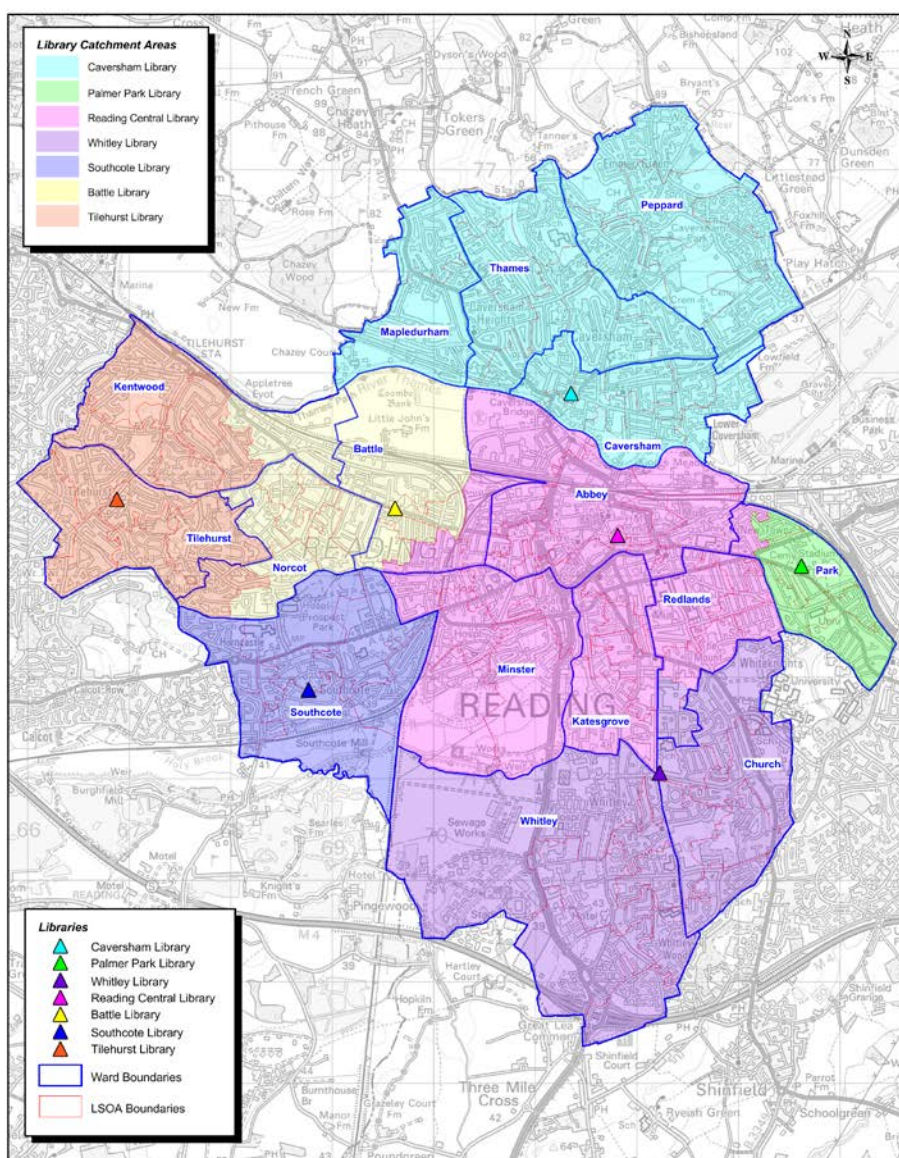
- 1 other library (Southcote) is within a 10 minute drive, and 4 additional libraries can be reached within a 15 minute drive (Central, Caversham, Tilehurst and Whitley).
- 4 other libraries can be reached within 30 minutes by bus (Central, Palmer Park, Southcote and Tilehurst).

Caversham Library Catchment Profile

Library catchment areas include all Lower Super Output Areas (LSOAs) where 5% or more of the population registered at that library, and actively borrow from the library network. Where the threshold of 5% has not been met in the LSOA for any library, or has been met for more than one branch, LSOAs have been distributed on the basis of geographical proximity and the proportion of active borrowers.

The catchment area for Caversham library is shown below in light blue with library locations identified. This area is used as the basis for the community profile that follows and encompasses Caversham, Mapledurham, Peppard and Thames Wards.

Map 1: Caversham Library Catchment Area (shown in light blue)



Title: **Reading Borough Council Libraries**
Catchment Areas

Date: 25/08/2015 Scale at A3: 1:32,000

Produced by GIS & Mapping Services Ref:7223 - G:\Mapinfo\Workspaces\KQ\libraries\Library_Catchments.wor

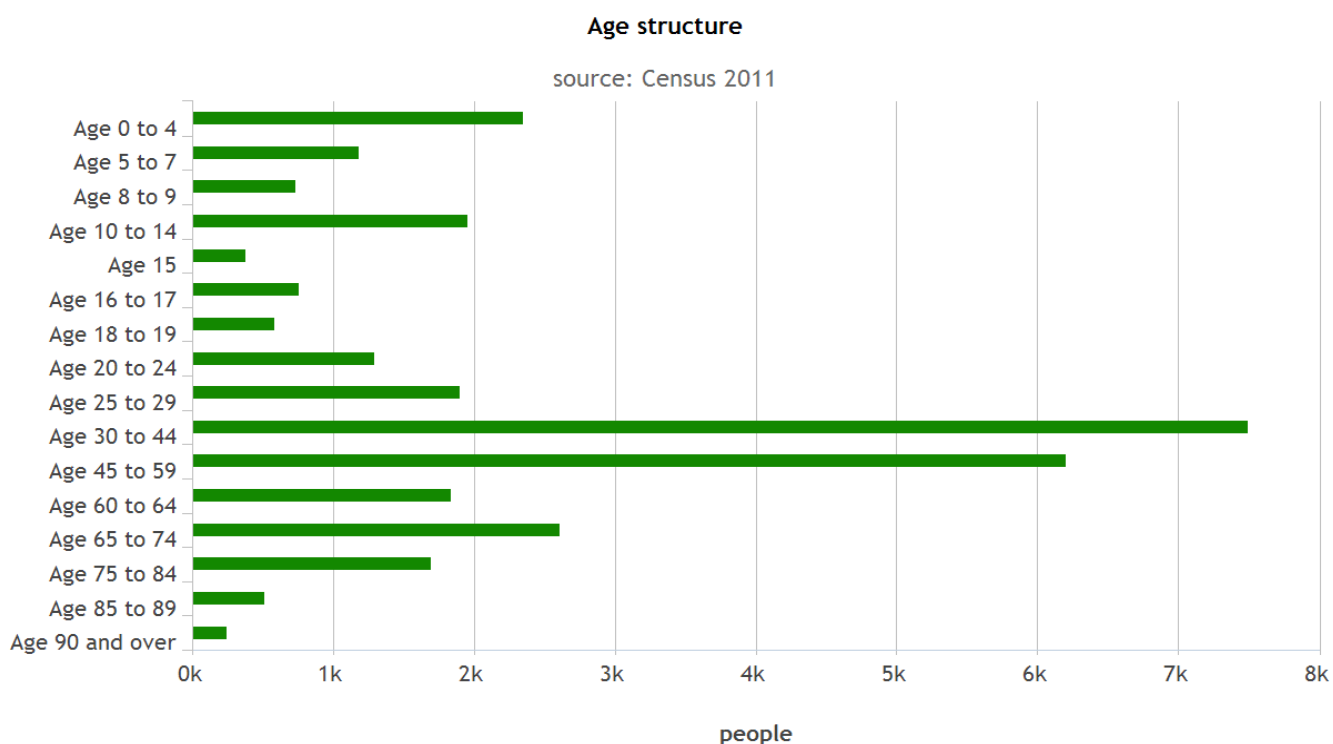
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Appendix 3

Population

At the point of the 2011 Census, the resident population of the Caversham library catchment area was 31,734 which represent 20.38% of the total Reading resident population.

51% of the catchment population is female and 49% male. The mean age of the population is 35 years compared to a mean age of 35 years for residents in the whole of Reading. The predominant age band in the catchment is Age 30 to 44 which represent 23.62% of the population.



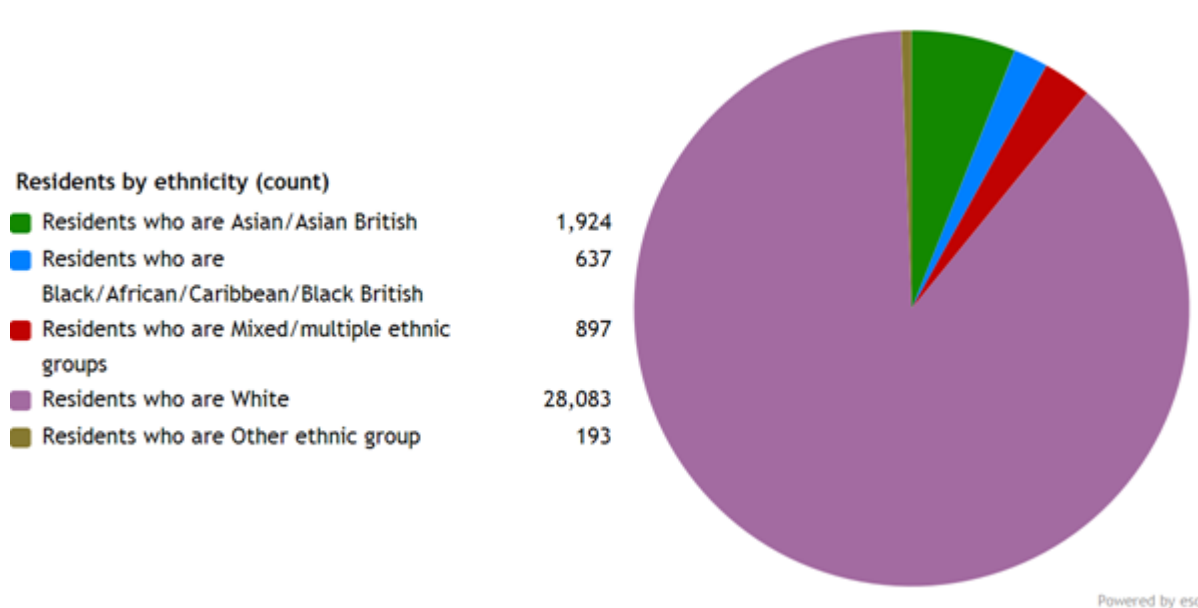
Ethnicity

The majority of the catchment is classified as 'White', making up 88.5% of the population. That compares with a figure of 74.8% for Reading as a whole, 90.7% for the South East Region and 85.4% for all of England.

The second largest ethnic group is made of residents classified as 'Asian/Asian British' with 6.1% of the population. That compares with 13.6% for Reading as a whole, 5.2% for the South East Region and 7.8% for all of England.

The ethnic split of the area's residents is shown below.

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Households

Of the 12,894 households in the area in 2011, 78% either owned their home outright, with a mortgage or loan, or jointly, while the remainder of the population lived in rented housing.

The largest number of households lived in a home owned with a mortgage or loan, with 40.8% of households. That compares with 32.2% for Reading, 33.5% for South East Region and 34.5% for the whole of England.

The second largest number of households lived in a home they own outright, with 35.9% of households. That compares with 22.6% for the Reading as a whole, 31.0% for South East Region and 32.8% for the whole of England.

Caversham Library's catchment area has 1,791 households with dependent children aged 0 to 4 (13.89% of households) and 4,134 households have dependent children of all ages. That represents 32.06% of households in the catchment. The area also has below the Reading and England average number of lone parents with dependent children at 5.29%, in contrast to 7.5% and 7.1% respectively.

Indices of Deprivation

The Indices of Deprivation 2010 provides a relative ranking of areas across England & Wales according to their level of deprivation. It includes the Index of Multiple Deprivation which brings together 37 different indicators covering specific aspects or dimensions of deprivation including income, employment, health and disability, education, skills and training, barriers to housing and services, living environment and crime.

Appendix 3

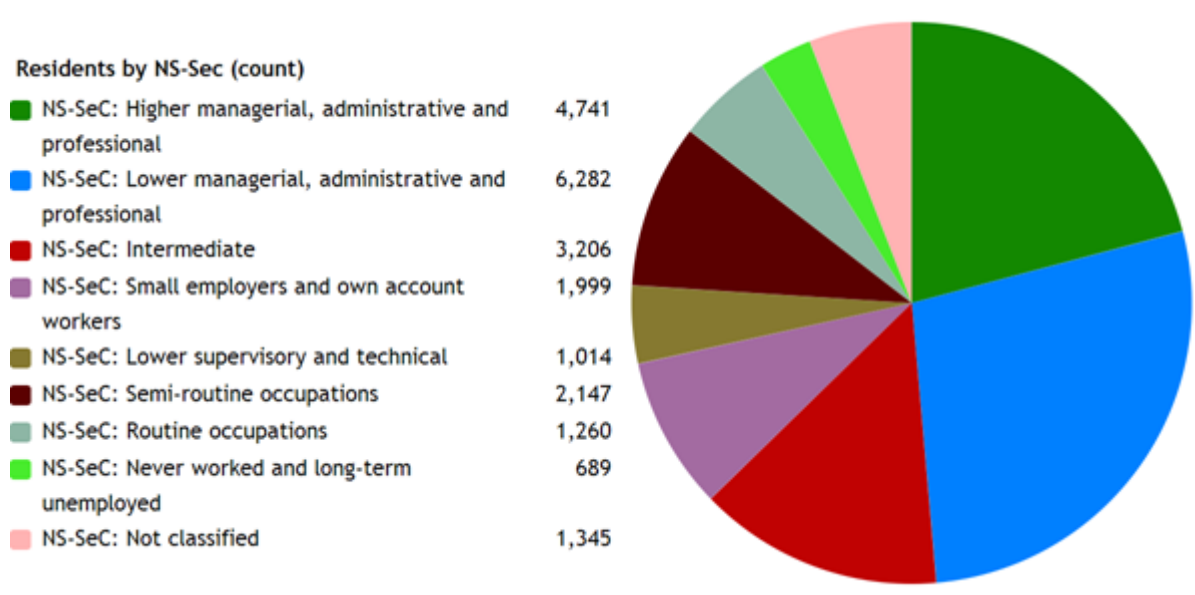
The overall index of deprivation indicates that there is little deprivation in the Caversham library catchment area as:

- 1 of the 20 LSOAs that make-up the catchment area fell within the 10-20% most deprived in England
- 1 in the 40-50% most deprived
- The remaining 18 were in the 50% least deprived (with 8 LSOAs falling within the 10% least deprived in the country).

Employment

The National Statistics Socio-economic Classification (NS-SEC) provides an indication of socio-economic position based on occupation. It is an Office for National Statistics standard classification. To assign a person aged 16 to 74 to an NS-SEC category their occupation title is combined with information about their employment status, whether they are employed or self-employed, and whether or not they supervise other employees. Full-time students are recorded in the 'full-time students' category regardless of whether they are economically active or not.

The following chart provides a breakdown of the Caversham library catchment area by socio-economic classification for all residents aged 16 - 74.



From the above it is apparent that, higher and lower managerial, administrative and professional occupations represent the 2 most prevalent occupations at 14.94% and 19.8% each.

Latest benefit claimant statistics indicate that the number of people in the ward areas Caversham, Mapledurham, Peppard and Thames claiming out of work benefits in the area is

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lower than the borough and national average (especially in Mapledurham, Peppard and Thames).

Benefit	% of working age population claiming benefits					
	Caversham	Mapledurham	Peppard	Thames	Reading	Great Britain
Job Seekers Allowance (July 2015)	1.1%	0.2%	0.6%	0.5%	1.4%	1.7%
ESA and Incapacity Benefit (February 2015)	3.60%	0.87%	2.28%	1.29%	4.35%	6.39%

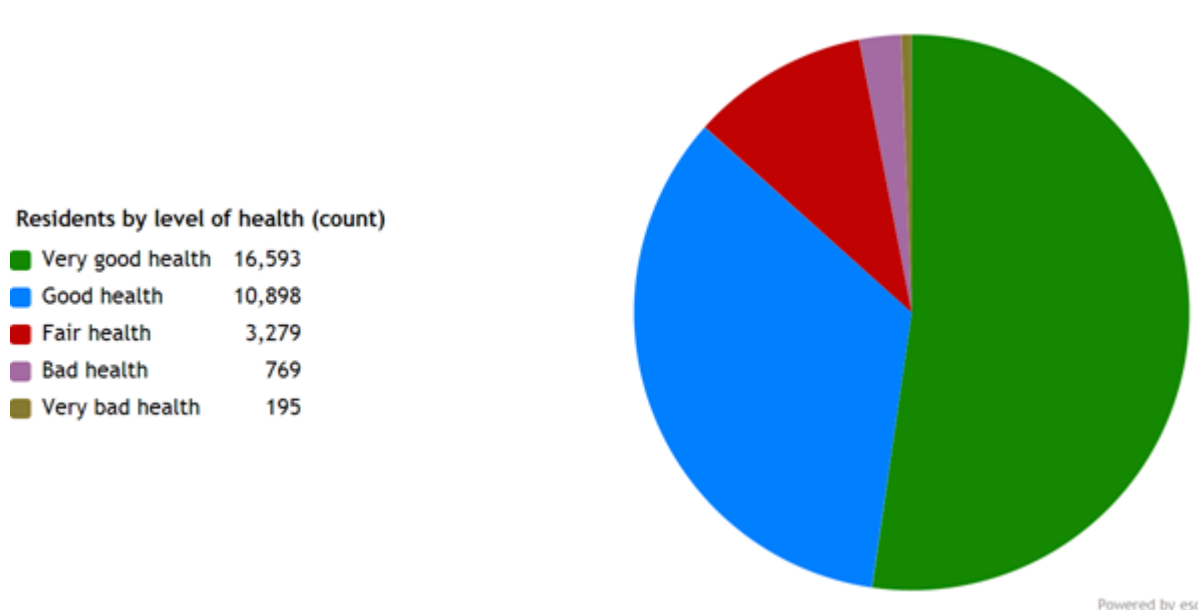
Qualifications

The population in the catchment area has a better qualification profile than the Reading and England average in that there are significantly fewer residents with no qualifications. The proportion of residents with level 4/5 (degree and higher degree) qualifications is also in line with the Reading average and higher than the average for England.

	No qualifications per cent	Apprenticeship per cent	Level 1 qualifications per cent	Level 2 qualifications per cent	Level 3 qualifications per cent	Level 4 qualifications and above per cent	Other qualifications per cent
	2011	2011	2011	2011	2011	2011	2011
	%	%	%	%	%	%	%
Caversham library catchment	11.02	2.60	8.60	10.64	8.65	34.48	3.21
Reading	17.40	2.50	12.20	12.30	13.40	34.80	7.40
England	22.50	3.60	13.30	15.20	12.40	27.40	5.70

Appendix 3

Health & Disability



From the above, it is apparent that 86.6% of the population of the Caversham library catchment area report that they are in either very good or good health, with only 3% reporting bad or very bad health.

Accessibility

From the below it is apparent that the majority of households in the area have access to a car or van. This is also above both the average for Reading, and the average for England as a whole.

	4 or more cars or vans in household per cent	3 cars or vans in household per cent	2 cars or vans in household per cent	1 car or van in household per cent	No cars or vans in household per cent
	2011	2011	2011	2011	2011
	%	%	%	%	%
Caversham library catchment area	2.07	6.23	32.03	44.11	15.56
Reading	1.40	4.20	21.20	44.90	28.30
England	1.90	5.50	24.70	42.20	25.80

Appendix 3

From analysis of journey times for driving and by public transport, it is apparent that:

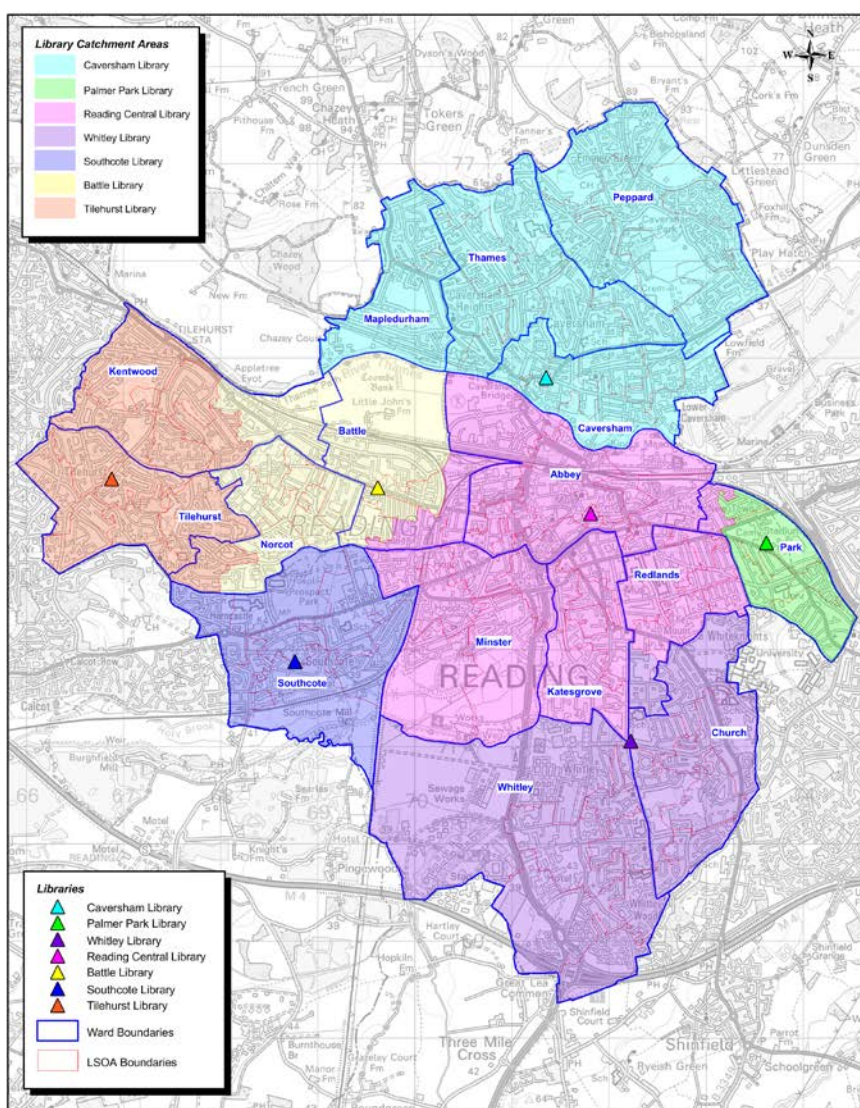
- 2 other libraries (Central and Battle) are within a 10 minute drive and 3 additional libraries can be reached within a 15 minute drive (Southcote, Tilehurst and Whitley).
- 4 other libraries can also be reached within 30 minutes by bus (Central, Battle, Palmer Park, and Whitley).

Palmer Park Library Catchment Profile

Library catchment areas include all Lower Super Output Areas (LSOAs) where 5% or more of the population registered at that library, and actively borrow from the library network. Where the threshold of 5% has not been met in the LSOA for any library, or has been met for more than one branch, LSOAs have been distributed on the basis of geographical proximity and the proportion of active borrowers.

The catchment area for Palmer Park library is shown below in green with library locations identified. This area is used as the basis for the community profile that follows, although some data is only available at Ward level (which does not exactly match catchment areas). The catchment area sits within Park Ward which represents the ‘best fit’ for this catchment. Ward boundaries are also shown on the map below.

Map 1: Palmer Park Library Catchment Area (shown in green)



Title: **Reading Borough Council Libraries**
Catchment Areas

Date: 25/08/2015 Scale at A3: 1:32,000

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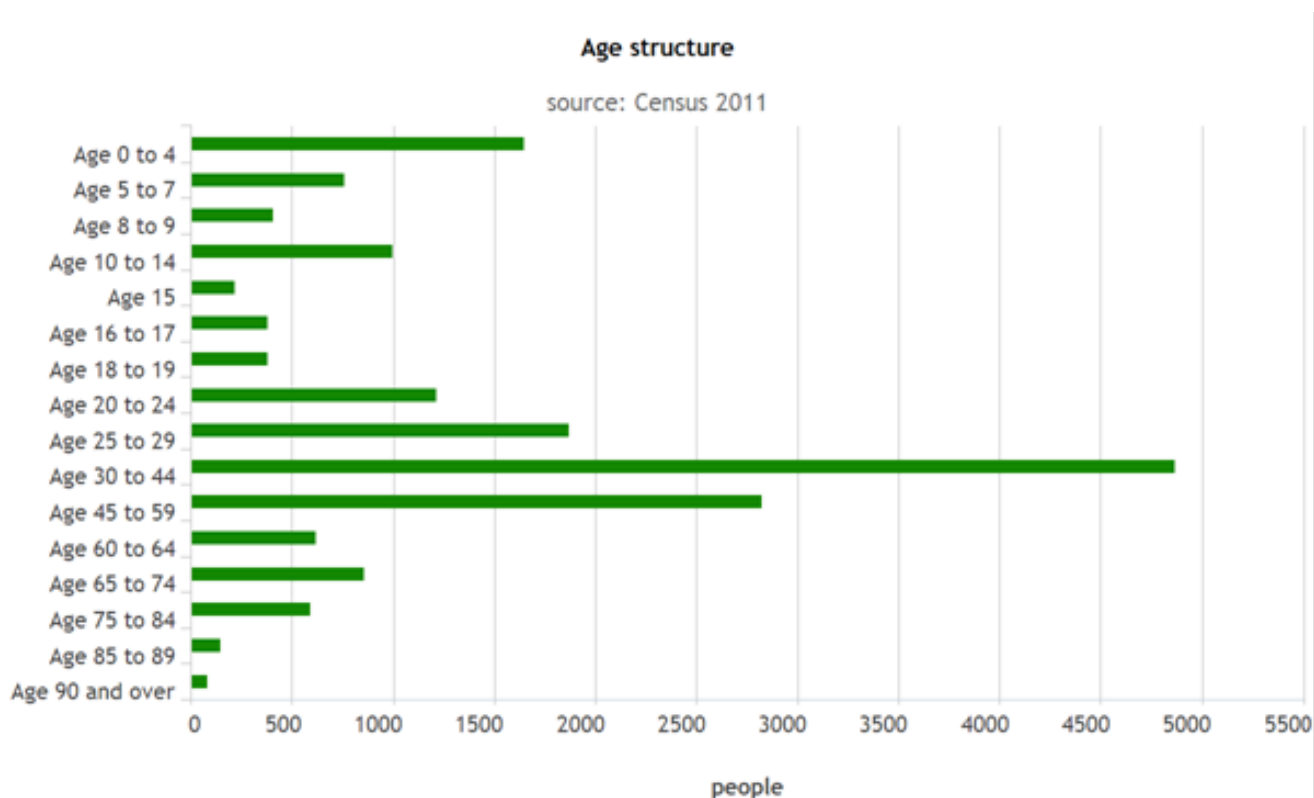

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Appendix 3

Population

At the point of the 2011 Census, the resident population of the Palmer Park library catchment area was 9,052 which represent 5.81% of the total Reading resident population.

48% of the catchment population is female and 52% male. The mean age of the population is 31 years compared to a mean age of 35 years for residents in the whole of Reading. The predominant age band in the catchment is Age 30 to 44 which represent 22.76% of the population.



Ethnicity

The majority of the catchment is classified as 'White', making up 62.1% of the population. That compares with a figure of 74.8% for Reading as a whole, 90.7% for the South East Region and 85.4% for all of England.

The second largest ethnic group is made of residents classified as 'Asian/Asian British' with 27.7% of the population. That compares with 13.6% for Reading as a whole, 5.2% for the South East Region and 7.8% for all of England.

Households

Of the 3,041 households in the area in 2011, 46% lived in rented housing, while the remainder of the population either owned their home outright, with a mortgage or loan, or jointly.

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The largest number of households lived in Private Rented accommodation with 40.0% of the catchment areas households. That compares with 24.7% for Reading as a whole, 14.1% for South East Region and 13.6% for the whole of England.

The second largest number of households lived in a home owned with a mortgage or loan, with 31.8% of households. That compares with 32.2% for Reading, 33.5% for South East Region and 34.5% for the whole of England.

Palmer Park Library's catchment area has 482 households with dependent children aged 0 to 4 (15.85% of households) and 982 households have dependent children of all ages. That represents 32.29% of households in the catchment. The area also has below the Reading and England average number of lone parents with dependent children at 2.9%, in contrast to 7.5% and 7.1% respectively.

Indices of Deprivation

The Indices of Deprivation 2010 provides a relative ranking of areas across England & Wales according to their level of deprivation. It includes the Index of Multiple Deprivation which brings together 37 different indicators covering specific aspects or dimensions of deprivation including income, employment, health and disability, education, skills and training, barriers to housing and services, living environment and crime.

The overall index of deprivation indicates that there is relatively little deprivation in the Palmer Park library catchment area as:

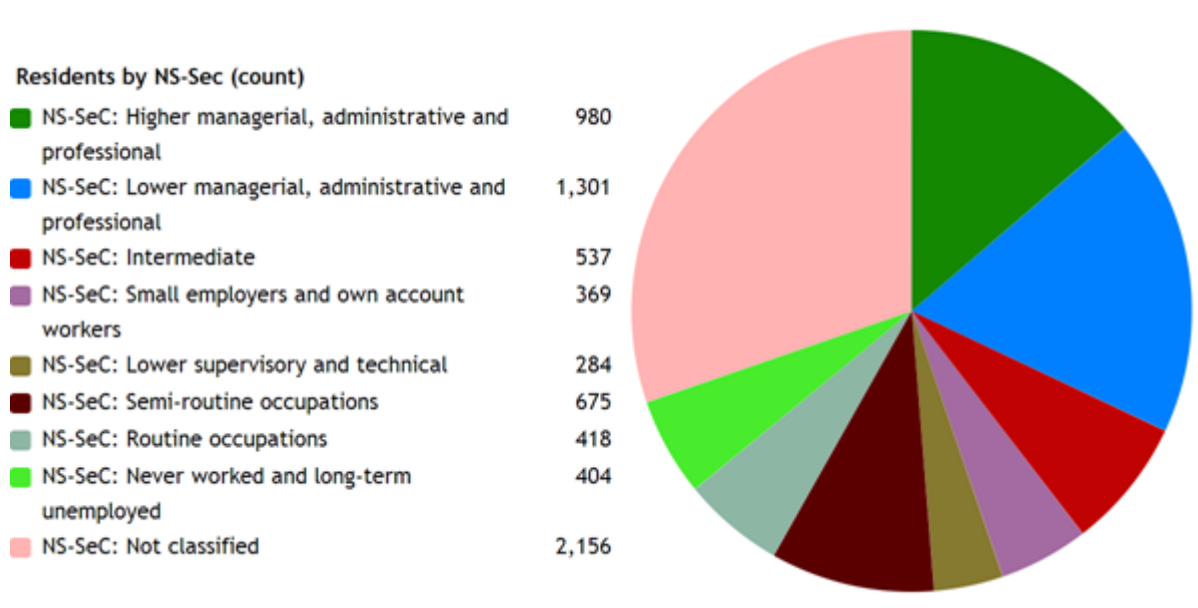
- 3 of the 5 LSOAs that make-up the catchment area fell within the 20-30% least deprived in England
- 1 was in the 30-40% least deprived
- 2 were in the 20-30% least deprived
- 1 was in the 40-50% most deprived

Employment

The National Statistics Socio-economic Classification (NS-SEC) provides an indication of socio-economic position based on occupation. It is an Office for National Statistics standard classification. To assign a person aged 16 to 74 to an NS-SEC category their occupation title is combined with information about their employment status, whether they are employed or self-employed, and whether or not they supervise other employees. Full-time students are recorded in the 'full-time students' category regardless of whether they are economically active or not.

The following chart provides a breakdown of the Palmer Park library catchment area by socio-economic classification for all residents aged 16 - 74.

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From the above it is apparent that, whilst a significant proportion of residents are unclassified (23.8%), there is a relatively even split of occupations. However, higher and lower managerial, administrative and professional occupations represent the 2 most prevalent occupations at 10.8% and 14.4% each.

Latest benefit claimant statistics indicate that the number of people claiming out of work benefits in the area is lower than the borough average.

Benefit	% of working age population claiming benefits		
	Park Ward	Reading	Great Britain
Job Seekers Allowance (July 2015)	1.1%	1.4%	1.7%
Employment and Support Allowance (February 2015)	2.58%	4.35%	6.39%

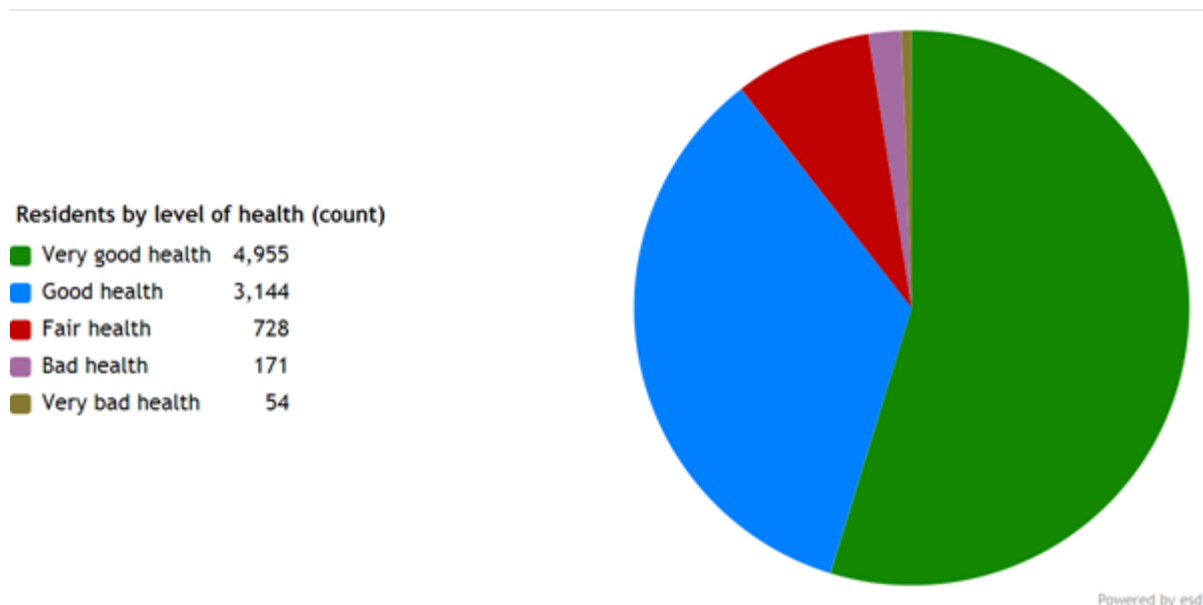
Qualifications

The population in the catchment area has a better qualification profile than the Reading and England average in that there are significantly fewer residents with no qualification, and more residents with levels 3 qualifications (AS and A-levels or equivalent). The proportion of residents with level 4/5 (degree and higher degree) qualifications is also higher than the England average, although marginally lower than the Reading average.

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	No qualifications per cent	Apprenticeship per cent	Level 1 qualifications per cent	Level 2 qualifications per cent	Level 3 qualifications per cent	Level 4 qualifications and above per cent	Other qualifications per cent
	2011	2011	2011	2011	2011	2011	2011
	%	%	%	%	%	%	%
Palmer Park library catchment	7.88	0.81	5.82	7.67	20.16	32.59	7.22
Reading	17.40	2.50	12.20	12.30	13.40	34.80	7.40
England	22.50	3.60	13.30	15.20	12.40	27.40	5.70

Health & Disability



From the above, it is apparent that 89% of the population of the Palmer Park library catchment area report that they are in either very good or good health, with only 2.4% reporting bad or very bad health.

Appendix 3

Accessibility

From the below it is apparent that the majority of households in the area have access to a car or van. It is also apparent that while the number of households with a car or van is above the average for Reading, in the Palmer Park library catchment, this is marginally below the average for England as a whole.

	4 or more cars or vans in household per cent	3 cars or vans in household per cent	2 cars or vans in household per cent	1 car or van in household per cent	No cars or vans in household per cent
	2011	2011	2011	2011	2011
	%	%	%	%	%
Palmer Park library catchment area	1.84	4.67	21.14	45.54	26.80
Reading	1.40	4.20	21.20	44.90	28.30
England	1.90	5.50	24.70	42.20	25.80

From analysis of journey times for driving and by public transport, it is apparent that:

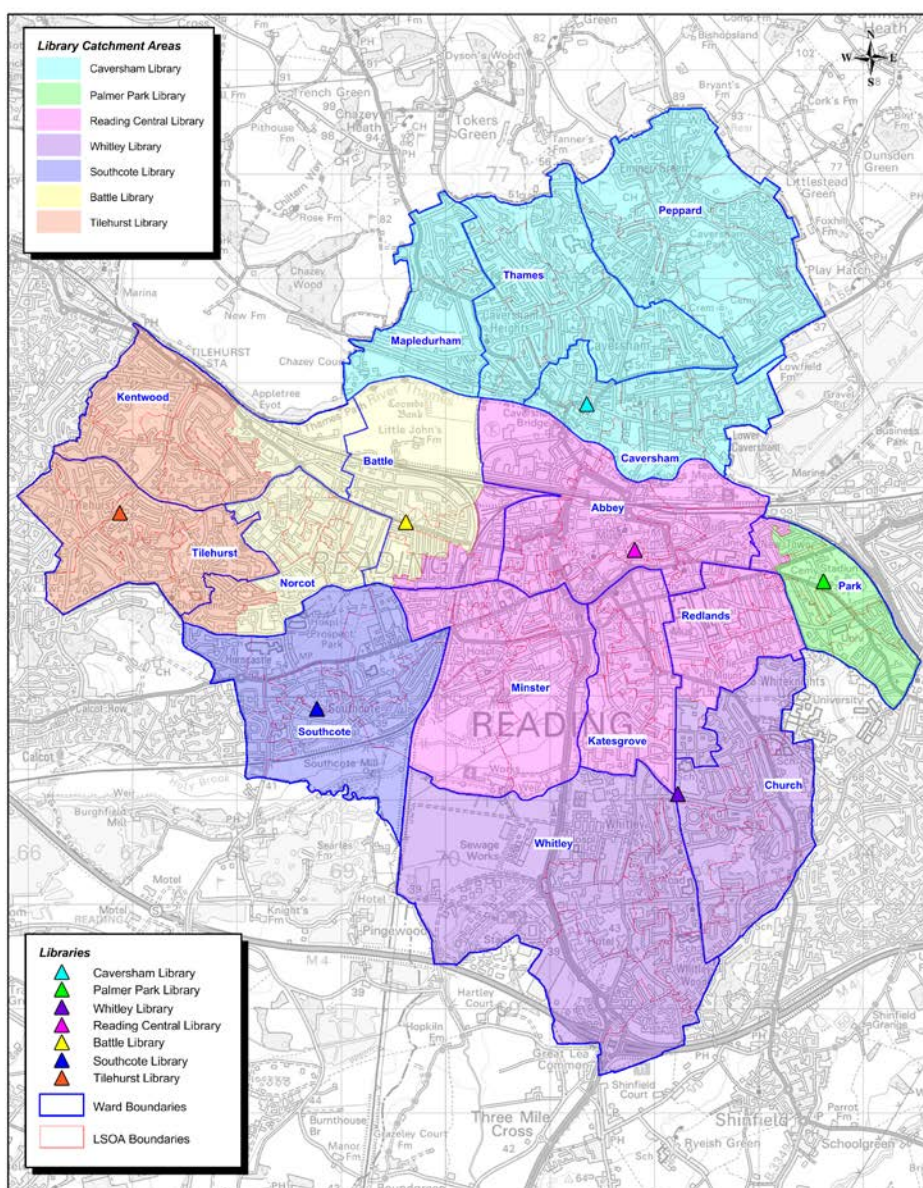
- 1 other library (Central) is within a 10 minute drive and 2 additional libraries can be reached within a 15 minute drive (Caversham and Whitley).
- 1 other library (Central) is within a 15 minutes by public transport, and 3 additional libraries can be reached within 30 minutes by bus (Battle, Caversham and Whitley).

Southcote Library Catchment Profile

Library catchment areas include all Lower Super Output Areas (LSOAs) where 5% or more of the population registered at that library, and actively borrow from the library network. Where the threshold of 5% has not been met in the LSOA for any library, or has been met for more than one branch, LSOAs have been distributed on the basis of geographical proximity and the proportion of active borrowers.

The catchment area for Southcote library is shown below in dark blue with library locations identified. This area coincides with the Southcote Ward boundaries, and is used as the basis for the community profile that follows.

Map 1: Southcote Library Catchment Area (shown in dark blue)



Title: **Reading Borough Council Libraries**
Catchment Areas

Date: 25/08/2015 Scale at A3: 1:32,000

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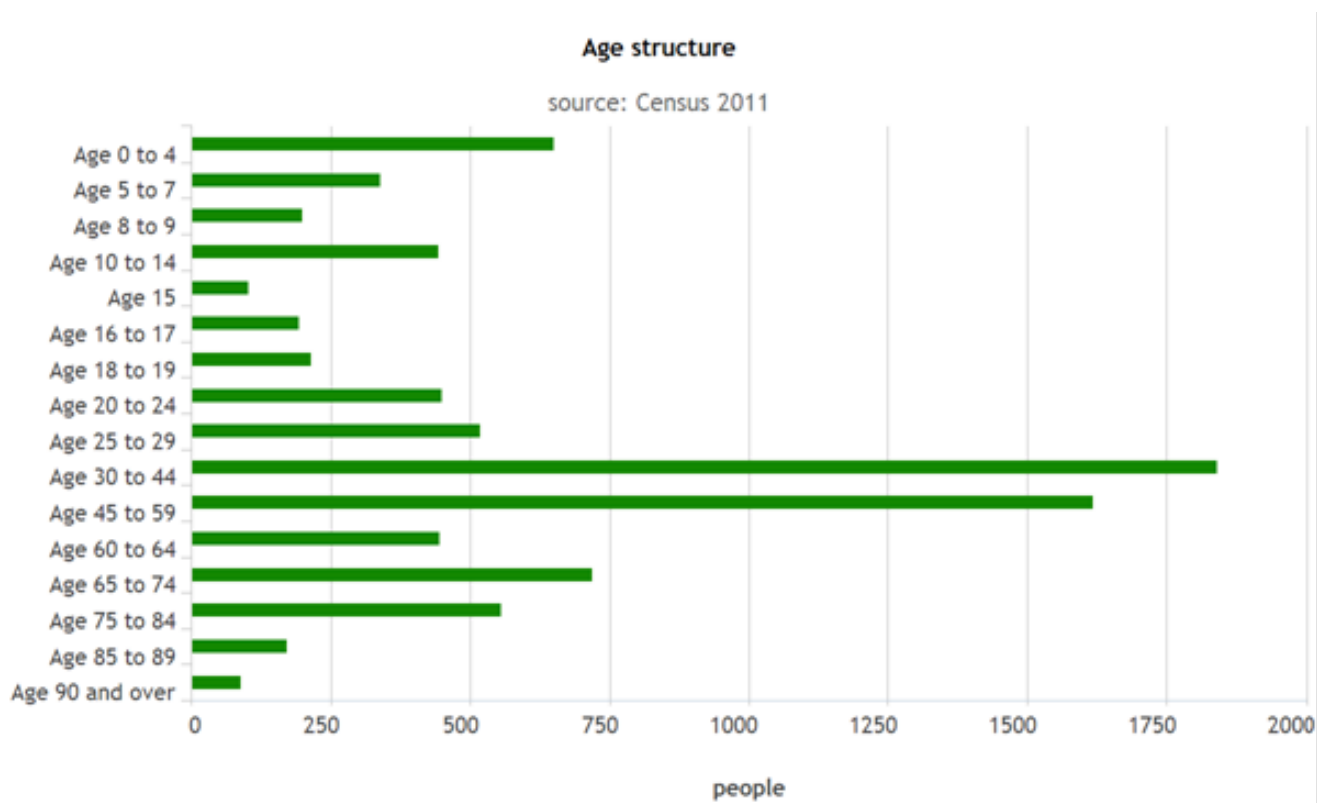
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Appendix 3

Population

At the point of the 2011 Census, the resident population of the Southcote library catchment area was 8,548, representing 5.49% of the total Reading resident population.

52.3% of the catchment population is female and 47.7% male. The mean age of the population is 35 years compared to a mean age of 35 years for residents in the whole of Reading. The predominant age band in the catchment is Age 30 to 44 which represent 21.53% of the population.



Ethnicity

The majority of the catchment is classified as 'White', making up 79.8% of the population. That compares with a figure of 74.8% for Reading as a whole, 90.7% for the South East Region and 85.4% for all of England.

The second largest ethnic group is made of residents classified as 'Asian/Asian British' with 8.5% of the population. That compares with 13.6% for Reading as a whole, 5.2% for the South East Region and 7.8% for all of England.

Households

Of the 3,582 households in the area in 2011, 59% owned their home outright, with a mortgage or loan, or jointly, while the remainder of the population lived in rented housing.

Appendix 3

The largest number of households lived in home owned with a mortgage or loan, with 30% of households. That compares with 32.2% for Reading, 33.5% for South East Region and 34.5% for the whole of England.

The second largest number of households lived in households owned outright with 28.2% of the catchment areas households. That compares with 22.6% for the Reading as a whole, 31.0% for South East Region and 32.8% for the whole of England.

Southcote Library's catchment area has 505 households with dependent children aged 0 to 4 (14.1% of households) and 1092 households have dependent children of all ages. That represents 30.49% of households in the catchment. The area also has above the Reading and England average number of lone parents with dependent children at 8.8%, in contrast to 7.5% and 7.1% respectively.

Indices of Deprivation

The Indices of Deprivation 2010 provides a relative ranking of areas across England & Wales according to their level of deprivation. It includes the Index of Multiple Deprivation which brings together 37 different indicators covering specific aspects or dimensions of deprivation including income, employment, health and disability, education, skills and training, barriers to housing and services, living environment and crime.

The overall index of deprivation indicates that there is more deprivation in the Southcote library catchment area than affluence as:

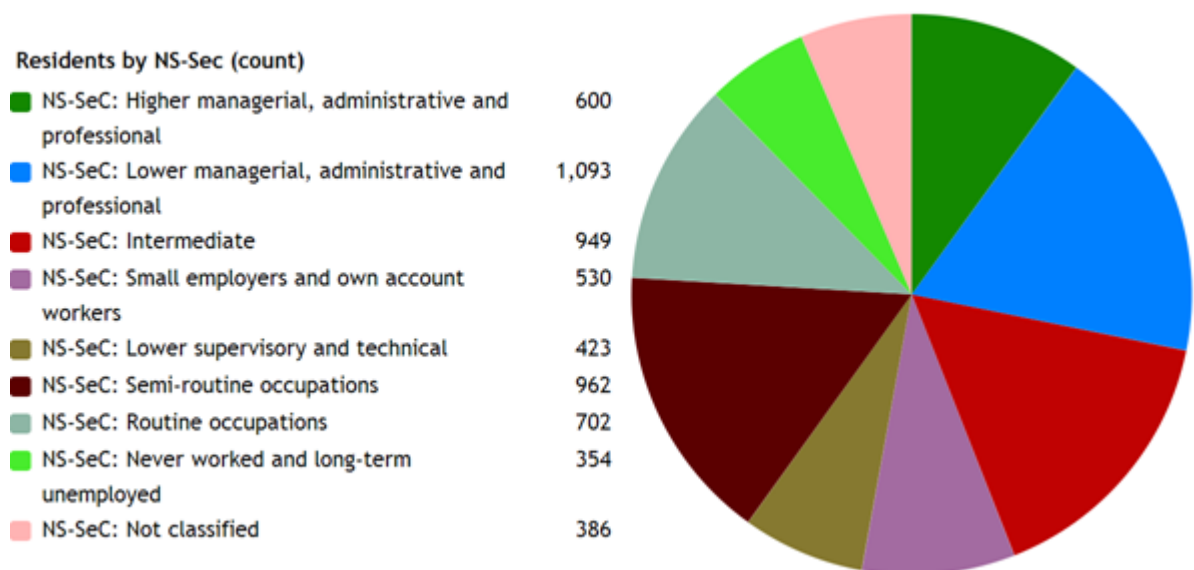
- 1 of the 6 LSOAs that make-up the catchment area fell within the 10-20% most deprived in England
- 2 were in the 20-30% most deprived
- 1 was in the 30-40% most deprived
- 1 was in the 40-50% most deprived
- 1 was in the 30% least deprived

Employment

The National Statistics Socio-economic Classification (NS-SEC) provides an indication of socio-economic position based on occupation. It is an Office for National Statistics standard classification. To assign a person aged 16 to 74 to an NS-SEC category their occupation title is combined with information about their employment status, whether they are employed or self-employed, and whether or not they supervise other employees. Full-time students are recorded in the 'full-time students' category regardless of whether they are economically active or not.

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The following chart provides a breakdown of the Southcote library catchment area by socio-economic classification for all residents aged 16 - 74.



From the above it is apparent that there is a relatively even split of occupations, with the highest proportions of the working age population working in lower managerial, administrative and professional occupations (18.2%), Semi-routine occupations (16%) and Intermediate occupations (15.8%).

Latest benefit claimant statistics indicate that the number of people claiming out of work benefits in the area is higher than the borough average.

Benefit	% of working age population claiming benefits		
	Southcote Ward	Reading	Great Britain
Job Seekers Allowance (July 2015)	1.7%	1.4%	1.7%
Employment Support Allowance (February 2015)	6.73%	4.35%	6.39%

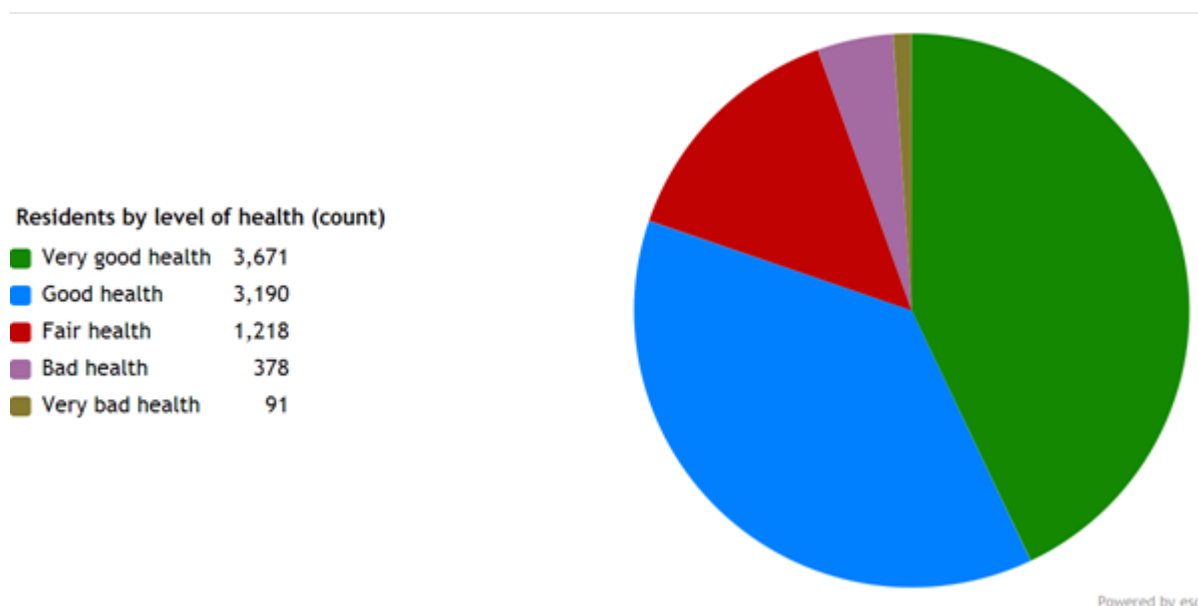
Qualifications

The population in the catchment area has a generally poorer qualification profile than the Reading average in that there are more residents with no qualifications, and fewer residents with levels 2, 3 and 4 qualifications (GCSE, AS and A-level and degree equivalents). However the proportion of residents with apprentice qualifications is closer to the national average, and therefore higher than the Reading average.

Appendix 3

	No qualifications per cent	Apprenticeship per cent	Level 1 qualifications per cent	Level 2 qualifications per cent	Level 3 qualifications per cent	Level 4 qualifications and above per cent	Other qualifications per cent
	2011	2011	2011	2011	2011	2011	2011
	%	%	%	%	%	%	%
Southcote library catchment	21.46	3.08	12.79	11.46	7.60	18.47	4.85
Reading	17.40	2.50	12.20	12.30	13.40	34.80	7.40
England	22.50	3.60	13.30	15.20	12.40	27.40	5.70

Health & Disability



From the above, it is apparent that 80% of the population of the Southcote library catchment area report that they are in either very good or good health, with only 5.4% reporting bad or very bad health.

Accessibility

From the below it is apparent that the majority of households in the area have access to a car or van. It is also apparent that while the number of households with a car or van is broadly in line with the average for Reading, in the Southcote library catchment, this is marginally below the average for England as a whole.

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	4 or more cars or vans in household per cent	3 cars or vans in household per cent	2 cars or vans in household per cent	1 car or van in household per cent	No cars or vans in household per cent
	2011	2011	2011	2011	2011
	%	%	%	%	%
Southcote library catchment	1.93	5.39	21.80	42.71	28.17
Reading	1.40	4.20	21.20	44.90	28.30
England	1.90	5.50	24.70	42.20	25.80

From analysis of journey times for driving and by public transport, it is apparent that:

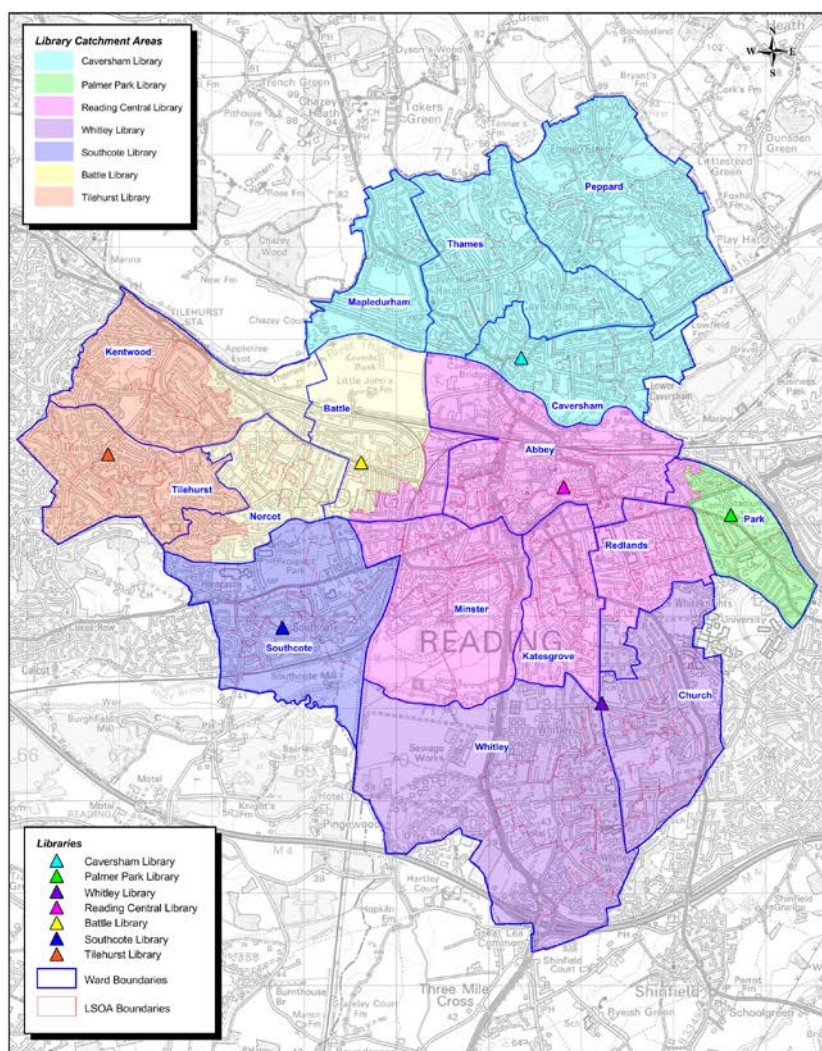
- 2 other libraries (Battle, Tilehurst) are within a 10 minute drive and 3 additional libraries can be reached within a 15 minute drive (Central, Palmer Park and Whitley).
- 1 other library (Central) is within 15 minutes travel by public transport, and 2 additional libraries can be reached within 30 minutes (Battle and Tilehurst).

Tilehurst Library Catchment Profile

Library catchment areas include all Lower Super Output Areas (LSOAs) where 5% or more of the population registered at that library, and actively borrow from the library network. Where the threshold of 5% has not been met in the LSOA for any library, or has been met for more than one branch, LSOAs have been distributed on the basis of geographical proximity and the proportion of active borrowers.

The catchment area for Tilehurst library is shown below in orange with library locations identified. This area is used as the basis for the community profile that follows, although some data is only available at Ward levels (which do not exactly match catchment areas). The catchment area sits across 3 different wards, although the ‘best fit’ is Tilehurst and Kentwood Wards, which cover the majority of the urban area in the catchment. Ward boundaries are also shown on the map below.

Map 1: Tilehurst Library Catchment Area (shown in orange)



Title: Reading Borough Council Libraries
Catchment Areas

Date: 25/08/2015 Scale at A3: 1:32,000

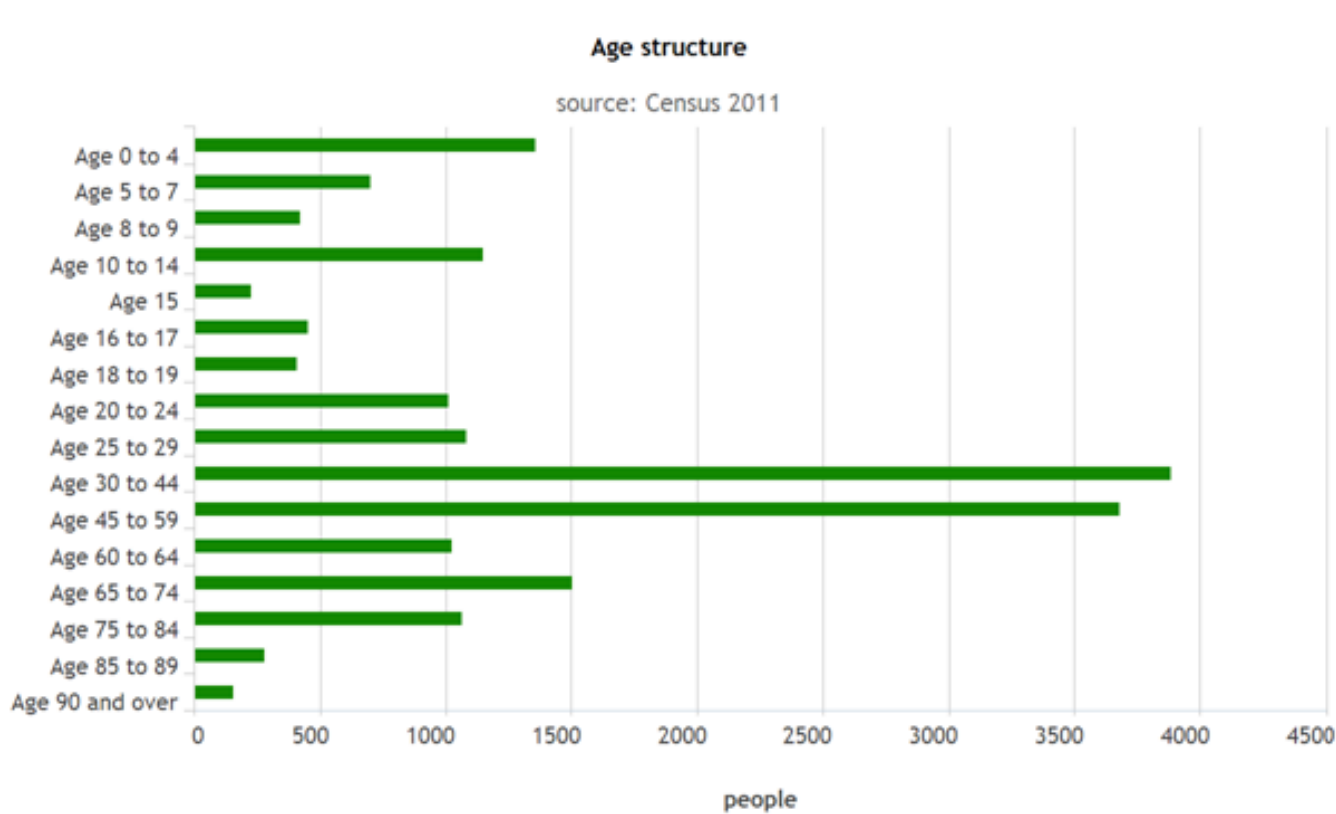
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Population

At the point of the 2011 Census, the resident population of the Tilehurst library catchment area was 18,398, representing 11.82% of the total Reading resident population.

51.7% of the catchment population is female and 48.3% male. The mean age of the population is 39 years compared to a mean age of 35 years for residents in the whole of Reading. The predominant age band in the catchment is Age 30 to 44 which represent 21.11% of the population.



Ethnicity

The majority of the catchment is classified as 'White', making up 87.5% of the population. That compares with a figure of 74.8% for Reading as a whole, 90.7% for the South East Region and 85.4% for all of England.

The second largest ethnic group is made of residents classified as 'Asian/Asian British' with 5% of the population. That compares with 13.6% for Reading as a whole, 5.2% for the South East Region and 7.8% for all of England.

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Households

Of the 7,330 households in the area in 2011, 75.3% owned their home outright, with a mortgage or loan, or jointly, while the remainder of the population lived in rented housing.

The largest number of households lived in home owned with a mortgage or loan, with 42.7% of households. That compares with 32.2% for Reading, 33.5% for South East Region and 34.5% for the whole of England.

The second largest number of households lived in households owned outright with 32% of the catchment areas households. That compares with 22.6% for the Reading as a whole, 31.0% for South East Region and 32.8% for the whole of England.

Tilehurst Library's catchment area has 1,029 households with dependent children aged 0 to 4 (14.04% of households) and 2,413 households have dependent children of all ages. That represents 32.92% of households in the catchment. The area also has above the Reading and England average number of lone parents with dependent children at 7.7%, in contrast to 7.5% and 7.1% respectively.

Indices of Deprivation

The Indices of Deprivation 2010 provides a relative ranking of areas across England & Wales according to their level of deprivation. It includes the Index of Multiple Deprivation which brings together 37 different indicators covering specific aspects or dimensions of deprivation including income, employment, health and disability, education, skills and training, barriers to housing and services, living environment and crime.

The overall index of deprivation indicates that there are mixed levels of deprivation in the Tilehurst library catchment area as:

- 1 of the 12 LSOAs that make-up the catchment area falls within the 10-20% most deprived in England
- 1 is in the 20-30% most deprived
- 1 is in the 30-40% most deprived
- 1 is in the 40-50% most deprived
- 8 are in the 50% least deprived

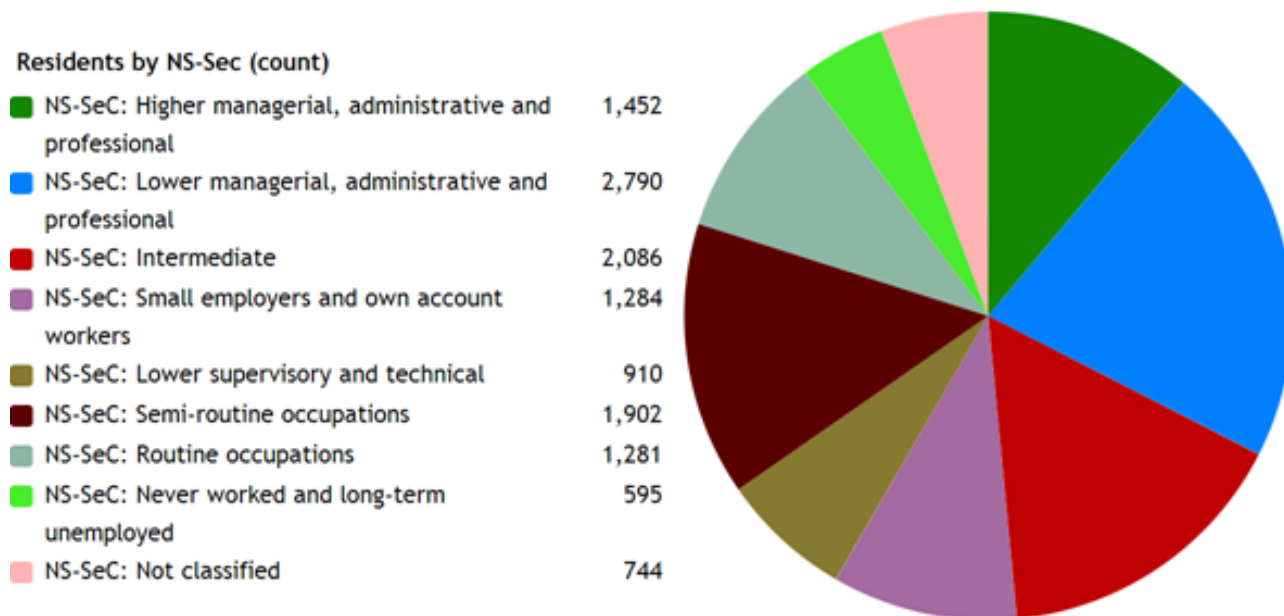
Employment

The National Statistics Socio-economic Classification (NS-SEC) provides an indication of socio-economic position based on occupation. It is an Office for National Statistics standard classification. To assign a person aged 16 to 74 to an NS-SEC category their occupation title is combined with information about their employment status, whether they are employed

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or self-employed, and whether or not they supervise other employees. Full-time students are recorded in the 'full-time students' category regardless of whether they are economically active or not.

The following chart provides a breakdown of the Tilehurst library catchment area by socio-economic classification for all residents aged 16 - 74.



From the above it is apparent that there is a relatively even split of occupations. The largest group is those working in lower managerial, administrative and professional occupations (15.16% of the population).

Latest benefit claimant statistics indicate that the number of people claiming out of work benefits in the catchment area is lower than the borough and national average.

Benefit	% of working age population claiming benefits			
	Tilehurst Ward	Kentwood Ward	Reading	Great Britain
Job Seekers Allowance (July 2015)	1%	1.2%	1.4%	1.7%
Employment Support Allowance (February 2015)	4.58%	3.92%	4.35%	6.39%

Qualifications

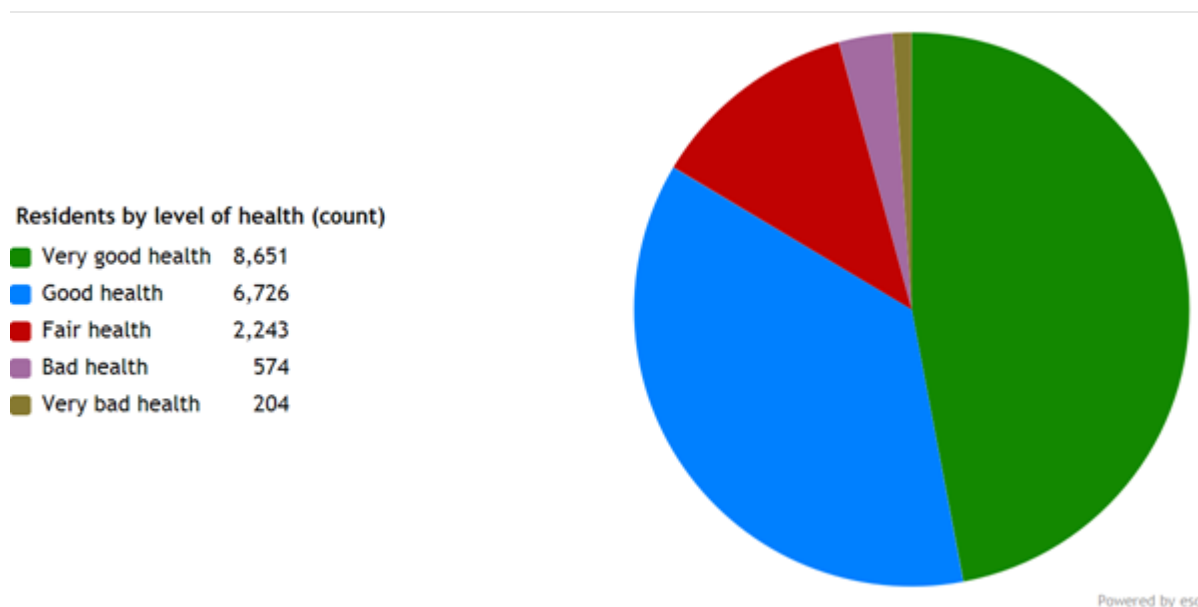
The population in the catchment area has a generally poorer qualification profile than the Reading and National average in that there are marginally more residents with no qualifications, and fewer residents with levels 2, 3 and 4 qualifications (GCSE, AS and A-level and degree equivalents). However the proportion of residents with apprentice

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qualifications is closer to the national average, and therefore higher than the Reading average.

	No qualifications per cent	Apprenticeship per cent	Level 1 qualifications per cent	Level 2 qualifications per cent	Level 3 qualifications per cent	Level 4 qualifications and above per cent	Other qualifications per cent
	2011	2011	2011	2011	2011	2011	2011
	%	%	%	%	%	%	%
Tilehurst library catchment	17.81	3.53	13.26	12.48	9.07	19.20	3.72
Reading	17.40	2.50	12.20	12.30	13.40	34.80	7.40
England	22.50	3.60	13.30	15.20	12.40	27.40	5.70

Health & Disability



From the above, it is apparent that 83.58% of the population of the Tilehurst library catchment area report that they are in either very good or good health, with only 1.1% reporting bad or very bad health.

Appendix 3

Accessibility

From the below it is apparent that the majority of households in the area have access to a car or van. It is also apparent that the number of households with a car or van is higher than the average for Reading and England, in the Tilehurst library catchment.

	4 or more cars or vans in household per cent	3 cars or vans in household per cent	2 cars or vans in household per cent	1 car or van in household per cent	No cars or vans in household per cent
	2011	2011	2011	2011	2011
	%	%	%	%	%
Tilehurst library catchment	2.24	7.01	28.79	42.25	19.71
Reading	1.40	4.20	21.20	44.90	28.30
England	1.90	5.50	24.70	42.20	25.80

From analysis of journey times for driving and by public transport, it is apparent that:

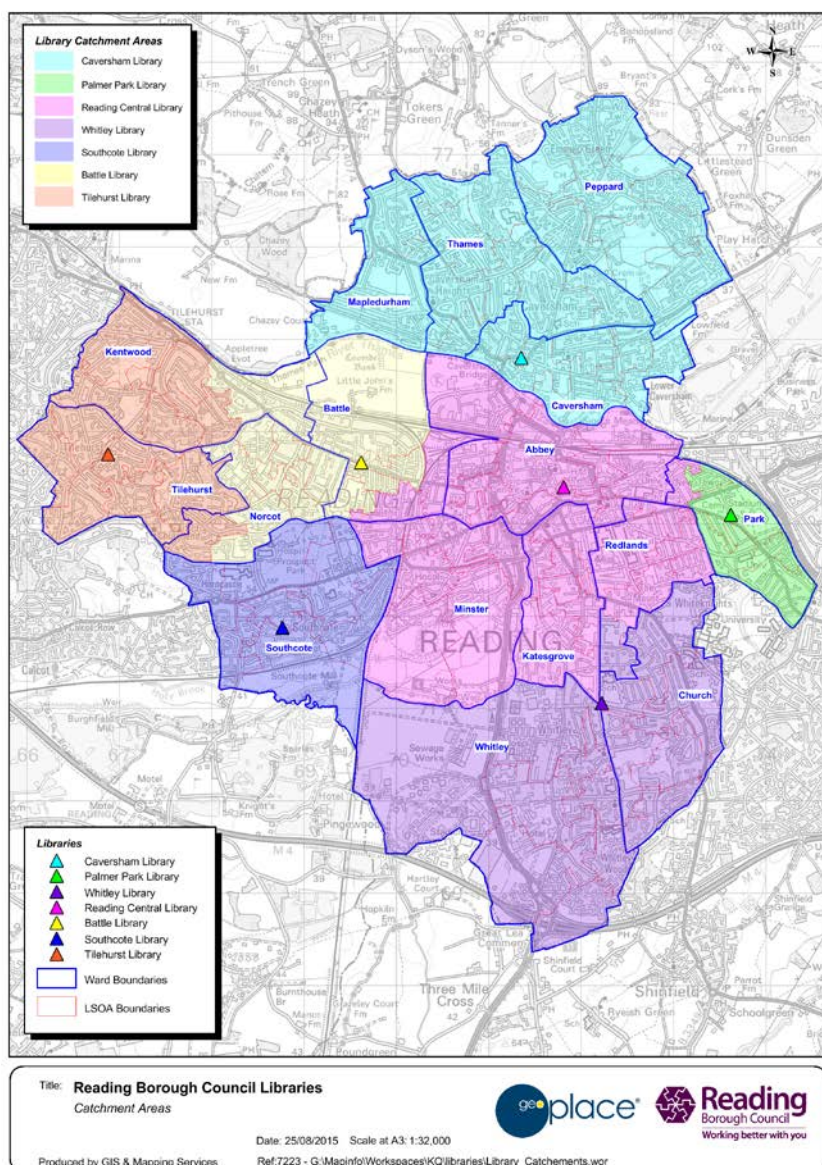
- 1 other library (Southcote) is within a 10 minute drive and 2 additional libraries can be reached within a 15 minute drive (Battle and Caversham).
- 3 other libraries (Central, Battle and Southcote) can be reached within 30 minutes travel by bus.

Whitley Library Catchment Profile

Library catchment areas include all Lower Super Output Areas (LSOAs) where 5% or more of the population registered at that library, and actively borrow from the library network. Where the threshold of 5% has not been met in the LSOA for any library, or has been met for more than one branch, LSOAs have been distributed on the basis of geographical proximity and the proportion of active borrowers.

The catchment area for Whitley library is shown below in purple with library locations identified. This area is used as the basis for the community profile that follows, although some data is only available at Ward levels (which do not exactly match catchment areas). The catchment area sits across 3 different Wards, although the ‘best fit’ is Whitley and Church Wards, which cover the majority of the urban area in the catchment. Ward boundaries are also shown on the map below.

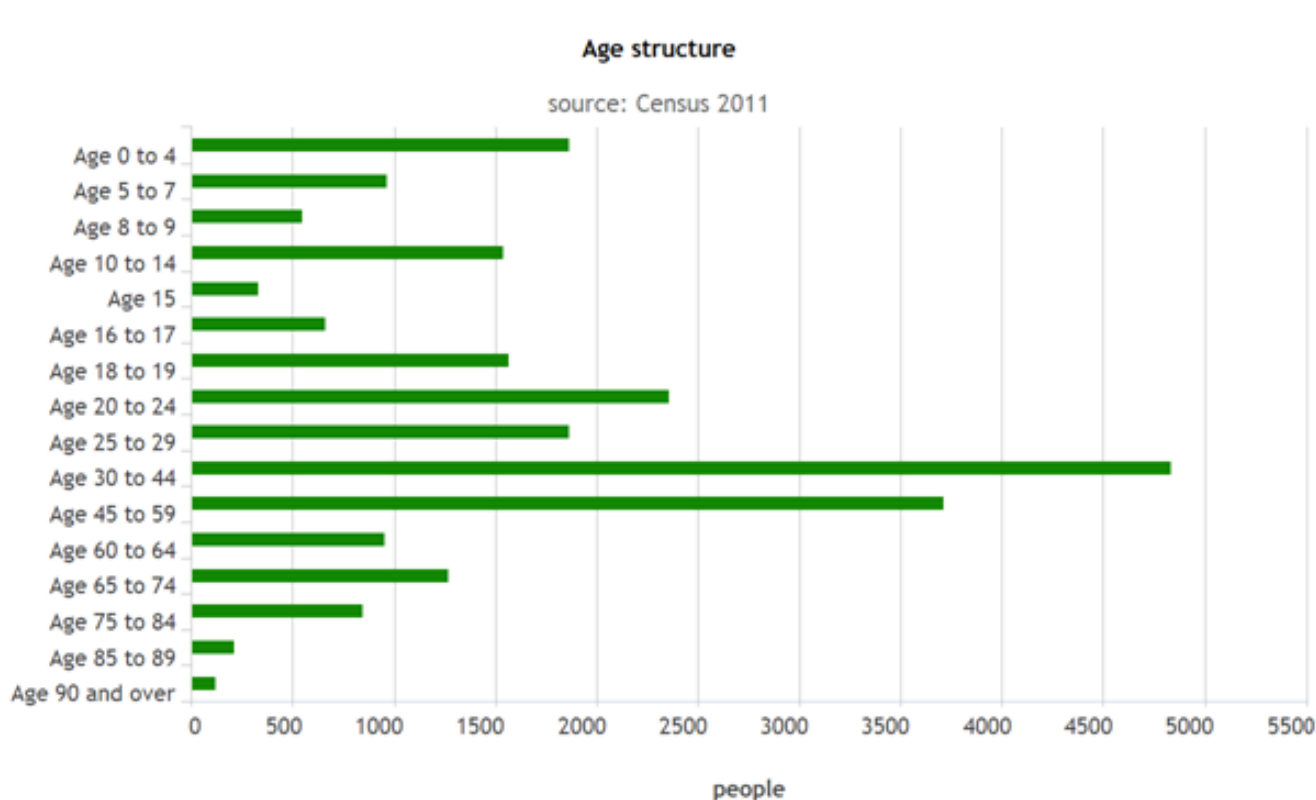
Map 1: Whitley Library Catchment Area (shown in purple)



Population

At the point of the 2011 Census, the resident population of the Whitley library catchment area was 23,637, representing 15.18% of the total Reading resident population.

50.9% of the catchment population is female and 49.1% male. The mean age of the population is 34 years compared to a mean age of 35 years for residents in the whole of Reading. The predominant age band in the catchment is Age 30 to 44 which represent 20.44% of the population.



Ethnicity

The majority of the catchment is classified as 'White', making up 72.8% of the population. That compares with a figure of 74.8% for Reading as a whole, 90.7% for the South East Region and 85.4% for all of England.

The second largest ethnic group is made of residents classified as 'Asian/Asian British' with 12.2% of the population. That compares with 13.6% for Reading as a whole, 5.2% for the South East Region and 7.8% for all of England.

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Households

Of the 8,377 households in the area in 2011, 50.29% live in rented housing, while the remainder of the population owned their home outright, with a mortgage or loan, or jointly.

The largest number of households lived in home owned with a mortgage or loan, with 28.9% of households. That compares with 32.2% for Reading, 33.5% for South East Region and 34.5% for the whole of England.

The second largest number of households lived in rented from the council or equivalent with 25.4% of the catchment areas households. That compares with 10.1% for the Reading as a whole, 7.7% for South East Region and 10.1% for the whole of England.

Whitley Library's catchment area has 1,437 households with dependent children aged 0 to 4 (17.15 % of households) and 3,057 households have dependent children of all ages. That represents 36.49% of households in the catchment. The area also has above the Reading and England average number of lone parents with dependent children at 12.1%, in contrast to 7.5% and 7.1% respectively.

Indices of Deprivation

The Indices of Deprivation 2010 provides a relative ranking of areas across England & Wales according to their level of deprivation. It includes the Index of Multiple Deprivation which brings together 37 different indicators covering specific aspects or dimensions of deprivation including income, employment, health and disability, education, skills and training, barriers to housing and services, living environment and crime.

The overall index of deprivation indicates that there relatively high levels of deprivation in the Whitley library catchment area as:

- 6 of the 14 LSOAs that make-up the catchment area fall within the 10-20% most deprived
- 3 are in the 20-30% most deprived
- 2 are in the 30-40% most deprived
- 1 is in the 40-50% most deprived
- The remaining 2 fall within the 50% least deprived category

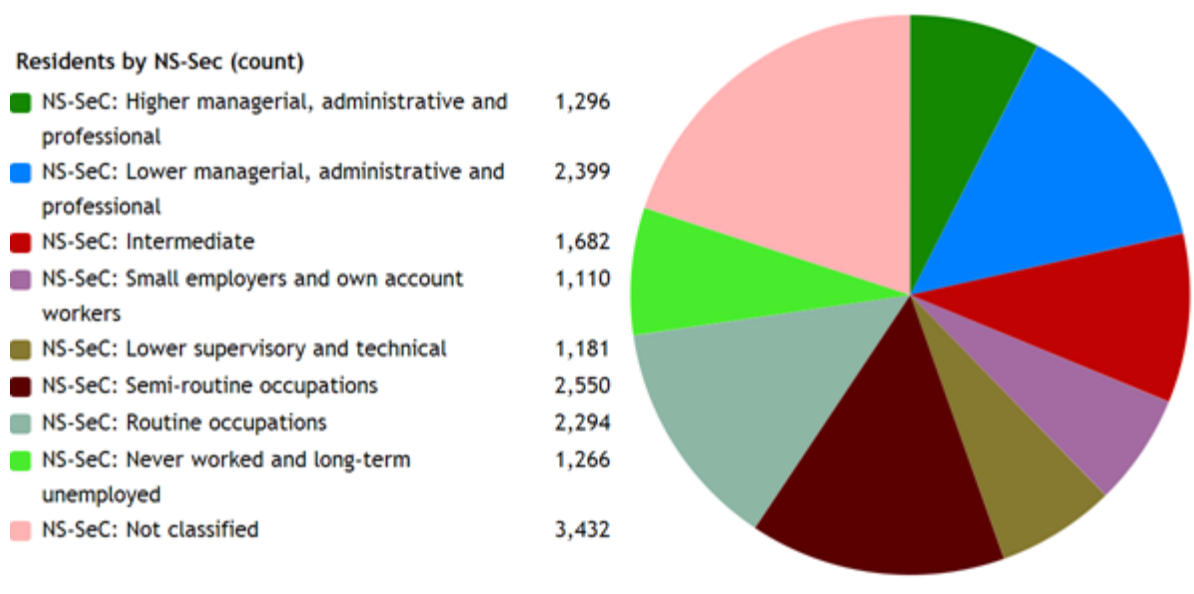
Employment

The National Statistics Socio-economic Classification (NS-SEC) provides an indication of socio-economic position based on occupation. It is an Office for National Statistics standard classification. To assign a person aged 16 to 74 to an NS-SEC category their occupation title is combined with information about their employment status, whether they are employed

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or self-employed, and whether or not they supervise other employees. Full-time students are recorded in the 'full-time students' category regardless of whether they are economically active or not.

The following chart provides a breakdown of the Whitley library catchment area by socio-economic classification for all residents aged 16 - 74.



From the above it is apparent that, while a significant proportion of the working age population are 'Not Classified' there is a relatively even split of occupations. The most prevalent occupations being 'routine', 'lower managerial, administrative and professional' and 'semi-routine'.

Latest benefit claimant statistics indicate that the number of people claiming out of work benefits in the Whitley Ward area is higher than the Borough average, and lower in Church Ward.

Benefit	% of working age population claiming benefits			
	Whitley Ward	Church Ward	Reading	Great Britain
Job Seekers Allowance (July 2015)	1.8%	1.2%	1.4%	1.7%
Employment Support Allowance (February 2015)	7.41%	4.21%	4.35%	6.39%

Qualifications

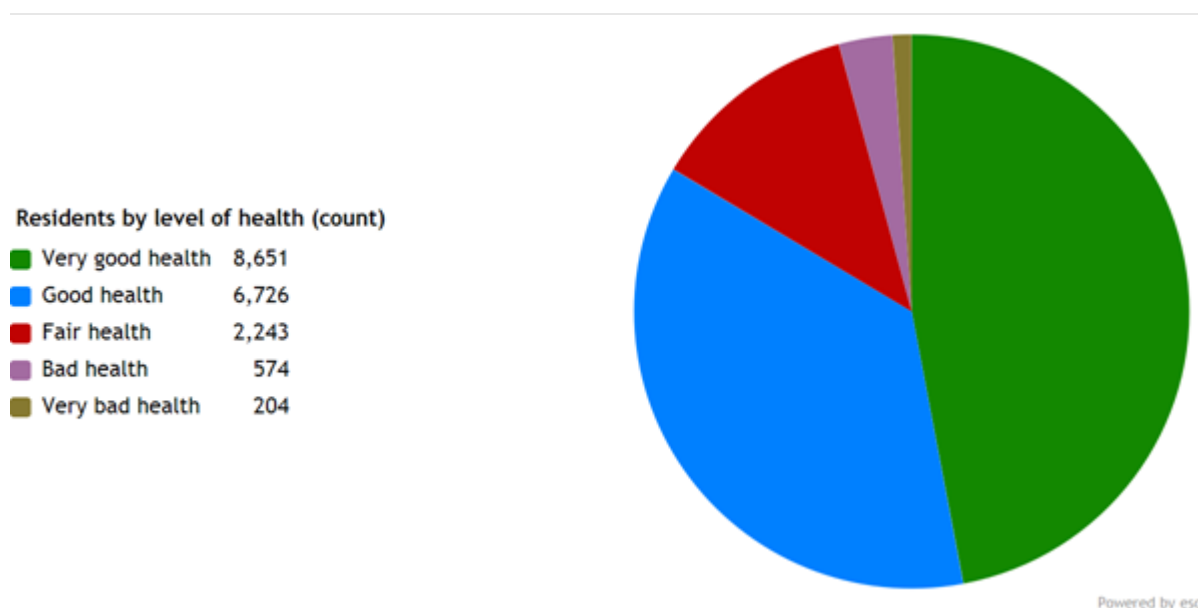
The population in the catchment area has a generally poorer qualification profile than the Reading and National average in that there are marginally more residents with no qualifications, and fewer residents with levels 2, 3 and 4 qualifications (GCSE, AS and A-level and degree equivalents). However the proportion of residents with apprentice

Appendix 3

qualifications is closer to the national average, and therefore higher than the Reading average.

	No qualifications per cent	Apprenticeship per cent	Level 1 qualifications per cent	Level 2 qualifications per cent	Level 3 qualifications per cent	Level 4 qualifications and above per cent	Other qualifications per cent
	2011	2011	2011	2011	2011	2011	2011
	%	%	%	%	%	%	%
Whitley library catchment	20.14	1.87	11.91	9.91	12.07	16.31	5.58
Reading	17.40	2.50	12.20	12.30	13.40	34.80	7.40
England	22.50	3.60	13.30	15.20	12.40	27.40	5.70

Health & Disability



From the above, it is apparent that 83.58% of the population of the Whitley library catchment area report that they are in either very good or good health, with only 1.1% reporting bad or very bad health.

Appendix 3

Accessibility

From the below it is apparent that the majority of households in the area have access to a car or van, however fewer households have a car or van is than the average for Reading and England, in the Whitley library catchment.

	4 or more cars or vans in household per cent	3 cars or vans in household per cent	2 cars or vans in household per cent	1 car or van in household per cent	No cars or vans in household per cent
	2011	2011	2011	2011	2011
	%	%	%	%	%
Whitley library catchment	1.25	4.13	20.48	44.36	29.77
Reading	1.40	4.20	21.20	44.90	28.30
England	1.90	5.50	24.70	42.20	25.80

From analysis of journey times for driving and by public transport, it is apparent that:

- 1 other library (Southcote) is within a 10 minute drive and 2 additional libraries can be reached within a 15 minute drive (Battle and Caversham).
- 3 other libraries (Central, Battle and Southcote) can be reached within 30 minutes travel by bus.

Provide basic details

Name of proposal/activity/policy to be assessed

Directorate: Directorate of Environment and Neighbourhood Services

Service: Housing and Neighbourhood Services

Name and job title of person doing the assessment

Name: Ashley Burton

Job Title: Service Improvement Officer

Date of assessment: August 2015

Scope your proposal

What is the aim of your policy or new service/what changes are you proposing?

Under the 1964 Public Libraries and Museums Act, Reading Borough Council is obliged to provide a 'comprehensive and efficient' library service for all individuals who live, work or study within the borough. The current Reading Borough Council library service offers a comprehensive range of services over and above the provision of free books and information specified in the 1964 Act. This is delivered through 7 public library service points across the borough, including a central library; a recent offer of e-books which can be downloaded online; a mobile library; and a Toy Library based in Southcote. Emphasis is placed on services to disabled, vulnerable, older residents; to meet the diverse needs of Reading's multi-cultural community; and to support families, the under 5s and improving literacy and attainment. The focus of the service is to offer both universal services for all and services and activities which help to 'narrow the gap' and meet the Council's wider strategic priorities.

Given the context of growing budget pressures on local government, as well as the changing needs and aspiration of Reading's local communities in this digital age, Members have agreed to conduct a review of what a 'comprehensive and efficient' library service means in Reading in 2015.

Who will benefit from this proposal and how?

The proposed research and consultation plan seeks to ensure that staff, service users and partner organisations are provided the opportunity to inform the review process so that the decisions around making changes to the library service would be based on this assessment of need and the availability of alternative provision. This careful and considered approach will help alert the Council to any potential adverse effects on our diversity target groups and beyond.

What outcomes does the change aim to achieve and for whom?

The review of the library service has been designed with the aim of delivering savings in the region of £600,000 by 2017/18, assuming such a saving to be consistent with the Council's legal duty to provide a 'comprehensive and efficient service'. It is therefore possible that the completion of the comprehensive needs analysis may not result in the identification of the desired level of savings.

Who are the main stakeholders and what do they want?

Library service users

Staff

Partner organisations

The interests of all stakeholders are not yet known in full, and are being explored and drawn out throughout Phases 1 and 2 of a public consultation on the review of the library service.

Assess whether an EqIA is Relevant

How does your proposal relate to eliminating discrimination; promoting equality of opportunity; promoting good community relations?

Do you have evidence or reason to believe that some (racial, disability, gender, sexuality, age and religious belief) groups may be affected differently than others? (Think about your monitoring information, research, national data/reports etc.)

Yes

Is there already public concern about potentially discriminatory practices/impact or could there be? Think about your complaints, consultation, and feedback.

Yes - some respondents to the Council's overall budget consultation have highlighted that travel to libraries for older, disabled and low income people is a concern.

If the answer is Yes to any of the above you need to do an Equality Impact Assessment.

Appendix 4

If No you MUST complete this statement

An Equality Impact Assessment is not relevant because:

Signed (completing Officer)

Ashley Burton

Signed (Lead Officer)

Sarah Gee

Date

August 2015

Date

August 2015

Assess the Impact of the Proposal

Your assessment must include:

- Consultation
- Collection and Assessment of Data
- Judgement about whether the impact is negative or positive

Think about who does and doesn't use the service? Is the take up representative of the community? What do different minority groups think? (You might think your policy, project or service is accessible and addressing the needs of these groups, but asking them might give you a totally different view). Does it really meet their varied needs? Are some groups less likely to get a good service?

How do your proposals relate to other services - will your proposals have knock on effects on other services elsewhere? Are there proposals being made for other services that relate to yours and could lead to a cumulative impact?

Example: A local authority takes separate decisions to limit the eligibility criteria for community care services; increase charges for respite services; scale back its accessible housing programme; and cut concessionary travel.

Each separate decision may have a significant effect on the lives of disabled residents, and the cumulative impact of these decisions may be considerable.

This combined impact would not be apparent if decisions are considered in isolation.

Consultation

Relevant groups/experts	How were/will the views of these groups be obtained	Date when contacted
Library users and non-users	<p>A two stage public consultation process is currently proposed, in order to:</p> <ul style="list-style-type: none"> • Develop a full understanding of user needs, including current patterns of use and aspirations for the service, in order to shape proposals • Provide users and non-users with an opportunity to comment on, raise issues with and further shape options for the future of the service 	<p>Phase 1 - October - November 2015</p> <p>Phase 2 - February-May 2016</p>
Staff	<p>In addition to the above two stage public consultation that staff will be invited to contribute towards, consultation with staff will follow the endorsement of a final option on the way in which this is implemented, considering the impact upon staff</p>	Summer/Autumn 2016
Partner organisations, including RVA, Adviza, Job Centre Plus, Age UK etc.	<p>Partner organisations will be approached as part of the two-stage public consultation period to provide their feedback</p>	

Collect and Assess your Data

Using information from Census, residents survey data, service monitoring data, satisfaction or complaints, feedback, consultation, research, your knowledge and the knowledge of people in your team, staff groups etc. describe how the proposal could impact on each group. Include both positive and negative impacts.

Proposals for the future of the library service have not yet been formed. Answers to the following questions have therefore been given on the basis of the worst case outcome of the library services review: branch closures.

Describe how this proposal could impact on Racial groups

There is potential for any closures to limit access to foreign language materials for certain ethnic minority groups. There is also potential for adverse impact where there are options for closures in areas with high BME populations, where cultural barriers may mean such groups are less likely to engage in library services if they become harder to access.

Is there a negative impact? Not sure

Describe how this proposal could impact on Gender/transgender (cover pregnancy and maternity, marriage)

Service point closures would not necessarily disproportionately impact upon one gender group, as there is no significant disparity in gender populations across catchment areas.

There may, however, be a greater impact as a higher number of women are carers and lone parents, often on low incomes, who might then be affected should travel costs increase.

Furthermore, given the use of Battle Library by Health partners to run activities including a Baby Clinic, Breastfeeding Support and the Thames Valley sling meet, changes to the way in which Battle Library is run could have an adverse effect upon mothers.

Is there a negative impact? Not sure

Describe how this proposal could impact on Disability

Library closures could limit access for some service users with disabilities and frail older people by extending journey times to access their nearest service point.

Service users with visual impairments who rely on large text and Talking Books may be disadvantaged by having to travel further to access material in a format which meets their needs.

Is there a negative impact? Not sure

Appendix 4

Describe how this proposal could impact on Sexual orientation (cover civil partnership)

The library service currently stocks, and will continue to stock, materials available to different groups. This includes literature which may hold greater appeal for LGBT groups. The service intends to maintain the diversity in available titles despite possible changes to the way in which the service is run. Therefore, no differential impacted is predicted on the grounds of sexual orientation.

Is there a negative impact? Not sure

Describe how this proposal could impact on Age

Library closures could limit access for some service users with disabilities and frail older people by extending journey times to access their nearest service point.

Parents and children, and especially those in deprived areas, could have more limited access on similar grounds. In particular, parents reliant on public transport could incur additional costs in accessing a library and this could, for those on low incomes, be a very real limitation on access.

Is there a negative impact? Not sure

Describe how this proposal could impact on Religious belief?

Library closures in areas with a high concentration of one or more religious groups could see an adverse impact by exacerbating existing barriers to engagement with libraries.

There is also potential for wide adverse impact should there be a reduction in the availability of a community space which enables diverse communities to mix.

Is there a negative impact? Not sure

Make a Decision

If the impact is negative then you must consider whether you can legally justify it. If not you must set out how you will reduce or eliminate the impact. If you are not sure what the impact will be you MUST assume that there could be a negative impact. You may have to do further consultation or test out your proposal and monitor the impact before full implementation.

Negative impact identified or uncertain

As outlined above, changes to the library service may result in negative impacts upon certain protected groups. It is therefore recommended that the two stage consultation process outlined above is progressed, in order to identify differential impacts, inform an appraisal of options, and design measures to mitigate such impacts.

Signed (completing Officer)

Ashley Burton

Date

August 2015

Signed (Lead Officer)

Sarah Gee

Date

August 2015

Appendix 5

Your Library Services. Your Say

As part of the Council's programme to deliver savings, we have committed to reviewing and reorganising library services in Reading. Yes, we need to make savings but we also want to create a modern and fit-for-purpose library service, well-used by residents because it provides the services they want.

Reading Borough Council's review of library services is being carried out across two stages. This first stage of consultation is about gathering information to help us put together options for the future of the library service. The second stage will follow in Spring 2016 and will provide you with the opportunity to have your say on these proposals.

Throughout this review we want to hear from as many residents as possible - whether you currently use the library service or not.

For this first stage, we need your help to understand:

- How you use libraries now
- What you want and need from the service in the future and how we could reduce the costs of running the service
- The communities that we serve

Please visit www.reading.gov.uk/libraryreview to provide your feedback online.

Your current Library use

1.

a. Do you currently use the library service?

- Yes
 No

b. If no, please tell us why.

If you are not a current library user, please skip to page 5, question 9, to answer further questions regarding the future of the library service.

Appendix 5

c. If yes, which branches do you visit and how often? (tick one box for each branch)

	Never	More than once a week	Weekly	Fortnightly	Monthly	Less than monthly
Central						
Battle						
Caversham						
Palmer Park						
Southcote						
Tilehurst						
Whitley						
Mobile Library						
Other (please specify below)						

d. When do you usually visit the libraries specified above? (tick all that apply)

	Mornings (9am - 12noon)	Lunch (12noon - 2pm)	Afternoon (2pm - 5pm)	Evening (5pm - 7pm)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				

e. Why do you visit the libraries specified above, rather than any others?

- It is close to my home
- It is close to my work
- Other (please specify below)

Appendix 5

2. Do you visit the library with, or on behalf of, any of the following groups?
(tick all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Children aged 0-5 | <input type="checkbox"/> Older persons |
| <input type="checkbox"/> Children aged 6-12 | <input type="checkbox"/> Disabled persons |
| <input type="checkbox"/> Young people aged 13-18 | <input type="checkbox"/> Other (please specify) |

3. What do you do when visiting Reading's libraries and how often? (tick all that apply)

More than once a week	Weekly - monthly	Less than monthly	
			Borrow / return books
			Use the computers
			Use the wifi (<i>Central, Battle and Whitley library only</i>)
			Attend children's events (e.g. Rhymetime)
			Attend events for adults (e.g. coffee morning)
			Borrowing / requesting / returning toys
			Ask for information
			Hire / return CDs or DVDs
			Use printers / photocopiers / fax machines
			Read (books / newspapers / magazines)
			Study, work or research
			Meet with friends
			Attend Councillor surgeries (<i>Battle and Caversham libraries only</i>)
			Visit the digital volunteers (<i>Central library only</i>)
			Visit the Elevate Hub (<i>Central library only</i>)
			Other (please specify below)
			N/A

Appendix 5

4. Which of the following do you use at/borrow from the library service? (tick all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Adult fiction and non-fiction books | <input type="checkbox"/> Local history |
| <input type="checkbox"/> Children's books | <input type="checkbox"/> Information services |
| <input type="checkbox"/> Large print books | <input type="checkbox"/> Reference books |
| <input type="checkbox"/> Community languages | <input type="checkbox"/> Book club sets |
| <input type="checkbox"/> Newspapers | <input type="checkbox"/> Toys |
| <input type="checkbox"/> DVDs | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Spoken word CDs / Cassettes | |

5.

a. Do you use the online library catalogue?

- Yes
 No

b. If you use the online library catalogue, or have in the past, do you have any ideas as to how this might be further improved?

6.

a. Do you read e-books?

- Yes
 No

b. If yes, do you borrow e-books from the library?

- Yes
 No

c. If you read e-books, but don't borrow them from the library, why not?

Appendix 5

7. Do you rely on libraries for your access to-

The internet? Yes No

Computers? Yes No

8. Is there anything else that you think we should know about how you currently use library services?

Your future Library use

9. Do you have any ideas of how the library service might make the required level of savings?

10. Is there anything you think is currently missing from the library service?

11. Is there anything currently provided by the library service that you think is no longer required?

Appendix 5
12.

a. If you could no longer visit your preferred library which of the following branches would you be most likely to visit? (tick one box only)

- | | |
|---|--|
| <input type="checkbox"/> Central | <input type="checkbox"/> Southcote |
| <input type="checkbox"/> Battle | <input type="checkbox"/> Tilehurst |
| <input type="checkbox"/> Caversham | <input type="checkbox"/> Whitley |
| <input type="checkbox"/> Palmer Park | <input type="checkbox"/> None |
| <input type="checkbox"/> Other (please specify) | <input type="checkbox"/> I don't currently use the library service |

b. If you would not use any of the other libraries, please explain why.

c. If you would not use any of the other libraries, what would you do instead?

Appendix 5

13. Which of the following would encourage you to use the service or use the service more? (Please rank up to 5 where 1 is the most important to you)

- Library Services sharing a building with other services
- Different opening hours
- Out of hours returns drop-off
- More varied book stock (please specify below)
- Greater access to the Toy Library (e.g. somewhere more central or smaller collections at each library)
- Public access Wi-Fi (*Caversham, Palmer Park, Southcote and Tilehurst Libraries*)
- Self-service book borrowing and returns
- Events (please specify below)
- Improved accessibility
- More attractive building
- Food and drinks facilities
- Introduction of / improvements to toilet facilities
- Additional seating
- Other (please specify below)
- None

14. What other activities do you usually do before / after visiting the library? (tick one box only)

- | | |
|--|---|
| <input type="checkbox"/> None | <input type="checkbox"/> Going to work |
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Taking children to school | |

15. If you would find it helpful to have other services located alongside the library, what would these be? (tick all that apply)

- Advice service
- Play area / crèche / children's activities
- Adult learning
- Meeting space
- Other (please specify below)
- None

Appendix 5

16. To help us best match opening hours to your needs, please tell us when you would most like to visit a library in the future.

a. What time would you most like to visit a library? (please tick one box for weekdays and one for the weekend)

	Before 9	Mornings (9am* - 12noon) *10am on Sunday	Lunch (12noon - 2pm)	Afternoon (2pm - 5pm)	Evening (5pm - 7pm)	None
Weekday						
Weekend						

b. Which days would you most like to visit a library? (Please rank the top 3 where 1 is your preferred option)

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

17.

a. Would you be willing to volunteer in your local library?

- Yes
 No

b. If yes, what might you be willing to volunteer to do? (tick all that apply)

- Run activities (please specify below)
 Help with activities (please specify below)
 Shelve books
 Run the reception desk
 Deliver books to the elderly and housebound
 Help people to get online
 Run a homework club
 Other (please specify below)

Appendix 5

c. If you would be willing to volunteer, how much time would you be willing and able to commit, and how often? (tick one box only)

- 1-5 hours a *week*
 6-10 hours a *week*
 11-15 hours a *week*

- 16 + hours a *week*
 Occasional events or projects

18. Is there anything you want to say about how changes to the way the library service is provided may affect you and your family?

About you

Please be assured that your personal details will be kept strictly confidential and that no individual or organisation will be identified in the reporting of results.

These questions are optional but will help us to check our current understanding of library catchment areas and possible impacts of changes on different groups.

19. Do you live, work or study within Reading? (tick all that apply)

- I live in Reading and pay my Council Tax to Reading Borough Council
 I work in Reading
 I study in Reading
 None of the above

20. What is your postcode?

Appendix 5

21. Please tick the box that most closely describes your interest in this issue?
(tick one box only)

- A member of the public
- A staff member working at a library
- Other council member of staff
- A community of voluntary group (please specify below)
- A partner organisation (please specify below)
- A business / private organisation (please specify below)
- Other (please specify below)

22. Are you...?

- Male
- Female

23. What age group do you belong to?

- | | |
|--------------------------------|-------------------------------------|
| <input type="checkbox"/> 0-14 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 15-24 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 45-54 | |

24. Are you?

- | | |
|--|---|
| <input type="checkbox"/> Heterosexual / Straight | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Gay or lesbian | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Bisexual | |

Appendix 5

25. What is your religious belief?

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Christian | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Jewish | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Muslim | |

26. What is your ethnicity?

White

- English, Scottish, Welsh, Northern Irish, British
- Irish
- Gypsy or Traveler
- Any other White background

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed / multiple background

Other Ethnic Group

- Arab
- Any other ethnic group (please specify below)

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Black or Black British

- African
- Caribbean
- Any other Black / African / Caribbean background

- Prefer not to say
- Don't know

Appendix 5

27. Do you like to read in any of the following languages? (tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> English | <input type="checkbox"/> Marathi |
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Nepali |
| <input type="checkbox"/> Bengali | <input type="checkbox"/> Polish |
| <input type="checkbox"/> Chinese (simplified characters) | <input type="checkbox"/> Portuguese |
| <input type="checkbox"/> Chinese (traditional characters) | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> French | <input type="checkbox"/> Russian |
| <input type="checkbox"/> German | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Gujarati | <input type="checkbox"/> Tamil |
| <input type="checkbox"/> Hindi | <input type="checkbox"/> Urdu |
| <input type="checkbox"/> Italian | <input type="checkbox"/> Other (please specify below) |

28. My first language is...

29. What is your employment status?

- | | |
|--|--|
| <input type="checkbox"/> Employed in a full-time job (30 hours plus per week) | <input type="checkbox"/> Unemployed and available for work |
| <input type="checkbox"/> Employed in a part-time job (under 30 hours per week) | <input type="checkbox"/> Permanently sick / disabled |
| <input type="checkbox"/> On a government supported training programme (e.g. Modern Apprenticeship / Training for Work) | <input type="checkbox"/> Wholly retired from work |
| <input type="checkbox"/> Self-employed full or part-time | <input type="checkbox"/> Looking after the home / family |
| <input type="checkbox"/> In full-time education at school, college or university | <input type="checkbox"/> Other (please specify) |

30. Please indicate if you consider yourself to have any of the following disabilities / conditions? (tick all that apply)

- | | |
|--|---|
| <input type="checkbox"/> None / not applicable | <input type="checkbox"/> Difficulties using hands/fingers |
| <input type="checkbox"/> Mobility - getting around | <input type="checkbox"/> Learning disability |
| <input type="checkbox"/> Hearing | <input type="checkbox"/> Mental health problem |
| <input type="checkbox"/> Eyesight | <input type="checkbox"/> Other, please state: |

Appendix 5

31. Do you have access to a car?

- Yes
 No

32. How do you usually travel across the Borough? (tick all that apply)

- | | |
|---|----------------------------------|
| <input type="checkbox"/> Car | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Bus | <input type="checkbox"/> Bicycle |
| <input type="checkbox"/> Train | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Other (please specify) | |

33. If you would like to be kept up to date on future library proposals, consultations and other council news, please provide your contact details below.

Title	
First name	
Surname	
Email address	

Questionnaire Returns

Please hand your completed questionnaire by 10am Monday 23rd November 2015 to a member of the library staff or post it to:

Library Review
Reading Borough Council
Civic Offices
Bridge Street
Reading
RG1 2LU

Thank you for completing this questionnaire.

Appendix 6

Your Library Services. Your Say

MOBILE LIBRARY

As part of the Council’s programme to deliver savings, we have committed to reviewing and reorganising library services in Reading. Yes, we need to make savings but we also want to create a modern and fit-for-purpose library service, well-used by residents because it provides the services they want.

Reading Borough Council’s review of library services is being carried out across two stages. This first stage of consultation is about gathering information to help us put together options for the future of the library service. The second stage will follow in Spring 2016 and will provide you with the opportunity to have your say on these proposals.

Throughout this review we want to hear from as many residents as possible - whether you currently use the library service or not.

For this first stage, we need your help to understand:

- How you use libraries now
- What you want and need from the service in the future and how we could reduce the costs of running the service
- The communities that we serve

Your current library use

1. How did you find out about the mobile library service? (tick one box only)

- | | |
|--------------------------|---|
| <input type="checkbox"/> | The Mobile Library visits my residential / nursing / sheltered / extra care home |
| <input type="checkbox"/> | I saw the Mobile Library stopped in Emmer Green:
Mapledurham Playing Fields
Ashcroft Close
Emmer Green Shops
Caversham Park Village Shops
Micklands Road |
| <input type="checkbox"/> | Referred by another user |
| <input type="checkbox"/> | Referred by practitioner (e.g. Vision Impairment Team) |
| <input type="checkbox"/> | Referred by carer |
| <input type="checkbox"/> | Referred by library staff |
| <input type="checkbox"/> | Posters and leaflets in the library |
| <input type="checkbox"/> | Other (please specify below) |

Appendix 6

2. Which of the following do you borrow from the library service? (tick all that apply)

- Adult fiction and non-fiction books
- Large print books
- Community languages
- DVDs / Music CDs
- Spoken word CDs / Cassettes
- Other (please specify below)

3.

a. Do you use the online library catalogue?

- Yes
- No

b. If you use the online library catalogue, or have in the past, do you have any ideas as to how this might be further improved?

4.

a. Do you read e-books?

- Yes
- No

b. If yes, do you borrow e-books from the library?

- Yes
- No

Appendix 6

c. If you read e-books, but don't borrow them from the library, why not?

5. Is there anything else that you think we should know about how you currently use library services?

Your future library use

6. Do you have any ideas of how the library service might make the required level of savings?

7. Is there anything you think is currently missing from the library service?

Appendix 6

8. Is there anything currently provided by the library service that you think is no longer required?

9. Is there anything you want to say about how changes to the way the library service is provided may affect you and your family?

About you

Please be assured that your personal details will be kept strictly confidential and that no individual or organisation will be identified in the reporting of results.

10. What is your postcode?

11. Please tick the box that most closely describes your interest in this issue? (tick one box only)

- A member of the public
- A staff member working at a library
- Other council member of staff
- A community of voluntary group (please specify below)
- A partner organisation (please specify below)
- A business / private organisation (please specify below)
- Other (please specify below)

Appendix 6

12. Are you...?

- Male
- Female

13. What age group do you belong to?

- | | |
|--------------------------------|-------------------------------------|
| <input type="checkbox"/> 0-14 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 15-24 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 45-54 | |

14. Are you?

- | | |
|--|---|
| <input type="checkbox"/> Heterosexual / Straight | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Gay or lesbian | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Bisexual | |

15. What is your religious belief?

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Christian | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Jewish | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Muslim | |

Appendix 6

16. What is your ethnicity?

<p>White</p> <input type="checkbox"/> English, Scottish, Welsh, Northern Irish, British <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background	<p>Asian or Asian British</p> <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian background
<p>Mixed</p> <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other mixed / multiple background	<p>Black or Black British</p> <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black / African / Caribbean background
<p>Other Ethnic Group</p> <input type="checkbox"/> Arab <input type="checkbox"/> Any other ethnic group (please specify below)	<input type="checkbox"/> Prefer not to say

17. Do you like to read in any of the following languages? (tick all that apply)

<input type="checkbox"/> English	<input type="checkbox"/> Marathi
<input type="checkbox"/> Arabic	<input type="checkbox"/> Nepali
<input type="checkbox"/> Bengali	<input type="checkbox"/> Polish
<input type="checkbox"/> Chinese (simplified characters)	<input type="checkbox"/> Portuguese
<input type="checkbox"/> Chinese (traditional characters)	<input type="checkbox"/> Punjabi
<input type="checkbox"/> French	<input type="checkbox"/> Russian
<input type="checkbox"/> German	<input type="checkbox"/> Spanish
<input type="checkbox"/> Gujarati	<input type="checkbox"/> Tamil
<input type="checkbox"/> Hindi	<input type="checkbox"/> Urdu
<input type="checkbox"/> Italian	<input type="checkbox"/> Other (please specify below)

Appendix 6

18. My first language is...

19. What is your employment status?

- | | |
|--|--|
| <input type="checkbox"/> Employed in a full-time job (30 hours plus per week) | <input type="checkbox"/> Permanently sick / disabled |
| <input type="checkbox"/> Employed in a part-time job (under 30 hours per week) | <input type="checkbox"/> Wholly retired from work |
| <input type="checkbox"/> Self-employed full or part-time | <input type="checkbox"/> Looking after the home / family |
| <input type="checkbox"/> In full-time education at school, college or university | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Unemployed and available for work | |

20. Please indicate if you consider yourself to have any of the following disabilities / conditions? (tick all that apply)

- | | |
|--|---|
| <input type="checkbox"/> None / not applicable | <input type="checkbox"/> Difficulties using hands/fingers |
| <input type="checkbox"/> Mobility - getting around | <input type="checkbox"/> Learning disability |
| <input type="checkbox"/> Hearing | <input type="checkbox"/> Mental health problem |
| <input type="checkbox"/> Eyesight | <input type="checkbox"/> Other, please state: |

21. Do you have access to a car?

- Yes
 No

22. How do you usually travel across the borough? (tick all that apply)

- | | |
|---|----------------------------------|
| <input type="checkbox"/> Car | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Bus | <input type="checkbox"/> Bicycle |
| <input type="checkbox"/> Train | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Other (please specify) | |

Appendix 6

23. If you would like to be kept up to date on future library proposals, consultations and other council news, please provide your contact details below.

Title	
First name	
Surname	
Address	

Questionnaire Returns

Please hand your completed questionnaire by 10am Monday 23rd November 2015 to a member of the library staff or post it to:

Library Review
Reading Borough Council
Civic Offices
Bridge Street
Reading
RG1 2LU

Thank you for completing this questionnaire.