

Dear Requester,

Thank you for your Freedom of Information Request.

The Councils Response is as follows:

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

Year	Active Borrowers
2016/17	135,000
2017/18	124,972
2018/19	122,718
2019/20	122,718 (est)
2021/21	58,376

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

a. Electronic books and comics

2016-17 – 15,644

2017-18 – 15,262

2018-19 – 15,189

2019-20 - 37,667

2020-21 – 116,134

(Not including magazines or newspapers)

b. Electronic audio books

2016-17 – 9,727

2017-18 – 20,396

2018-19 – 34,844

2019-20 – 55,141

2020-21 – 89,418

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

Year	Physical Loans
2016/17	2,805,728
2017/18	2,701,965
2018/19	2,686,748
2019/20	2,537,681
2021/21	706,896

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

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

a) 2016-17 £13,000
2017-18 £5,000
2018-19 £10,000
2019-20 £8,436
2020-21 £28,348

b) 2016-17 £31,323
2017-18 £18,965
2018-19 £25,560
2019-20 £19,015
2020-21 £39,777

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

We provide telephone help as requested through our Ask Inspire service or direct to customers in libraries.

Help links on all entry points to supplier's websites.

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

Privacy notices on suppliers' websites.

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

Library opening hours have been restricted as follows:

Physical opening:

Lockdown 1 – all physically closed.

Reopened with reduced opening hours to enable staffing to cover extra cleaning and other covid-secure requirements

Lockdown 2 – closed with the exception of 9 libraries for essential IT use

Lockdown 3 – closed with the exception of 8 libraries for essential IT use

Reopened with reduced opening hours to enable staffing to cover extra cleaning and other covid-secure requirements.

Other services:

Online offer available; click and collect available; home delivery available.

I hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly on the details below.

In addition to this and for future reference Nottingham County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk quoting the reference number above.

Kind Regards
Complaints, Information & Mediation Officer.
Complaints and Information Team
Chief Executive's Dept
Nottinghamshire County Council
County Hall, West Bridgford, Nottingham, NG2 7QP