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REPORT

1 Background and legislation

The Libraries NI Equality Scheme and Action Plan was adopted in November 2011 and sets out how Libraries NI proposes to meet the requirements of the scheme in relation to Section 75 groups.

1.1 Northern Ireland Act 1998 Section 75

Section 75 of the Northern Ireland Act 1998 requires Libraries NI “in carrying out all its functions, powers and duties to have due regard to the need to promote equality of opportunity”

- between people of different religious belief, political opinion, racial group, age, marital status, or sexual orientation
- between men and women generally
- between people with a disability and those without
- between people with dependants and those without

In addition Libraries NI ‘must have regard to the desirability to promote good relations between people of different religious belief, political opinion or racial group’.

As a good employer and service provider Libraries NI strives to promote equality of opportunity in everything it does and ensure that all services, staff, policies and systems are equipped to deliver equality of opportunity. This includes providing Equality Awareness training for all library staff to ensure they are aware of their responsibilities and understand what is expected of them in the way they deal with each other and with members of the public.

1.2 Section 75 groups

Racial Group
Sexual Orientation
Men and Women
Marital Status
Political Opinion
Age
Disability
Religious Belief
Dependents

In addition two other areas were considered in relation to equality of service provision:

Rural Isolation
Financial Disadvantage
Equality legislation

Equal Pay (Northern Ireland) Act 1970

Sex Discrimination (NI Orders 1976 and 1998)

Disability Discrimination Act 1995

Race Relations (NI Order 1997)

Protection against Harassment (NI) Order 1997

Fair Employment and Treatment (NI) Order 1998

Northern Ireland Act 1998 – Section 75

Age Regulations (2006)

2 Introduction

To comply with the Equality Commission’s new revised ‘Guide for Public Authorities’ on the implementation of Section 75 the Libraries NI Equality Scheme Action Plan is to be based on an audit of inequalities, which is described as ‘a systematic review and analysis of inequalities, which exist for service users and those affected by a public authority’s policies’.

Work on the Audit of Inequalities 2012/13 was based on statistics, other information and reports available at that point in time. It is therefore a baseline picture and the content and recommendations are valid at this stage. However, any future Audit of Inequalities would take account of current statistics to ensure an accurate reflection of service provision in relation to Section 75 groups. The 2013/14 Corporate Plan, Business Plan and Service Plans demonstrate greater emphasis on Equality, tackling social exclusion and Delivering Social Change.

3 Context

Libraries NI provides services and operates in the wider context of Northern Ireland Programme for Government and DCAL Corporate Strategy.

3.1 Programme for Government 2011-15:

1. Growing a sustainable economy and investing in the future
2. Creating opportunity, tackling disadvantage and improving health and wellbeing
3. Protecting our people, the environment and creating safer communities
4. Building a strong and shared community
5. Delivering high quality and efficient public services.

3.2 DCAL Corporate Strategy 2011/15

DCAL’s vision is “a confident, creative, informed and healthy society.” Its mission is “to deliver economic growth and to enhance the quality of life in Northern Ireland by unlocking the full potential of the culture, arts and leisure sectors”.
3.3 Libraries NI Corporate and Business Plan

The primary vision of the Libraries NI Corporate Plan 2011 – 2015 is to provide a flexible and responsive library service which provides a dynamic focal point in the community and assists people to fulfil their potential. In support of this the corporate mission is to enrich and enhance the lives of individuals and communities through providing and promoting a range of high quality library and information services.

There are five key priorities with the three most relevant to the Audit of Inequalities being:

- Customers come first
- Innovating and Improving
- Strive for equality of provision.

Libraries NI established six key target groups in 2012/13:

- Children and young people
- Retired and older people
- Parents
- People who are unemployed
- People who are studying
- People who are disadvantaged.

The number of target groups was expanded in 2013/14 to include:

- People who are socially excluded and have a disability
- People who live in rural areas.

Library services are provided in 96 static libraries, two heritage libraries and through a network of 18 mobile libraries which mostly serve rural areas and a Homecall Service for those who are unable to access library services independently. Library use develops important literacy and information skills as well as producing a worthwhile experience that can contribute to a sense of wellbeing, purpose and positive mental health. Libraries contribute to key government priorities, particularly the development of literacy skills and digital inclusion, by providing children and adults with the opportunity to engage in a range of formal and informal learning activities.

The content of library book stock and online resources is wide-ranging and can inform, educate, entertain, change attitudes, stimulate ideas and inspire. Libraries provide opportunities to participate in programmes, activities and events to enhance and develop new skills, learn new subjects, increase educational attainment, become more employable and be creative. Libraries also deliver enrichment programmes in Learning, Culture, Information and Heritage to all sections of the public and offer a neutral community space for social interaction and participation in community activity.

4 Terms of reference

The Equality Subgroup was set up in 2012 to undertake an Audit of Inequalities across Libraries NI and produce a report to Terry Heron Director of Business Support Libraries NI.
4.1 The Equality Subgroup consisted of

Norma Millar (Chair), Operational Manager
Stephen Hegarty, Senior IT Support Officer
Eileen McVerry, Heritage Services Manager
Julie Reid, Area Manager
Joan Thompson, Information Services Manager

5. Methodology

The following methodology was agreed to carry out the Audit of Inequalities.

Internal and external data relating to the functions of Libraries NI was compiled and assessed to identify those activities which most directly targeted the Section 75 groups and any relevant formal or informal partnerships and targets or objectives in relation to Section 75 groups. Research was carried out to identify examples of best practice and gain awareness of key publications from the Equality Commission.

5.1 Sources of statistical and other information both internal and external to inform the audit include:

- NISRA
- Continuous Household Survey 2010/11; Experience of Library Usage in Northern Ireland
- Library Management System membership database
- Workforce database
- Customer feedback information
- Equality Impact Assessments:
  - Meeting the Demands of a Modern Public Library Service within Northern Ireland:
    
    **Stage 1: Greater Belfast Area Equality Impact Assessment Report for Consultation:**
    
    Consultation period: 25 February – 26 April 2010

    **Stage 2 Equality Impact Assessment Report for Consultation:**
    
    Consultation period: 17 January – 8 April 2011

- Opening hours review
- Mobile Library Service customer survey
- Mobile Library Service Strategy:
  
  **Equality Impact Assessment: Report for Consultation September 2012**
- Mobile Library Service Strategy:
  
  **Rural Impact Assessment: Report for Consultation September 2012**
- Themes Activity database April 11 – March 12 which lists all activities, programmes and events organised by the Culture, Heritage, Information and Learning teams
- Libraries NI 2012-13 Business Plans and Service Plans
Consultation was carried out with Themes and Stock staff regarding Themes and Stock Service Plans and service provision for adults and children (Culture, Heritage, Information, Learning and Stock).

This data and key findings/observations was then analysed to identify any existing or potential inequalities.

Opportunities to promote equal opportunities and/or good community relations were identified and recorded.

Possible solutions or mitigation with regard to any identified inequality were recorded.

5.2 The Libraries NI Audit of Inequalities Form (Appendix A) is used to record all findings:

Section 1 - identifies the Equality strands included in data collection/analysis and consultation. In addition the group considered inequality issues in relation to Rural Isolation and Financial Disadvantage.

Section 2 - records key findings and observations resulting from the data and consultations.

Section 3 - records opportunities to promote equal opportunities and or good community relations.

Section 4 - records identified inequalities in service delivery and possible solutions.

5.3 Service Plan 2012/2013

The group considered Service Plans and Targets relating to service provision for Section 75 categories.

The aim of Libraries NI Service Plan is to set clear targets and actions to achieve the organisation’s objectives. The most relevant to the Audit of Inequalities are to:

- develop partnerships with statutory and community organisations with a remit for rural matters to develop alternative approaches to service provision
- develop partnerships with organisations working with target groups in order to increase participation
- develop alternative approaches to service provision in rural areas working in partnership where appropriate
- develop the Mobile Library Service Strategy taking account of equality and rural issues in order to maximise access and use of mobile library services.

Programmes, activities, services and initiatives relevant to the key target groups are:
Children and Young People
- delivery of core activities
- Rhythm and Rhyme
- Storytime
- Reading Gangs
- Class Visits
- Summer Reading Challenge
- National Family Week
- World Book Day
- Provision of stock for children and young people
- Partnership with Book Trust to deliver BookStart Treasure Chests.

Retired and Older People
- Itea and Biscuits
- Silver Surfers
- Partnership with U3A
- Stock
- Got IT?.

Parents
- Books and other resources on parenting skills
- Summer Reading Challenge
- National Family Week.

People who are Unemployed
- Employability Road shows
- Job Clubs in partnership with DEL.

People who are Disadvantaged
- Make a Noise in Library Week
- Six Book Challenge
- Sensory Engagement Programme
- Got IT? and GO ON IT training.
People who are Studying

- Curriculum and Heritage Collections
- Wide range of stock to support independent learning
- Online resources
- Business Library resources
- Study space
- IT facilities.

6. Overview of Equality in relation to Service Provision

6.1 Policies

The Room Hire Policy is currently under review.

6.2 Services (adults and children)

Libraries NI promotes inclusivity in the procurement process, planning and delivery of all services including cultural events and offers a wide range of cultural experiences working in partnership with many organisations to promote initiatives such as Refugee Week, Traveller Focus Week, Belfast Pride Festival, Community Relations Week.

Library venues are neutral environments and events are open to all sections of the community.

Libraries are community places accessed by people of all ages and backgrounds for information and leisure, as well as for meeting and sharing ideas through reading groups, road shows and family and community activities.

Extensive partnership working takes place with local and Northern Ireland wide community groups across all the diversity strands.

Themes staff are allocated specific areas of work to develop services. Equality, diversity and accessibility are central to the planning and delivery of services and specific target groups are identified e.g. Retired and Older People, People who are Disadvantaged.

Libraries NI has built on the legacy of equality awareness from the former Education and Library Boards and is committed to an inclusive approach to planning and delivery of services.

6.3 Physical estate and accessibility

As is required by Section 49A of the Disability Discrimination Act 1995 Libraries NI gives due regard to:

- the need to promote positive attitudes towards people with disabilities; and
- the need to encourage participation by people with disabilities in public life (‘the disability duties’).
A Disability Action Plan showing how we propose to fulfil these duties has been prepared, is reviewed annually, submitted to the Equality Commission (Section 49B of the Disability Discrimination Act 1995) and made available to staff and customers.

Within this context, Libraries NI recognises that many barriers to access can exist within the physical environment and that these can prevent or inhibit the ability of library customers to avail of a full range of services provided. Consequently, Libraries NI has and continues to work to ensure the properties from which public library services are delivered are easily accessible to as wide a range of users as possible.

In managing our estate (including vehicles), planning developments and upgrading of buildings we take cognisance of the requirement to accommodate customers with a wide range of needs and aim to incorporate measures which ensure:

- easy access to our buildings (ramps, automatic doors, lifts etc.)
- clear circulation routes – providing visual contrast, signage in appropriate mediums/heights and adequate lighting
- facilities for the hearing impaired (induction loops)
- accessible and sufficient toilet facilities
- easy interaction with staff (reception desks at appropriate heights etc.).

Where appropriate we consult with our customers in planning our developments and utilise information provided by organisations representing specific user groups, such as RNIB, to ensure our facilities meet the needs of all.

Libraries NI also works in partnership with other organisation in providing information to prospective users, e.g. Adapt NI, Access 4000 information is verified by Libraries NI prior to publication.

Audits of our accommodation are undertaken and where deficiencies are identified, remedial actions are incorporated in our estates planning cycle.

While the majority of library properties are accessible to all, the nature of the estate (age, condition and tenure of buildings) along with issues inherited from previous regimes continues to raise some issues in regards to access. In particular we are aware of major limitations with our Coleraine facility and have initiated a design process to rectify physical access to the building. This was done initially by way of a short term solution (external platform lift and automated doors) but with a view to securing finance to allow for a more comprehensive long term solution.

6.4 Strategic Marketing and Communication

Libraries NI is mindful of the need to make communication accessible to all sections of the community using different formats and targeting messages at different groups.

6.5 Stock

Libraries NI stock policy states that we provide, "access to a wide range of quality resources to meet the needs of the entire community" including stock:

- to suit all age ranges which is available to everyone within Northern Ireland
in a range of formats e.g. spoken word, large print, downloadable audio books, eBooks, online encyclopaedias. Access to each of these alternative resources (as with traditional book stock) is free

- in a range of languages other than English to meet the needs of the community
- in a range of genres and levels e.g. books for emerging adult readers, non-fiction books at introductory level.

Libraries NI supports over 90 adult reading groups and 62 reading groups for children.

6.6 Health in Mind

Health in Mind is a Big Lottery funded cross sector partnership project between the lead partner Libraries NI and four leading mental health charities: Aware Defeat Depression, Action Mental Health, MindWise and CAUSE. The project has the overall aim of improving the quality of life of people affected by mental illness, their families and carers and contributing to the prevention and increased understanding of mental illness among the wider community. There are three stands of Learning, Information and Reading. Health in Mind has an Equality focus with its own strategic Outreach and Information Plan.

6.7 Employment

Libraries NI complies with its equality obligations under the various anti-discrimination legislation and its Equal Opportunities Policy applies to all who work for it or who apply for work. The Employment Monitoring Questionnaire used is as recommended by the Equality Commission and the information from applicants is used to measure the effectiveness of its policies. Libraries NI provided a range of opportunities to assist staff to return and stay in work. During 2012/13 42 adjustments were made, including eight specifically to take account of the needs of staff with disabilities.

Libraries NI is committed to providing staff with Work Life Balance opportunities. During 2012/13 there were 78 Work Life Balance applications approved relating to age and gender.

6.8 Staff learning and development

Training aimed at Improving Delivery of Service to Section 75 Groups

- Equality Awareness Training was delivered to 629 staff during 2012/13

- Equality Awareness Training materials are available on the staff web

- The Sensory Engagement Project is a partnership project between RNIB, Action on Hearing Loss, NCBI and DeafHear funded by the EU’s INTERREG IVA Programme. The aim of the Project is to “improve services for people with sensory disabilities”, particularly sight loss and hearing loss. Libraries NI has facilitated Sensory Awareness Sessions (Hearing Loss and Sight Loss) in Derry, Omagh, Dungannon and Newry City libraries to 77 staff. As a direct consequence of this training Newry City Library has established a Sensory Loss Reading Group.
6.9 Customer Feedback

Libraries NI has a Customer Feedback Policy and welcomes feedback, including complaints, from customers. Feedback allows us to identify and repeat what is good, correct any problems with our service and help us improve what we do and how we do it. Libraries NI encourages customers to give feedback in writing by comment card, letter, fax, e-mail or online. The Policy and its associated procedures and documentation are available in large print, audio tape or Braille or in a language other than English.

No comments or complaints were received in relation to Section 75 groups during 2011/12.

6.10 Mobile Library Service

The Mobile Library Service operates through a network of 18 mobile libraries delivering library services to the general public who live some distance from a branch library in both urban and rural areas.

A Mobile Library Service Strategy is being developed to ensure that:

- use of the service increases
- the Mobile Library Service meets current and future customers’ needs
- the Mobile Library Service makes a significant contribution to the achievement of Libraries NI vision.

Following consultation in 2012 an Equality Impact Assessment has been carried out. The preliminary findings are that the service proposals may result in some adverse differential impacts for existing customers, affecting people in a number of Section 75 groups. However, it is anticipated that the mitigating measures proposed by Libraries NI will address these potential problems. Any impacts identified by consultees during the consultation process will also be taken into account when the final Equality Impact Assessment report is prepared. A Rural Impact Assessment has also been carried out in 2012 and the preliminary findings are that the service proposals have the potential to produce adverse impacts on customers in rural areas but that these are not considered to be significant. The mitigating measures proposed by Libraries NI will address these potential problems.

The Mobile Library Service Strategy is now at implementation stage creating key customer groups. The range of stock on mobiles will cater for these groups.

6.11 Homecall and Outreach

The Homecall Service provides a library service for those who are unable to access library services independently and is delivered through ten specially designed vehicles. Investment in four new vehicles has enabled this service to be developed and extended.

Outreach initiatives to improve access to libraries for people with sight and hearing loss include:

- Derry Central Library’s engagement with the RNIB and Action on Hearing Loss in the cross-border Sensory Engagement Project which is funded by the EU INTERREG IVA Programme
subscriptions for 1,300 people with a visual impairment to receive books by post from the RNIB library

Action on Hearing Loss information stand available monthly in Coleraine Library from Jan 2011 – March 2012

ClearVision subscription (postal lending service of children’s books with added Braille) planned.

7. Conclusions

There are no significant areas of inequality identified, however males are underrepresented in terms of overall library use and participation. The Statement of Key Inequalities in Northern Ireland Report, 2007 highlights a number of groups who experience inequality e.g. Protestant working class boys, disabled children, looked after children and young people, young carers. Further work could be done to ensure library services are provided for these groups.

Libraries NI demonstrates a clear commitment to ensuring that an inclusive approach underpins service planning and provision, policies and strategies. Libraries NI will endeavour through service plans to increase participation from Section 75 groups and ensure equality of opportunity to access services. It is recognised that libraries can make a significant contribution to promoting a more inclusive and tolerant society and to tackling social exclusion.

Analysis of the statistical data examining any potential areas of inequality among Section 75 groups found that:

- there are fewer male active library members than female. This is in line with findings from the Continuous Household Survey (CHS) of 2010/11 which found that fewer males visited the library at least once a year compared to females (by around 10%). The CHS findings also showed that the gender gap decreased with age, to the extent that there were similar proportions of males and females in the age 65+ group (26% and 24% respectively). Likewise, Libraries NI statistics also indicate a closer gap between males and females among older members (although females remain the majority of this age group)

- both Libraries NI statistics and the CHS findings suggest that library use among adults increased with age, peaking at the 35-44 age group, after which it gradually reduces. Libraries NI active membership figures however, do show an increase in the 65 and over age group in contrast to the CHS downwards trend

- Libraries NI active member statistics show no significant under-representation among any of the ethnic minorities in comparison to their overall Northern Ireland population share

- the CHS 2010/11 also found that significantly fewer people with a limiting long standing illness visit a library at least once a year in comparison to those with no such health problems (28% and 33% respectively). However, Libraries NI statistics for 2011/12 show healthy borrowing figures for the housebound, disabled, and hearing/visually impaired borrower categories during that year

- according to the CHS 2010/11, fewer singles and widowers visit a library at least once a year (27% and 23% respectively) compared to Married/Cohabiting couples (34%) or those Divorced/Separated (35%)
the CHS 2010/11 suggests that those living in the least deprived areas will visit a library at least once a year compared with those from the most deprived areas (35% and 26% respectively).

8. **The Equality Subgroup proposes the following recommendations:**

1. The inclusive approach to service provision should be maintained and strengthened.

2. Contacts and partnerships with relevant umbrella organisations and representative groups, including the Joint Consultative Forum should continue to be developed and maintained in order to gain better awareness of any issues for Section 75 groups in accessing library services.

3. An Action Plan should be drafted to address any inequalities and to demonstrate commitment to providing equality of opportunity to access services.

4. Proactive marketing and strategic communication of all Libraries NI services, facilities, programmes, core activities and events should be targeted to Section 75 groups.

5. Barriers to use should be investigated and steps taken to minimise these wherever possible.

6. The Room Hire Policy should be reviewed to ensure that room hire is offered on an equal basis to all without compromising the neutrality of library spaces.

7. Further work should be carried out to research and inform service planning and delivery to Section 75 groups, in particular those who are underrepresented.
1. Which equality strands have you included in your data collection/analysis and consultations?

- Racial Group
- Sexual Orientation
- Men and Women
- Marital Status
- Political Opinion
- Age
- Disability
- Religious Belief
- Dependants

In addition, Financial Disadvantage and Rural Isolation were considered.

2. What are the key findings/observations resulting from the data/consultations? Please include all findings that demonstrate inequality... You may wish to record inequality issues for additional groups (for example rural isolation, financially disadvantaged etc) Please do this using box j.

a. Racial Group

Ethnic data is collected for Libraries NI borrowers and is classified according to the ethnic groupings used in the Northern Ireland census. The most recent data from the 2011 census has revealed that the usually resident population of Northern Ireland belonging to a minority ethnic group has more than doubled in size since the 2001 census.

The Libraries NI data from 2011/12 shows that on the whole, people of Black and Minority Ethnic (BME) origin are represented as a higher percentage of active library members (2.85%) in comparison to the NI population percentage (1.79%)\(^1\). Only in the Other Asian ethnic group do the figures show a relative under-representation among library users. Moreover, when it comes to the use of computers in public libraries, people of BME origin make up an even greater percentage of all Libraries NI PAT users (4.83%), accounting for 7.20% of the total sessions and 8.76% of the total minutes during 2011-12\(^2\).

Language

With regards to language, 3.70% of Libraries NI active library members have indicated a first language that is not English\(^3\). This compares with 3.1% of Northern Ireland residents aged 3 or over for who English was not the main language\(^4\). Both show Polish as the most common main language other than English. When looking at the overall number of stock items where a language has been recorded, 1.53% of Libraries NI overall stock is recorded as being in a language other than English\(^3\). Tagalog was the only one of the main languages which had no titles listed on the Libraries NI system.

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\(^1\) Appendix - Table 1: % breakdown of Libraries NI active members by ethnic origin
\(^2\) Appendix - Table 2: Use of Public Access Terminals (PATs) by ethnic origin
\(^3\) Appendix - Table 3: Libraries NI active members and stock items by language
\(^4\) Source - NISRA 2011 Census Key Statistics
Travellers
Use of public libraries by Traveller communities also appears to be relatively healthy, with an active membership share of 0.11% which is greater than their overall Northern Ireland share of 0.07%.

b. Age
Active library membership ratios have remained broadly the same since 2009 within the four age categories, with the increase recorded in the number of 0-11 year olds offset by decreases in both adults and senior citizens. The biggest decrease (-0.85%) occurs within the adult male membership.

When examining the numbers of library members borrowing from libraries during 2011/12, it is noticeable that both the 0-11 year old and the senior citizen groups have healthy borrowing statistics which proportionally exceed their membership demographic. In the case of senior citizens, they accounted for 30.23% of all Libraries NI loans during this period, despite making up only 14.53% of Libraries NI membership. Conversely, borrowing patterns appear to decrease during teenage years, and is noticeably lower among adults (who represent 46.33% of library members but account for 29.86% of all loans). For computer usage however, the statistics for the age groups are reversed, with teenagers and adults the heaviest users of this service.

Borrowing figures also appear strong for elderly people who are either housebound or in homes (5.46% of all loans are for this borrower grouping).

Likewise, the Continuous Household Survey (CHS) of 2010/11 also found that fewer males visited the library at least once a year compared to females (by around 10%), and that the gender gap decreased with age, to the extent that there were similar proportions of males and females in the age 65+ group (26% and 24% respectively).

c. Sexual Orientation
No data is collected by Libraries NI for this Section 75 group.

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5 Appendix - Table 4: Libraries NI active members by Gender and Age Group
6 Appendix - Table 5: Libraries NI Loans and PAT usage by borrower category (banded)
7 Source - Continuous Household Survey 2010/11 (http://www.dcalni.gov.uk/libraries_chs_201011_bulletin_.pdf)
d. Disability

While library members registered as either disabled or with a hearing or visual impairment make up a small proportion of Libraries NI’s overall library membership (0.50%)\(^5\), they account for 0.89% of the total loans and 0.40% of computer users\(^6\).

Spoken word and large print stock accounted for 6.24% of Libraries NI total stock at the end of 2011/12, while a similar percentage share in these same categories made up the new stock titles that were purchased during the year\(^8\). A sizeable amount (18.54%) of Libraries NI’s stock spend in the 2011/12 year was on spoken word and large print items, particularly in the adult fiction category\(^8\).

Statistics from the 2010/11 Continuous Household Survey suggest that significantly fewer people with a limiting long standing illness visit a library at least once a year compared with those with no such health problems (28% and 33% respectively)\(^7\).

e. Men and Women (Gender)

As with public libraries across the UK, the active membership data for Libraries NI shows fewer men using libraries compared to women (the overall difference is just under 20%\(^5\)), and this figure has not significantly changed since 2009. When looking at the use of computers only, the gender gap does decrease to around 10% in favour of women\(^5\).

An analysis of the gender breakdown of Libraries NI’s active members into broad age categories (children, teenage, adult and senior citizen), and comparing this to the 2011 Northern Ireland Census, shows that that even as children, there are proportionally fewer boys using the library than girls\(^5\). The biggest disparity between the genders appears among adults (ages 18-59), where there appears to be a large drop in the number of adult men using library services in comparison to the Northern Ireland demographic for that age group\(^5\).

Analysis of the main reasons for using public libraries for the 2010/11 Continuous Household Survey also found that a significantly greater percentage of women are more likely to use it for borrowing books (75%) and accompany children (25%); conversely, a significantly greater number of men will use the library for looking up information (23%), reading newspapers (18%) and using the internet (17%) and computers (15%)\(^7\).

\(^{\text{8 Appendix - Table 6: Libraries NI Stock, Acquisition and Loans totals by item category}}\)
f. Religious Belief

No data is collected by Libraries NI for this Section 75 group.

The 2010/11 Continuous Household Survey however indicates no significant disparity in the percentage of Catholics and Protestants who visited the library at least once a year (31% and 32% respectively)\(^7\).

g. Marital Status

No data is collected by Libraries NI for this Section 75 group.

The 2010/11 Continuous Household Survey suggests there are fewer singles and widowers who visit a library at least once a year (27% and 23% respectively), in comparison to those Married/Cohabiting (34%) or Divorced/Separated (35%). Satisfaction levels with library provision however are similar for all four groups\(^7\).

h. Dependents

No data is collected by Libraries NI for this Section 75 group.

i. Political Opinion

No data is collected by Libraries NI for this Section 75 group.

j. Other

Financial Disadvantage

Libraries NI is currently carrying out a strategic review of its mobile service provision, which will take account of equality and rurality issues in order to maximise access and use of mobile services. During 2011/12, 2% of Libraries NI’s active members were categorised as mobile users (two thirds of whom were female) and they accounted for 3.87% of the total loans in Libraries NI during that year.

The geographical makeup of Libraries NI’s active library membership show that 7.62% of its library members live in the top 10% most deprived areas – this was derived from analysing the top 500 most deprived Super Output Areas according to their Multiple Deprivation Measure rank\(^9\). This figure is broadly in line with the Northern Ireland 2008 population estimates (8.56%) for the same areas.

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\(^9\) Source - Northern Ireland Multiple Deprivation Measure 2010 (http://www.nisra.gov.uk/deprivation/nimdm_2010.htm)
However, data from the 2010/11 Continuous Household Survey did infer that those from least deprived areas will visit a library at least once a year compared with those living in the most deprived areas (35% and 26% respectively).7

Rural Isolation

The Multiple Deprivation Measure rankings however reveal that the most deprived areas in Northern Ireland tend also to be the most urbanised (only 15 of the top 500 most deprived output areas are categorised as rural). As a public library authority serving the whole community, including rural areas, Libraries NI has considered the impact of rurality independently from the overall social deprivation measures, and found that 3.48% of active members live in the top 150 most deprived areas. This ranking is based on poor geographical access to key services (for example, to a GP, pharmacist, A&E hospital, food store, etc.). Once again, this figure is representative of the overall 2008 population estimates for these areas (3.72%).
3. We have a duty to promote equal opportunities and promote good relations. Please list below any opportunities to promote equal opportunities or good community relations.

<table>
<thead>
<tr>
<th>Equality Group</th>
<th>Opportunity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race and Culture</td>
<td>Libraries play a key role in promoting diversity through information stands, stock promotion and planned activities with a diversity theme. Participation in cultural festivals e.g. Belfast and Derry annual Culture Nights, Chinese New Year celebrations, Kathak dance, Good Relations Road show, Ulster Scots events e.g. poetry talk, activities to support Liofa 2015 (to encourage fluency in the Irish language). Work in partnership with key organisations e.g. Chinese Welfare Association, Pobal, Refugee Week, Traveller Focus Week and the Belfast Pride Festival, Community Relations Week. Purchase of stock in other languages. Free internet access to broaden demographic of use. e.g. migrant workers.</td>
</tr>
<tr>
<td>Age</td>
<td>High profile family events in libraries, e.g. Summer Reading Challenge, Partnership working e.g. National Family Week Core children’s activities e.g. Story time, Rhythm and Rhyme, Class Visits. Strong links to local and regional children’s agencies and partnerships with BookStart and World Book Day. Teenage Health Fairs. Work with young people – teenage reading groups, manga and bling workshops. Links to community groups and partnership work including information sharing through libraries Age NI, U3A, A2B, Reminiscence Network NI, Employability and Check IT Out Roadshows. Participation in Silver Surfers Day, provision of Got IT? internet sessions, Genealogy for the over 50’s, Mood Matters in Later Years talks, Reminiscence events e.g. Digital Film Archive talks, Age Awareness and Benefits road shows e.g. A2B.</td>
</tr>
</tbody>
</table>
Distribution of community information for relevant groups.
Provision of stock in alternative formats e.g. large print, audio
books and eBooks.
Adaptive technology for computers e.g. large screen, large
keyboards, tracker balls and mice.

Disability Work in partnership with a wide range of relevant groups at a
local and NI wide level e.g. Action on Hearing Loss, Volunteer
Now, RNIB,
Organisation of health and benefits road shows e.g. Your Health
is Your Wealth.
Exhibitions with Arscare, RNIB Six Book Challenge.
Staff training e.g. deaf awareness, mental health awareness.
Participation in joint activity with health and voluntary
organisations, e.g. book prescription schemes, Read Aloud
groups.
Health in Mind is a four year lottery funded project promoting
positive mental health. Libraries NI leads a formal partnership with
Cause, Action Mental Health, MindWise, Aware Defeat
Depression. Activities include healthy living events, One Book
Project, health roadshows, talks and workshops.
Free internet access in libraries with adaptive equipment e.g.
large screens and adaptable computer tables.
Sensory Engagement Project (EU funded) includes free staff
training in sensory awareness, free sensory and technical audits
on library provision for people with sight and hearing loss (in
selected border libraries). Newry City Library has established a
Sensory Loss Reading Group.
Access to library services from home via Libraries NI website
(includes a Browse Aloud facility and flexible font size, virtual
library, eBooks, Facebook, twitter and blogs.
Stock provision in alternative formats e.g. playaways, large print
Homecall service.
Mobile library service.
| Gender          | National Family Week partnership events e.g. Dad’s tell the story, Mums and Tots.  
|                 | Talks to men’s groups e.g. Terrance Row Men’s Association.  
|                 | Informal partnerships e.g. MAN (Men’s Action Network) Derry.  
|                 | Inclusive events e.g. World War Aviation Commemoration.  
|                 | Stock displays e.g. Men’s Health Week.  
|                 | Prison initiative.  
| Sexual  
| Orientation    | Distribution of community information for local groups e.g. Rainbow.  
|                 | Inclusion on consultation about service provision e.g. Newry City Library Local Engagement group prior to refurbishment. Inclusive approach to service planning and delivery. All events designed to be inclusive.  
| Rurality        | Mobile or static library service covering all areas of Northern Ireland.  
|                 | Services available on Libraries NI website 24/7 e.g. virtual library.  
|                 | DARD formal partnership e.g. facilitating online tax returns.  
|                 | Informal links with rural community networks.  
|                 | Events organised on an even geographical spread.  
| Financial  
| Disadvantage   | Partnerships with financial advice organisations e.g. Money Advice Service, CAB, Advice NI, Get Set Employability Roadshows, Job Clubs (partnership with DEL), Got IT? and Go On IT programmes, working group on Barriers to Use e.g. charges.  
|                 | Beat the Recession Roadshows, organised by the Advice Services Alliance involving Citizens Advice, Advice NI and the Law Centre NI.  
|                 | Most service provision free.  
|                 | SureStart partnership with Libraries NI.  
|                 | Services targeted towards TSN areas.  

22
4. Adverse impacts and/or inequalities in policy or service delivery that need to be resolved or mitigated. It is likely that you will have more than one possible solution for each issue.

<table>
<thead>
<tr>
<th>a. Racial Group</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adverse Impact and/or inequality</strong></td>
</tr>
<tr>
<td>No significant issues identified.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>b. Age</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adverse Impact and/or inequality</strong></td>
</tr>
<tr>
<td>Statistically fewer adult males are active library members (-0.85% since 2009).</td>
</tr>
<tr>
<td>Fewer senior citizens use computers.</td>
</tr>
<tr>
<td>Borrowing by young people decreases in the 12-15 age group.</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>c. Sexual Orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adverse Impact and/or inequality</strong></td>
</tr>
<tr>
<td>No data is collected by libraries for this Section 75 group.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Adverse Impact and/or inequality</td>
</tr>
<tr>
<td>----------------------------------</td>
</tr>
</tbody>
</table>
| d. Disability                    | Continue to proactively provide stock in a range of formats e.g. spoken word, large print, downloadable audio books, eBooks and online information resources.  
Continue to develop partnerships with RNIB, Action on Hearing Loss, Health in Mind.  
Implement Homecall Service and Mobile Library Service Strategy.  
Continue to ensure an inclusive approach to service planning and delivery, policies and strategies. |
| e. Men and Women (Gender)        | Continue to ensure an inclusive approach to service planning and delivery, policies and strategies. |
| f. Religious Belief              | Continue to ensure an inclusive approach to service planning and delivery, policies and strategies. |
| g. Marital Status                | Continue to ensure an inclusive approach to service planning and delivery, policies and strategies. |
| h. Dependants                    | Continue to ensure an inclusive approach to service planning and delivery, policies and strategies. |
| i. Political Opinion             | Continue to ensure an inclusive approach to service planning and delivery, policies and strategies. |
| j. Rural Isolation and Financial Disadvantage | Maintain and develop partnerships with  
- Rural Community Networks  
- DARD.  
Implement Mobile Library Service Strategy. |
<table>
<thead>
<tr>
<th>Financial Disadvantage</th>
<th>Continue to ensure an inclusive approach to service planning and delivery, policies and strategies.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Disadvantage</strong></td>
<td>Maintain and develop partnerships with financial advice organisations e.g. Money Advice Service, CAB, Advice NI, Job Clubs (partnership with DEL), SureStart.</td>
</tr>
<tr>
<td></td>
<td>Deliver programmes such as Got IT? and Go On IT.</td>
</tr>
<tr>
<td></td>
<td>Target services towards TSN areas.</td>
</tr>
<tr>
<td></td>
<td>Continue to ensure an inclusive approach to service planning and delivery, policies and strategies.</td>
</tr>
</tbody>
</table>
Supporting Statistical Data

Overview:

The reporting period for Libraries NI data is based on the period April 2011 to March 2012. This includes active library members, stock totals and expenditure, lending data, and use of public computers (PATs) in the library. Some supporting data from 2009/10 (the first year of Libraries NI as a single public library authority) has been used to pick up on trends.

In addition, the latest 2011 census figures have been used for comparing library membership characteristics to the overall Northern Ireland population demographics. Where the 2011 data is unavailable, the most recent population statistical data from NISRA has been used. In all cases, the data source has been provided at the bottom of each table.

A library member is considered active if they used any library service during this period, for example to borrow a book, DVD, use a public computer, etc.

Libraries NI does not currently collect data on all Section 75 categories, and even on those areas which it does (such as ethnicity), not all borrower records have been completed with the required information.

Libraries NI is currently in the process of validating the personal data held for active library members on its Library Management System (LMS). The objectives of this exercise are:

- to ensure member records are accurate and up to date before they are migrated to the new Library Management System (LMS) in late 2013/14. This will include data currently held for some equality groups
- to provide an opportunity to focus on collecting missing Section 75 data when the new LMS is in place.

The statistics presented in the following tables are therefore based only on known data currently held on the Library Management System - missing or undetermined data has been excluded from the overall totals.
Table 1: % breakdown of Libraries NI active members by ethnic origin

The table below provides a percentage breakdown by ethnic origin of Libraries NI’s active members, in comparison with the ethnic demographic of Northern Ireland as a whole.

<table>
<thead>
<tr>
<th>Ethnic Group</th>
<th>Active Members *</th>
<th>Population **</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>97.15%</td>
<td>98.21%</td>
<td>-1.06%</td>
</tr>
<tr>
<td>Asian - Other</td>
<td>0.12%</td>
<td>0.28%</td>
<td>-0.16%</td>
</tr>
<tr>
<td>Bangladeshi</td>
<td>0.07%</td>
<td>0.03%</td>
<td>0.04%</td>
</tr>
<tr>
<td>Black African</td>
<td>0.38%</td>
<td>0.13%</td>
<td>0.25%</td>
</tr>
<tr>
<td>Black Caribbean</td>
<td>0.04%</td>
<td>0.02%</td>
<td>0.02%</td>
</tr>
<tr>
<td>Black Other</td>
<td>0.13%</td>
<td>0.05%</td>
<td>0.08%</td>
</tr>
<tr>
<td>Chinese</td>
<td>0.34%</td>
<td>0.35%</td>
<td>-0.01%</td>
</tr>
<tr>
<td>Indian</td>
<td>0.63%</td>
<td>0.34%</td>
<td>0.29%</td>
</tr>
<tr>
<td>Irish Traveller</td>
<td>0.11%</td>
<td>0.07%</td>
<td>0.04%</td>
</tr>
<tr>
<td>Pakistani</td>
<td>0.10%</td>
<td>0.06%</td>
<td>0.04%</td>
</tr>
<tr>
<td>Mixed</td>
<td>0.39%</td>
<td>0.33%</td>
<td>0.06%</td>
</tr>
<tr>
<td>Other</td>
<td>0.52%</td>
<td>0.13%</td>
<td>0.39%</td>
</tr>
</tbody>
</table>

* Source: Libraries NI - Active Library Members during 2011/12. The figures are based on member data where the ethnicity has been recorded.

Table 2: Use of Public Access Terminals (PATs) by ethnic origin

<table>
<thead>
<tr>
<th>Ethnic Origin</th>
<th>% PAT Users</th>
<th>% Sessions</th>
<th>% Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>95.17%</td>
<td>92.80%</td>
<td>91.24%</td>
</tr>
<tr>
<td>Asian - Other</td>
<td>0.24%</td>
<td>0.28%</td>
<td>0.37%</td>
</tr>
<tr>
<td>Bangladeshi</td>
<td>0.15%</td>
<td>0.24%</td>
<td>0.28%</td>
</tr>
<tr>
<td>Black African</td>
<td>0.92%</td>
<td>1.93%</td>
<td>2.46%</td>
</tr>
<tr>
<td>Black Caribbean</td>
<td>0.08%</td>
<td>0.16%</td>
<td>0.19%</td>
</tr>
<tr>
<td>Black Other</td>
<td>0.33%</td>
<td>0.87%</td>
<td>1.20%</td>
</tr>
<tr>
<td>Chinese</td>
<td>0.39%</td>
<td>0.40%</td>
<td>0.46%</td>
</tr>
<tr>
<td>Indian</td>
<td>0.83%</td>
<td>0.65%</td>
<td>0.70%</td>
</tr>
<tr>
<td>Irish Traveller</td>
<td>0.24%</td>
<td>0.37%</td>
<td>0.32%</td>
</tr>
<tr>
<td>Pakistani</td>
<td>0.15%</td>
<td>0.10%</td>
<td>0.09%</td>
</tr>
<tr>
<td>Mixed</td>
<td>0.59%</td>
<td>0.83%</td>
<td>1.01%</td>
</tr>
<tr>
<td>Other</td>
<td>0.91%</td>
<td>1.38%</td>
<td>1.67%</td>
</tr>
</tbody>
</table>

Source: Libraries NI - PAT Usage during 2011/12. The figures are based on member data where the ethnicity has been recorded.
Table 3: Libraries NI active members and stock items by language

The table below provides percentage breakdowns by first language of Libraries NI’s active members, in addition to the percentage of Libraries NI stock by language. The table shows the most popular languages in relation to member totals; languages not specified below have been grouped into other.

<table>
<thead>
<tr>
<th>Language</th>
<th>Active Members *</th>
<th>Stock Items **</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>96.30%</td>
<td>98.47%</td>
</tr>
<tr>
<td>Arabic</td>
<td>0.03%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Bulgarian</td>
<td>0.04%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Chinese</td>
<td>0.18%</td>
<td>0.04%</td>
</tr>
<tr>
<td>Czech</td>
<td>0.03%</td>
<td>0.01%</td>
</tr>
<tr>
<td>French</td>
<td>0.14%</td>
<td>0.14%</td>
</tr>
<tr>
<td>German</td>
<td>0.06%</td>
<td>0.13%</td>
</tr>
<tr>
<td>Hindi</td>
<td>0.04%</td>
<td>0.01%</td>
</tr>
<tr>
<td>Hungarian</td>
<td>0.07%</td>
<td>0.01%</td>
</tr>
<tr>
<td>Indian</td>
<td>0.01%</td>
<td>0.01%</td>
</tr>
<tr>
<td>Irish</td>
<td>0.34%</td>
<td>0.70%</td>
</tr>
<tr>
<td>Italian</td>
<td>0.07%</td>
<td>0.06%</td>
</tr>
<tr>
<td>Latvian</td>
<td>0.10%</td>
<td>0.01%</td>
</tr>
<tr>
<td>Lithuanian</td>
<td>0.20%</td>
<td>0.04%</td>
</tr>
<tr>
<td>Polish</td>
<td>0.64%</td>
<td>0.14%</td>
</tr>
<tr>
<td>Portuguese</td>
<td>0.26%</td>
<td>0.01%</td>
</tr>
<tr>
<td>Punjabi</td>
<td>0.01%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Romanian</td>
<td>0.04%</td>
<td>0.01%</td>
</tr>
<tr>
<td>Russian</td>
<td>0.05%</td>
<td>0.02%</td>
</tr>
<tr>
<td>Slovak</td>
<td>0.06%</td>
<td>0.01%</td>
</tr>
<tr>
<td>Spanish</td>
<td>0.14%</td>
<td>0.02%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>0.03%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Ulster Scots</td>
<td>0.04%</td>
<td>0.03%</td>
</tr>
<tr>
<td>Urdu</td>
<td>0.03%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Other</td>
<td>1.09%</td>
<td>0.14%</td>
</tr>
</tbody>
</table>
* Source: Libraries NI - Active Library Members during 2011/12. The figures are based on member data where the First Language has been recorded.

** Libraries NI - Stock Summary 2011/12. The figures are based on item data where the Language has been recorded.
Table 4: Libraries NI active members by Gender and Age Group

The table below shows the percentage composition of Libraries NI’s active membership by both Gender and Age groups with baseline data from 2009/10 (the first year of Libraries NI as a single public library authority). Comparative data from the Northern Ireland 2011 Census is also provided.

<table>
<thead>
<tr>
<th>Gender/Age Group</th>
<th>2011/12 *</th>
<th>2009/10 **</th>
<th>Census ***</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>40.34%</td>
<td>40.27%</td>
<td>49.17%</td>
</tr>
<tr>
<td>Female</td>
<td>59.66%</td>
<td>59.73%</td>
<td>50.83%</td>
</tr>
<tr>
<td>Male PAT Users</td>
<td>44.99%</td>
<td>45.24%</td>
<td></td>
</tr>
<tr>
<td>Female PAT Users</td>
<td>55.01%</td>
<td>54.76%</td>
<td></td>
</tr>
<tr>
<td>Overall</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children (0 - 11 years)</td>
<td>30.41%</td>
<td>28.53%</td>
<td>15.81%</td>
</tr>
<tr>
<td>Teenage (12 - 17 years)</td>
<td>8.74%</td>
<td>8.63%</td>
<td>8.14%</td>
</tr>
<tr>
<td>Adult (18 - 59 years)</td>
<td>46.33%</td>
<td>47.72%</td>
<td>56.12%</td>
</tr>
<tr>
<td>Senior Citizen (60 years +)</td>
<td>14.53%</td>
<td>15.12%</td>
<td>19.94%</td>
</tr>
<tr>
<td>Male</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children (0 - 11 years)</td>
<td>14.10%</td>
<td>13.02%</td>
<td>8.11%</td>
</tr>
<tr>
<td>Teenage (12 - 17 years)</td>
<td>3.49%</td>
<td>3.42%</td>
<td>4.17%</td>
</tr>
<tr>
<td>Adult (18 - 59 years)</td>
<td>16.81%</td>
<td>17.66%</td>
<td>27.96%</td>
</tr>
<tr>
<td>Senior Citizen (60 years +)</td>
<td>5.94%</td>
<td>6.17%</td>
<td>8.94%</td>
</tr>
<tr>
<td>Female</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children (0 - 11 years)</td>
<td>16.31%</td>
<td>15.52%</td>
<td>7.70%</td>
</tr>
<tr>
<td>Teenage (12 - 17 years)</td>
<td>5.25%</td>
<td>5.21%</td>
<td>3.97%</td>
</tr>
<tr>
<td>Adult (18 - 59 years)</td>
<td>29.52%</td>
<td>30.05%</td>
<td>28.16%</td>
</tr>
<tr>
<td>Senior Citizen (60 years +)</td>
<td>8.58%</td>
<td>8.95%</td>
<td>11.00%</td>
</tr>
</tbody>
</table>

* Source: Libraries NI - Active Library Members during 2011/12. The figures are based on member data where the gender and borrower category have been recorded.

** Source: Libraries NI - Active Library Members during 2009/10. The figures are based on member data where the gender and borrower category have been recorded.


(http://www.nisra.gov.uk/census/pop_16_july_2011.pdf)
Table 5: Libraries NI Loans and PAT usage by borrower category (banded)

The table below provides the percentage breakdown of loans and computer (PAT) usage by Libraries NI’s active members during 2011/12, broken down into the category of borrower.

<table>
<thead>
<tr>
<th>Borrower Category (banded)</th>
<th>Loans *</th>
<th>PAT Users **</th>
<th>PAT Sessions **</th>
<th>PAT Minutes **</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uncategorised / Other</td>
<td>0.99%</td>
<td>11.37%</td>
<td>11.63%</td>
<td>11.35%</td>
</tr>
<tr>
<td>Children (0 - 11 years)</td>
<td>33.85%</td>
<td>11.62%</td>
<td>6.34%</td>
<td>5.43%</td>
</tr>
<tr>
<td>Teenage (12 - 17 years)</td>
<td>4.19%</td>
<td>10.67%</td>
<td>8.34%</td>
<td>7.46%</td>
</tr>
<tr>
<td>Adult (18-59 years)</td>
<td>29.86%</td>
<td>59.36%</td>
<td>65.10%</td>
<td>67.41%</td>
</tr>
<tr>
<td>Senior Citizen (60 years +)</td>
<td>30.23%</td>
<td>6.58%</td>
<td>7.88%</td>
<td>7.66%</td>
</tr>
<tr>
<td>Disabled / Hearing / Visually Impaired</td>
<td>0.89%</td>
<td>0.40%</td>
<td>0.71%</td>
<td>0.70%</td>
</tr>
</tbody>
</table>

* Source: Libraries NI – Borrower Issues and Renewals during 2011/12. Actual borrower categories used by Libraries NI have been summarised into banded categories that reflect the predominant characteristic for that category (e.g. age-related, disability, etc.).

** Source: Libraries NI - PAT Usage during 2011/12.
Table 6: Libraries NI Stock, Acquisition and Loans totals by item category

The table below details the main item categories and percentage compositions for the following:
- The number of items in stock at the end of March 2012
- The number of new titles purchased during 2011/12
- The value spent on new stock during 2011/12
- The number of library loans during 2011/12.

<table>
<thead>
<tr>
<th>Item Category</th>
<th>Stock Items</th>
<th>New Titles</th>
<th>Spend</th>
<th>Loans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uncategorised</td>
<td>0.83%</td>
<td>0.00%</td>
<td>0.01%</td>
<td>0.07%</td>
</tr>
<tr>
<td>Adult non-fiction</td>
<td>18.72%</td>
<td>13.88%</td>
<td>18.51%</td>
<td>14.09%</td>
</tr>
<tr>
<td>Adult fiction</td>
<td>19.57%</td>
<td>29.42%</td>
<td>27.79%</td>
<td>32.25%</td>
</tr>
<tr>
<td>Junior non-fiction</td>
<td>6.75%</td>
<td>6.80%</td>
<td>6.12%</td>
<td>6.00%</td>
</tr>
<tr>
<td>Junior fiction</td>
<td>21.89%</td>
<td>35.78%</td>
<td>23.22%</td>
<td>36.50%</td>
</tr>
<tr>
<td>Adult non-fiction large print</td>
<td>0.31%</td>
<td>0.08%</td>
<td>0.13%</td>
<td>0.32%</td>
</tr>
<tr>
<td>Adult fiction large print</td>
<td>3.25%</td>
<td>3.29%</td>
<td>5.31%</td>
<td>5.09%</td>
</tr>
<tr>
<td>Junior non-fiction large print</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td></td>
</tr>
<tr>
<td>Junior fiction large print</td>
<td>0.07%</td>
<td>0.02%</td>
<td>0.12%</td>
<td></td>
</tr>
<tr>
<td>Reference non-borrowable</td>
<td>8.81%</td>
<td>1.91%</td>
<td>1.86%</td>
<td>0.08%</td>
</tr>
<tr>
<td>Reference borrowable</td>
<td>7.72%</td>
<td>0.36%</td>
<td>0.29%</td>
<td>0.73%</td>
</tr>
<tr>
<td>Junior Reference</td>
<td>0.02%</td>
<td>0.00%</td>
<td>0.06%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Video</td>
<td>0.09%</td>
<td>0.00%</td>
<td>0.00%</td>
<td></td>
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Source: Libraries NI - CIPFA Statistics 2011/12