**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)**

We measure active membership based upon 2 years in line with our data protection policies.  Therefore, we do not hold the data requested for years back to 2016.  The data we hold based upon our existing 2 year methodology back to 2016 is as follows.  All data is for 1st April to 31st March.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2015-17 | 2016-18 | 2017-19 | 2018-20 | 2019-21 |
| Active Members | 24766 | 27198 | 30365 | 32520 | 28796 |

**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 b) Electronic audio books  
  
Please also provide annual usage statistics for each year for the period 2016-2021 for your library service for physical library loans**

For completeness we have also included e-newspapers and audio streaming services; all data is for 1st April to 31st March.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
| physical stock | 748064 | 754938 | 722869 | 682298 | 90017 |
| ebooks | 4057 | 4189 | 6288 | 7767 | 23775 |
| ecomics | 0 | 0 | 0 | 802 | 906 |
| eaudio | 3176 | 4701 | 8022 | 1095 | 20924 |
| enewspapers & emagazines | 7768 | 8319 | 51316 | 122062 | 247000 |
| audio streams | 0 | 0 | 0 | 0 | 17528 |
| Total | 763065 | 772147 | 788495 | 814024 | 400150 |

**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)**

For completeness we have also included e-newspapers and audio streaming services; all data is for 1st April to 31st March.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
| physical stock | £140,156 | £119,778 | £120,152 | £118,303 | £59817 |
| ebooks | £10,000 | £6,000 | £12,000 | £12,000 | £12,000 |
| eaudio | £7,425 | £7,570 | £12,000 |
| ecomics | £0 | £0 | £0 | £2,000 | £0 |
| enewspapers & emagazines | £6,379 | £7,284 | £14,465 | £7,459 | £7,832 |
| audio streams | £0 | £0 | £0 | £0 | £6,550 |

**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.**

Dependent upon staff availability ad hoc on demand support is provided where possible when customers ask for help.

The service has not run its own tablet/laptop loaning scheme – it has instead supported the wider council digital enabling scheme ([https://news.wokingham.gov.uk/news/scheme-improve-digital-inclusion-borough/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnews.wokingham.gov.uk%2Fnews%2Fscheme-improve-digital-inclusion-borough%2F&data=04%7C01%7Cinformationrequests%40wokingham.gov.uk%7Ce1a42df5210e4bc6e23e08d9145a284c%7C996ee15c0b3e4a6f8e65120a9a51821a%7C0%7C0%7C637563199727974120%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=XHYkazNZSFo3fYzOeKYxACNT9sUtNzGSfP%2BbQplcoLE%3D&reserved=0))  **5. What advice is given to library users regarding privacy in use of digital services provided by third parties?**

Usage on how we use and share data is contained in the Council’s privacy notices ([https://www.wokingham.gov.uk/council-and-meetings/information-and-data-protection/data-protection/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.wokingham.gov.uk%2Fcouncil-and-meetings%2Finformation-and-data-protection%2Fdata-protection%2F&data=04%7C01%7Cinformationrequests%40wokingham.gov.uk%7Ce1a42df5210e4bc6e23e08d9145a284c%7C996ee15c0b3e4a6f8e65120a9a51821a%7C0%7C0%7C637563199727979103%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=2TT%2FjLB6G1ao3fb0lh0KBj%2BoXN0eJ%2B6pDsMtuCtC8gc%3D&reserved=0))

Product specific advice is available via the 3rd party digital service providers websites. **6. Please provide details regarding how the various lockdowns related to COVID have impacted on your library opening hours?**

* Sunday 22nd  April 2020 all libraries closed.  The library service moved to a virtual only service providing ebooks/eaudio/emagazines/enewspapers and a range of online event via video conferencing and social media.
* Monday 4th August 2020 – the 2 largest libraries opened for browsing service on reduced hours.  The virtual services in place over lockdown remained in place.
* Thursday 5th November all libraries closed.  The library service moved to a virtual only service providing ebooks/eaudio/emagazines/enewspapers and a range of online event via video conferencing and social media.
* Wed 2nd December– the 3 largest libraries opened for browsing service on reduced hours.  The virtual services in place over lockdown remained in place.
* Saturday 19th December – Wokingham placed into Tier 4 all libraries closed.  The library service moved to a virtual only service providing ebooks/eaudio/emagazines/enewspapers and a range of online event via video conferencing and social media.
* Monday 4th Jan 2021 – Click & Collect service launched at 3 largest libraries.  Home library service restarted. The virtual services in place during Tier 4 remained in place.
* Monday 12th April 2021- the 3 largest libraries opened for browsing service on reduced hours.  The virtual services in place over lockdown remained in place.