



Information Governance

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA) Request ID: FOI321797548

Thank you for your request for information relating to library service usage.

Your request and our responses are shown below:

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)

2016 to 2017 - 74,414
2017 to 2018 - 69,906
2018 to 2019 - 65,441
2019 to 2021 to 2020 - 62,254
2020 - 70,367 this figure is a current estimate.

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

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 Questions 2 and 3, please see the attached document.

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.

Support to Library users face-to-face, phone and e-mail. Additionally, there are six loanable tablets within Central Library at a cost of £9,500.

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

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/librariesprivacynotice>

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

Please refer to Question 2.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its FOI/EIR [Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to

your original request – email: infogov@coventry.gov.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance

1. 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

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

Year	E-Book	E-Audiobooks	Physical Items
2016 to 2017	6,070	3,005	845,388
2017 to 2018	9,719	6,739	754,000
2018 to 2019	14,408	13,592	710,280
2019 to 2020	16,282	20,213	671,261
2020 to 2021*	36,298	32,916	97,053

*These figures are a current estimate.

2. 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)

Year	E-Book	E-Audiobooks
2016 to 2017	£16,760.84	£8,928.72
2017 to 2018	£11,021.97	£16,093.98
2018 to 2019	£11,016.67	£14,164.57
2019 to 2020	£9,206.74	£16,218.63
2020 to 2021*	£16,714.74	£25,669.87

*These figures are a current estimate.

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

Date	Reason	Libraries open	Hours from	Hours to
23/03/2020	National Lockdown	0	606.5	0
20/07/2020		3	0	66
20/08/2020		7	66	134
01/09/2020		9	134	160
21/09/2020		11	160	211.5
22/09/2020		12	211.5	220.5
08/10/2020		13	220.5	232.5
29/10/2020		15	232.5	270.5
05/11/2020	National Lockdown	13	270.5	260.5
02/12/2020	Tier 3	13	260.5	260.5
05/01/2021	National Lockdown	1	260.5	29.5
08/01/2021		5	29.5	222.5