

FOI Request - Library Membership and E-Services Provision – 101002771401

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)

| | | |
|---------|-----------------------------|-------------------------------|
| 2016-17 | 19,117 | 20.02% of resident population |
| 2017-18 | 18,368 | 19.12% |
| 2018-19 | 17,423 | 18.19% |
| 2019-20 | 16,080 | 16.83% |
| 2020-21 | 5,138 (full financial year) | 5.36% |

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

| | eBooks | eComics | eAudio | Books | AV |
|----------------------------------|--------|---------|--------|---------|--------|
| 2016-17 | 1,927 | n/a | 2,225 | 383,250 | 21,326 |
| 2017-18 | 1,936 | 536 | 3,064 | 369,893 | 19,645 |
| 2018-19 | 2,672 | 142 | 4,325 | 356,516 | 17,417 |
| 2019-20 | 3,119 | n/a | 5,574 | 329,180 | 15,212 |
| 2020-21 (full financial year) | 7,549 | 320 | 8,283 | 75,190 | 3,026 |

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)

Expenditure on books, digital provision, audio visual incl talking books, CDs & DVDs

| | |
|-------------------------------|----------|
| 2016-17 | £96,552 |
| 2017-18 | £95,985 |
| 2018-19 | £126,123 |
| 2019-20 | £96,073 |
| 2020-21 (full financial year) | £60,247 |

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 in helping users access these services is provided by staff in person, by phone or by email. In accordance with section 17 of the Freedom of Information (Scotland) Act 2002 please be advised that no costing is available for this service.

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

Our privacy statement is available on our website at http://www.moray.gov.uk/moray_standard/page_133772.html and our supplier has a link to theirs on their website.

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

| Date | Service | Libraries |
|------------|---|---|
| | | |
| 20/03/2020 | Libraries closed to public at 5pm | All |
| 23/03/2020 | Lockdown at 8pm. All staff to remain at home unless doing essential tasks. | All |
| 24/08/2020 | Order & Collect limited hours | Elgin |
| 07/09/2020 | Order & Collect limited hours | Abe, Buc, For, Kei, Los, Mob 3 |
| 23/11/2020 | Browsing & PC use limited hours | Elgin |
| 14/12/2020 | Browsing & PC use limited hours | Buckie & Keith |
| 21/12/2020 | Browsing & PC use limited hours | Forres |
| 05/01/2021 | Projected opening for browsing & PC use | Aberlour & Tomintoul |
| 26/12/2021 | Renewed lockdown. | |
| 05/01/2121 | Revert to O&C | Above Libraries with addition of Tomintoul for O&C. |
| 11/01/2021 | Mob3 continues to make deliveries | |
| 08/02/2021 | Order & Collect | Burghead added |
| 15/02/2021 | Order & Collect | Cullen & Dufftown added |
| 26/04/2021 | Browsing & PC use limited hours in Buckie, Elgin, Forres and Keith. Full hours in the small Libraries | All Libraries except Fochabers |
| 10/05/2021 | Browsing & PC use full hours | Fochabers |