

APPENDIX 4

Further information for OPDSC regarding Glasgow Libraries

What do libraries do with old books?

Glasgow Libraries have a stock disposal policy and business process whereby Librarians identify material for disposal based on the item's performance and physical condition. The aim is always on either improving performance by moving stock to a location where it may be better used or maximizing income via local book sales or through our partner Better World Books, before discarding.

- Withdrawn stock is considered for reallocation to another community or school library or for Book Group collections.
- If the item is the last copy, it is passed on to the stock selection team for possible re-order.
- If the item is not suitable for reallocation and is still in a suitable condition it can either be placed into local or area book sales or be sent to Better World books.
- If the stock doesn't meet any of the above criteria it is discarded for recycling.

Glasgow Libraries currently use better World Books for stock disposal. For every book sold by Better World Books a donation is made to various literacy charities to support the development of literacy in the UK and worldwide, such as the National Literacy Trust. Glasgow Libraries also receives a small payment in return from sales which is reinvested into purchasing new stock. The model also aims to keep books from going to landfill.

Better World Books provide regular reports on the environmental impact through following this process. This reporting showed that for every 1,000 books Glasgow Libraries send to Better World Books, 16 trees are saved, 2 metres cubed of landfill space is saved and 35,702 litres of water is saved.

SIMD areas and how it affects libraries usage.

Details regarding the functionality of libraries in different parts of the city.

21 of the city's 32 community libraries are located in wards where the number of postcodes within SIMD deciles 1 and 2 are at a higher rate than that of the city (48% of the city's postcodes are within SIMD deciles 1 and 2).

Analysis of usage at community libraries demonstrates that SIMD level doesn't appear to be linked to level of **Visits** to libraries:

- 45% of active library members in 2018/19 (those borrowing a book or using a PC) live within a postcode ranked within SIMD deciles 1 or 2
- 5 of the top 10 libraries for visits have a higher rate of postcodes in SIMD deciles 1 and 2 compared with the city
- 6 of the 10 libraries with the lowest level of visits have a higher rate of postcodes in SIMD deciles 1 and 2 compared with the city
- There was a similar level of overall visits across the North East, North West and South in 2018/19

Book issues are lower in areas with higher levels of deprivation:

- 41% of borrowers from community libraries in 2018/19 live within a postcode ranked within SIMD deciles 1 or 2

- 7 of the top 10 issuing libraries are in relatively less deprived areas that have a lower level of postcodes in SIMD deciles 1 and 2 compared with the city level
- 9 of the bottom 10 issuing libraries are in a more deprived areas that have a higher level of postcodes in deciles 1 and 2 compared with the city
- Book Issues are highest in the South of the city (578,562), then the North West (529,369), with the lowest level in the North East (302,445)
- It should be noted that it is not possible to demonstrate where the borrowers of digital issues are from (i.e. reissues of a physical book stock, 266,744 last year, or borrowing of eBooks/eStock, 355,864 last year)

Similar to visits, **IT Usage** doesn't appear to be linked to levels of deprivation however there is slightly more use of WiFi in venues with the highest levels of deprivation

- 6 of the top 10 libraries for PC usage have a higher level of postcodes in SIMD deciles 1 and 2 compared with the city
- 5 of the 10 libraries with the lowest level of PC Usage have a lower rate of postcodes in SIMD deciles 1 and 2 compared with the city
- 5 of the top 10 libraries for WiFi usage have a higher level of postcodes in deciles 1 and 2 however this rises to 9 of the top 15 when expanding, 8 of whom are from the areas with the highest level of deprivation (more than 70% of postcodes in deciles 1 and 2)

Kiosk Services – How are we assisting people where English is not their first language through information in different languages and interpreting services in libraries regarding support to access Universal Credit?

As part of the Council's Invest to Improve Budget, the project to provide Financial and Digital Inclusion services to assist customers to make their claim for Universal Credit (UC) included:

- Updating the Glasgow Advice and Information Network (GAIN) website with an option to have the content converted into other languages to provide general information on UC, and where to go for support.
- When a referral is made to the library for a customer who requires an interpreter when receiving assistance to claim UC, and who doesn't have a family member or 3rd party who can do this on their behalf, the Universal Support Officer (USO) within the library will contact Glasgow City and Social Care Partnership (GCSCP) Linguistics service in the first instance to establish availability of an interpreter with the required language. This process covers the majority of requirements, however if not available contact is made with Global Language Services Ltd to fulfil the request. The interpreter attends a pre-arranged appointment within the library to assist the customer with their claim.