Libraries Service Review: Strategic Needs Assessment





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Haringey LONDON

Libraries Service Review:

Strategic Needs Assessment: August 2024

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Executive Summary

- Haringey has nine libraries, three large libraries and six branch libraries located with three each in the west, centre and east of the borough (see map below).
- The libraries are arranged in groupings with one main library and two branches in each group as follows: Wood Green, Alexandra Park and Muswell Hill; Hornsey, Highgate and Stroud Green and Harringay; Marcus Garvey, Coombes Croft and St Ann's.
- Haringey has the average number of libraries among its statistical neighbours, however its total operating hours per week significantly exceed the average among the same neighbours.
- There is some variation between the busiest times amongst Haringey's libraries. However current data shows that the quietest hours for all libraries are before closing.
- The small branch libraries of Coombes Croft and St Ann's in the east of the borough have a significantly higher number of PC logins as a proportion of registered users than the other libraries. This implies a high demand for digital provision in those areas of the borough, which aligns with borough-wide data on digital exclusion.



***Figure 1**: Map of Haringey's libraries and their catchment areas. Catchment areas are calculated by converting registered user home postcode data into lower super output areas (147 LSOAs in Haringey)*

For each LSOA, identifying which library has the highest number of users domiciled in that LSOA and allocating that LSOA to the relevant library's catchment area

Purpose

A needs assessment is an essential element of the background information needed to enable the council to decide on the future direction of their library service. A needs analysis considers the potential need for libraries in different sectors of the community and different localities, including the protected characteristics defined in the Equalities Act and other characteristics in line with the Public Sector Equalities Duty. The needs assessment sets out the current library provision, analyses existing data and provides an evidence-base as the foundation for future proposed options to effectively deliver the library service for residents.

A needs assessment is made more meaningful by analysing individual library usage patterns within the service to identify specific trends. A needs analysis can also include comparisons with other appropriate local authority run library services to contextualise information about Haringey's libraries. As well as supporting evidence-based proposals development, a needs assessment can inform priorities for future service delivery and aid decision-making.

In developing this needs assessment, the council is aware of its statutory duty to provide a 'comprehensive and efficient' library service and to 'do so in a way which meets the needs of local library users taking into account the resources available.' Furthermore, DCMS guidance states that 'a comprehensive and efficient service means will differ between councils and will depend on the needs of each area' which should be informed 'through analysis of evidence around local needs'.

Haringey's Library Service

Haringey has nine library buildings, one of which, Muswell Hill is currently closed for refurbishment. Haringey has a home library service for residents unable to visit a physical library. The home library service delivers a wide range of library materials to residents' homes, returning every 4 weeks to collect and replace borrowed items. Haringey also has a digital library service, offering e-books, newspapers and magazines, and audiobooks with around 65,000 registered library users (active at least once in the last three years).

Haringey has recently joined the Libraries Consortium, a group of 23 local authorities (19 in London) set up under a unified library management system. The consortium also allows for stock, transport, and digital resources to be shared and jointly managed, giving users access to resources from Libraries Consortium members library services across London.

In addition to lending books, magazines, DVDs, and providing access to other materials such as academic journals, citizenship and language learning content, the Library Service hosts many different programmes and events for Haringey residents. It provides a space for other services and community groups. These include sessions run by Voluntary and Community Service (VCS) organisations and other council-run services, including Haringey Works and Haringey Learns.

The libraries also offer free computer and internet access and spaces for hire. The central hubs are Wood Green Library, Marcus Garvey Library, and Hornsey Library. They are the largest and most heavily used libraries, with the highest footfall. Wood Green and Marcus Garvey libraries both have an in-person customer service centre which residents can visit with, or without an appointment, to get support to access council services.

Haringey's libraries offer far more than traditional book lending and borrowing. They act as community hubs, providing access to information, support, warm spaces, and public facilities.

The National Context

Councils have a statutory responsibility to provide a 'comprehensive and efficient' library service based on the needs of the area and the resources available. This also includes councils being able to demonstrate:

- Plans to consult communities alongside an assessment of their needs
- Consideration of a range of options to provide library services in the area
- A rigorous evaluation of the potential impact of proposals

- An ability to evidence the link between the design and delivery of library services (Localism Act, 2011).

Councils must also encourage adults and children to use the library fully and lend free books and other printed materials to those living, working and studying in the area (Public Libraries and Museums Act, 1964). The Department for Culture, Media and Sport's (DCMS) recent libraries review identified that libraries should:

- Meet legal requirements
- Be shaped by local needs
- Focus on public benefit and deliver a high-quality user experience
- Make decisions informed by evidence, building on success
- Support delivery of consistent England-wide core offers
- Promote partnership working, innovation and enterprise
- Use public funds effectively and efficiently[1]

Councils must also comply with the Public Sector Equality Duty. This duty is considered more fully within the accompanying Equality Impact Assessment.

Both research and resident feedback cite libraries as an essential community resource. Known key benefits of libraries include:

- their flexibility and responsiveness to local needs and circumstances
- their digital offer that mitigates different types of digital exclusion
- the variety of services on offer, presented in different modes and formats
- their contributions to partnerships with other services, organisations and community groups, including leadership and innovation
- their provision of space and material resources for voluntary and community-led activities which may not otherwise be resourced
- their contribution to learning and building skills for leisure, education and employment
- their outreach activities to engage difficult-to-reach groups in public life and social connection[2].

In a local authority context, libraries are also often important community spaces where people feel safe, access information freely, and engage in co-located services. Research has shown that libraries hold a position of trust in communities, which facilitates access to the services

[1] Department for Digital, Culture, Media and Sport (DCMS), (2018). *(DCMS, 2018): Ambition for Public Libraries in England 2016 to 2021*. (DCMS, 2018): Ambition for Public Libraries in England 2016 to 2021 - GOV.UK (www.gov.uk)

[2] Gordon et al, (2023). *Libraries for Living, and for living better*. Gordon et al., 2023, and for Living Better | Libraries Connected

based on them[3]. Libraries have also been shown to have benefits for digital inclusion and health and wellbeing[4].

The number of library visits in Haringey has broadly followed the trend in London as a whole, declining slowly with a significant drop during the COVID-19 pandemic, from which there has been a slight recovery.

In light of the increasing financial pressures facing local authorities, many councils have made or are planning to make savings-oriented changes to how their library services operate. Between 2015 and 2024, many of our geographical neighbours, including Enfield, Barnet, Waltham Forest, Camden and Hackney, consulted on library service restructures intending to make savings.

The London Context

Here, aspects of Haringey's Library Service are compared with those of other London boroughs, particularly those identified by CIPFA as our statistical neighbours. Based on the CIPFA Nearest Neighbours model, Haringey's statistical neighbours are Brent, Ealing, Enfield, Greenwich, Hackney, Hounslow, Islington, Lambeth, Lewisham, Merton, Newham, Southwark, Tower Hamlets, Waltham Forest, and Wandsworth.

Comparison of opening hours

Figure 2 shows that while Haringey has the average number of libraries among its statistical neighbours, its total operating hours per week and, therefore, average opening hours per library significantly exceed the average among its statistical neighbours. Haringey's libraries have a total opening time of 35% higher and an average opening time of 30% higher than the average among its statistical neighbours.

Local Authority	Number of libraries	Total hours per week	Average hours per week
Average	9	390	45
Enfield	17	686	40.36
Redbridge	10	597	54.27
Newham	10	579	57.9
Haringey	**9**	**525**	**58.3**
Hounslow	11	459	41.73
Waltham Forest	8	442	55.25

[3] Renaisi, (2017). *Libraries as community hubs: A report for Arts Council England*. Libraries-CommunityHubs-Renaisi.pdf (artscouncil.org.uk)

[4]Department for Culture, Media and Sport, (2024). *An independent review of English public libraries*. An independent review of English public libraries - GOV.UK (www.gov.uk)

Ealing	10	398	33.12
Sutton	8	378	47.25
Hackney	8	373	46.6
Tower Hamlets	6	360	60
Merton	7	347	49.57
Lewisham	10	326	29.68
Brent	6	308	51.33
Croydon	13	296	22.77
Kingston	7	250	35.71
Barking & Dagenham	6	245	40.83
Hammersmith & Fulham	5	242	48.4
Harrow	6	214	35.5

Figure 2: *Table showing total number of libraries and their opening hours compared to that of Haringey statistically similar neighbours*

Financial comparison

The graphs below show that Haringey has the 9th highest expenditure and the 6th highest net expenditure (when revenue is subtracted from overall expenditure) for its library services compared to sixteen of its statistical neighbours. Haringey has the 8th highest expenditure per resident among the same cohort, at just under £20 annually per resident. This places Haringey expenditure slightly above the London average and in the top half of all its statistical neighbours, in terms of annual spend per resident.

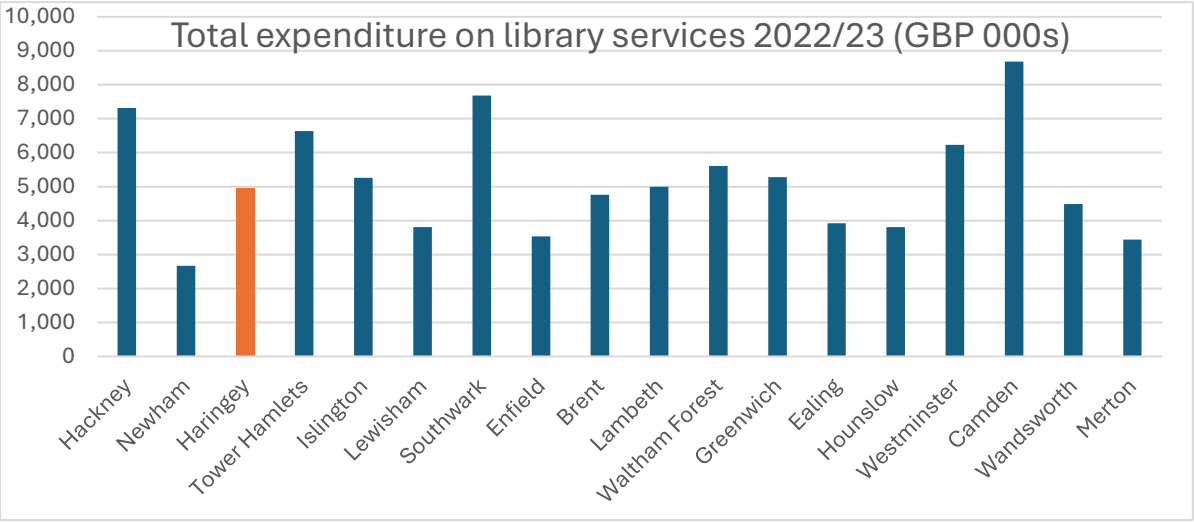


Figure 3: *Graph showing Haringey's total library expenditure in the financial year 2022/23, compared to its statistically similar neighbours.*

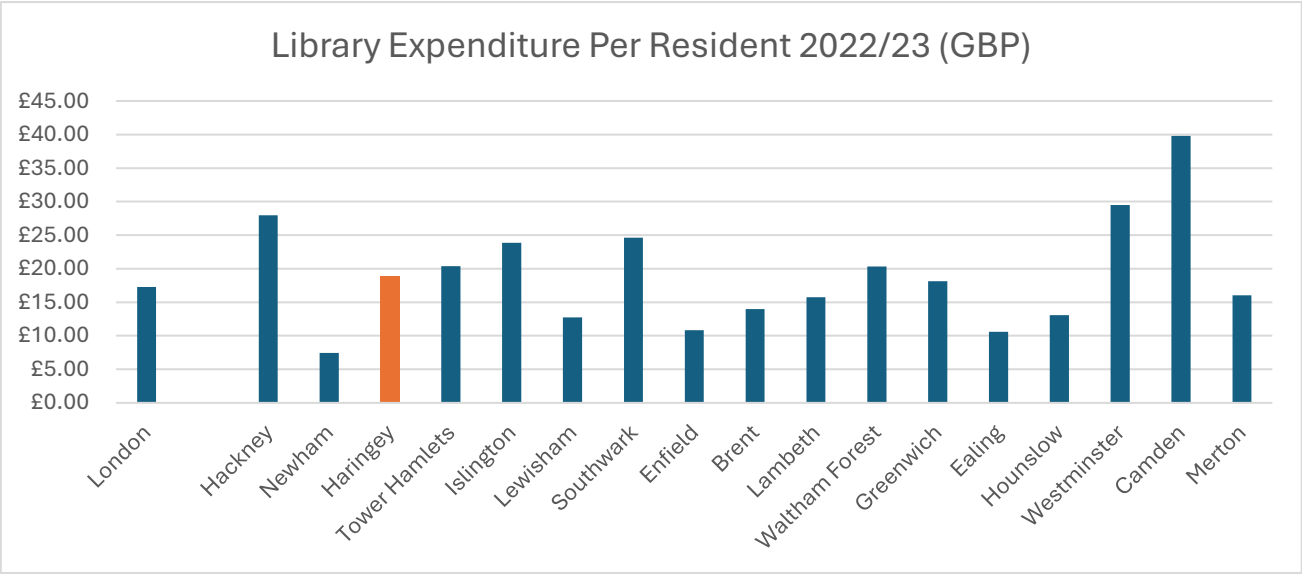


***Figure 4**: Graph showing Haringey's library expenditure per resident in the financial year 2022/23, compared to its statistically similar neighbours.*

Borough Profile

Haringey is a dynamic and diverse London borough with over 180 languages spoken. The most recent residents' survey (2021) identified that many young families move to Haringey because of the benefits of open spaces, good schools, easy access to several work locations and more affordable housing.

The borough has long welcomed communities from all over the world. In addition to long-standing African-Caribbean communities, there are significant communities of Turkish and Kurdish, Somali, Latin American, and Eastern European residents living in the borough. Haringey is home to a growing community of Charedi Jewish residents, mainly in the borough's southeast.

Significant inequalities mark Haringey, and whilst deprivation levels are high, particularly in the north and east and in pockets across the borough, there are also areas of great affluence and wealth. Haringey is one of the more deprived authorities in the country, ranking 49 out of 317 local authorities and the 4th most deprived borough in London. 9 of Haringey's 21 wards are within England's 20% most deprived wards, predominantly in the east of the borough. Northumberland Park and White Hart Lane are Haringey's two most deprived wards. Northumberland Park is the most deprived ward in London, and White Hart Lane is the 4th.

Protected characteristics in Haringey

The data below presents the profile of protected characteristics among Haringey residents; this data comes from the 2021 National Census[5] and Haringey's EQIA template.

Age:

- 54,422: 0-17 (21%)
- 71,660: 18-34 (27%)
- 63,930: 35-49 (24%)
- 46,516: 50-64 (18%)
- 27,706: 65+ (10%)

Disability:

- Disabled under Equality Act – 13.7%
  - Day-to-day activities are limited a lot – 6.1%
  - Day-to-day activities are limited a little – 7.5%
- 7.5% of residents were diagnosed with depression
- 1.7% of residents diagnosed with a severe mental illness
- 0.4% of people in Haringey have a learning disability

Gender Reassignment:

- Gender Identity different from sex registered at birth but no specific identity given – 0.5%
- Trans woman – 0.1%
- Trans man - 0.1%

Marriage and Civil Partnership

- Divorced or formerly in a same-sex civil partnership which is now legally dissolved: (9.9%)
- Married or registered civil partnership: (35.8%)
- Separated (but still legally married or still legally in a same-sex civil partnership): (2.9%%)
- Single (never married or never registered a same-sex civil partnership): (45.3%)
- Widowed or surviving partner from a same-sex civil partnership: (6.1%)

Pregnancy and Maternity

- Live Births in Haringey 2021: 3,376

Race:

Arab: **1.0%**

[5] ONS, Census 2021, https://www.ons.gov.uk/census

- Any other ethnic group: 8.7%

Asian: **8.7%**

- Bangladeshi: 1.8%
- Chinese: 1.5%
- Indian: 2.2%
- Pakistani: 0.8%
- Other Asian: 2.4%

Black: **17.6%**

- African: 9.4%
- Caribbean: 6.2%
- Other Black: 2.0%

Mixed: **7.0%**

- White and Asian: 1.5%
- White and Black African:1.0%
- White and Black Caribbean: 2.0%
- Other Mixed: 2.5%

White: **57.0% in total**

- English/Welsh/Scottish/Northern Irish/British: 31.9%
- Irish: 2.2%
- Gypsy or Irish Traveller: 0.1%
- Roma: 0.8%
- Other White: 22.1%

Religion or Belief:

- Christian: 39%
- Buddhist: 0.9%
- Hindu:1.3%
- Jewish: 3.6%
- Muslim: 12.6%
- No religion: 31.6%
- Other religion: 2.3%
- Religion not stated: 8.0%
- Sikh: 0.3%

Sex:

- Females: (51.8%)
- Males: (48.2%)

Sexual Orientation:

- Straight or heterosexual: 83.4%
- Gay or Lesbian: 2.7%

- Bisexual: 2.1%
- All other sexual orientations: 0.8%
- Not answered: 11.0%

Socioeconomic Status:

Income

- 6.9% of the Population of Haringey were claiming unemployment benefits as of April 2023
- 19.6% of residents were claiming Universal Credit as of March 2023
- 29.3% of jobs in Haringey are paid below the London Living Wage

Educational Attainment

- Haringey ranks 25th out of 32 in London for GCSE attainment (% of pupils achieving strong 9-5 pass in English and Maths)
- 3.7% of Haringey's working-age Population had no qualifications as of 2021
- 5.0% were qualified to level one only

Area Deprivation

- Haringey is London's fourth most deprived area, as measured by the IMD score 2019. The most deprived LSOAs (Lower Super Output Areas or small neighbourhood areas) are more heavily concentrated in the east of the borough, where more than half of the LSOAs fall into the 20% most deprived area in the country.

Background to Library Data Collection

In recent decades, across the UK, libraries have seen a decline in visitors. Haringey has been the same in this regard, with the 2023-24 total of visitors to all libraries in Haringey falling to around nine hundred thousand visitors from a high of over two million visitors recorded in 2011-2012.

Historically, usage data has been collected via a system known as Gatereader. The data from the Gatereader system recorded annual usage by library. However, the system had limitations in terms of the data that could be collected. It is not possible to provide weekly, daily or hourly footfall data for this consultation from Gatereader, therefore the needs assessment cannot be based on historic data collection by Gatereader.

In 2024, footfall data collection in libraries was updated to a new system called FootFallCam which already provides more detailed information than the previous system, albeit over a shorter time span. FootFallCam was rolled out in phases across all libraries, excluding Muswell Hill which is currently closed, between January and June 2024. Therefore, the Needs Assessment relies on the emerging datasets from FootFallCam. It should be noted, as with any new system, there is a period of bedding in. The library service is still rolling out the technology's full functionality. This limits the time range dataset and any reliable identification of usage trends at this stage. However, data will continue to be collected and monitored.

It should be remembered that lockdowns during the pandemic disrupted footfall trends in libraries significantly and library visitor numbers declined substantially. Visitor numbers have recovered to some extent, but not to pre-pandemic levels. Therefore, even if extensive datasets were available going back for some years, the data could not reliably inform a timetable for the current usage patterns of the libraries.

As all the FootFallCam datasets gathered so far range in duration between 2 to 7 months, depending on the technology installation date, there will be continued monitoring to identify any significant variables due to factors such as seasonality. This will ensure that data relied upon for decision-making is valid and reliable and will be considered alongside public consultation feedback when making decisions about any future operating model.

Muswell Hill Library is currently closed and has no FootFallCam data. The previous Gatereader data shows it was a busy library. It is recognised that its previous visitors may be visiting other libraries and they and other visitors may well return to use Muswell Hill when it re-opens. To accurately model any impact of the closure of Muswell Hill on the footfall data of other libraries e.g. its nearest neighbours, the type of data collected via the newest FootFallCam system would need to have been collected for both Muswell Hill and its neighbours for far longer than is the case in order to identify any spikes in usage that correlate with the closure of Muswell Hill. It is therefore not possible to say whether and how many library users have been displaced to use neighbouring libraries as opposed to visiting out of borough libraries or stopping visiting libraries. Equally, it is not clear how many users might return to visiting Muswell Hill when it re-opens. However, in the last full year of operation, albeit a pandemic recovery year of 2022/23 Muswell Hill had 59,635 visitors recorded via the Gatereader system, making it the fourth busiest library after Wood Green, Hornsey and Marcus Garvey.

Footfall Across Haringey's Libraries

This section is informed by FootFallCam data held by the Haringey Library Service as described in the previous section. The datasets provided are based on the periods when the FootFallCam started operating in each library, the start date being indicated in the table below. The end date in all cases is up to and including Sunday 4th August 2024.

Daily Attendance

Library	Data range	Busiest Weekday	Average Visitors Busiest Weekday	Quietest Weekday	Average Visitors Quietest Weekday	Average Visitors Weekdays	Average Visitors Saturday	Average Visitors Sunday
Alexandra Park	27/05/2024 to 04/08/2024	Thursday	306	Friday	203	276	174	n/a
Muswell Hill	Closed: no data							
Wood Green	01/01/2024 to 04/08/2024	Tuesday	1443	Friday	1108	1312	544	259
Coombes Croft	01/01/2024 to 04/08/2024	Monday	266	Tuesday	172	211	127	n/a
Marcus Garvey	01/01/2024 to 04/08/2024	Monday	598	Friday	505	530	351	154
St Ann's	04/03/2024 to 04/08/2024	Monday	159	Friday	113	131	90	n/a

Highgate	19/02/2024 to 04/08/2024	Thursday	122	Wednesday	69	74	89	n/a
Hornsey	01/01/2024 to 04/08/2024	Monday	570	Wednesday	507	540	545	303
Stroud Green & Harringay	12/02/2024 to 04/08/2024	Monday	124	Thursday	112	118	116	n/a

***Figure 5**: Table showing average number of weekday and weekend visitors and busiest and quietest days for each of Haringey's libraries*

The table above is based on the mean average of visitor data daily calculated from the first full week of data from when the relevant library camera became operational to the 4th August 2024. It is recognised that this is a limited dataset however it provides some emergent evidence-based insight into weekly trends in usage.

The results from this method have been validated by using a mode average calculation (heatmap) from the same FootFallCam data source.

At this stage, the data has been used to shape library opening hours proposals, subject to public consultation and continued data gathering and monitoring for consistent trends through the FootFallCam.

This way of collecting and calculating mean average footfall data is subject to the following caveats:

- Some cameras may infrequently have occasional days where they are out of service and record footfall as a single digit or zero. The data has been examined closely to ensure that where this has occurred, or where the library has been closed for a bank holiday on a day it would be usually open, that the data is disregarded for the average visitor number calculation.
- Alexandra Park, Highgate Libraries and part of Hornsey Library were used as polling stations in the election in May and July 2024. The footfall figures for those days have been disregarded for the average visitor number calculation.
- Cameras in Marcus Garvey and Wood Green will pick up all footfall, including those services that are co-located in the building. Therefore, the footfall count will include people attending customer services, Haringey Learns or Haringey Works, not just those using the library service. This is a current limitation of the data.

Daily Attendance: Comments

All libraries see a reduction in footfall on Saturdays, compared to Monday to Friday. Of the 3 libraries open on Sunday, there is a further reduction in footfall between Saturday and Sunday with numbers visiting approximately halving between Saturday and Sunday at Marcus Garvey and Wood Green. At Hornsey the reduction in footfall between Saturday and Sunday is slightly smaller.

Alexandra Park has the shortest time range of all data sets. Therefore, the data should be treated with caution. Thursday may not prove to be the busiest day going forward as the data continues to be gathered.

At Coombes Croft footfall is greatest on Monday, followed by Wednesday.

Highgate is busier on Saturday than its quietest day. Thursday is its busiest day, even when excluding the high footfall count on the two election days in 2024.

Hornsey is busier on Saturday than its quietest day. It is also notable for the smallest reduction in footfall between Saturday and Sunday of all libraries open every day at the weekend. It is the busiest library on Sunday.

Marcus Garvey has a 74% reduction in footfall between its busiest day and Sunday

St Ann's is busiest on Mondays and quietest on Fridays.

Stroud Green & Harringay's footfall is notably stable across the days of the week and Saturdays. Saturday is marginally busier than its quietest other day.

Wood Green is the most heavily used library overall. It has an 82% reduction in footfall between its busiest day and Sunday

Hourly Footfall

Hourly timed entry data is available with the FootFallCam (Appendix 3). More sophisticated data such as 'occupancy' rates will be available over time. For the purposes of the needs assessment the data relied on is timed entry data between 1 April 2024 and 31 July 2024, split between weekdays and weekends. Alternative data available showed overall hourly footfall across weekdays and weekends together, from the date the FootFallCam was installed. However, for the purposes of the needs assessment it was more informative to split the weekdays from the weekends.

Whilst occupancy data is not yet available, the footfall data collected via timed entry provides data to show that the fewest number of people enter the library during the final hour of the day than any other day. Whilst occupancy data would be able to indicate how many people went in and out and remained in the library during the final hour, the library service report that, historically, the final hour of the day has consistently been the quietest in every library compared with every other hour libraries are open. Therefore, whilst occupancy data is not yet available, when it is, the library service are confident that the timed entry data and occupancy data will align on the final hour being the quietest hour every day for each library.

The table below is based on hourly footfall charts collected by FootFallCam by weekday and weekend, arranged by library groupings.

Library	Busiest Hour Weekday	Quietest Hour Weekday	Busiest Hour Weekend Day	Quietest Hour Weekend Day
Alexandra Park	15:00 - 16:00	18:00 - 19:00	10:00 - 11:00	16:00 - 17:00
Muswell Hill	Closed: no data			
Wood Green	12:00 - 13:00	18:00 - 19:00	12:00 - 13:00	16:00 - 17:00

Coombes Croft	15:00 - 16:00	18:00 - 19:00	14:00 - 15:00	16:00 - 17:00
Marcus Garvey	13:00 - 14:00	18:00 - 19:00	12:00 - 13:00	16:00 - 17:00
St Ann's	15:00 - 16:00	18:00 - 19:00	11:00 - 12:00	16:00 - 17:00
Highgate	15:00 - 16:00	18:00 - 19:00	13:00 - 14:00	16:00 - 17:00
Hornsey	15:00 - 16:00	18:00 - 19:00	12:00 - 13:00	16:00 - 17:00
Stroud Green and Harringay	14:00 - 15:00	18:00 - 19:00	10:00 - 11:00	16:00 - 17:00

Figure 6: *Table showing quietest and busiest weekday and weekend operating hours for each of Haringey's libraries based on FootFallCam data captured between April 1 to 31 Jul 2024 inclusive.*

The current usage trends set out in the table above indicate the quietest hours across all libraries are between the hours of 6pm-7pm, just before closing. The first hour after opening is the second quietest. Further details for all hours and the first and last hour of opening are available as graphs in Appendix 3. These graphs for timed footfall data from FootFallCam indicate that Stroud Green and Harringay Library has some footfall activity from 7pm. This is due to cleaners working.

Hourly Footfall: Comments

Most libraries are busiest between 15:00 - 16:00, except for Marcus Garvey (13:00 - 14:00), Stroud Green and Harringay (14:00 - 15:00), and Wood Green (12:00 - 13:00).

Weekday quietest hours: all libraries are quietest between 18:00 - 19:00.

Weekend busiest hours: the busiest hours vary more on weekends, ranging from 10:00 - 15:00.

Weekend quietest hours: all libraries are quietest between 16:00 - 17:00.

Whilst the very quietest hours are at the end of the day, it is also quiet in the majority of libraries for the first hour after opening. While this may indicate less general demand for libraries at these times further consideration should be given to library users who due to their specific protected characteristics may prefer to use the library at quieter times, whether these be at the start or end of the day. This is explored further in the accompanying EQIA.

Registered Users

Figure 7 shows the total number of registered users for each of Haringey's nine libraries. Wood Green Library has by far the most registered users, nearly 30,000, over twice as many as the other two main libraries, Hornsey and Marcus Garvey, which have roughly the same number of users. The branch libraries of each region have around 5,000 registered users each, with St Annes and Highgate having the lowest number of registered users.

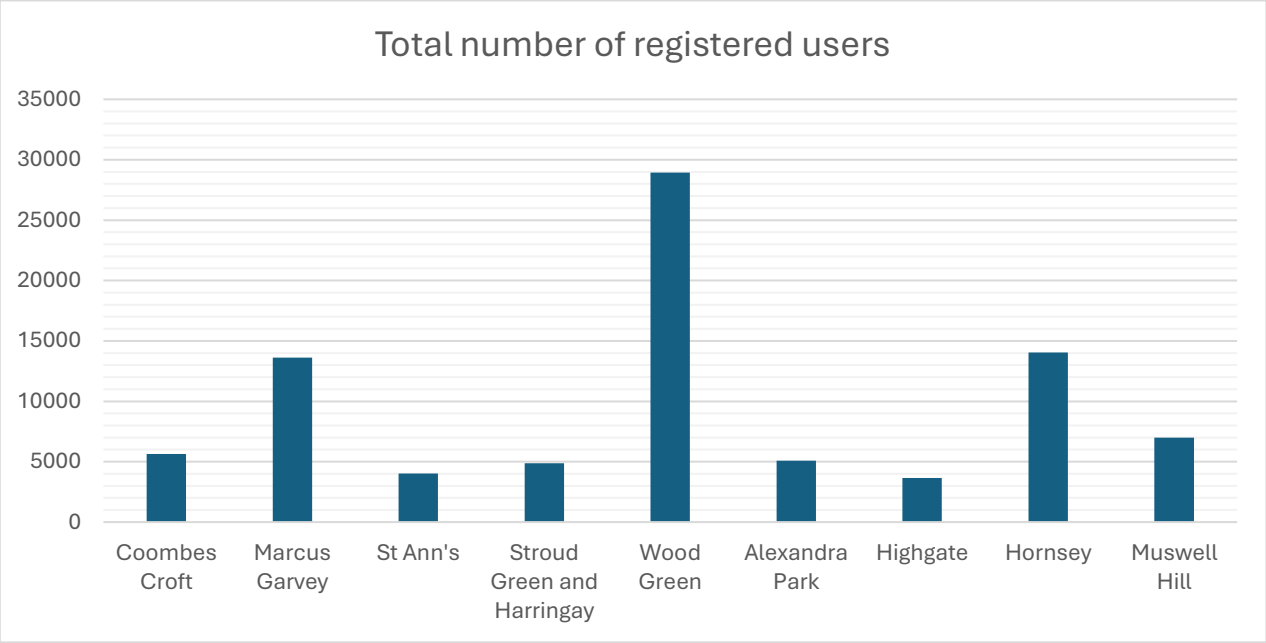


***Figure 7**: Graph showing the total number of registered users for Haringey's libraries.*

Service Use in Haringey's Libraries

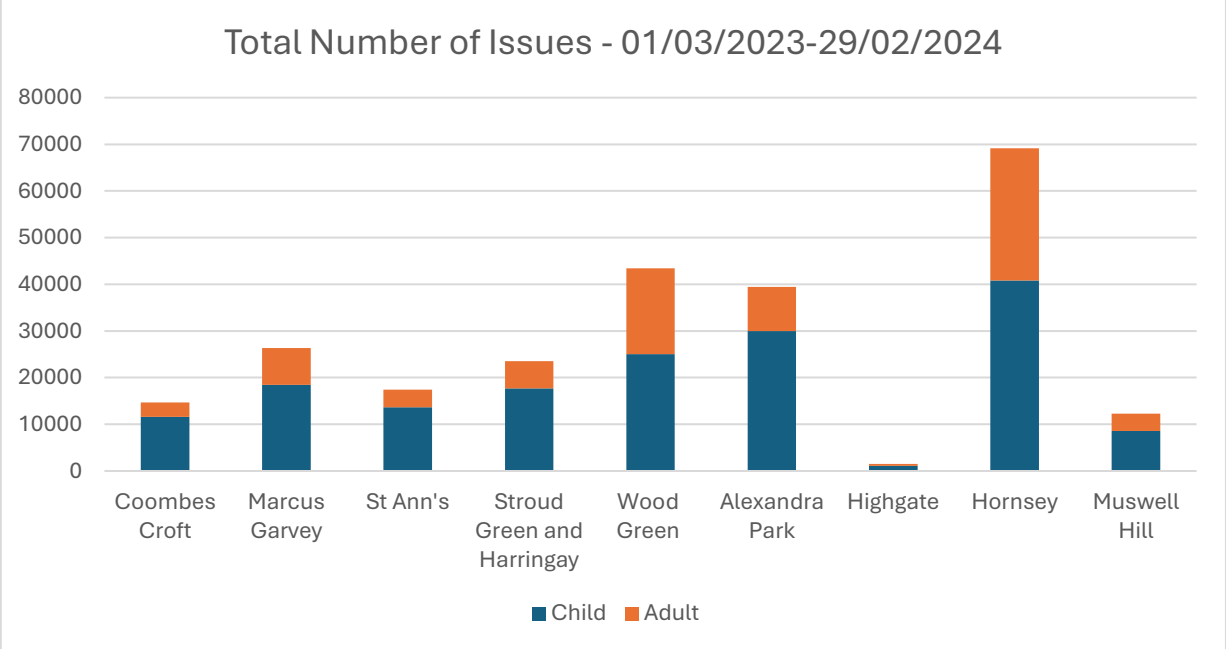


***Figure 8**: Graph showing the total number of issues per library from March 2023 to March 2024, with issues split between children and adults.*

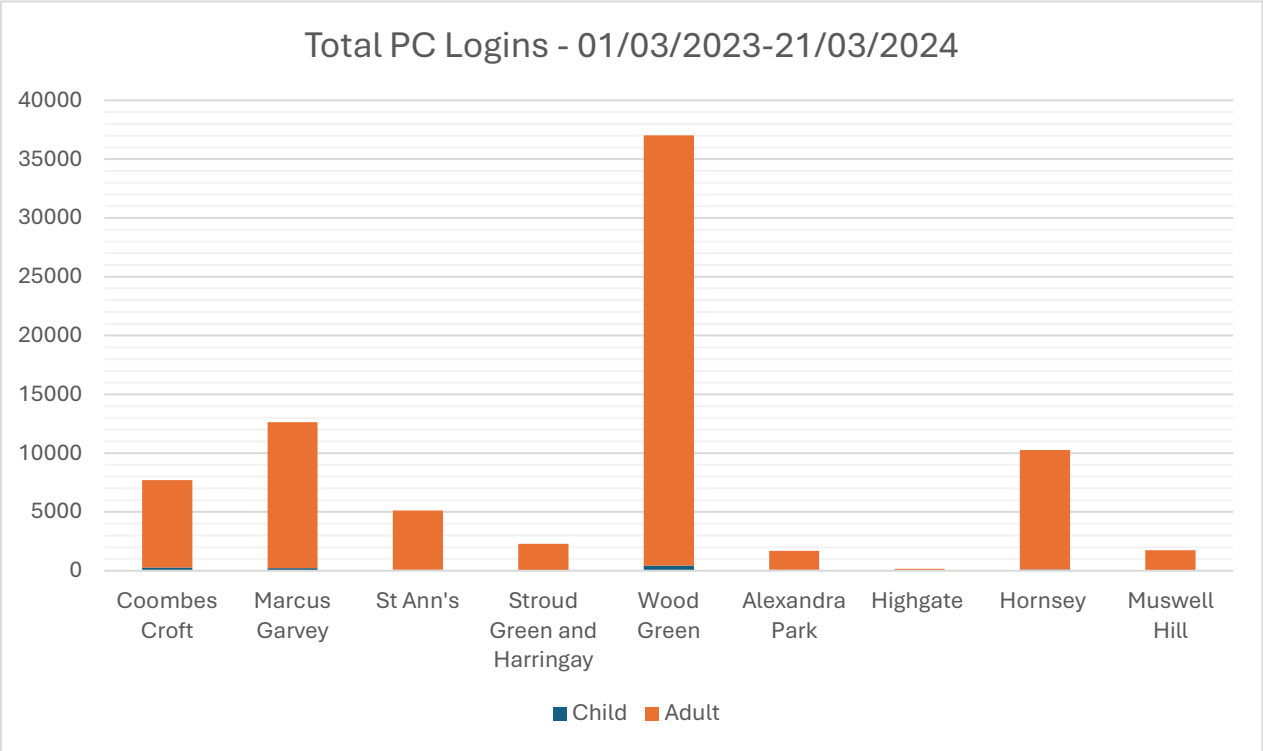


***Figure 9**: Graph showing the total Number of PC logins per library from March 2023 to March 2024, with logins split between children and adults.*

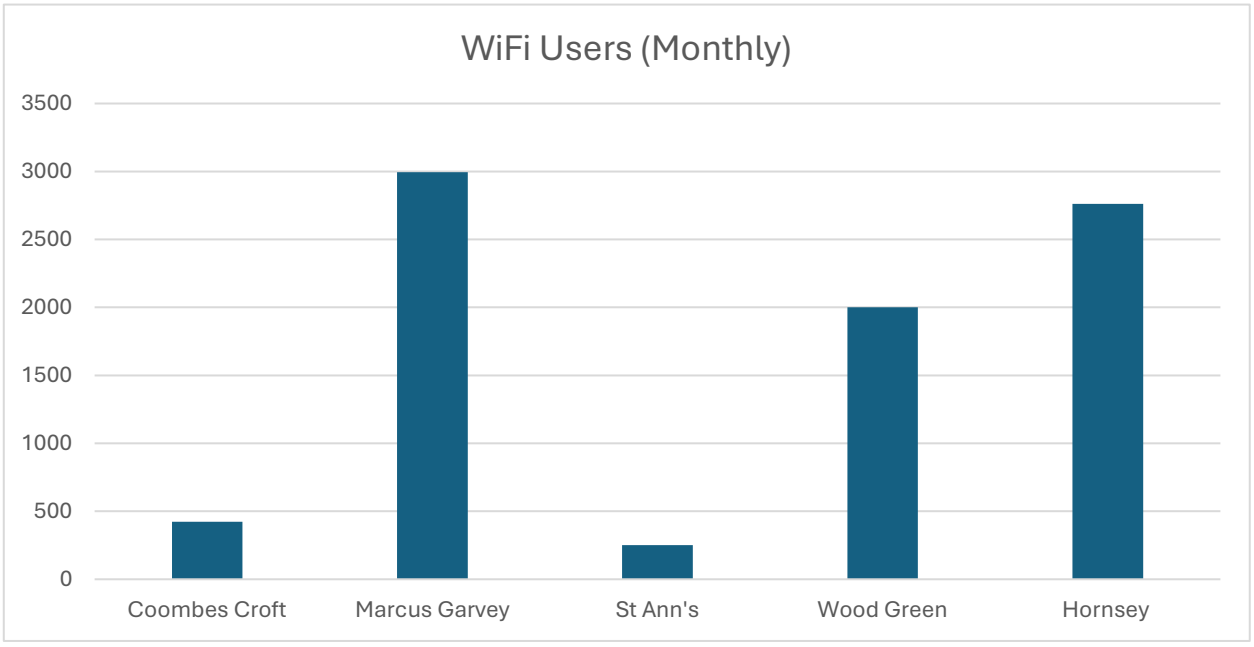


***Figure 10**: Graph showing the average number of monthly Wi-Fi users per library*

Figures 8, 9 and 10 give a picture of the level of use for three of our library's most important provisions: Issues (books, CDs, DVDs, etc.), PC access, and Wi-Fi use.

In a year, Hornsey had by far the most issues, nearly 70,000, and Highgate had significantly fewer issues than any other library. Despite being a main library, Marcus Garvey's yearly number of issues is more in line with the branch libraries in the borough.

Wood Green Library has nearly 10x more PC logins than the next highest library, Marcus Garvey. Coombes Croft and St Ann's Libraries have a significantly higher number of PC logins than other branch libraries and the highest number as a proportion of registered users compared to all libraries; this possibly points to a higher-than-average level of demand for PC access in the area and links to other data around digital exclusion in the borough. By far, adults (16 years and over) are the main users of PCs, across all libraries.

Despite having fewer registered users than Wood Green Library and significantly fewer issues than both Wood Green and Hornsey libraries, Marcus Garvey Library has the highest number of Wi-Fi users in the borough. This shows a significantly higher level of demand for Wi-Fi in the east of the borough compared to other services.

These observations about PC and Wi-Fi use in the borough align with data from the London Office of Technology and Innovation (LOTI)[6]. A range of LOTI's digital exclusion maps (sample below) show that on several different measures and due to various factors, residents in the east of the borough are more likely to be digitally excluded and, therefore, more reliant on libraries for digital access.

The maps below show 'a range of community demographics and characteristics that have been identified through research as the key factors or proxy indicators to the propensity for digital exclusion. Combining data sets can enable users to get an understanding of the types of digital exclusion needs likely to occur in an area.' (LOTI).

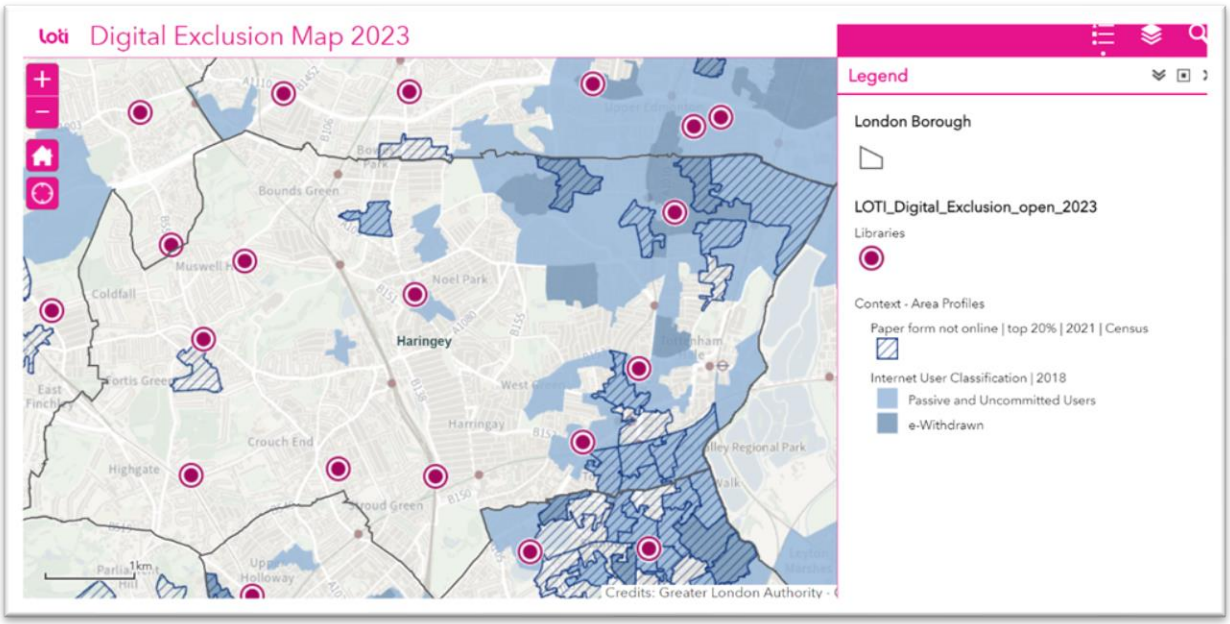


Figure 11: *Shows the LOTI digital exclusion map of Haringey (2023)*

[6] LOTI, London Digital Exclusion Map, https://loti.london/resources/london-digital-exclusion-map/

The LOTI Digital Exclusion Map above shows the locations of libraries in Haringey (dark pink circles), the areas where there was a higher concentration of people completing the 2021 census on paper (blue lined areas) and two Internet User Classifications indicating where those furthest away from digital inclusion (two shades of blue) live.

According to the Internet User Classification (CDRC, 2018[7]) The least engaged or able to engage online are categorised as 'e-Withdrawn' indicated on the map above in darker blue.

'This Group is mainly characterised by individuals who are the least engaged with the Internet. Their geography is expressed by areas that are associated with those more deprived neighbourhoods of urban regions. The socio-economic profile of the population is characterised by less affluent white British individuals or areas of high ethnic diversity; and it has the highest rate of unemployment and social housing among all other Groups. The e-Withdrawn Group appears to have the highest ratio of people that do not have access, or have access but never engage with the Internet. It also expresses the lowest rates of engagement in terms of information seeking and financial services, as well as the lowest rate in terms of online access via a mobile device.' (CDRC, 2018)

The east of the borough also has a concentration of 'Passive and Uncommitted Users'. These are described as individuals who 'have limited or no interaction with the Internet. They tend to reside outside city centres and close to the suburbs or semi-rural areas. Members of this Group have few distinctive characteristics in conventional socioeconomic terms, albeit higher levels of employment in semi-skilled and blue-collar occupations. Individuals are rarely online, and most commonly report use once a week or less. Access to broadband is well below average, and for those online, there is mild preference for access via smartphones' (CDRC, 2018).

Therefore, this map indicates that the three libraries in the east of the borough are serving communities where some people are much further away from digital inclusion than the rest of the borough.

Users and Non-Users

Some demographic groups in Haringey are more likely to be library users than others. Figure shows the distribution of library service provision, broken down by gender, age and race/ethnicity. This data shows that women are more likely to be registered library users than men, and white British people are more likely to be registered than non-white British people. Additionally, children and young people are overrepresented within the library's users, with 0–21-year-olds far more likely to be registered users than any other age groups, all of whom are underrepresented. The Council has actively encouraged children and young people to join and use their local library through initiatives such as the Summer Reading Challenge and Library Lates, so this over-representation is at least in part the result of policy decisions.

[7]Consumer Data Research Centre Internet User Classification | CDRC Data

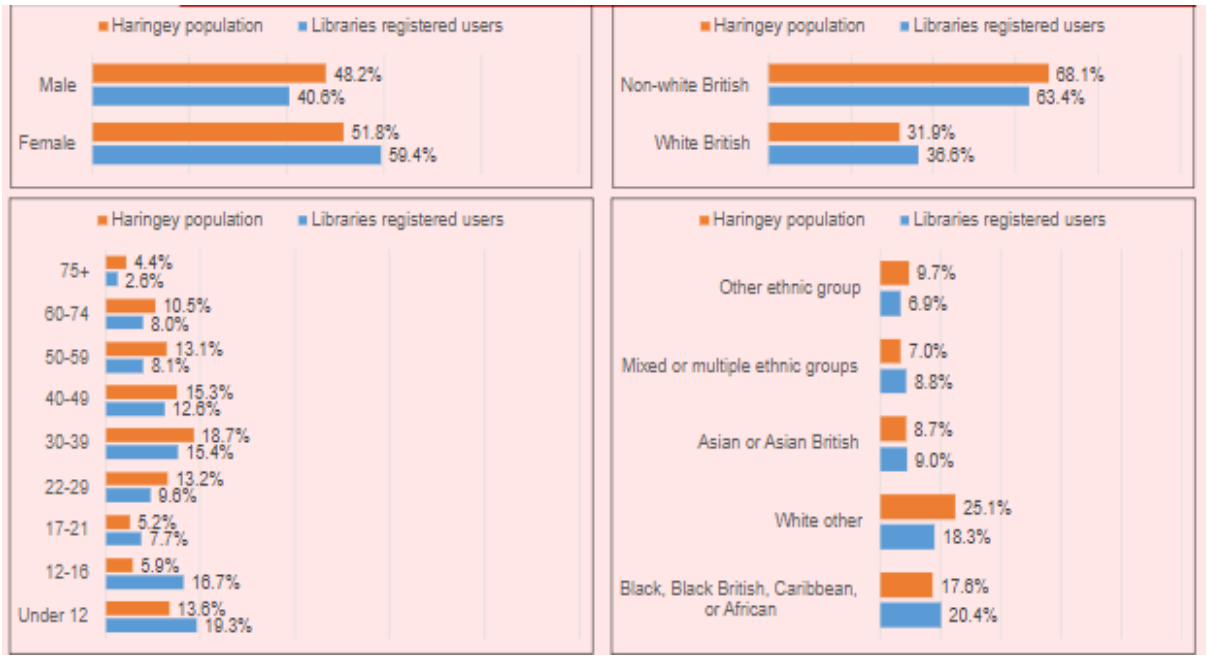


Figure 12: *Graphs showing distribution of library service provision by demographic characteristics*

Access to Service Provision and Need

Data shows there is a higher concentration of the type of socio-economic indicators that may lead more people to benefit from access to the library service in the east than in the rest of the borough. These are shown in the table below, by library catchment area.

Sociodemographic characteristic	Catchment Areas									Haringey total/ average
	East			Central			West			
	Coombes Croft	Marcus Garvey	St Ann's	Alexandra Park	Wood Green	Muswell Hill	Highgate	Hornsey	Stroud Green & Harringay	
% Population w/ long term illness or disability	14.7%	13.2%	14.7%	11.4%	14.6%	12.1%	11.9%	13.4%	13.7%	**13.7%**
Average Indices of Multiple Deprivation: Overall - score	45.2	35.6	29.3	12.1	31.7	13.0	14.5	17.3	24.1	**28.0**
% Claimant count (aged 16-64)	12.3%	7.7%	7.8%	3.4%	7.6%	2.9%	3.0%	4.3%	6.1%	**6.9%**
% Population aged 16-65 on Universal Credit	39%	25%	26%	9%	24%	9%	8%	11%	16%	**21%**
% children in absolute low income	27%	21%	22%	7%	25%	6%	5%	8%	15%	**19%**
% children in relative low income	35%	27%	27%	8%	30%	7%	7%	10%	17%	**24%**
% Overcrowded households	29.6%	24.7%	25.6%	10.4%	22.9%	11.7%	11.4%	14.1%	21.3%	**20.7%**
% Households in' fuel poverty'	7.3%	7.4%	6.7%	4.0%	7.3%	4.8%	4.8%	4.9%	6.1%	**6.5%**

% No qualifications	28.9%	23.3%	21.7%	7.7%	22.4%	8.8%	6.5%	8.8%	13.5%	**18.5%**
% Only Level 1 qualifications	9.6%	8.5%	8.1%	3.9%	7.7%	`3.7%	2.9%	4.3%	5.6%	**6.8%**
% Pop. cannot speak English well or at all	11.2%	9.5%	8.9%	1.4%	9.1%	1.8%	1.3%	2.1%	5.7%	**7.1%**

KEY	Above Haringey average	Close to Haringey average	Below Haringey average

Figure 13 *Sociodemographic characteristics by library catchment area*

The data indicates that the greatest need is more pronounced in Wood Green and across the east of the borough. These indicators include receipt of benefits, proficiency in English, child poverty and Level 1 or no qualifications.

However, the proportion of registered users relative to population is generally higher in neighbourhoods in the West of the borough yet lower in the east. This imbalance in registered users is likely to reflect lower take up of library services due to socio-economic issues and is not taken as a lack of indication of need for the provision of service. In fact, the need for library services in the east is arguably greater, given the important role that libraries play in communities that experience deprivation on range of indicators. As well as setting out those indicators in the table above, further discussion is included in the accompanying EQIA document, which addresses the characteristics of library catchment areas alongside the likely characteristics of communities experiencing digital exclusion.

Appendix 1 provides detailed data showing the difference between actual registered users in each ward and predicted registered users based on the Haringey average, as well as a number of indicators of need for each ward. These calculations show that there is a correlation between areas that have fewer registered library users than predicted based on the Haringey average and areas with high levels of need and deprivation. Low take-up and indicators showing high levels of need and deprivation are most pronounced in the east of the borough, most significantly in South Tottenham and Lea Valley.

Overall, the east of the borough has 4,336 fewer registered users than expected (compared to the Haringey average). In contrast, central Haringey has 761 more, and the west of the borough has 3,575 more.

Alternative Provision

Some resources, including bookshops and community spaces, could potentially fill gaps created by a reduction in library provision. While these will not be able to replace the full range of services offered by a library, they might be useful in mitigating some of the impacts of service reduction.

Haringey's membership of the Libraries Consortium facilitates Haringey residents' use of libraries across London, particularly those in neighbouring boroughs. Hackney, Enfield and

Waltham Forest are all members of the Libraries Consortium. Islington Council on the southwest boundary and Barnet Council on the northwest boundary are not members.

However, future plans for neighbouring library services may have an impact. Whilst Waltham Forest and Camden currently have no plans to consult, Enfield, where neighbouring libraries are located on the northern boundary, consulted residents earlier in 2024 on their libraries strategies which may result in service reduction. Barnet Council extensively consulted in 2017 and now operates a mixed delivery model including community-led libraries. Hackney Council's most northerly library in Stamford Hill offers a good alternative particularly for the Orthodox Jewish Charedi community (who live in both South Tottenham and Stamford Hill) as its stock and opening hours take account of that community's particular needs.

Geographically, the east of the borough is bounded by reservoirs which limit east-west routes into Waltham Forest for walking, cycling and driving to two heavily used A roads, one of which is the North Circular. Public transport relies on one Overground train route and buses using the two busy A roads. The boundaries on the west, south and north of the borough do not have any similar physical constraints.

Conclusion

The data presented in this needs assessment highlights the value and diverse usage patterns of Haringey's libraries. Despite a national trend of declining library visits, Haringey's libraries remain vital community hubs, providing essential services and resources to residents of all ages and backgrounds. The variation in peak usage times and services across different libraries points to the importance of tailoring service provision to local needs.

Although Wood Green Library experiences the highest footfall, this is in part due to the co-located customer service centre. Nevertheless, Wood Green also has more registered users than any of the other libraries.

The data suggests a higher demand for digital services in the east of the borough, aligning with wider concerns and existing data about digital exclusion in these areas. This highlights the need for continued investment in digital resources and support at libraries like Coombes Croft and St Ann's. The Council is committed to maintaining this investment and has provision in the current capital programme to renew digital networks and provision in all libraries.

The demographic analysis reveals that certain groups, such as women, young people, and white British residents, are more likely to use library services. This indicates a potential need for targeted engagement strategies to ensure that the library service is accessible and relevant to all residents. Further information about the needs and impacts of our proposals on groups with protected characteristics is set out in the accompanying Equality Impact Assessment.

Considering the financial pressures facing many local authorities and the potential impact of neighbouring councils' library strategies, this needs assessment points to careful evaluation of options for future library provision, in consultation with residents. Haringey's expenditure on the library service has kept it in the top half of its statistical neighbours, however it is worth noting that all but two of those, Haringey and Waltham Forest, are inner London boroughs.

The data suggests considering prioritising equitable access to library services across the borough, ensuring that all residents can benefit from the diverse resources offered. This needs-led approach to provision, particularly addressing digital exclusion, should be considered

alongside a different version of the existing model, where hours are allocated equally between large libraries and branch libraries, respectively, across the borough.

The future success of the library service may involve innovative approaches, such as co-locating services, expanding digital offerings, and collaborating with community partners to reach underserved populations.

Ultimately, the goal is to create a sustainable and inclusive library service that meets the evolving needs of Haringey's diverse communities.

Appendices

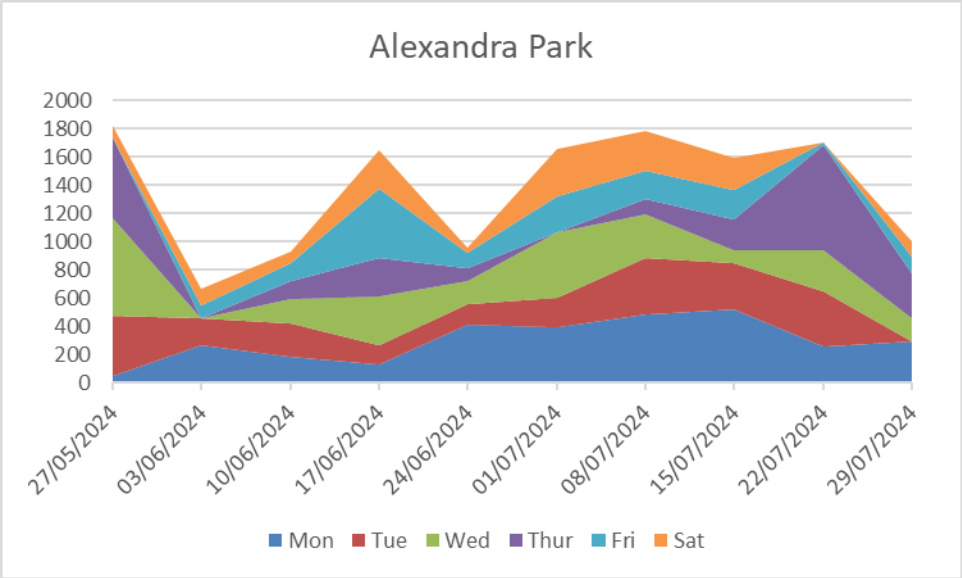
Appendix 1: Complete data set for Haringey library service provision and need

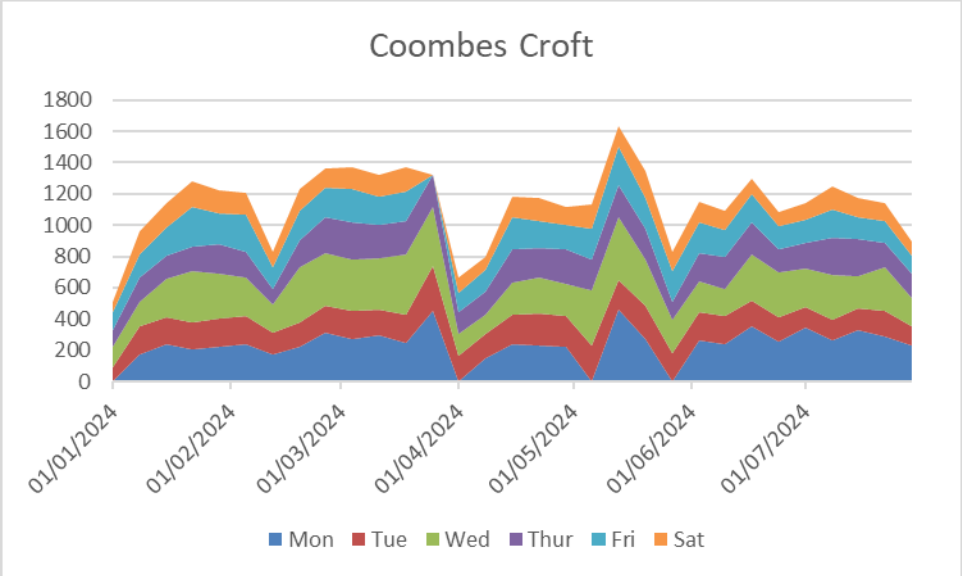
Area / MSOA	Resident population - All ages	Library Service registered users	Library registered users as % of resident population	Diff. actual registered users minus predicted registered users as per Haringey	Average of Net household income after housing costs	People aged 16-65 on Universal Credit	No. of households deprived in at least one dimension
East	**88,176**	**17,851**	**20%**	**-4,336**	**22,427**	**17,524**	**21,257**
Bruce Grove North	7,605	1,679	22%	-235	23,500	1,614	2,010
Bruce Grove South	7,081	2,051	29%	+269	25,400	1,301	1,621
Northumberland Park	7,518	1,479	20%	-413	19,600	2,037	2,084
Roundway	6,864	1,350	20%	-377	22,700	1,247	1,654
South Tottenham	8,169	626	8%	-1,430	22,600	1,240	1,421
Tottenham Bruce Castle Park	6,472	1,398	22%	-231	21,500	1,423	1,651
Tottenham Green East	8,511	1,745	21%	-397	22,900	1,727	2,091
Tottenham Green West	7,988	2,059	26%	+49	23,500	1,503	2,133
Tottenham Lea Valley	11,429	1,959	17%	-917	23,700	1,813	2,347
Tottenham North West	8,253	1,507	18%	-570	21,100	1,583	2,019
White Hart Lane	8,286	1,998	24%	-87	20,200	2,036	2,226
Central	**96,039**	**24,927**	**26%**	**+761**	**26,131**	**16,106**	**23,245**
Bounds Green	7,988	2,244	28%	+234	30,500	1,035	1,750
Bowes Park	7,907	1,852	23%	-138	26,000	1,406	2,137
Downhills Park	7,242	1,715	24%	-107	27,000	1,168	1,696
Harringay East	6,904	1,573	23%	-164	28,900	991	1,517
Harringay Ladder North	8,736	2,168	25%	-30	28,000	1,426	2,139
Harringay Ladder South	6,627	1,798	27%	+130	28,100	914	1,554
Harringay Warehouse District & Vartry	8,434	1,426	17%	-696	23,500	1,638	1,989
Lordship Lane & Broadwater Farm	6,061	1,368	23%	-157	22,200	1,148	1,560
Noel Park	6,736	1,858	28%	+163	25,500	1,163	1,573
Scotch Estate	7,111	1,992	28%	+203	24,100	1,240	1,741
West Green & St Ann's	7,458	2,263	30%	+386	26,100	1,376	1,881
Wood Green North	7,513	2,107	28%	+217	25,400	1,180	1,828
Wood Green South	7,322	2,563	35%	+721	24,400	1,421	1,880
West	**80,026**	**23,712**	**30%**	**+3,575**	**41,267**	**5,580**	**15,065**
Alexandra Park	6,474	2,602	40%	+973	43,300	306	989
Crouch End East	6,922	2,812	41%	+1,070	43,500	523	1,383
Crouch End West	6,793	2,367	35%	+658	41,500	337	1,302
Fortis Green & Coldfall	7,763	1,928	25%	-25	39,600	460	1,291
Highgate East	5,848	1,437	25%	-35	47,000	347	1,085
Highgate Wood	6,492	1,093	17%	-541	40,900	353	1,130
Hornsey East	8,453	2,087	25%	-40	34,100	983	1,990
Hornsey Vale	6,754	2,405	36%	+706	36,900	662	1,386
Hornsey West	5,431	1,586	29%	+219	44,000	243	902
Muswell Hill North	6,418	1,944	30%	+329	44,000	379	1,053
Muswell Hill South	6,558	1,837	28%	+187	45,400	328	1,183
Stroud Green	6,120	1,614	26%	+74	35,000	659	1,371
Grand Total	**264,241**	**66,490**	**25%**	**+0**	**30,044**	**39,210**	**59,567**

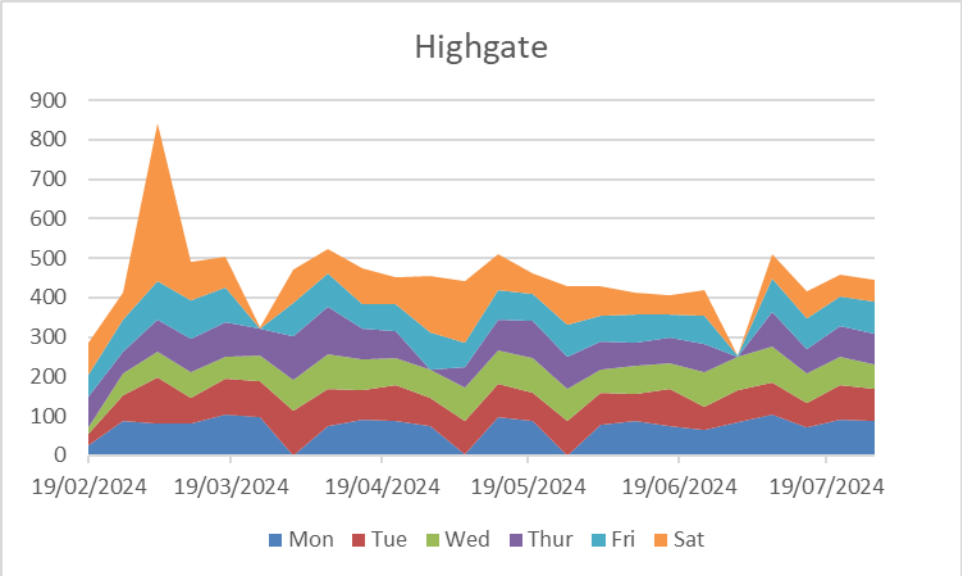
Library service needs and provision for each Middle Layer Super Output Area in Haringey.

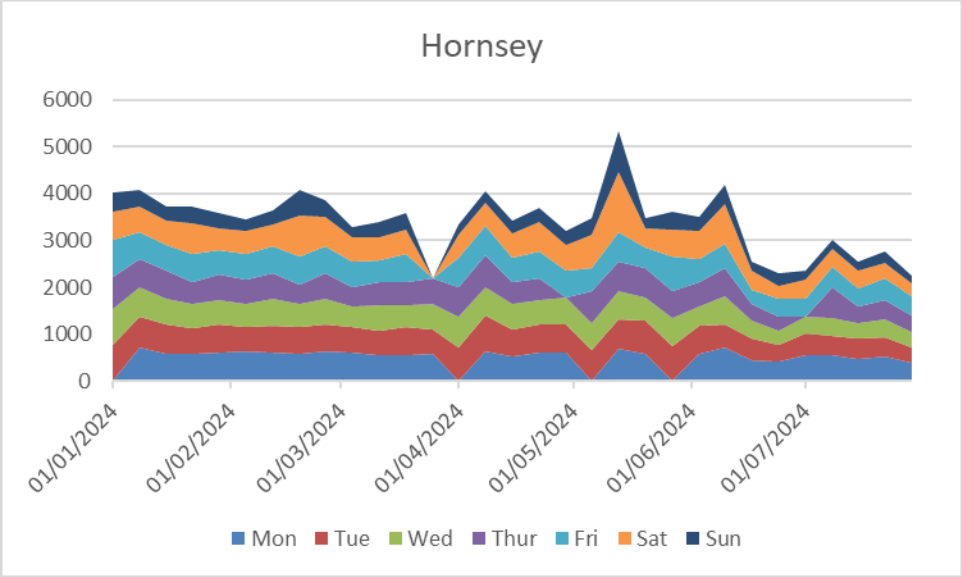
A negative score infers need for library service in that area.

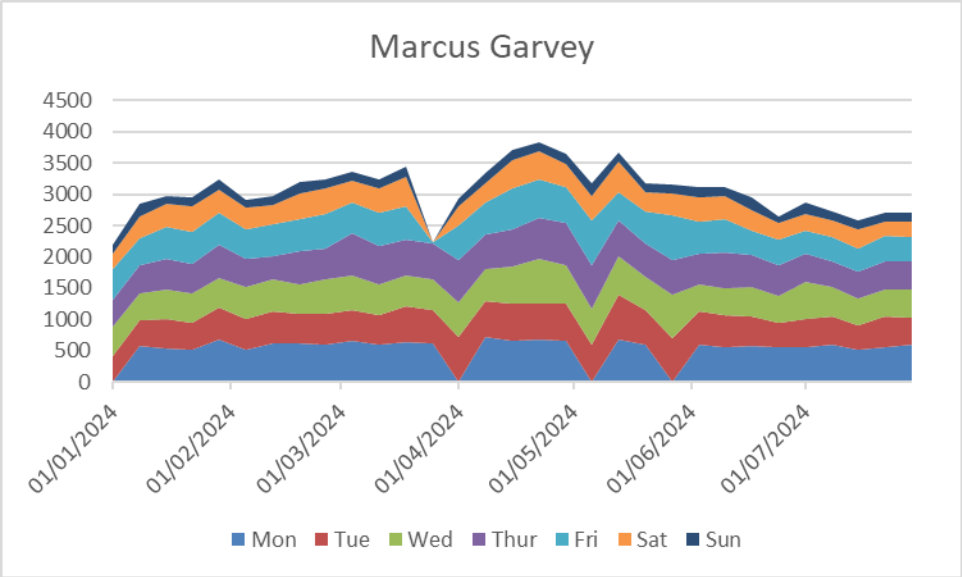
Appendix 2: Average Daily Attendance

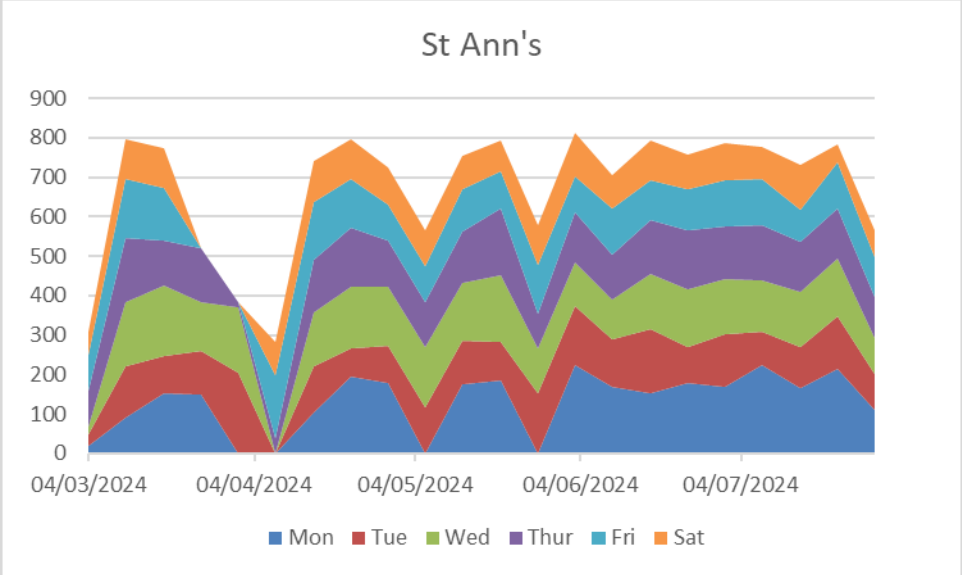


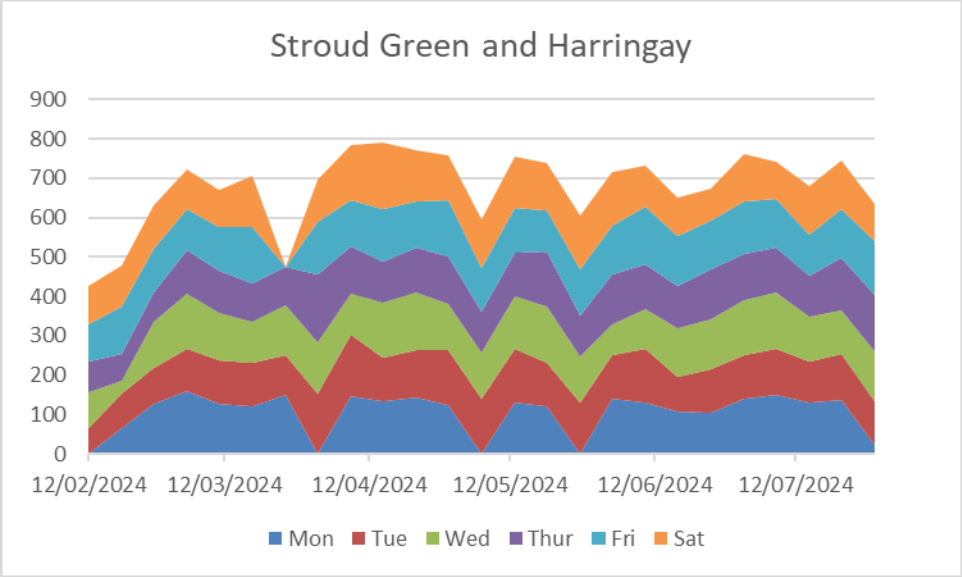


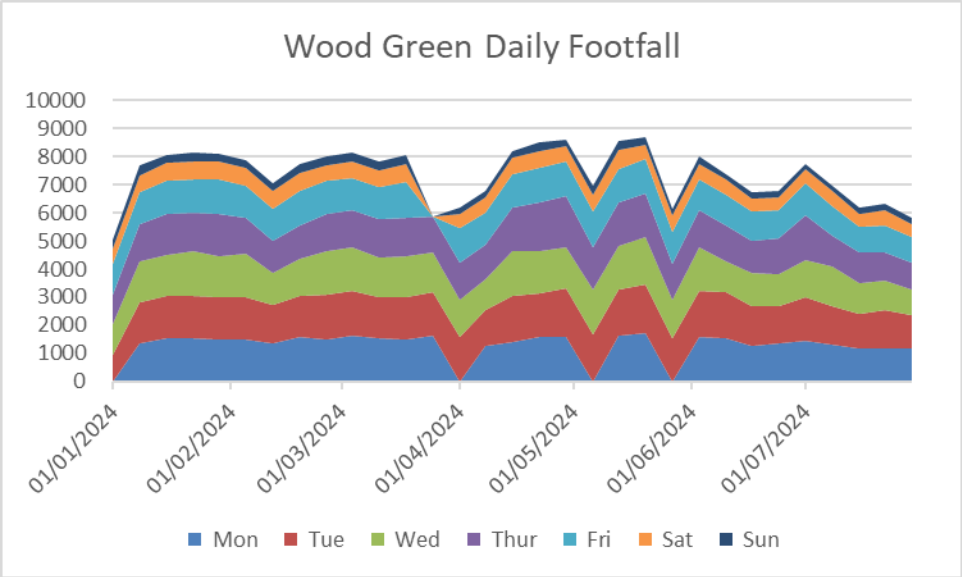



Hornsey
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01/03/2024
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Marcus Garvey
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3500
3000
2500
2000
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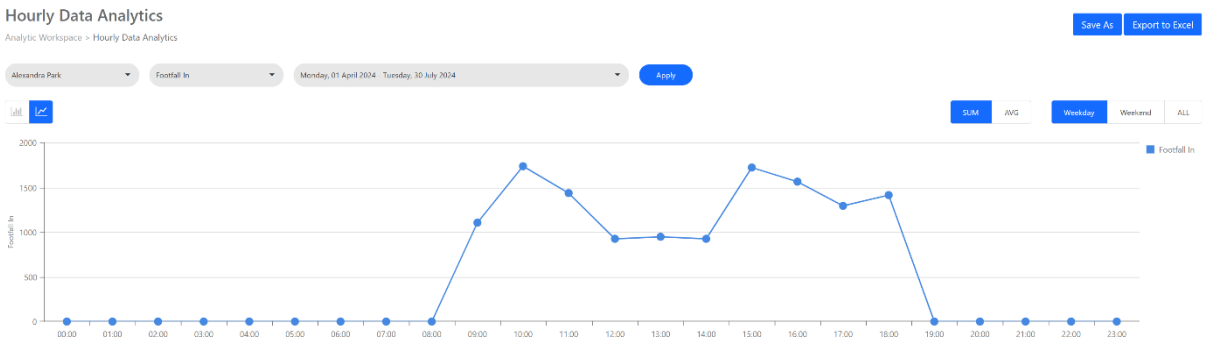

St Ann's
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04/04/2024
04/05/2024
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Stroud Green and Harringay
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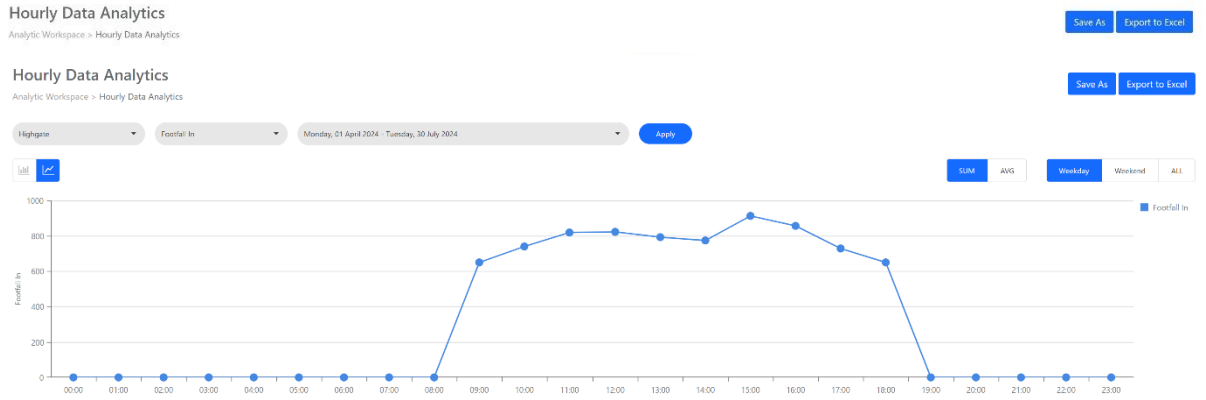

Wood Green Daily Footfall
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Appendix 3: Library Footfall Weekdays April 1st 2024 to July 30th 2024

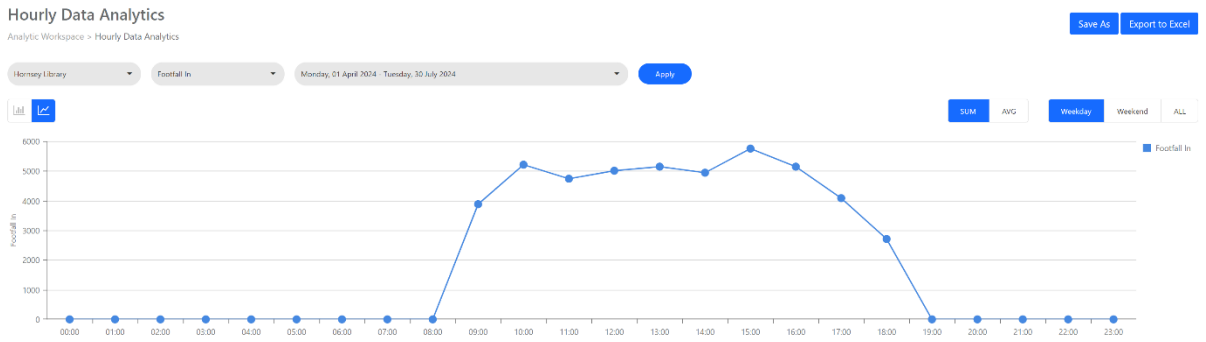
Alexandra Park



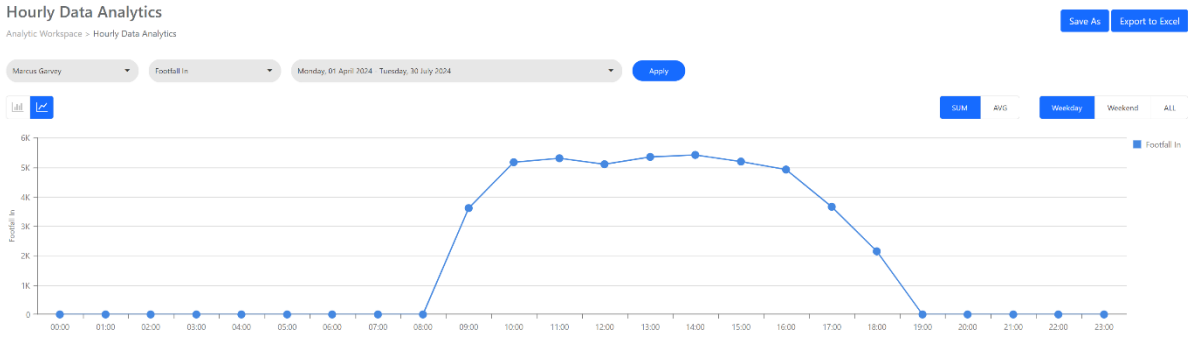
Highgate



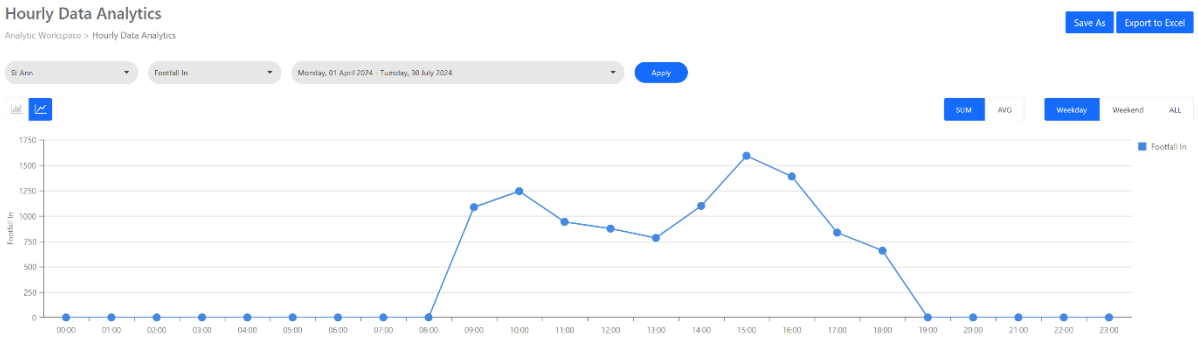
Hornsey



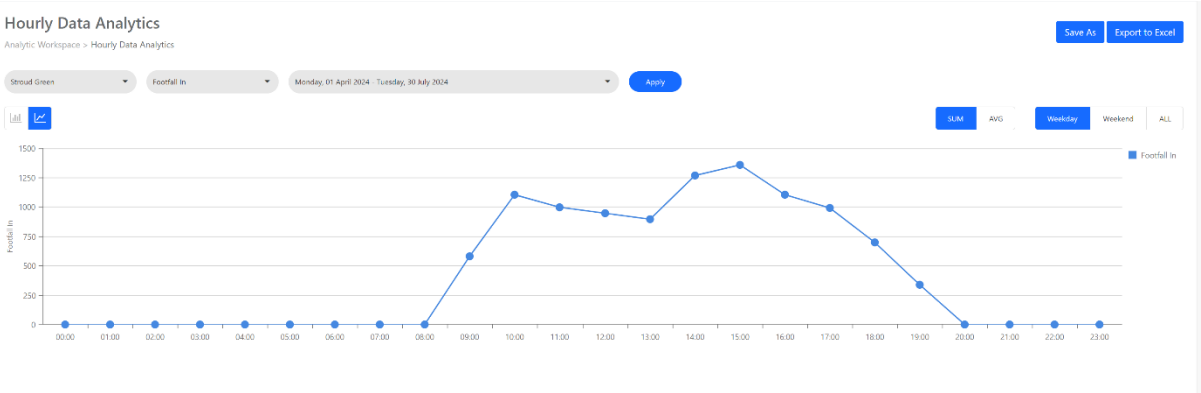
Marcus Garvey



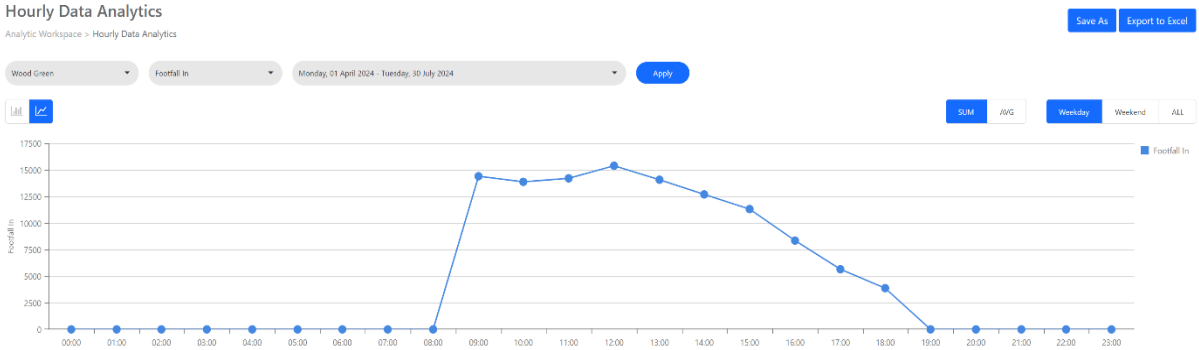
St Ann's



Stroud Green and Harringay

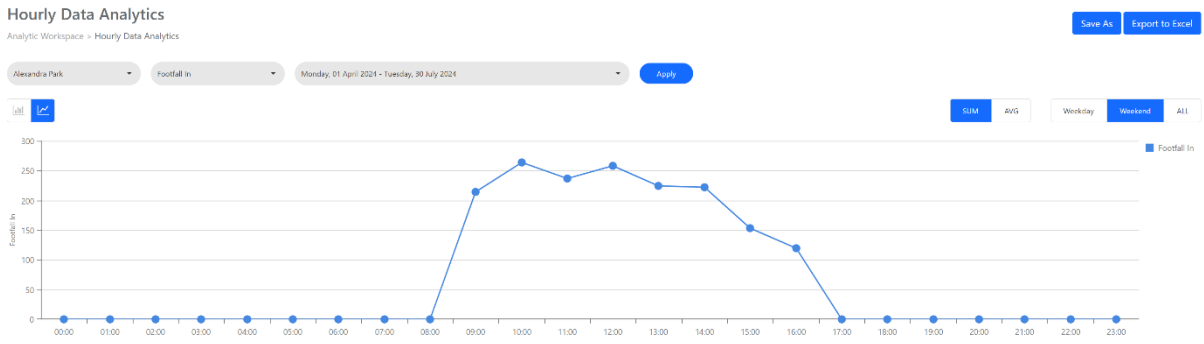


Wood Green

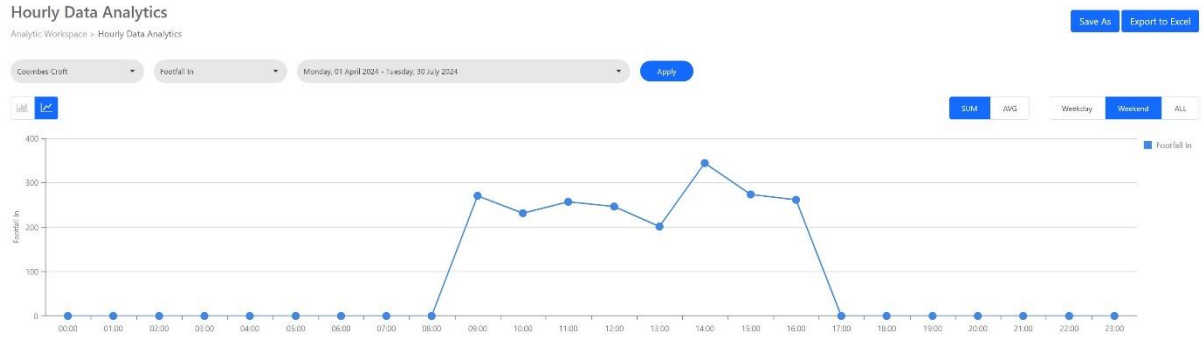


Appendix 4: Library Footfall Weekends April 1st 2024 to July 30th 2024

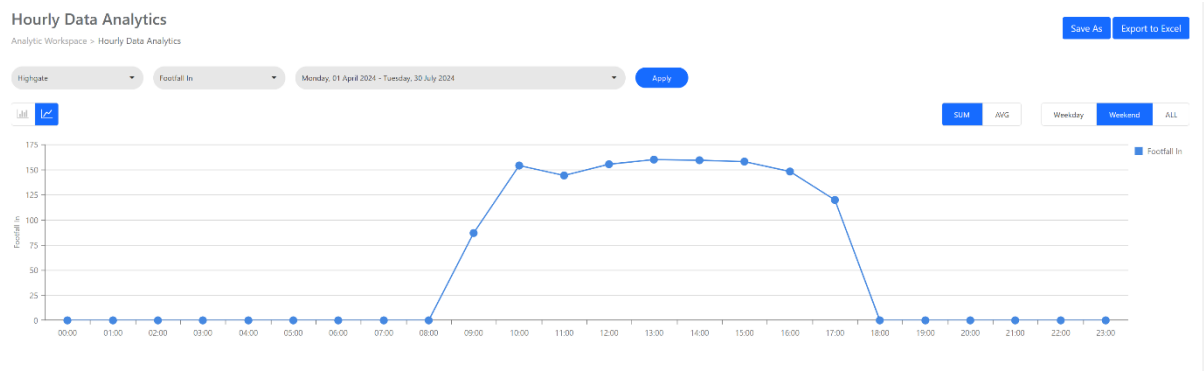
Alexandra Park



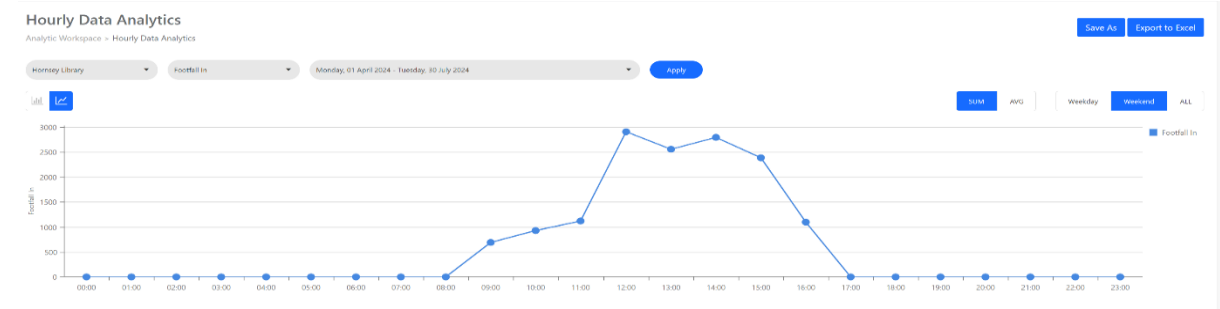
Coombes Croft



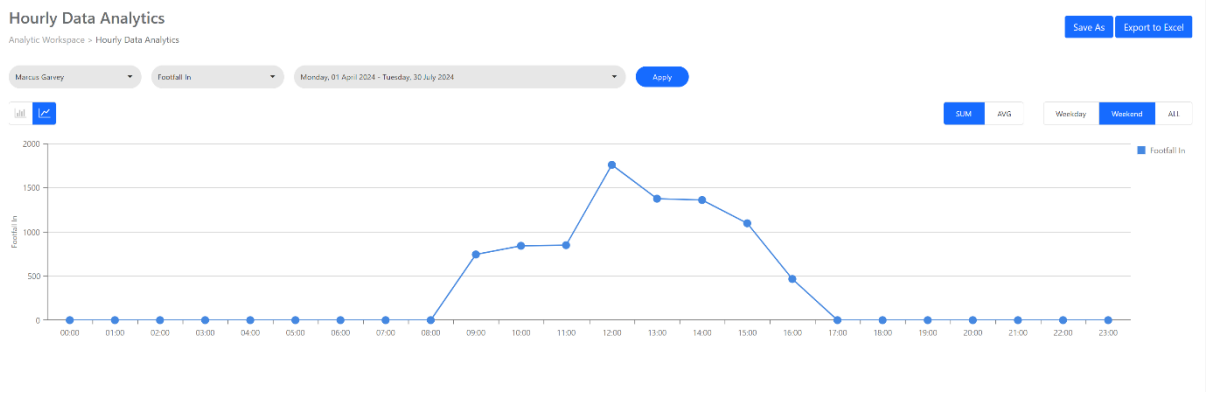
Highgate



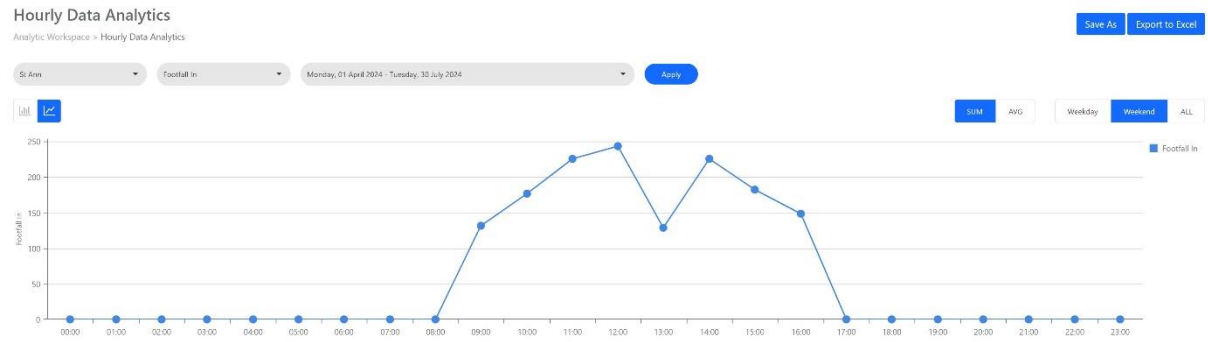
Hornsey



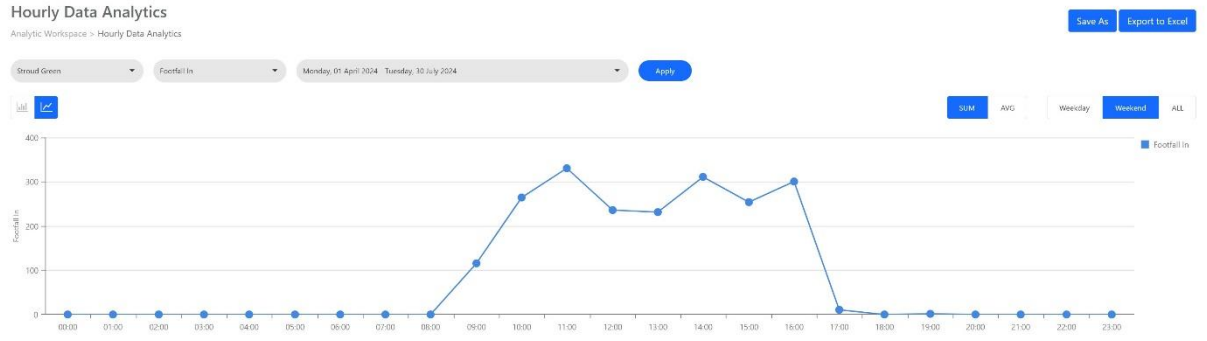
Marcus Garvey



St Ann's



Stroud Green and Harringay



Wood Green

