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# NOTICE OF MEETING

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**CABINET MEMBER FOR CULTURE, LEISURE AND SPORT**

**FRIDAY, 5 OCTOBER 2018 AT 10.00 AM**

**THE EXECUTIVE MEETING ROOM - THIRD FLOOR, THE GUILDHALL**

Telephone enquiries to Lisa Gallacher 02392834056

Email: [lisa.gallacher@portsmouthcc.gov.uk](mailto:lisa.gallacher@portsmouthcc.gov.uk)

If any member of the public wishing to attend the meeting has access requirements, please notify the contact named above.

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**CABINET MEMBER FOR CULTURE, LEISURE AND SPORT**

Councillor Steve Pitt (Liberal Democrat)

## **Group Spokespersons**

Councillor Frank Jonas BEM, Conservative

Councillor Stephen Morgan MP, Labour

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(NB This Agenda should be retained for future reference with the minutes of this meeting.)

Please note that the agenda, minutes and non-exempt reports are available to view online on the Portsmouth City Council website: [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

**Deputations by members of the public may be made on any item where a decision is going to be taken. The request should be made in writing to the contact officer (above) by 12 noon of the working day before the meeting, and must include the purpose of the deputation (for example, for or against the recommendations). Email requests are accepted.**

## **AGENDA**

- 1 Apologies for absence**
- 2 Declarations of Members' Interests**

**3 Journeys Festival Service Level Agreement (Pages 5 - 12)**

Purpose of report

To request authority to enter into a Service Level Agreement with ArtReach in order to articulate the Council's support for the delivery of the Journeys Festival International and Journeys events in Portsmouth.

**RECOMMENDED that officers be authorised to enter into negotiations with ArtReach in regards to the delivery of the Journeys Festival International and Journey's events for the financial year 2018-19 and that any further service level agreements are considered as part of the annual report on such agreements going forward with any financial implications being met from existing budgets.**

**4 Mischief Makers: The Summer Reading Challenge 2018 (Pages 13 - 24)**

Purpose

To update the Cabinet Member on the success of the 2018 Summer Reading Challenge, including participation statistics to date and to make recommendations aimed at increasing and widening participation in 2019.

**RECOMMENDED**

- 1) That in order to increase and widen participation in lunch clubs, play schemes and other activities aimed at children in non-library settings during the summer holidays, the Library and Archive Service will seek engagement with Public Health colleagues, with a view to much more targeted intervention in 2019.**
- (2) That the Library and Archive Service develop a strategy that will address the significant numbers of children who sign up for the Summer Reading Challenge but do not complete it.**
- (3) Factors that have made North End Library the most successful branch in terms of participation will be identified and then replicated throughout the Library and Archive Service in 2019.**

The following reports are for information only

**5 Review of first six months of operation of D-Day Story (information only) (Pages 25 - 28)**

Purpose

The purpose of the report is to review the first six months of operation of the D-Day Story to ensure that the new museum is performing as anticipated and will meet the council's match-funding commitments to the projects main funder - the Heritage Lottery Fund.

**6 Digital Services (Information only) (Pages 29 - 38)**

Purpose

To update the Cabinet Member on the success of digital services in Portsmouth Libraries and the impact of outreach activity on the number of downloads.

Members of the public are permitted to use both audio visual recording devices and social media during this meeting, on the understanding that it neither disrupts the meeting nor records those stating explicitly that they do not wish to be recorded. Guidance on the use of devices at meetings open to the public is available on the Council's website and posters on the wall of the meeting's venue.

Whilst every effort will be made to webcast this meeting, should technical or other difficulties occur, the meeting will continue without being webcast via the Council's website.

This meeting is webcast (videoed), viewable via the Council's livestream account at <https://livestream.com/accounts/14063785>

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# Agenda Item 3



**Portsmouth**  
CITY COUNCIL

**Title of meeting:** Culture, Leisure & Sport Decision Meeting

**Date of meeting:** 5 October 2018

**Subject:** Journeys Festival Service Level Agreement

**Report by:** Director of Culture & City Development

**Wards affected:** All

**Key decision:** No

**Full Council decision:** No

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**1. Purpose of report**

- 1.1 To request authority to enter into a Service Level Agreement with ArtReach in order to articulate the Council's support for the delivery of the Journeys Festival International and Journeys events in Portsmouth.

**2. Recommendations**

- 2.1 **That officers be authorised to enter into negotiations with ArtReach in regards to the delivery of the Journeys Festival International and Journey's events for the financial year 2018-19 and that any further service level agreements are considered as part of the annual report on such agreements going forward with any financial implications being met from existing budgets.**

**3. Background**

- 3.1 Over the last few years ArtReach has developed Journeys Festival as a specialist programme of cultural activity promoting and celebrating the creative talent of exceptional refugee artists in order to share the experience of refugees and asylum seekers.
- 3.2 The Festival and its associated activities have been presented annually in Leicester since 2013 where they have included such partners as The Refugee Council and Counterpoint Arts on building the Platforma network and online communications channel specifically supporting the work of Refugee Artists.
- 3.3 In 2015/16 following securing of specific project funding, ArtReach initiated an extension of its Leicester based work transforming it into Journeys Festival International (JIF), building the scope of the delivery in Leicester and extending the activity for presentation and public engagement in both Portsmouth and Manchester. Working with a range of partners the Portsmouth programme has

commissioned and presented new work by appropriate artists through several connected strands of activity across all three cities. This will culminate with the delivery of a full Journeys Festival International in Portsmouth in autumn 2018.

- 3.4 Following their securing of National Portfolio Organisation status with Arts Council England ArtReach has now committed to ongoing development of JFI in each of the three participating cities until at least 2021 and has introduced Journeys as a vehicle for associated year round activity and engagement.

#### **4. Reasons for recommendations**

- 4.1 The change in the financial situation for ArtReach in regards to securing the NPO status for this project provides an opportunity for a more detailed and formal service level agreement to sit underneath the relationship between the Council and ArtReach. At this time officers would wish to negotiate to define this in regards to the forthcoming 2018 event and for authorisation for any future service level agreements to be considered as part of the annual report to Culture, Leisure & Sport where all such agreements are decided.
- 4.2 The provision of a Service Level Agreement underneath the partnership will enable the Council to quantify the financial value of any support in kind which might be given and allow a level of reporting, as required of other organisations, where such an agreement is in place. The agreement will also formalise the relationship which will be beneficial to both parties.

#### **5. Equality impact assessment**

- 5.1 A preliminary equality impact assessment has been completed and the recommendation does not have a negative impact on any of the protected characteristics as described in the Equality Act 2010 for the following reasons:
- That whilst working with artists from specific equality groups the activities are open to all to either participate in or be part of an audience for an activity.
  - That the project provides more opportunities to artists from some of the specific equality groups who might otherwise be under-represented in their opportunity to take on the role of a lead artists or develop projects linked to their specific experiences.

#### **6. Legal implications**

- 6.1 The negotiation and completion of a Service Level Agreement (which may be subject to annual review) will help to define and clarify the respective roles and responsibilities of the Council and ArtReach in relation to the project and the resources which each organisation can expect the other to commit to it.

## 7. Director of Finance's comments

- 7.1 Although there is no additional direct cost to the Council arising from the recommendation, it should be noted that 'support in kind' may represent a redirection of officer time away from other PCC functions and the use of PCC assets or resources which may have a financial value.

.....  
Signed by:  
**Stephen Baily**  
**Director of Culture and City Development**

**Appendices:**  
**Appendix 1 - Preliminary Equalities Impact Assessment**

## Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

| Title of document | Location |
|-------------------|----------|
|                   |          |
|                   |          |

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

.....  
Signed by:  
**Cabinet Member for Culture, Leisure and Sport**

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Portsmouth

Clinical Commissioning Group

# Equality Impact Assessment

Preliminary assessment form 2018

[www.portsmouthccg.nhs.uk](http://www.portsmouthccg.nhs.uk)

[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

The preliminary impact assessment is a quick and easy screening process. It should:

- identify those policies, projects, services, functions or strategies which require a full EIA by looking at:
  - negative, positive or no impact on any of the equality groups
  - How are going to mitigate or remove any potential negative impacts
  - opportunity to promote equality for the equality groups
  - data / feedback
- prioritise if and when a full EIA should be completed
- justify reasons for why a full EIA is not going to be completed

**Directorate:**

City development and culture

**Service, function:**

Culture

**Title of policy, service, function, project or strategy (new or old) :**

Journeys Festival Service Level Agreement

**Type of policy, service, function, project or strategy:**

- ☐ Existing
- ☒ New / proposed
- ☐ Changed

### Q1 - What is the aim of your policy, service, function, project or strategy?

To provide a new Service Level agreement with ArtReach for the delivery of Journeys Festival International and Journeys for the 2018/19 financial year.

### Q2 - Who is this policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?

The project is specifically working to promote and celebrate the creative talent of exceptional refugee artists in a linked project with Leicester and Manchester so there is a direct benefit to refugees but they are not specifically refugees who are in Portsmouth.

### Q3 - Thinking about each group below, does, or could the policy, service, function, project or strategy have a negative impact on members of the equality groups below?

| Group                        | Negative                 | Positive / no impact                | Unclear                  |
|------------------------------|--------------------------|-------------------------------------|--------------------------|
| Age                          | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Disability                   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Race                         | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Sex                          | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Gender reassignment          | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Sexual orientation           | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Religion or belief           | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Pregnancy and maternity      | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Marriage & civil partnership | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other excluded groups        | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

**Note:** Other excluded groups examples includes, Homeless, rough sleeper and unpaid carers. Many forms of exclusion are linked to financial disadvantage. How will this change affect people on low incomes, in financial crisis or living in areas of greater deprivation?

**If the answer is "negative" or "unclear" consider doing a full EIA**

**If there are any potential negative impacts on any of the protected characteristics, What have you put in place to mitigate or remove the negative impacts/barriers?**

This project is a specialist programme promoting and celebrating the creative talent of exceptional Refugee Artists through their artwork and artistic activity that shares the experience of refugees and asylum seekers.

**Q4 - Does, or could the policy, service, function, project or strategy help to promote equality for members of the equality groups?** e.g. A new service has been created for people with a disability to help them gain employment this would mean that this helps promote equality for the protected characteristic of disability only.

| Group                        | Yes                                 | No                                  | Unclear                  |
|------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Age                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Disability                   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Race                         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Sex                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Gender reassignment          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Sexual orientation           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Religion or belief           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Pregnancy or maternity       | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Marriage & civil partnership | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other excluded groups        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

If the answer is "no" or "unclear" consider doing a full EIA

**Q5 - Do you have any feedback data from the equality groups that influences, affects or shapes this policy, service, function, project or strategy?**

Please add in the text boxes below what feedback / meetings you have attended for each specific protected characteristic

| Group      | Positive or negative feedback  |
|------------|--|
| Age        |  |
| Disability |  |
| Race       | ArtReach have specific information from members of these communities who have fed into the development of their overall project. |
| Sex        |  |

|                              |  |
|------------------------------|--|
| Gender reassignment          |  |
| Sexual orientation           |  |
| Religion or belief           | ArtReach have specific information from members of these communities who have fed into the development of their overall project. |
| Pregnancy and maternity      |  |
| Marriage & civil partnership |  |
| Other excluded groups        |  |

**Q6 - Using the assessments in questions 3, 4 and 5 should a full assessment be carried out on this policy, service, function or strategy?**

☐ yes ☒ No

**PCC staff**-If you have to complete a full EIA please contact the Equalities and diversity team if you require help Tel: 023 9283 4789 or email: [equalities@portsmouthcc.gov.uk](mailto:equalities@portsmouthcc.gov.uk)

**CCG staff**-If you have to complete a full EIA please email: [sehccg.equalityanddiveristy@nhs.net](mailto:sehccg.equalityanddiveristy@nhs.net) if you require help

**Q7 - How have you come to this decision? Summarise your findings and conclusion below**

We are aware that ArtReach has directly worked with refugees who are living in Portsmouth as part of the delivery of the smaller associated projects in 2016 and 2017 so know that this will work have informed the foundation of the proposed programme of work for 2018.

The proposal for this Service Level Agreement is to provide a formal partnership defining the relationship between ArtReach and the Council for this financial year.

**Q8 - Who was involved in the EIA?**

Claire Looney & Gina Perryman

**This EIA has been approved by:** Claire Looney

**Contact number:** 023 9283 4175

**Date:** 18/09/2018

**PCC staff**-Please email a copy of your completed EIA to the Equality and diversity team. We will contact you with any comments or queries about your preliminary EIA.  
Telephone: 023 9283 4789, Email: [equalities@portsmouthcc.gov.uk](mailto:equalities@portsmouthcc.gov.uk)

**CCG staff**-Please email a copy of your completed EIA to the Equality lead who will contact you with any comments or queries about your preliminary . Email: [sehccg.equalityanddiversity@nhs.net](mailto:sehccg.equalityanddiversity@nhs.net)

**Title of meeting:** Culture, Leisure and Sport Decision Meeting

**Date of meeting:** 5 October 2018

**Subject:** Mischief Makers: The Summer Challenge 2018

**Report by:** Director of Culture and City Development

**Wards affected:** ALL

**Key decision:** NO

**Full Council decision:** NO

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## **1. Purpose of report**

- 1.1 To update the Cabinet Member on the success of the 2018 Summer Reading Challenge, including participation statistics to date and to make recommendations aimed at increasing and widening participation in 2019.

## **2. Recommendations**

- 2.1 **That in order to increase and widen participation in lunch clubs, play schemes and other activities aimed at children in non-library settings during the summer holidays, the Library and Archive Service will seek engagement with Public Health colleagues, with a view to much more targeted intervention in 2019.**
- 2.2 **That the Library and Archive Service develop a strategy that will address the significant numbers of children who sign up for the Summer Reading Challenge but do not complete it.**
- 2.3 **Factors that have made North End Library the most successful branch in terms of participation will be identified and then replicated throughout the Library and Archive Service in 2019.**

## **3 Background**

- 3.1 The Summer Reading Challenge (SRC) is an annual reading scheme coordinated by The Reading Agency. In 2017, it was delivered in ninety-seven per cent of library authorities in England, Wales and Scotland, with over 760,000 children aged four to eleven taking part. Portsmouth Library and Archive Service has been delivering the SRC since its start in 1999. The Challenge is valued by schools for the support it can give to families in helping children with literacy attainment over

the long school summer break. For our libraries, it has a substantial impact on footfall and book issues during the running of the Challenge.

- 3.2 The aim of the SRC is to support literacy and reading for pleasure by incentivising children to read six books during the summer holidays, achieving this with an exciting supporting theme and accompanying materials. The theme this year has been based on *The Beano* comic, which is celebrating its eightieth birthday. Therefore 'Mischief Makers' features familiar artwork and characters, known to a multi-generational audience. Children who may not regularly read *The Beano* are still aware of Dennis and Gnasher through a very successful computer animated re-boot of the original characters that is aired on the CBBC channel.
- 3.3 Mischief Makers, the Summer Reading Challenge 2018, launched in all Portsmouth libraries on Saturday 14<sup>th</sup> July and finished on Saturday 15<sup>th</sup> September, the day before the winner's event. This year, 1680 children have completed the Challenge, which is the highest figure by the Library and Archive Service (see Appendix 1 for detailed participation statistics by branch library). The Challenge also makes a considerable impact on library book issues over the summer, with just under 45,000 children's items being borrowed from Portsmouth libraries during the period.
- 3.4 Children who successfully complete the SRC are awarded a certificate and medal. Once again, the Museum and Visitor Service granted the Library and Archive Service access to Southsea Castle for the celebration event which took place on Sunday 16<sup>th</sup> September. This year, over 6000 children and families attended. The mobile library, costumed characters from children's books and a number of additional activities were also provided.
- 3.5 This year, Portsmouth Library and Archive Service received £4000 from Victorious Festival to support the purchase of additional books, promotional materials and incentives, with the aim of increasing participation.
- 3.6 During the summer term, in the run up to the holidays, all schools were provided with posters and written information for parent/carer newsletters, explaining the value of taking part in terms of literacy attainment and promoting the Challenge as a positive, free, activity for families to enjoy during the long summer holiday. Every primary school pupil in the city receives a personal invitation to take part and library staff delivered promotional assemblies in the vast majority of Portsmouth schools. In addition to the certificate and medal, many schools will be offering their own rewards to returning pupils who have complete the Challenge in September. Complete participation statistics across all Portsmouth schools will be provided to Members once they are available.
- 3.7 All libraries provide weekly free activities to keep children engaged with the SRC. A new initiative for this year, a *Mischief Makers Extravaganza*, was piloted on Saturday 4<sup>th</sup> August at Portsmouth Central Library with the aim of increasing participation levels. Authors and storytellers, science workshops, maker spaces and craft activities were delivered throughout the day. The event will be repeated next year as hundreds of children and families attended.

- 3.8 As participation continues to increase year on year, the support for library staff provided by young volunteers aged 12-24 years is invaluable. This is the ninth year we have engaged volunteer support from this age group and full statistics on the number of hours volunteered will be provided to Members when they are available.

#### **4. Reasons for recommendations**

- 4.1 The Library and Archive Service recognises that children and families engage with a variety of activities over the summer holidays, run by different agencies and delivered in many settings. As participants of these activities may not be regular users of public libraries there is potential to increase engagement with the Summer Reading Challenge. For this reason we have offered The Somerstown Hub as an additional venue for participation in the SRC for four years. This year library outreach staff engaged with PCC colleagues providing lunch clubs in Somerstown and Buckland to promote participation. Despite this, the numbers engaging are still comparatively small and so we propose to work with Public Health colleagues in the spring of 2019, undertaking much more targeted activity.
- 4.2 There has been a fifty-five per cent completion rate this year. Typically, fifty per cent of children who sign up go on to successfully complete the Challenge by reading six books. Whilst this figure does reflect national trends, events such as the Mischief Makers Extravaganza may have contributed to the increase this year. The Library and Archive Service will continue to explore ways we can increase the completion rate, working with schools, in particular, to achieve this.
- 4.3 North End Library was by far the most successful branch in terms of participation, with eighty per cent more children completing the Challenge there than Cosham Library, which was the next most successful. The Library and Archive Service will engage with local parents, schools and North End Library staff to identify exactly what factors have contributed to this level of engagement. Outcomes will inform a revised staff training programme in advance of next year's Summer Reading Challenge.

#### **5. Equality impact assessment**

- 5.1 A preliminary EIA has been completed (see Appendix 2). As the recommendations are aimed at making the Summer Reading Challenge more inclusive for children and families in the city, they should not have a negative impact on any of the protected characteristics as described in the Equality Act 2010.

#### **6. Legal implications**

- 6.1 There are no legal implications arising directly from the recommendations in this report.

## 7. Director of Finance's comments

- 7.1 The costs associated with the summer reading challenge have been met from the Library Service budget. Additional financial support of £4,000 was received from the operators of the Victorious Festival.
- 7.2 Volunteer input has been invaluable and has contributed to the success of this years SRC

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Signed by:

**Stephen Baily**  
**Director of Culture and City Development**

Appendices:

Appendix 1: Summer Reading Challenge 2019: Participation by branch library.

Appendix 2: Equality Impact Assessment

## Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

| Title of document | Location |
|-------------------|----------|
| NA                |          |
|                   |          |

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

.....  
Signed by:  
**Cabinet Member for Culture, Leisure and Sport**



**Appendix 1: Summer Reading Challenge 2019: Participation by branch library.  
(Completers in brackets).**

| Library        | Week 1              | Week 2               | Week 3               | Week 4                 | Week 5                 | Week 6                | Week 7                | Week 8                   | Week 9                   | Week 10                  |
|----------------|---------------------|----------------------|----------------------|------------------------|------------------------|-----------------------|-----------------------|--------------------------|--------------------------|--------------------------|
| Alderman Lacey | 74                  | 167                  | 255<br>(1)           | 270<br>(5)             | 276<br>(18)            | 261<br>(36)           | 290<br>(66)           | 296<br>(128)             | 296<br>(138)             | 296<br>(140)             |
| Beddow         | 78                  | 216<br>(2)           | 328<br>(12)          | 390<br>(20)            | 410<br>(32)            | 420<br>(51)           | 420<br>(122)          | 420<br>(186)             | 420<br>(224)             | 420<br>(232)             |
| Carnegie       | 27                  | 52                   | 102                  | 115<br>(8)             | 127<br>(16)            | 126<br>(28)           | 128<br>(48)           | 130<br>(70)              | 130<br>(80)              | 130<br>(80)              |
| Central        | 31                  | 125                  | 185<br>(3)           | 205<br>(4)             | 224<br>(17)            | 242<br>(29)           | 250<br>(63)           | 250<br>(96)              | 250<br>(103)             | 250<br>(103)             |
| Cosham         | 35                  | 185<br>(5)           | 326<br>(14)          | 365<br>(27)            | 384<br>(54)            | 412<br>(96)           | 433<br>(172)          | 428<br>(240)             | 439<br>(267)             | 439<br>(272)             |
| North End      | 177<br>(7)          | 451<br>(10)          | 635<br>(28)          | 699<br>(69)            | 735<br>(125)           | 760<br>(191)          | 774<br>(299)          | 774<br>(443)             | 774<br>(484)             | 794<br>(502)             |
| Paulsgrove     | 25                  | 83 (2)               | 99<br>(1)            | 115<br>(4)             | 120<br>(10)            | 122<br>(18)           | 128<br>(40)           | 128<br>(42)              | 128<br>(46)              | 128<br>(48)              |
| Portsea        | 2                   | 4                    | 10                   | 12<br>(1)              | 14<br>(5)              | 15<br>(5)             | 15<br>(7)             | 15<br>(10)               | 15<br>(10)               | 15<br>(10)               |
| Southsea       | 171<br>(3)          | 334<br>(11)          | 451<br>(25)          | 498<br>(50)            | 527<br>(80)            | 543<br>(106)          | 549<br>(154)          | 549<br>(231)             | 549<br>(257)             | 549<br>(276)             |
| Mobile         | 2                   | 10                   | 15                   | 16                     | 16                     | 16                    | 17                    | 17                       | 19<br>(5)                | 19<br>(5)                |
| Somerstown Hub |                     |                      |                      |                        |                        |                       |                       |                          | 17<br>(13)               | 17<br>(13)               |
| <b>Total</b>   | <b>622<br/>(10)</b> | <b>1627<br/>(30)</b> | <b>2406<br/>(84)</b> | <b>2,688<br/>(188)</b> | <b>2,833<br/>(357)</b> | <b>2913<br/>(560)</b> | <b>3004<br/>(988)</b> | <b>3,007<br/>(1,446)</b> | <b>3,037<br/>(1,627)</b> | <b>3,057<br/>(1,681)</b> |

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# Equality Impact Assessment

Preliminary assessment form 2018

[www.portsmouthccg.nhs.uk](http://www.portsmouthccg.nhs.uk)

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The preliminary impact assessment is a quick and easy screening process. It should:

- ☐ identify those policies, projects, services, functions or strategies which require a full EIA by looking at:
  - ☐ negative, positive or no impact on any of the equality groups
  - ☐ How are going to mitigate or remove any potential negative impacts
  - ☐ opportunity to promote equality for the equality groups
  - ☐ data / feedback
- ☐ prioritise if and when a full EIA should be completed
- ☐ justify reasons for why a full EIA is not going to be completed

**Directorate:**

City development and culture

**Service, function:**

Library and Archive Service

**Title of policy, service, function, project or strategy (new or old) :**

Summer Reading Challenge.

**Type of policy, service, function, project or strategy:**

- ☒ Existing
- ☐ New / proposed
- ☐ Changed

### Q1 - What is the aim of your policy, service, function, project or strategy?

The Summer Reading Challenge is an annual reading campaign, delivered by most public library authorities in England, Wales and Scotland. Children aged four to eleven years old are encouraged to borrow and read six books from their local library during the summer holiday, discussing their choices with library staff and volunteers. Those children who complete the Challenge are awarded a medal and certificate at a special presentation event.

There is evidence to suggest the Summer Reading Challenge supports literacy attainment during the six week break from school. Currently around twenty per cent of Portsmouth primary school children sign up and ten per cent of children go on to successfully complete the Challenge.

The Library and Archive Service seeks to increase and widen participation in future years by engaging with Public Health and other agencies working with children and families in non-library settings.

### Q2 - Who is this policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?

The Challenge is an inclusive, free activity, open to all children who are library members. For a number of years, there has been a relatively consistent trend of around ten per cent of all primary school children successfully completing the Challenge. The Library and Archive Service wish to see this number increase, which would make it even more inclusive.

### Q3 - Thinking about each group below, does, or could the policy, service, function, project or strategy have a negative impact on members of the equality groups below?

| Group                        | Negative                 | Positive / no impact                | Unclear                             |
|------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| Age                          | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Disability                   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Race                         | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Sex                          | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Gender reassignment          | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Sexual orientation           | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Religion or belief           | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Pregnancy and maternity      | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Marriage & civil partnership | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Other excluded groups        | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

**Note:**Other excluded groups examples includes,Homeless, rough sleeper and unpaid carers. Many forms of exclusion are linked to financial disadvantage. How will this change affect people on low incomes, in financial crisis or living in areas of greater deprivation?

If the answer is "negative" or "unclear" consider doing a full EIA

If there are any potential negative impacts on any of the protected characteristics, What have you put in place to mitigate or remove the negative impacts/barriers?

**Q4 - Does, or could the policy, service, function, project or strategy help to promote equality for members of the equality groups?** e.g. A new service has been created for people with a disability to help them gain employment this would mean that this helps promote equality for the protected characteristic of disability only.

| Group                        | Yes                                 | No                                  | Unclear                  |
|------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Age                          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Disability                   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Race                         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Sex                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Gender reassignment          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Sexual orientation           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Religion or belief           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Pregnancy or maternity       | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Marriage & civil partnership | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other excluded groups        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

If the answer is "no" or "unclear" consider doing a full EIA

**Q5 - Do you have any feedback data from the equality groups that influences, affects or shapes this policy, service, function, project or strategy?**  
Please add in the text boxes below what feedback / meetings you have attended for each specific protected characteristic

| Group                        | Positive or negative feedback  |
|------------------------------|--|
| Age                          | The Reading Challenge is aimed at all children aged 4-11. Over a number of years we have also recruited young volunteers aged 12-19 who have supported library staff in the delivery of the Challenge. Parents/carers of all children who register to take part are encouraged to provide equality data. Current data confirms participation from children and young people of all ages. |
| Disability                   | The Library and Archive Service does collect disability data from parents of children who wish to do so. Libraries can actively support children with vision impairment through loans of large print, audio and eAudio and eBook loans.  |
| Race                         | Again, data is collected where families choose to provide the information. Participation does reflect the diverse racial backgrounds of children in the city.  |
| Sex                          | Participation trends locally and nationally are generally that more girls take part than boys. This can vary from year to year according to the theme of the Summer Reading Challenge.   |
| Gender reassignment          | There is an option for 'prefer not to say' for those people who do not wish to select binary male/female. More options will be provided in next year's equalities forms.   |
| Sexual orientation           | The Library and Archive Service does not collect this data.  |
| Religion or belief           | The Library and Archive Service does not collect this data.  |
| Pregnancy and maternity      | The Library and Archive Service does not collect data on these groups. However, the service does provide books and information to support pregnancy and childbirth. Libraries are also buildings that welcome breast feeding and actively encourage families of all ages to visit.   |
| Marriage & civil partnership | The Library and Archive Service does not collect this data.  |
| Other excluded groups        | The Summer Reading Challenge and related activities in libraries are provided free of charge so families on low incomes should not be disadvantaged. More recently the service has abolished fines and reservation charges for adults, in order to remove other financial barriers to participation.   |

**Q6 - Using the assessments in questions 3, 4 and 5 should a full assessment be carried out on this policy, service, function or strategy?**

☐ yes ☒ No

**PCC staff**-If you have to complete a full EIA please contact the Equalities and diversity team if you require help Tel: 023 9283 4789 or email: [equalities@portsmouthcc.gov.uk](mailto:equalities@portsmouthcc.gov.uk)

**CCG staff**-If you have to complete a full EIA please email: [sehccg.equalityanddiveristy@nhs.net](mailto:sehccg.equalityanddiveristy@nhs.net) if you require help

**Q7 - How have you come to this decision? Summarise your findings and conclusion below**

The Challenge is an inclusive, free activity, open to all children who are library members. Consultation will take place with parents to identify any barriers to participation. For a number of years, there has been a relatively consistent trend of around ten per cent of all primary school children successfully completing the Challenge. The Library and Archive Service wish to see this number increase, which would make it even more inclusive, by engaging with agencies working with children and families who are not habitual library customers.

**Q8 - Who was involved in the EIA?**

David Percival  
Lindy Elliott

**This EIA has been approved by:** David Percival

**Contact number:** 023 9268 8072

**Date:** 26/09/2018

**PCC staff**-Please email a copy of your completed EIA to the Equality and diversity team. We will contact you with any comments or queries about your preliminary EIA.

Telephone: 023 9283 4789, Email: [equalities@portsmouthcc.gov.uk](mailto:equalities@portsmouthcc.gov.uk)

**CCG staff**-Please email a copy of your completed EIA to the Equality lead who will contact you with any comments or queries about your preliminary . Email: [sehccg.equalityanddiversity@nhs.net](mailto:sehccg.equalityanddiversity@nhs.net)

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# Agenda Item 5

## THIS ITEM IS FOR INFORMATION ONLY

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Portsmouth  
CITY COUNCIL

|                          |  |
|--------------------------|--|
| <b>Title of meeting:</b> | Culture Leisure and Sport Decision Meeting                     |
| <b>Subject:</b>          | Review of the first six months of operation of the D-Day Story |
| <b>Date of meeting:</b>  | 5 October 2018   |
| <b>Report by:</b>        | Director of Culture and City Development                       |
| <b>Wards affected:</b>   | All  |

---

### 1. Requested by

Cabinet Member for Culture, Leisure and Sport

### 2. Purpose

The purpose of the report is to review the first six months of operation of the D-Day Story to ensure that the new museum is performing as anticipated and will meet the council's match-funding commitments to the projects main funder - the Heritage Lottery Fund.

### 3. Information Requested

- 3.1 The operation of the new D-Day Story is underpinned by a business plan that reflects the council's aspirations for Portsmouth's newest museum. This includes the increased costs of maintaining the museum's new displays and specialist equipment as well as delivery of an ambitious events and activity programme.
- 3.2 The museum aims to meet these costs through additional income generated by admissions, retail and catering and other activity such as special events and venue hire.
- 3.3 Increased management and maintenance costs of £30,000 per annum for the next five years (total £150,000) form part of the council's contribution to the match-funding for the Transforming the D-Day Museum project. It is essential therefore that the museum gets off to a good start, that performance is monitored and action taken in a timely fashion to rectify any shortcomings.
- 3.4 To help ensure the success of the D-Day Story both financially and as an attraction delivering high standards of customer care a new post of manager has been created. James Batney joined the service in February from the private sector.

- 3.5 The D-Day Story opened to the public on Friday 30 March 2018 and was officially opened on the 11 May 2018 by HRH Princess Anne.
- 3.6 The launch and first six months of the D-Day Story has been supported by an integrated marketing campaign across both online and offline platforms. The main objective of the campaign has been to create brand awareness and drive interest in visiting the newly transformed museum.
- 3.7 The marketing campaign included a striking poster at a landmark site on the London Underground at Waterloo, booked for one month this remained in place for nearly four months providing great coverage and excellent value for money.
- 3.8 During the first five months of 2018/19 (April 1<sup>st</sup> - August 31<sup>st</sup>) the museum welcomed 43,413 visitors, generated £202,901 from admissions, retail and catering (target £179,000) and sold 731 annual passes to the museum (target 667).
- 3.9 The response to the museum has, with one or two exceptions been overwhelmingly positive as shown by reviews on TripAdvisor. The reviews indicate that the museum team has achieved some of the changes it wanted to make in response to consultation; a clear narrative, less to read more to do and giving the Overlord Embroidery context as a commemorative work of art located in the Legacy Gallery. Extracts from some of the most recent reviews are shown below:
- *Talk about bringing an event to life, it makes your emotions do summersaults and your appreciation levels burst through the ceiling.*
  - *The D Day story told by the people who lived through it. Well presented, heart breaking in places. Beautifully laid out with lots of activities and thought provoking questions for children.*
  - *We both enjoyed the personal stories that went with the artifacts - it made them more real knowing they were connected to a person. This was well worth the time and the trip to Portsmouth for the day.*
  - *Suitable for all ages and whether you've got prior knowledge of d day or not. I would thoroughly recommend. I think the admission price is reasonable too. Well done to Portsmouth City council for having the insight to put on such an exhibition.*
- 3.10 The D-Day Story has also been submitted for a number of awards by the various contractors involved in the project; these relate to branding, audio-visual displays and architecture. The museum has also been submitted for European Museum of the Year 2019.

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.....  
Signed by  
**Stephen Baily**  
**Director of Culture & City Development**

**Appendices:**        None

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

| <b>Title of document</b> | <b>Location</b> |
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# Agenda Item 6

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Portsmouth  
CITY COUNCIL

**Title of meeting:** Culture, Leisure and Sport Decision Meeting

**Subject:** Digital Services in Libraries

**Date of meeting:** 5 October 2018

**Report by:** Director of Culture and City Development

**Wards affected:** All

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**1. Requested by**  
Cabinet Member for Culture Leisure and Sport

**2. Purpose**

2.1 To update the Cabinet Member on the success of digital services in Portsmouth Libraries and the impact of outreach activity on the number of downloads.

**3. Information Requested**

**3.1 Background**

3.1.1. Portsmouth Libraries have been offering digital access to reference resources for a number of years. Ancestry (a genealogy website), Encyclopaedia Britannica and Oxford reference online are all offered to library members via the internet - some resources can be accessed at home with a library card number, others, such as Ancestry, can only be accessed by library members free in their library. Over the last five years, the world has seen major technological development in access to digital resources via apps on smartphones and tablets. Libraries have also seen an increase in members owning their own smartphones and tablets which makes accessing resources 24/7 very easy.

3.1.2 In 2012 the Library Service subscribed to Zinio eMagazines (now RB Digital), supplied by WF Howes. Freegal music, supplied by Library Ideas, was subscribed to in 2014 and in 2015 the Library Service subscribed to Borrowbox- an eBook and eAudiobook service supplied by Bolinda - all services can be accessed via a website or via apps.

3.1.3 The Library Service pays an annual service fee for Borrowbox and buys eBooks and eAudiobooks individually. Once purchased, they are made available to library members within 24 hours on a one borrower, one book basis. They can be

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read/listened to online or downloaded for access offline. The Borrowbox app is particularly easy to use and has made the service very popular. There are a great range of eAudiobook titles available to purchase for library stock which are then made available to library members as 3 week loans. However there are more publisher restrictions on eBooks and therefore there can be limits on availability of new titles by bestselling authors. Some titles expire from the library collection after a time period of usually 2 years, meaning the Library Service has to repurchase the title if it is popular, or lose the title when it expires. These terms are set by the publisher. Some publishers have refused to make their titles available to public libraries as eBooks at all. It's also worth noting that the cost of both eAudiobooks and eBooks can be high. It's not unusual for a new title in eAudiobook format to be £60 and a new eBook by a bestselling author £35.

- 3.1.4 Freegal is a music streaming and downloading service by US based Library Ideas. Freegal offers 15 million tracks from every music genre. The Library Service pays an annual subscription charge based on population numbers that then gives library members access to five free downloads per week and three hours of streaming daily. Members can keep the tracks they download. The Library Service only pays the service fee; there are no additional costs for buying tracks or albums, making this an attractive alternative to buying music CDs for library stock. The Library Service stopped buying CDs in 2014. Issues were rapidly declining and costs for damaged/lost CDs were high. Freegal enables the Service to continue to offer music to customers and use of Freegal in Portsmouth has been high.
- 3.1.5 RB Digital is supplied by WF Howes. The Library Service pays an annual service fee and then pays a yearly subscription for each eMagazine title. The library offers nearly 40 different magazines, ranging from New Scientist to HELLO! to Women's Health. Library members can read magazines online or download and keep them. Each downloaded magazine is identical in appearance to the print edition. A new development for September sees comics become available through the app. These will have more restrictions placed on use - magazines will expire and there will be a 25 downloads limit per month on titles for the Library Service. A major draw is the availability of Marvel comics which is likely to make this service popular. The comic offer will replace the existing ComicsPlus service which has seen poor use due to lack of availability of Marvel titles. RB Digital is advantageous in that it enables the Library Service to present a broad range of magazines to members available 24/7.

### **3.2 Project to increase usage**

- 3.2.1 In May 2017 the Library Information and Stock Team produced a project plan to increase use of the digital resources mentioned above. Usage was good, but as all were new services to Portsmouth library members it was important to ensure the services were visible and that usage was high to justify the costs involved in subscribing. The team set a goal of a 15% increase in downloads for all three of the resources by March 2018.

3.2.2 The team identified some barriers to use:

- All of the resources initially require registering with the user's library card number and library PIN - it was important to ensure people knew this and were able to retrieve their PIN as easily as possible.
- Poor IT skills. The initial usage of the resources was from those with good IT skills. Once set up, the apps are very easy to use but it was important to ensure workshops were made available for those new to their devices to learn how to download apps.
- Lack of visibility of the resources. It can be difficult to make digital resources visible to borrowers when they are not there on the library shelf to immediately see.

3.2.3 The team then identified actions and worked with the library Outreach Team to achieve these. Activity included:

- Staff Training Day workshops - the key to promoting the digital services in the library is for staff to feel confident in using the resources themselves. The training ensured that each library has a digital 'champion' to assist members of the public.
- Public workshops at the 60+ Festival - two workshops were delivered at Carnegie and Southsea Libraries and were very useful in that the Stock Team were able to assist people with registering for the apps and show them how to use the apps.
- Publicity - a new fold out leaflet was designed and printed by corporate communications to promote the resources. These were then distributed to libraries, community centres, Civic Offices and the University. The leaflets were also handed out at major library events such as BookFest and Summer Reading Challenge, as well as major city events such as Victorious.
- Commuter promotion at The Hard. The Stock Team attended The Hard early morning in September 2017 to hand out leaflets to commuters arriving in Portsmouth from the Gosport ferry, the railway station and the bus station. This promotion was very successful and reached a broad range of ages.
- The Stock Team actively promoted the services via Libraries Facebook and Twitter.
- The Stock Assistant now sends out a monthly Borrowbox newsletter to subscribers who have given approval to be emailed. The newsletter highlights new titles in stock and the Library Service have received positive responses to these - the titles highlighted are always on loan shortly after the newsletter goes out!
- Quick links to the resources are now available via the library catalogue making it easier to find the resources online.
- The Stock Librarian gave a presentation at the Portsmouth Grammar School, arranged by the School Librarian, to promote the offer to pupils.

### 3.2.4 Results

The 15% increase in downloads target was exceeded as a result of the hard work from the team. Overall downloads increased by 34.8% in the year 2017/18, and they have increased further in the four months since April 2018 (see Appendix). As noted in 3.1.5, ComicsPlus has never taken off, probably because of the limited content. The RBDigital magazines average over 500 issues/month, but the usage has declined slightly over the past 16 months. Results for the other resources have been much more positive. eBook downloads have nearly doubled, from 418 in April 2017 to 814 in July 2018. eAudiobook downloads have increased by 64.7% in the same period. With Freegal, there has been a steady increase in the downloads (anecdotal evidence suggests that most users are keen to download their allowance of five tracks every week), from 890 in April 2017 to 1278 in July 2018, an increase of 43.6%. The figures for streaming are much more variable month by month, perhaps because users stream music more casually, but there has been an overall increase in this period from 1616 tracks streamed in April 2017 to 2623 in July 2018 (62.3% increase), but with a couple of months showing over 3000 tracks streamed.

### 3.2.5 Feedback

The library regularly receives feedback about its digital services, either via email, social media, or often verbally from borrowers visiting a library. Feedback is always welcome partly to suggest improvements but it also gives the Stock Team an insight into how the digital services are used. A number of themes have emerged: not surprisingly, most people use tablets and smartphones rather than PCs; books and magazines are frequently downloaded for holidays, with reports of Portsmouth library members using digital services while in Germany, Florida and South Africa; the ease of use and 24/7 access are particularly valued; and users range from children to one 91-year-old man who regularly downloads eBooks for himself and his wife. The most frequent recommendation for improvement is to increase the range of titles in Borrowbox, and to a lesser extent to offer more magazines for RBDigital. One other point is worth noting: a lot of people only discover the library's digital offer at outreach events and express surprise when they first hear about the range and quality of resources. This suggests that despite the success of the past year's efforts as outlined in this report, there is still a long way to go when it comes to promoting the digital offer. A couple of typical comments are below:

*I think services like Freegal are very under rated and I get the feeling that people do not realise it is available. I have mentioned to other people about your digital services and nobody was aware of them. I think they need to be better advertised. Personally I think they are brilliant. (August 2018)*

*I'm enjoying using the Borrow Box service since learning more about it from the mobile library at Victorious (I don't get much opportunity to visit the actual libraries). (December 2017)*



### **3.3 The future**

#### **3.3.1 Financial investment**

With increasing use of digital library services it's important that the Library Service continues to set aside stock budget for purchasing these resources, which can be expensive but which are essential in providing access to reading and resources outside of normal library opening hours and to those who might not easily be able to visit a library branch. Increasing numbers of downloads of eAudiobooks and eBooks means that it is sometimes a struggle to keep up with demand. The Stock Team monitors reservations on a regular basis and purchase more copies where necessary. It is likely that the Library Service will need to keep increasing the allocation of stock budget towards Borrowbox as we see more demand.

#### **3.3.2 Increasing use**

The Library Service is seeing fast increasing use of the digital services and it is essential these services are maintained to offer access to reading 24/7. However it is also worth noting that eBook sales in the commercial market have levelled off and there is still huge demand for printed books, so it is very important to retain stock budget for printed books in libraries. eAudiobooks on the other hand are seeing increasing sales in the commercial market and publishers are paying more and more attention to producing good quality spoken word versions of their titles with often a fiercely competitive process for audiobook companies to acquire the rights. eAudiobooks are now attracting a younger audience than before as the benefits of being able to easily listen to a book on a commute or whilst taking part in leisure activities or household work are recognised. The Stock Team will continue to monitor the market and the IT developments that will have an effect on the market.

.....  
Signed by  
**Stephen Baily**  
**Director of Culture and City Development**

#### **Appendices:**

- A) Digital downloads report August 2018 monthly stats
- B) Digital downloads report August 2018 summary

**Background list of documents: Section 100D of the Local Government Act 1972**

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.....  
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Director of Culture and City Development

**Appendices:**

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|-------------------|----------|
|                   |          |
|                   |          |

## Digital downloads April 2017 - July 2018

|                              | Apr-17      | May         | Jun         | Jul         | Aug         | Sep         | Oct         | Nov         | Dec         | Jan-18      | Feb         | Mar         | Apr         | May         | Jun         | Jul         | Total        |
|------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Bolinda eBook downloads      | 418         | 442         | 483         | 515         | 531         | 591         | 554         | 544         | 551         | 572         | 502         | 584         | 566         | 624         | 684         | 814         | 7117         |
| Bolinda eAudiobook downloads | 510         | 481         | 498         | 593         | 596         | 532         | 569         | 671         | 609         | 725         | 598         | 687         | 724         | 772         | 803         | 840         | 8126         |
| Freegal music downloads      | 890         | 923         | 959         | 1042        | 1120        | 1113        | 1347        | 1265        | 1289        | 1413        | 1198        | 1175        | 1519        | 1319        | 1117        | 1278        | 15153        |
| Freegal music streamed       | 1616        | 1491        | 1482        | 2283        | 2064        | 2121        | 2962        | 2315        | 3155        | 3274        | 2604        | 2221        | 2807        | 2684        | 1921        | 2623        | 30751        |
| RBDigital magazine downloads | 609         | 606         | 576         | 563         | 693         | 703         | 573         | 535         | 481         | 542         | 488         | 632         | 603         | 554         | 466         | 524         | 6794         |
| ComicsPlus downloads         | 16          | 27          | 54          | 31          | 24          | 22          | 8           | 21          | 4           | 45          | 29          | 42          | 45          | 11          | 5           | 11          | 267          |
| <b>Total</b>                 | <b>4059</b> | <b>3970</b> | <b>4052</b> | <b>5027</b> | <b>5028</b> | <b>5082</b> | <b>6013</b> | <b>5351</b> | <b>6089</b> | <b>6571</b> | <b>5419</b> | <b>5341</b> | <b>6264</b> | <b>5964</b> | <b>4996</b> | <b>6090</b> | <b>68208</b> |

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## Digital downloads summary

|                                       | 2014-15      | 2015-16                      | 2016-17                       | 2017-18                      | Average/month<br>in 2016/17 | Average/month<br>in 2017/18 | Average/month<br>in 2018/19<br>(so far) |
|---------------------------------------|--------------|------------------------------|-------------------------------|------------------------------|-----------------------------|-----------------------------|---|
| Bolinda eBook downloads               | 0            | 2965<br><i>n/a</i>           | 4680<br><i>57.8%</i>          | 6287<br><i>34.3%</i>         | 390                         | 524<br><i>34.4%</i>         | 672<br><i>28.2%</i>                     |
| Bolinda/OneClick eAudiobook downloads | 3772         | 3911<br><i>3.7%</i>          | 5115<br><i>30.8%</i>          | 7069<br><i>38.2%</i>         | 426                         | 589<br><i>38.3%</i>         | 785<br><i>33.3%</i>                     |
| Freegal music downloads               | 5148         | 9562<br><i>85.7%</i>         | 10063<br><i>5.2%</i>          | 13734<br><i>36.5%</i>        | 839                         | 1145<br><i>36.5%</i>        | 1308<br><i>14.2%</i>                    |
| Freegal music streamed                | 19218        | 31973<br><i>66.4%</i>        | 18536<br><i>-42.0%</i>        | 27588<br><i>48.8%</i>        | 1545                        | 2299<br><i>48.8%</i>        | 2509<br><i>9.1%</i>                     |
| RBDigital (Zinio) magazine downloads  | 9946         | 8385<br><i>-15.7%</i>        | 7396<br><i>-11.8%</i>         | 7001<br><i>-5.3%</i>         | 616                         | 583<br><i>-5.4%</i>         | 537<br><i>-7.9%</i>                     |
| ComicsPlus downloads                  | 0            | 0                            | 208<br><i>n/a</i>             | 323<br><i>55.3%</i>          | 17                          | 27<br><i>58.8%</i>          | 18<br><i>-33.3%</i>                     |
| <b>Total</b>                          | <b>38084</b> | <b>56797</b><br><i>49.1%</i> | <b>45998</b><br><i>-19.0%</i> | <b>62004</b><br><i>34.8%</i> | <b>3833</b>                 | <b>5169</b><br><i>34.9%</i> | <b>5829</b><br><i>12.8%</i>             |

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