LIBRARY BENCHMARK

SATISFACTION

1.   Percentage of residents satisfied with their library service.
      Q: Taking everything into account what do you think of your
      library service?

PARTICIPATION

2.   Interactions, per 1,000 population, separated out into:

a   physical visits
b   number of electronic, telephone or mail requests handled
c   total number of requests
d   number of electronic, telephone or mail enquiries handled
e   total Number of enquiries
f   number of housebound reader visits
g   visits to network resource
h   number of searches of online databases (library catalogue, image
       library etc) and subscription based content provided by the service
i   number of issues – books
j   number of issues – audio, visual, electronic and other items.

3.   Number of active borrowers per 1,000 population.

4.   Percentage of residents who say they are frequent users of the
      library service.
      Q: How often do you use your Library Service?

5a.   Percentage of girl starters who complete the Summer
      Reading Challenge.

5b.   Percentage of boy starters who complete the Summer
      Reading Challenge.

6a.   Number of 4-11 year old girls who are library members as a percentage
      of the total number of 4-11 year old girls resident in the authority.

6b.   Number of 4-11 year old boys who are library members as a percentage of the total number of 4-11 year old boys resident in the authority.

7a.   Number of people receiving an 'At home' library service per 1,000 population.

7b.   Number of people receiving an 'At home' library service as a percentage of the total number of older people helped to live at home.

ACCESS

8a.   Percentage of library users, over 16, who think that Library opening hours are 'Very good' or 'good'.

8b.   Percentage users, under 16, who answer yes to: "The library is open when I want to come in".

9a.   Percentage of users, over 16, who found it easy to access the library.
       Q: Did you find the library easy to get to?

9b.   Percentage of users, under 16, who found it easy to access the library.
       Q: Did you find the library easy to get to?

RESOURCES

10.   Total Materials stock per 1,000 population.

11.   Total material acquisitions per 1,000 population.

       (For benchmarks 10 and 11 please provide breakdown between
        i) Books and ii) Audio, Visual, Electronic and Other items).

12a-c. Percentage of Bookstart packs, Stages 1/2/3, delivered to children in the relevant age group.

13a.   Available ICT time in libraries per 1,000 population.

13b.   Percentage take up of available ICT time in libraries.

QUALITY

14a.   Percentage of users who think the library is 'very good' or 'good'.

14b.   Percentage of users under 16 who think the library is 'good'.

15.   Time taken to replenish the lending stock on open access or available for loan.

16a-d. Stock turn (Book issues / Books available for loan, broken down by stock type – Adult fiction / Adult non-fiction/Children's fiction / Children's non-fiction).

17a. Percentage of users who think the choice of books is 'very good' or 'good'.

17b. Percentage of, under 16s, that think the books are 'good'.

18. Percentage of users of the 'at home' service classing the choice of materials as 'very good' or 'good'.

19a-f. Percentage, under 16s, that said that 'Using the library has helped me to… a) Read better; b) do better at school; c) use computers better; d) make friends; e) join in and try new things; f) learn and find things out (return percentage for each outcome).

EFFICIENCY

20. Net Expenditure per 1,000 population.

21. Cost per (physical) visit.

22. Number of: items issued/requests/enquiries per FTE.

23. Number of (physical) visits per FTE.

Glossary of Definitions to support the Library Benchmark

These definitions are taken from the CIPFA Public Library Statistics Actuals 2006/07. At the time of publication these are the current definitions.

Definitions are discussed every year and are subject to revision. Please refer to the latest CIPFA questionnaire for the latest definitions.

Please note: we have used the 'cell' references for 2006-07 as a guide. This will be revised when CIPFA issue their annual guidance for collection of CIPFA Actuals.

Population

To ensure a consistent approach by all authorities, the latest mid-year population estimates from the Office of National Statistics (ONS) should be used.

The final results for indicators using population have in the past been calculated by IPF when mid-year population estimates are confirmed by ONS, usually in August, this enables output data to be matched to population data from the same year.

Where possible population year should match the year's data this relates to, however if comparisons are being made before the release of these data it is acceptable to use the previous years ONS population figures as a best estimate.

Information on population estimates is found at:
http://www.statistics.gov.uk/statbase/Product.asp?vlnk=601&More=N

Percentage of residents satisfied with their library service – 1

We wanted to include this question in the survey that collects the National Indicator for Libraries, but this has not proved possible. However we believe that this is an important indicator and would encourage you to ask for it to be included in any resident surveys that your local authority collects.

We would suggest the following question and five point scale of options (which correspond with PLUS):

Q: Taking everything into account what do you think of your library service?

A: Very Good; Good; Adequate; Poor; Very Poor.

Definition of 'Residents satisfied' = those responding 'Very Good' or 'Good'.

Physical visits to a library – 2(a)

All visits to a library will be counted where the library is not a multi service centre or has no other council services integrated into the space occupied by the library.

Authorities have autonomy to determine data collection methods although for consistency, and to improve data robustness, CIPFA advocates a full year count, if possible by electronic counters.

Systems available to count visits
An authority may have an electronic counter system attached to the entry turnstile of its libraries, although it may also have or wholly rely on a sample count.

Sample counts
Where an authority is reliant on a sample count(s) the sample period(s) should be at least in line with the CIPFA specified minimum sample. This should also include mobile and travelling libraries.

Sampling for those authorities that cannot undertake a full year count should be carried out in line with the latest advice on frequency in the CIPFA guidance for the CIPFA Public library statistics actual return. This indicator utilises the best available data on the actual number of physical visits to libraries in the year. Where a library is closed for a significant period, the calculation should provide an estimate of the number of visitors only for the period that the library is open, full guidance on sampling methodologies can be found in the CIPFA survey return.

For the sample on each of the days the number of people entering the library should be recorded on some sort of daily record sheet. Some libraries may be using hand held counting machines.

Libraries maybe relying on head counts of users in the library at given times during the day, the reliability of this method and other methods of sampling should be reviewed closely.

Electronic counters
Where libraries use electronic counters, the authority should have a methodology for placing and validating the results attained from the electronic counters.

There maybe libraries which are dual or multi function and a number of the other libraries may hold other functions throughout the day.

Other library events
The Authority should have established systems at each of its libraries that fall into this category, for measuring the non library visits. These may include keeping a diary of bookings for room hires, and health and safety records kept for special events, separate entrances for the library within dual purpose

buildings, sample testing and counting no of people attending specially organised events which it may also use to gauge popularity of events.

Where evening events are held which start after the library is closed, where relevant, the authority should have a system to disable the turnstiles.

Multi service sites
In a multi service site a library visit covers: borrowing materials, using reference or other materials or use of a computer terminal; requesting / collecting information from the enquiry point (operated or managed by the library service); attending a learning session, reader development activity, or meeting (when organised by or through the library service, and whether or not it occurs during the library's opening hours); attending an exhibition, concert or other cultural or community event (when it is organised by or through the library service, and whether or not it occurs during the library's opening hours); using the space set aside for library functions for any other purpose.

Visits should be counted to static service points and mobile libraries.

Static Service Points
A static service point is a building through which the public library authority provides a service to the general public. The service must be available to the general public, with no exclusions, and be staffed by library employees, or by volunteers, with regular professional librarian input, provide access to the electronic library catalogue and the internet and provide a range of library services.

Departments within a single building should not be counted separately. Central libraries and branch libraries are counted as separate service points. Services to the general public from dual use libraries (which serve both the general public and educational establishments) should be included.

The definition excludes any details of services provided to educational establishments, hospitals and prisons.

Number of electronic, telephone or mail requests handled – 2(b)

This is to cover the items not immediately available from the shelves which are reserved by author/title. Non book reservations should also be included. The items requested (or reserved) not those supplied are to be counted. Libraries must count the total number of requests received from customers for individual items.

NB This includes books not published at the time the request is made. This will relate to Cell 64 of the 2006/07 CIPFA Actuals questionnaire, excluding requests made in person.

Total number of requests – 2(c)

This will relate to Cell 64 of the 2006/07 CIPFA Actuals questionnaire.

Number of electronic, telephone or mail enquiries handled – 2(d)

Ultimately the method used to count enquiries is for authorities to determine, although for consistency and to improve robustness of the data, a full year count is advisable. If this is not practical, sampling can be used in line with guidance given in the CIPFA questionnaire.

This will relate to Cell 69 of the 2006/07 CIPFA Actuals questionnaire, excluding enquiries made in person.

Total number of enquiries – 2(e)

This will relate to Cell 69 of the 2006/07 CIPFA Actuals questionnaire.

Number of housebound reader visits – 2(f)

Housebound readers are currently served by public libraries in a number of different ways; the number required is the TOTAL of the following groups:

- Number of clients visited at home during the year in question by library staff or volunteers. Count people visited for part of the year only. Do NOT give the number of visits; plus (+).
- Number of clients (eg blind or partially-sighted people) receiving a library service by post on a regular basis because they have a disability. This might, for example, be an in house audio books service. If clients receive two or more such services count the number of clients (ie eliminate overlap).

This will relate to Cell 74 of the 2006/07 CIPFA Actuals questionnaire.

Visits to Network resource – 2(g)

A VISIT is defined as a session of activity / series of one or more PAGE IMPRESSIONS, served to one USER, to the library website (or relevant library-service-related directories of the authority website as defined by them).

A unique visitor is determined by the IP address or cookie. The session is deemed to end when there is a lengthy gap of usage between successive PAGE IMPRESSIONS for that USER. An example of a 'lengthy gap' would be one of at least 30 minutes. Count one visit per visitor session.

This will relate to Cell 79 of the 2006/07 CIPFA Actuals questionnaire.

Number of searches of online databases (library catalogue, image library etc.) and subscription based content provided by the service – 2(h)

Number of accesses made to subscription-based content enabled through the institutions' website. Examples should include access to services such as Dictionary of National Biography and reference services that are only available through controlled access.

This relates to Cells 171 and 172 of the 2006/07 CIPFA Actuals questionnaire.

Number of issues – books – 2(i)

Books definition – books (hard cover and soft cover) are to be counted in volumes. Pamphlets (ie publications of less than 49 pages) should only be counted if they are catalogued and in units in which they are consulted or issued. Bound volumes of periodicals etc issued or used as such should be counted as individual volumes as should sets of plays and sheet music when issued as a unit. The figures should exclude patents, trade catalogues, prints, single issues of periodicals and printed maps in separate sheets. Exclude printed volumes for services to educational establishments, prisons, hospitals etc.

General definition of a loan
Loans to final borrowers only are to be included. For issues to institutions, playgroups etc count only the initial issues made by the library staff or the computer system.

Include:

- Loans of uncatalogued material eg if a book is issued before a record is created then a notional issues transaction should be made when the book is subsequently catalogued and the record is made.
- All renewals made in response to an approach from a reader. For mobile libraries, renewals should only be counted as issues if a reader comes and requests renewal.
- Inter library loans. Direct loans to own end users only.

Exclude:

- Issues from closed access stock for use on library premises;
- Non-borrowing open shelf use.

This will relate to Cell 56 of the 2006/07 CIPFA Actuals questionnaire.

Number of issues – audio, visual, electronic and other items – 2(j)

Sound recordings: Multiple items (eg double cassettes, albums) are normally treated as one, then for the purposes of this questionnaire include them as

one item. Sound recordings should include all sound only media, including compact discs (CDs).

DVDs, videos and equivalent: Multiple items (eg series of more than one DVD) are normally treated as one, then for the purposes of this questionnaire include them as one item. Video recordings should include only items in VCR format. Films and filmstrips should not be included.
Multi media and open learning packs: This question is about multi media open learning materials, include language courses. Include multi media computer disks and multi media CD-ROMS (text plus). Include multi media language courses (BBC, Linguaphone, etc).

CD Roms and software: Include all items of computer software, CD-ROMs (text) apart from Multi media CD-ROMs (text plus) that are issued to users on or off the premises. Exclude any items intended to be used over a network. Exclude items principally for the use of staff for administration or acquisition purposes and CD-ROMs which are for reference only. Do not include sound recordings on computer discs ie CDs, these should be included in Sound Recordings, either Talking Books or Music as appropriate.

This will relate to Cell 63 of the 2006/07 CIPFA Actuals questionnaire.

Number of active borrowers per 1,000 population – 3

An active borrower is defined as someone who has borrowed at least one item from the library during the year. This figure should be sourced form the library management system and relate to borrowing and not membership figures.

Source: CIPFA Public library statistics Actuals Cell 73.

Denominator: Population, ONS mid-year estimates. Divided by 1,000.

Percentage of Residents who say they are frequent users of the library service – 4

We wanted to include this question in the survey that collects the National Indicator for Libraries, but this has not proved possible. However we believe that this is an important indicator and would encourage you to ask for it to be included in any resident surveys that your local authority collects. We would suggest the following question and frequency options (which correspond with the National DCMS Taking Part survey):

Q: How often do you use your library service? (If space allows you could encourage the respondent to think of engagements beyond the physical visit, for example virtual use and participation in an outreach activity.)

A: Once a week; Once a month; 3-4 times a year; 1-2 a year; Don't know

NB Please report the percentage for each of these frequency options

Number of boy / girl starters (aged 4 to 11) who complete the Summer Reading Challenge – 5

Children should only be counted as completing the summer reading challenge when they have read the requisite number of books to reach and complete the final stage. The number of books should be taken as six for the purposes of this measure. Only count children who register for the summer reading challenge more than one occasion during each year once.

Number of 4-11 year old girls / boys who are library members as a percentage of the total number of 4-11 year old girls / boys resident in the authority – 6

Eligible population is the number of children 4-11 years as defined by the 2001 census. Please include your most accurate estimate as calculated for the community profile.

Number of people receiving an 'At home' library service per 1,000 population – 7(a) & (b)

People who receive a library service at home are currently served by public libraries in a number of different ways; the number required is the TOTAL of the following groups:

- Number of clients visited at home during the year in question by library staff or volunteers managed by Library Services. Count people visited for part of the year only. Do NOT give the number of visits
- Number of clients (eg blind or partially sighted people) receiving a library service by post on a regular basis because they are visually impaired or have a disability. This might, for example, be an in house audio books service. If clients receive two or more such services count the number of clients (ie eliminate overlap). There may be examples such as where RNIB talking books service is funded, administered or provided by the library service, where this is the case such schemes should be included, subject to the sentence below.

These follow current CIPFA Guidelines, to ensure consistency, ie services to institutions, such as residential and day centres and postal talking books services not funded by, managed by or administered by the library service should not be included.

Total number of older people who are helped to live at home
This figure has been collected by Social Services departments to report on BVPI 54 (indicator AO/C32) and should be available from them. The definition for this indicator was restated for 2005/6. The BVPI was shown as a per capita figure, it will be necessary to show the source data for this figure, ie the total number of people receiving the service and the relevant population figure.

It is recognised that this figure is not a direct correlation to the total number of people eligible to receive a library service at home but this figure has been identified as the best indicator currently available.

Indicators 8 and 9 sourced from PLUS survey

We suggest that authorities continue to collect this data on a three year cycle with a common collection year. So the next collection year for PLUS would be 2009 and Children's PLUS 2010.

Total Materials stock per 1,000 population – 10

Include total book stock and total audio visual, electronic and other stock as defined in indicators 2(i) and 2(j) plus reference and reserve and unallocated stock.

This will relate to Cell 29 plus Cell 38 of the 2006/07 CIPFA Actuals questionnaire.

Please provide breakdown between i) Books and ii) Audiovisual, Electronic and other items.

Total material acquisitions per 1,000 population – 11

Where books etc. have been acquired under finance leases, the leasing rentals charged to the revenue account in 2006/07 should be included in as appropriate. **NB** The value of materials purchased through finance leases is not required.

This should NOT include manuscript material, pictures and prints and other library acquisitions not included above. The cost of subscriptions to Regional Library Systems eg LASER and the administration of inter library loans should be charged to Other Supplies & Services.

This will relate to Cells 86 to 98 of the 2006/07 CIPFA Actuals questionnaire. (This will include Online / Electronic (internet etc).)

Please provide breakdown between i) Books and ii) Audiovisual, Electronic and other items.

Percentage of Bookstart packs, Stages 1/2/3, delivered to children in the relevant age group – 12 (a-c)

(a) Stage 1 – New births in year
(b) Stage 2 – 1 to 2 years old
(c) Stage 3 – 3 years old

Guidance notes on collection of Bookstart measures identified:

- Care must be taken to report only the number of packs delivered to children. This will come from either the Health Authority, PCT or library authority, dependant on the prevalent distribution arrangements within the authority. Delivery of a consignment of Bookstart packs to a Health Authority or PCT is NOT equivalent to their physical delivery to children. This applies to stages 1, 2 and 3 of Bookstart.
- Eligible population, new births, is the number of live births as reported by the local health authority.
- Eligible population for stages 2 and 3 will also be available from the local health authority or from the link to the census provided in the community profile pro forma.
- Population should be taken at 31 March.

Available ICT time in libraries per 1,000 population – 13 (a) & (b)

The sum of the number of hours recorded use of public access terminals per year:

Manual bookings: total hours
Automated bookings: total hours
Casual use hours if available (otherwise indicate nil return OR not applicable in cases where all sessions must be booked, and the number of terminals to which this applies)

Divided by the total number of hours available for ICT use per year:

For each branch calculate
- the number of scheduled library opening hours
- the number of terminals at that branch
Repeat this process for each branch and then add all of the total branch ICT hours to give an overall total for ICT hours in the authority.

Multiply by 100 for percentage figure

Indicator 14 sourced from PLUS survey

We suggest that authorities continue to collect this data on a 3 year cycle with a common collection year. So the next collection year for PLUS would be 2009 and Children's PLUS 2010.

Time taken to replenish the lending stock on open access or available for loan – 15

'Lending stock' means all books and other items available on open access or available for loan. Special collections, however, should be excluded.

The count is based on books for loan including extra copies in sets and Audio-Visual materials for loan. It excludes reference materials and books held in

reserve. This translates into the number of years it would take to replenish lending stock of books and audio-visual materials.

Numerator – lending stock (including on loan and available) – indicates the number of books, audio, visual, electronic and other items in the lending stock. This includes those currently on loan and those available on open shelves ie exclude lending stock in reserve, in Agency Services, in transit, set aside for binding or repair, in temporary stores or otherwise unavailable for the public.

Denominator – additions to the lending stock in the year – indicates the gross additions of books, audio, visual, electronic and other items added to the lending stock.

Definitions of books and audio visual items should follow that described in indicators 2(i) and (j).

This will relate to CIPFA Public libraries actuals questionnaire – cells 7 plus 27 divided by cells 15 plus 37.

Stock turn (Book issues/Books available for loan, broken down by stock type – Adult fiction/Adult non-fiction/Children's fiction/Children's non-fiction) – 16 (a to d)

Indicator should be broken down into:

- adult fiction
- adult non-fiction
- children's fiction
- children's non-fiction.

Definitions of books and audio visual issues should follow that described in indicators 2(i) and (j).

Definitions of stock available for loan should follow that described in indicator 15.

Indicator 17 sourced from PLUS survey

We suggest that authorities continue to collect this data on a three year cycle with a common collection year. So the next collection year for PLUS would be 2009 and Children's PLUS 2010.

Percentage of users of the 'at home' service classing the choice of materials as 'very good' or 'good' – 18

A one week survey, of those receiving a service that week, should be carried out every three years. A longer or in depth survey can be undertaken if desired.

A sample week between October and December should be selected

Data should be collected from each person receiving a service in that week. A survey form should be used on each visit and recipients asked the following question.

Q: Do you view the choice of materials you receive as:

i.   very good   ii. good
iii. adequate   iv. poor
v.   very poor

These follow PLUS adult satisfaction categories for consistency.

Indicator 19 sourced from PLUS survey

We suggest that authorities continue to collect this data on a three year cycle with a common collection year. So the next collection year for PLUS would be 2009 and Children's PLUS 2010.

Net expenditure per 1,000 population (20) and per physical visit (21)

Numerator – Net revenue expenditure for the library service for the year. Source: CIPFA Public library statistics Actuals 2006/07 return Cell 118.

Denominator (20) – ONS population relating to the year of the data as described at start of this document.

Denominator (21) – Visits as defined in indicator 2(a).

Number of: items issued/requests/enquiries per FTE – 22

See definitions for indicators, 2(c), 2(e), (i) and (j).

Number of Full Time Equivalent staff should be the number of professional and other staff in post at 31 March including.

Professional Staff: The number of posts for persons holding formal qualification in librarianship or information science or persons who have completed their qualifying examinations. This includes graduates and other trained specialists on the library staff. Include posts where it may be preferable but not essential for staff to hold the above mentioned qualifications. Record those staff whose costs are shown in Cell 84 – Employee Costs.

All other staff: The number of posts for persons performing administrative, clerical and general duties plus the number of posts for persons who hold Library Certificates, or who are trainees (including supernumeraries). Include

also the number of posts for all other employees (eg bindery staff, porters, janitors etc) but exclude staff employed by the DSO or other contractors. Volunteers are not included.

This will relate to CIPFA Public libraries Actuals questionnaire – cell 42.

Number of (physical) visits per FTE – 23

See definitions for indicators, 2(a) and 22.