

PUBLIC LIBRARY STATISTICS 2009-10 ACTUALS AND 2010-11 ESTIMATES

Section 1 - Book Stock Statistics (Excluding those for Agency Services)

Total book stock at 1 April 2009		Number of Volumes
	1	733,338
<u>Book Stock at 31 March 2010</u>		Number of Volumes
Reference Books (including children's)	2	7,870
Lending stock (including on loan and available)		
- Adult Fiction	3	168,494
- Adult Non-fiction	4	232,259
- Children's Fiction	5	114,705
- Children's Non-fiction	6	51,435
Total Lending Stock	(Sum of cells 3 to 6)	7 566,893
Reserve Stock and Unallocated	8	61,854
Total Book Stock at 31 March 2010	(Sum of cells 2, 7 and 8)	9 636,617
<u>Book Acquisitions</u>		Number of Volumes
Reference Books (Including Children's)	10	825
Stock for Loan		
- Adult Fiction	11	40,792
- Adult Non-fiction	12	29,169
- Children's Fiction	13	38,051
- Children's Non-fiction	14	Cell 13
Total Lending Stock	(Sum of cells 11 to 14)	15 108,012
Total Book Acquisitions During 2009-10	(Sum of cells 10 and 15)	16 108,837

Section 2 - Audio, Visual, Electronic & Other Stock (Excluding those for Agency Services)

Audio, Visual, Electronic & Other Stock at 31 March 2010

For Reference (CD-ROMs, Multi-media, Software, etc.)

Number of Items
17 0

Lending Stock (including on loan and available)

Sound Recordings - Music

18 7,848

Sound Recordings - Adult Talking Books

19 18,469

Sound Recordings - Children's Talking Books

20 Cell 20

Video and DVDs

21 13,689

Multi-media and Open Learning Packs (including language packs)

22 0

CD-ROMs, Software etc.

23 257

Total Lending Stock

(Sum of cells 18 to 23)

24 40,263

Reserve Stock and Unallocated

25 1,384

Total Audio-Visual Stock at 31 March 2010

(Sum of cells 17, 24 and 25)

26 41,647

Audio, Visual, Electronic & Other Acquisitions During 2009-10

For Reference (CD-ROMs, Multi-media, Software, etc.)

Number of Items
27 7

For Loan

Sound Recordings - Music

28 1,487

Sound Recordings - Adult Talking Books

29 3,211

Sound Recordings - Children's Talking Books

30 311

Video and DVDs

31 2,835

Multi-media and Open Learning Packs (including language packs)

32 0

CD-ROMs, Software etc.

33 0

Total Lending Stock

(Sum of cells 28 to 33)

34 7,844

Total Audio, Visual, Electronic & Other Acquisitions

(Sum of cells 27 and 34)

35 7,851

Section 3 - Numbers of Staff in Post at 31 March 2010

Number of Staff

In Post
(FTE to 1 decimal place)

Professional Staff

36 30.9

All Other Staff

37 142.2

Total Staff

(Sum of cells 36 and 37)

38 173.1

Section 4 - Volunteers

Volunteers

Number of volunteers in 2009-10

39 136

Annual total number of volunteer hours in 2009-10

40 4,858.1

Section 5 - Service Points Open to the Public at 31 March 2010

NB. Information relating to numbers of Service Points and Opening hours will be taken from Appendix 1

Memorandum

Busiest Service Point in 2009-10 (i.e. the most issues per annum)

(a) Name 41 Malvern	(b) No. of issues per annum 42 380,477
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Busiest Service Point in 2009-10 in terms of visits per annum

(a) Name 43 Kidderminster	(b) No. of visits per annum 44 462,328
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**Total Number of
Terminals for
Public or Joint
Use with Staff**

Number of Electronic Workstations

Please refer to guidance notes for the following questions.

Number of terminals with libraries catalogue, Internet access and OPACs at 31 March 2010	45 370
--	--

Number of hours available for use of People's Network Terminals from 1 April 2009 to 31 March 2010	46a 770,759
--	---

Number of hours recorded for use of People's Network Terminals from 1 April 2009 to 31 March 2010	46b 407,659
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Section 6 - Annual Issues

Book Issues

	Units
Books - Adult Fiction	47 1,511,332
Books - Adult Non-fiction	48 679,873
Books - Children's Fiction	49 704,673
Books - Children's Non-fiction	50 138,014
Total Book Issues (Sum of cells 47 to 50)	51 3,033,892

Audio, Visual, Electronic & Other Issues

Sound Recordings - Music	52 17,907
Sound Recordings - Adult Talking Books	53 72,915
Sound Recordings - Children's Talking Books	54 x53
Video (including film) and DVDs	55 38,468
Multi-media and Open Learning Packs (including language packs)	56 0
CD-ROMs, Software etc.	57 190
Total Audio, Visual, Electronic & Other Issues (Sum of cells 52 to 57)	58 129,480

Section 7 - Request Service

Number of requests for specific items (annual total)	59 97,702
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Memorandum: Number of requests of which are online / other electronic	60 41,704
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Book Request Service

	(%)
Percentage of requested books supplied within 7 days (to nearest whole percent)	61 63%
Percentage of requested books supplied within 15 days (cumulative i.e. inclusive of percentage at Cell 60)	62 78%
Percentage of requested books supplied within 30 days (cumulative i.e. inclusive of percentage at Cell 61)	63 89%

Section 8 - Memorandum: Enquiries

	Units
Number of enquiries (annual total)	64 <input type="text" value="291,356"/>
Memorandum: Number of enquires of which are online / other electronic	65 <input type="text" value="2,964"/>
<p>Authorities may if they wish, base their figure for enquiries on a larger statistical sample than the one suggested by CIPFA. Please select a category from those listed below which describes the method you have used (please select from drop down menu).</p>	
	66 <input type="text" value="A sample week"/>

Section 9 - Floor Space (NB. Units used are SQUARE METRES)

There is a requirement to collect this information for the Welsh Public Library Standards. Reporting of this information for other authorities is optional.

	Square Metres
NET Floor Space of Library Area	67 <input type="text" value="18,546"/>

Section 10 - Library Users

<u>Active Borrowers</u>	Number
Number of Active Borrowers in 2009-10	68 <input type="text" value="99,073"/>
<u>Housebound Readers</u>	Number
Number of Housebound Readers in 2009-10	69 <input type="text" value="627"/>
<u>Visits</u>	Number of Visits
Number of physical visits to library premises for library purposes (annual total)	70 <input type="text" value="3,037,490"/>
<p>It will be necessary to estimate visits to library premises for non-library purposes for authorities who have multi-service outlets. It would be appreciated if authorities could enter '0' if they have no multi-service outlets and either make an estimate of non-library visits or enter '**' if there are such service points.</p>	
Number of physical visits to library premises for non-library purposes (annual total)	71 <input type="text" value="55,694"/>
<p>Authorities may if they wish, base their figure for visits on a larger statistical sample than the one suggested by CIPFA. Please select a category from those listed below which describes the method you have used (please select from drop down menu).</p>	
	72 <input type="text" value="Full Count"/>
Number of service points with electronic counters	73 <input type="text" value="22"/>
<u>Virtual Visits</u>	Number
Estimated number of visits to the network resource (website) in 2009-10	74 <input type="text" value="691,854"/>

Section 11 - Inter Library Loans for The Year (Excluding those for Agency Services)

	Number
Inter Library Loans supplied to other libraries	75 <input type="text" value="1,002"/>
Inter Library Loans received from other libraries	76 <input type="text" value="4,044"/>

Section 12 - Financial Information (Excluding Costs of Agency Services)

PLEASE COMPLETE ON A NON IAS 19 (PREVIOUSLY FRS 17) ACCOUNTING BASIS

NOTE: To include New Opportunities Fund

		2009-10 Outturn	2010-11 Estimates
		£	£
Revenue Expenditure (Excluding Capital Charges - See Cell 112 & 121)			
Employees	77	3,815,096	114 3,935,427
Premises	78	964,981	115 1,002,107
Supplies and Services			
Books & Pamphlets (Enter here the amount spent in 2009-10 to purchase books & pamphlets for your libraries).			
- Reference (CD-ROMs, Multi-media, Software etc.)	79	73,502	
- Adult Fiction	80	313,315	
- Adult Non-fiction	81	261,537	
- Children's Fiction	82	189,524	
- Children's Non-fiction	83	Cell 82	
Newspapers, Periodicals and Magazines	84	38,735	
Sound Recordings - Music	85	113,582	
Sound Recordings - Adult Talking Books	86	Cell 85	
Sound Recordings - Children's Talking Books	87	Cell 85	
Video recordings and DVDs	88	54,010	
Multi-media and Open Learning Packs (including Language Pack)	89	0	
CD-ROMs, Software etc.	90	129	
On-line / Electronic (Internet etc.)	91	56,263	
Other Library acquisitions	92	9,308	
(please specify) Maps, Games and other materials			
Bookbinding	93	1,900	
Total Expenditure on Materials	94	1,111,805	116 901,281
(Sum of Cells 79 to 93)			
Computing Costs (Non-financial)	95	132,271	
Other Supplies and Services	96	469,449	
Transport	97	95,669	
Third Party Payments	98	0	
Support Services Costs (Not applicable in Northern Ireland)	99	0	
Other Expenditure (Estimates only - this should include Computing Costs, Other Supplies and Services, Transport, Third Party Payments and Support Services Costs)			117 700,395
Total Revenue Expenditure (Sum of Cells 77, 78 and 94 to 99 : Cells 114 to 117)	100	6,589,271	118 6,539,210
Revenue Income			
Overdue Charges	101	110,840	
Reservation Fees	102	30,090	
Lettings	103	19,622	
Hire of Audio and Visual Materials	104	104,499	
Electronic Revenue	105	0	
Specific Grants	106	52,592	
Provision of Library Services to other Local Authorities	107	0	
Miscellaneous - Receipts from the public (including photocopying)	108	119,976	
Miscellaneous - Corporate Income	109	28,832	
Total Revenue Income (Sum of Cells 101 to 109)	110	466,451	119 489,825
Net Expenditure (Cell 100 minus Cell 110: Cell 118 minus Cell 119)	111	6,122,820	120 6,049,385
Capital charges (Not to be included in Net Expenditure)	112	1,091,000	121 1,091,000
Memorandum			
Net Expenditure on an IAS 19 (previously FRS 17) basis	113	0	

Section 13 - Supplementary Financial Information

Capital Expenditure (Excluding Agency Services)

		2009-10 Outturn
New Buildings	122	0
Refurbishment of premises	123	548,275
IT Investment, Networks etc.	124	0
Books and pamphlets	125	0
Other Library Materials	126	0
Other Capital Expenditure (please specify)	127	265,228
Total Capital Expenditure	128	813,503

Professional fees, furniture and

(Sum of cells 122 to 128)

Section 14 - Memorandum: Public Libraries User Survey

☐ Please tick this box if you wish CIPFA to source this data from the CIPFA PLUS survey.

Public Library User Survey (PLUS) Questions

Year Survey was undertaken	Year	Adult	Children
	129	2006	130 2007
			%
% over 16, who think that Library opening hours are 'Very good' or 'good'.	131		91.3%
% under 16, who answer yes to: "The library is open when I want to come in".	132		87.7%
% over 16, who found it easy to access the library. Q: Did you find the library easy to get to?	133		0.0%
% under 16, who found it easy to access the library. Q: Did you find the library easy to get to?	134		92.8%
% over 16, who think the library is 'very good' or 'good'.	135		93.3%
% under 16 who think the library is 'good'.	136		87.1%
% over 16, who think the choice of books is 'very good' or 'good'.	137		77.1%
% under 16, that think the books are 'good'.	138		81.8%
% under 16, that said that 'Using the library has helped me to...			
- read better	139		54.5%
- do better at school	140		37.5%
- use computers better	141		25.4%
- make friends	142		21.9%
- join in and try new things	143		36.5%
- learn and find things out	144		56.6%

PROVISION OF LIBRARY SERVICES TO OTHER LOCAL AUTHORITIES

In exactly the same way that Agency Services are excluded from the main body of the return, the answers to all questions in the survey form should wherever possible exclude details of services provided to other authorities. Please use the space below to identify any special circumstances which apply.

Promoting the economic vitality of localities

		Hours
Total ICT based adult learning sessions attendee hours in year	145	17,497
<i>The above will be used to calculate attendee hours per population</i>		

Improving the quality of life for older people

		Number
Total number of older people helped to live at home receiving an at home library service	146	**
Total number of older people helped to live at home	147	7,898
		%
% of users of the service classing the choice of materials received as "very good" or "good"	148	89.2%

Raising standards across schools**Bookstart - packs delivered to children**

		Number		Eligible Population
Stage 1	149	5,902	152	6,328
Stage 2	150	5,082	153	6,235
Stage 3	151	6,238	154	6,266

Only include packs physically delivered to children. The delivery of packs to a health authority/PCT is not a proxy for the number delivered to children, see notes for details.

		Number		Eligible Population
Number of people aged 0-4 (up to 4th Birthday) who are library members	155	4,362	156	24,712

Summer reading challenge

		Number		Eligible Population
4 to 12 year olds (from 4th birthday up to but not including 12th birthday) who start the challenge.	157	2,590	158	49,717
Boys participating in the challenge	159	1,140	160	25,686
				Number
Number of starters who complete the challenge			161	1,677
Number of 4-12 year olds who are members of the library			162	31,572

This will be used to calculate the percentage of 4-12 year olds who are members

Section 16 - Memorandum: Measuring Non-Physical Visits

Number of times subscription-based content is accessed

163 **

Electronic Products

Availability / Stock

Downloads

E-books

164 0

167 0

E-Audio

165 0

168 0

E-Audiovisuals

166 0

169 0

Number of e-readers available for public use

170 0

Memorandum : Financial Information [This section should be completed on a NON-ISA 19 (Previously FRS 17) basis.]

The financial component should also be included under Section 12 - Financial Information

£

Expenditure on E-books, e-audio, e-audiovisual

171 0

Income on E-books, e-audio, e-audiovisual

172 0

Net Expenditure on E-books, e-audio, e-audiovisual

(Cell 171 minus Cell 172)

173 0

£

Expenditure on e-readers

174 0

Income on e-readers

175 0

Net Expenditure e-readers

(Cell 174 minus Cell 175)

176 0

In order to improve the quality of our service, please use this space below to provide any comments you may wish to make on this section.

Section 17 - Other Libraries not included under Appendix 1

This memorandum section is to show any other library that does not fit under the CIPFA definition of a service point. It is meant to show what additional benefits a library authority has to offer other than the traditional service point/services.

Please note that any related statistics (i.e. visitor numbers, book issues etc. are not to be included anywhere else in the CIPFA statistics.

Please list number of local service points, partnerships or/and other libraries in the box provided below:

28 separate community collections of books to local groups; 150 playgroups received books and materials; links in place with all

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The Chartered Institute of Public Finance and Accountancy (CIPFA)

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PUBLIC LIBRARY STATISTICS 2009-10 ACTUALS AND 2010-11 ESTIMATES

Appendix 1 - Service Points Open to the Public

Use one line for each service point (including mobile libraries). If a mobile, please just write "Mobile" under Library Name.

The number of lines completed will be used to calculate the total number of service points, including those open less than 10 hours.

Service Point (i)	Scheduled Weekly Opening Hours (ii)	Library Name (iii)
1	23.5	
2	41.5	
3	27.0	
4	53.0	
5	18.0	
6	45.0	
7	53.0	
8	37.5	
9	55.5	
10	58.5	
11	45.0	
12	55.5	
13	41.5	
14	42.5	
15	42.5	
16	41.5	
17	27.5	
18	36.5	
19	23.0	
20	55.5	
21	37.0	
22	49.5	
23	19.8	
24	19.0	
25	19.8	
26	21.5	
27	37.0	
28	1.5	
29	14.0	
30	12.0	

NOTES ON INDIVIDUAL QUESTIONS

In filling out the form please use the following conventions

0	Denotes nil or not applicable	Cell x	Denotes data included in another cell x where x should be replaced with the cell number which includes the data
**	Denotes data not available		

PLEASE DO NOT LEAVE ANY BOXES BLANK

Cell
Number

BOOK STOCK STATISTICS

1-16 Books and Pamphlets

Books (hard cover and soft cover) are to be counted in volumes. Pamphlets (i.e. 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.

2 Reference Books

Reference stocks will normally include Children's and Local Studies and reference books held in reserve stock.

3-7 Lending stock (including on loan and available)

Please indicate the number of books in the lending stock. Include those currently on loan and those available on open shelves i.e. exclude lending books in reserve, in Agency Services, in transit, set aside for binding or repair, in temporary stores or otherwise unavailable for the public.

8 Reserve stock and unallocated

Include books in transit, set aside for binding or repair, in temporary stores or otherwise unavailable for the public. Reference books in reserve stock should be included in Cell 2.

10-16 Book Acquisitions

Gross additions to book stock during the year (excluding gifts). The figures should not be adjusted for withdrawals or stock losses.

AUDIO, VISUAL, ELECTRONIC & OTHER STOCK STATISTICS

18 Sound Recordings - Music

Multiple items (e.g. 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).

19-20 Sound Recordings - Talking Books

Multiple items (e.g. 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).

21 Video and DVDs

Multiple items (e.g. double cassettes / boxset DVDs) 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.

22 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.).

23 CD-ROMs, Software etc.

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 i.e. CDs, these should be included in Sound Recordings, either Talking Books or Music as appropriate.

27-35 Acquisitions

Gross additions to stock during the year (excluding gifts). The figures should not be adjusted for withdrawals or stock losses.

28 Sound Recordings - Music

Multiple items (e.g. double cassettes / CDs, 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). Exclude items which are not 'new' but replacement packs of two or more cassettes, which when complete are defined as one item. Count each title as one item, regardless of the number of components.

29-30 Sound Recordings - Talking Books

Multiple items (e.g. double cassettes / CDs, 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). Exclude items which are not 'new' but replacement packs of two or more cassettes, which when complete are defined as one item.

- 31 **Video and DVDs**
Multiple items (e.g. double cassettes / boxset DVDs) 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.
- 32 **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.).
- 33 **CD-ROMs, Software etc.**
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 i.e. CDs, these should be included in Sound Recordings, either Talking Books or Music as appropriate.
- NUMBER OF STAFF IN POST**
- 36 **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 77 - Employee Costs. Qualified staff holding clerical positions for whatever reason should be included in other staff.
- 37 **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.
- 39 - 40 **Volunteers**
There exist a number of definitions of volunteers and volunteering, (for example those used by the Home Office Citizenship Survey, the DCMS Taking Part Survey and the Institute of Volunteering). Taking those into account, for the purposes of this indicator, a "volunteer" is any person who gives unpaid help or assistance to a library by doing something which aims to benefit the organisation and its stakeholders, including involvement in management boards and other decision making groups. In the case of Friends' organisations, or similar groups, you should include only those members who give active support over and above being a member of that group. Work experience placements should also be included. Each individual should be counted only once.
- 41 - 44 **SERVICE POINTS OPEN TO THE PUBLIC - Now collected in the appendix**

Details of service points are requested in the Appendix to the main questionnaire. This information will be used to calculate the following:

Number of Service Points
 Aggregate opening hours per 1000 population for all libraries

 Specifically the following notes of guidance apply:

Mobile Libraries
 Opening hours for mobile libraries are those when open for access by the public.

Service Points
 A service point is any library, static or mobile, through which the public library authority provides a service to the general public. A static service point must allow access to the general public (not just specific groups), and as a minimum, provide a staffed information point, stock loan facilities and a public access terminal. 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. Average hours of opening for each category are taken to be the total hours of opening divided by the number of service points.

Mobile Libraries
 This should be the number of vehicles (mobiles or trailers) visited by library users and should exclude delivery vehicles.
- 41 & 43 **Busiest Service Point**
Please show the place name, not 'Central' or 'HQ'.
- 45 **Number of Electronic Workstations**

Please include only terminals in public areas for public or joint use with staff, stand alone or portable PCs used entirely for user's own work with no use of the library's information sources are not included. Only terminals with access to the Internet, library catalogue and OPACs (on-line public access catalogues) should be included. Each terminal counts as one whether used for one or more than one application. Include all service points (including those open less than 10 hours per week) and mobile libraries.
- 46a **Number of hours available for use of People's Network Terminals from 1 April 2009 to 31 March 2010**
For each branch please calculate:

- the number of scheduled library opening hours
- the number of terminals at that branch

Multiply the two to give ICT hours for 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. (Please note that multiplying the total number of scheduled library opening hours and the total number of terminals **DOES NOT** give the total for ICT hours).

46b **Number of hours recorded for use of People's Network Terminals from 1 April 2009 to 31 March 2010**

This should be worked out by summing 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).

ANNUAL ISSUES

47-58 **Annual Issues**

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:

- (i) Loans of uncatalogued material e.g. 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;
- (ii) 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;
- (iii) Inter library loans. Direct loans to own end users only.

Exclude:

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

REQUEST SERVICE

59 **Number of Requests for Specific Items**

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. Requests for information are counted at Cell 62. 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. includes books not published at the time the request is made.

60 **Memorandum: Number of online requests**

This should cover the number of online requests made to the library service. Examples should include online reservations of library stock items and other online requests.

61-63 **Percentage of Requested Books supplied within Seven, Fifteen and Thirty days (including Inter-library loans)**

The following information is required to perform the calculation:

- (i) Date requested, ie the date the request form was received from the reader.
- (ii) Date supplied, ie the date the reader was informed that the requested items were available.

Supply times should be calculated on the basis of a 7 day week, ie a day means a chronological, not a working day.

64-66 **Number of Enquiries**

The method used will be sampling for a week in October, used for the other sampling procedure. All appropriate staff at all service points keep a record of the number of enquiries (as defined on the enclosed pamphlet) received. The total for each service point/department is sent to headquarters to make a grand total for the authority for the week.

65 **Memorandum: Number of online enquiries**

Number of online enquiries made to the library service. Examples should include online reservations of library stock items and other online enquiries.

66 **PLEASE MULTIPLY THE TOTAL BY 50 TO OBTAIN AN ANNUAL AVERAGE TOTAL.**

If a library is open x weeks in the year then multiply the total by (50 minus x) to obtain the an annual average total.

NB. Authorities may if they wish, base their figures on a larger statistical sample than the one suggested by CIPFA. Please indicate if this is the case at Cell 66.

67 **Net Floor Space for Library**

The total sum of the areas of the library service buildings to which the general public have direct access for browsing any materials available for loan, or for reading or consulting any materials, sources or library staff on the premises.
Include areas such as lobbies, foyers and permanent mezzanine floors which give access to these facilities.

Exclude areas which are not normally open to the general public, or which are used for other activities than lending or reference purposes, or which are outside the building. This is the floor space of area(s) NORMALLY OPEN TO GENERAL PUBLIC for consultation, viewing and browsing of library materials and for information services.

INCLUDE music collections, audio-visual materials, gangways or foyers open to the public for access. Allocate major shared access pro-rata.

EXCLUDE from NET figure if part of a library building and the responsibility of a library's department meeting rooms, theatres, art galleries, plant rooms, closed access local history collections, reserve stock, administration, offices, workspace, archives, spaces sublet or used for purposes other than those outlined above.

The following conversion factors can be used : Multiply SQUARE YARDS by 0.8361 to convert into SQUARE METERS.
ONLY MEASUREMENTS IN SQUARE METERS SHOULD BE INCLUDED ON THE FORM.

LIBRARY USERS

68 Active Borrowers

Actual number in 2009-10. An active borrower is defined as someone who has borrowed at least one item from the library during the year. This figure should come from the library management system and relate to borrowing and not membership figures.

69 Housebound Readers

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

- (i) 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
- (ii) Number of clients (e.g. 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 2 or more such services count the number of clients (i.e. eliminate overlap).

70-72 Visits

Counting Methodology - electronic counters

Ultimately, the method used to count visits is for authorities to determine although, for consistency and to improve the robustness of the data, a full year count is advisable, if possible by electronic counters. Where this encompasses a multi-service point using electronic counters at a common entrance, some sampling will also be necessary to identify those visits that meet the definition above. Sampling for this purpose and for those authorities that cannot undertake a full year count should be carried out in line with the sampling methodology below.

Sampling Methodology - please note that the weekly count should be multiplied by 50 for the yearly count (to take into account bank holidays etc.) If a library is open x weeks in the year then multiply by (50 minus x).

The method employed to obtain this information is sampling for a representative sampling period of one week between October and December as follows:

- (i) A sample week is selected;
- (ii) Data is collected for every relevant service point for one week. In the cases where the schedule of a mobile library would make a one week sample unrepresentative, a longer sampling period is used and the grossing up factor correspondingly reduced;
- (iii) All library service points are included, whether staffed by the authority or otherwise. Institutions and agency libraries are excluded;
- (iv) All visits for whatever purpose are included. Where theatres or lecture halls are an integral part of the library premises or where activities take place when the library is closed, visits are only counted if part of a programme sponsored by the library, i.e. if space is hired by another department or organisation for its own purposes, such visits are included in Cell 72.
- (v) Where non-library services are included within the service point, please count visitor who do not use any of the library services separately and include in the estimate for Cell 70.
- (vi) The total for each service point is sent to headquarters to make a grand total for the authority for the week.

PLEASE MULTIPLY THE TOTAL BY 50 TO OBTAIN AN ANNUAL AVERAGE TOTAL.

NB. Authorities may if they wish, base their figures on a larger statistical sample than the one suggested by CIPFA. Please indicate if this is the case at Cell 72.

71 Non-library visits (Multi-Service Outlets)

In recognition of the considerable efforts made by some authorities to position their libraries as community hubs, or to improve the popularity of their libraries, by co-locating them with other services, a separate count of non-library visits is to be made in the CIPFA statistics. Therefore libraries should use this cell to show non-library visits using the widening range of activities offered by libraries (including visits for non-library purposes to a multi-service space) This will not form part of the standards assessment but will inform the overall picture of usage.

If your authority has no service points with such set-up please enter zero in this cell. If no exact figures are available please enter the most accurate estimate, visits included in Cell 71 should NOT be included also in Cell 70 for 2009-10 Actuals.

74 Virtual Visits

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 the authority). 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. As an example of a 'lengthy gap' would be a gap of at least 30 minutes. Count one visit per visitor session.

75-76 Inter-Library Loans

Include here all issues and borrowings of either original material or photocopies whether made directly or through Regional Library Bureau, BLD etc. Exclude issues made between service points within a single library system. Include sets of vocal and orchestral music and plays.

FINANCIAL INFORMATION - 2009-10 OUTTURN AND 2010-11 ESTIMATES

General

For a more detailed explanation of where expenditure should be classified please refer to CIPFA's recommended standard subjective analysis in CIPFA's Best Value Accounting Code of Practice. It is important that all authorities give the same treatment to each item. Expenditure (and Income) on Agency Services - Schools, Prisons, Hospitals, etc., should not be included here. NB. Expenditure funded by grant should be included. Grant income should be included in Cell 106. Please note that New Opportunity Funds should be included within this questionnaire. NOF related expenditure should be shown under the relevant expenditure heading. Income received from NOF should be included under Specific Grants.

THIS FORM MUST BE COMPLETED ON A NON ISA 19 (PREVIOUSLY FRS 17) BASIS. Further guidance can be found in the CIPFA Best Value Accounting Code of Practice (BVACOP).

77 / 114 Employee Costs

Expenditure incurred on salaries, wages and other related costs (e.g. national insurance, current service pension costs, training costs etc.). of all staff returned at Cells 36 to 37, but excluding the cost of employees directly employed on book binding whose costs should be included at Cell 93.

78 / 115 Premises

Include all costs directly associated to the library buildings e.g. repairs and maintenance of buildings, fixed plant and grounds (including payments to contractors and DLO/DSO charges) fuel, lighting and cleaning materials, fixtures and fittings, rent and rates etc. Also include an apportionment of expenditure for the costs of shared operational buildings (NB the costs of administrative buildings including library offices in separate local authority accommodation for multi-service directorates should be included in Cell 99 Support Services Costs). NB. Capital Charges are not to be included and should be shown separately at Cell 112 / Cell 121.

79-94 / 116 Material Acquisitions

Where books etc. have been acquired under finance leases, the leasing rentals charged to the revenue account in 2009/10 should be included in Cells 79 to 93 / 116 as appropriate. NB The value of materials purchased through finance leases is not required.

92 Other Library Acquisitions

Include here manuscript material, pictures and prints and other library acquisitions not included in Cells 79 to 91. The cost of subscriptions to Regional Library Systems eg LASER and the administration of inter-library loans should be included in Other Supplies & Services (Cell 96).

93 Bookbinding

This is to include wages and purchases of supplies (where there is a separate bindery) and/or payments to contractors where the binding is put out to private firms.

95 Computing Costs (Non-Financial)

Include here the costs of using computers for non-financial matters, including the cost of maintaining the 'Book bank'. This may take the form of a recharge from a central computer system or the running costs of the library's own systems etc. The costs of financial use of a central computer (e.g. payroll, accounting etc.) should be shown within Support Services Costs at Cell 99.

96 Other Supplies and Services

Include supplies and services other than those included in Cells 79 to 95 e.g. equipment, tools and materials; printing and stationery; provisions; clothing and uniforms; laundry and other hired and contracted services; and miscellaneous establishment costs e.g. postages, telephones, insurances, office equipment etc. Where a snack bar is operated within, and as part of, the library service the costs of provisions should be included here. Include the cost of subscriptions to Regional Library Systems eg LASER and the cost of administering Inter-Library loans.

97 Transport

Include here vehicle and direct vehicle costs e.g. repairs and maintenance, petrol, oil, tyres and licences etc. Where the authority operates a renewals and repairs fund for vehicles the contributions to the fund should be included but expenditure from the fund ignored. Includes the cost of mobile libraries.

98 Third Party Payments

The net cost of any aspect of the Public Library Service which has been contracted to an outside agency, except where the service being paid for relates to a type of expenditure, (e.g. bookbinding, repairs and maintenance etc.) then the payment should be recorded under the appropriate line of expenditure.

99 Support Services Costs

Include an apportionment for administrative buildings, central departments, central support services, central expenses and departmental administration even if the authority does not make such an allocation to the public library account. Also include any executive costs of the department (of which libraries form a part) which are fairly attributable to libraries. Exclude any costs included in Cell 95. No attempt should be made to separately identify the staff element of central administrative charges, nor should such costs be included in Cell 77 / 114. Include recharges that arise as a result of either Internal Service Level Agreements (SLAs) or the authority externally contracting out central professional services.

101 & 102 Overdue Charges and Reservation Fees

Include the total income derived in the financial year from the charges for all library material derived from all customers.

104 Hire of Audio and Visual Materials

Include subscription income but exclude returnable deposits.

105 Electronic Revenue

Income from the public for the use of electronic services e.g. Internet, OPAC and CD-ROM.

106 Specific Grants

Assistance by for example, the government, in the form of cash or transfers of assets to the authority in aid of particular projects or aspects of the public library service. Should include income received through New Opportunity Funds.

107 Provision of Library Services to other Local Authorities

Include only income received from other library authorities for providing specified library services on a contracted basis.

108 Miscellaneous Receipts from the Public

Include here all income from withdrawn book sales (including charges for lost and damaged books, sales publications, badges and carrier bags etc.), photocopying charges and all income for services offered to other bodies (e.g. binding), or provided to other departments of the authority. Include income from snack bars etc., if these are staffed and run directly by the libraries but if leased by others, the rental received should be included within lettings at Cell 103. Include income from ticket sales together with commission earned on sales for other bodies/departments. Also include income from the hire of equipment (e.g. typewriter, microcomputer) and materials (e.g. pictures, games) but exclude income from the hire of audio and visual materials and income from electronic services (which should be included in Cells 104 & 105). Income from other authorities in respect of hire charges (e.g. ethnic language books) should also be included.

109 Miscellaneous Corporate Income

All outside corporate revenue including recharges to other departments and authorities, where the latter is not accounted for in Agency Services.

112 / 121 Capital Charges

Record capital charges i.e. depreciation, loss on impairment of assets, and credit for of capital grants. The previous element of notional interest should NOT be included within capital charges. Further details are available in the Best Value Code of Practice (BVACOP).

113 Net expenditure on ISA 19 (previously FRS 17) basis. ISA 19 is an accounting standard based on the principle that an authority should account for retirement benefits when it becomes committed to giving them, even if the payment of the benefit will occur in future years. In terms of recording cost information ISA 19 requires that the current service cost for pensions is included in the total cost of services as part of employee costs in the revenue account. The cost is calculated by way of actuarial valuation and should be recorded net of employees' contributions. Any past service costs, settlements and curtailments are treated as Non-Distributed Costs and should not be included in the definition of expenditure sought on this form. Further guidance can be found in the CIPFA Best Value Accounting Code of Practice (BVACOP).

122-128 Capital Expenditure (Actuals 2009-10 only)

Total capital expenditure incurred (not committed) in 2009-10, on an accruals basis.

122 Costs of New Buildings

Total capital expenditure incurred in 2009/10 on new library buildings. Do not include the costs of refurbishing existing premises.

123 Refurbishment of premises

In this context only alterations to immovable property are to be considered. In accounting definitions the term 'Enhancements' may also be used. This refers to expenditure to increase substantially the life of an asset and/or the extent of its use. Benefits must last for a minimum of one year. Examples of expenditure to be included are: installation of central heating, double glazing or mezzanine flooring; enlarging facilities so that they are used by more people; major changes of use involving structural alterations and repairs; new types and ranges of shelving. Items to be excluded include: decorating; replacing missing tiles or repairing windows; books, sound recordings, information sources and subscriptions; computer equipment and systems. NB. Revenue expenditure on refurbishment should be included in Premises costs (Cell 78 / 115).

145-162 Public Library Service Impact Measures

ALL INFORMATION SHOULD RELATE TO THE PERIOD 1ST APRIL 2009 TO 31ST MARCH 2010

145 Promoting the economic vitality of localities

Definition of IT learning sessions

Tutored or supported IT sessions which meet the following criteria:

- Available/open to any member of the public, or specific targeted groups, for example, lone parents
- With pre-determined duration
- Advertised in advance
- Include activities provided by libraries in other venues
- Include activities provided by partners on library premises
- Include only activities if funding is obtained and administrated by the library service

Excluded are:

- Advice and guidance sessions offered by external agencies on a one to one basis
- Individual ad hoc sessions with individual users e.g. People's Network assistance
- Use of People's Network for individual purposes
- Activities, where funding is NOT obtained and administrated by the library service and library premises are used/rented by external organisations for their own separate learning activities

Guidance notes on collection of measures identified

Attendee hours = number of people attending learning sessions x hours attended calculated to the nearest hour. The cumulative total should be calculated to the nearest hour. Individual sessions should not be rounded or reporting may be inconsistent. **If you have a weeks figure, please multiply this by 50 (weeks) to calculate a cumulative figure for the year.**

Adults are defined as aged 16+.

146 & 147 **Improving the quality of life for older people (age 65 and over)**

Number of older people receiving an 'At Home' Library Service.

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:

1. 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
2. Number of clients (e.g. 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 2 or more such services count the number of clients (i.e. 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, i.e. 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 is collected by Social Services departments to report on BVPI 54 (indicator AO/C32) and so will be available from them. The BVPI is shown as a per capita figure, it will be necessary to show the source data for this figure, i.e 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.

% of users classing choice of materials received as very good or good

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

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

149 to 162 **Raising standards across schools**

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.

- **Library members aged 0-4 relates to the date from birth to the day before the 4th birthday.**

Population should be taken at 31 March.

Guidance notes on collection of Summer Reading Challenge measures identified

Eligible population is the number of children 4-12 years as defined by the 2001 census. Please include your most accurate estimate as calculated for the community profile.

Age 4-12 represents all children from the day of their 4th birthday up to the day before their 12th birthday.

Number who start the summer reading challenge is the number who register as intending to take part.

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 four for the purposes of this measure.

Do not count children who register for the summer reading challenge more than once.

The % breakdown by gender of children joining the scheme should be matched to the % breakdown of the population in the age group 4 to 12 years by gender as reported in the census and amended for inclusion within the community profile.

163 Other Measures

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

Electronic Products

164 The Total number if e-book titles available for download either owned by your library authority or available through your subscription package/s.

165 The total number of e-book downloads.

166 The Total number if e-audio titles available for download either owned by your library authority or available through your subscription package/s.

167 The total number of e-audio downloads.

168 The Total number if e-audiovisual titles available for download either owned by your library authority or available through your subscription package/s.

169 The total number of e-audiovisual downloads.

171-176 Financial information should be given on a NON - ISA 19 (previously FRS 17) basis.

171 If e-resources are funded via a Consortium - divide the total Consortium spend by the number of participating authorities to provide an expenditure figure per authority.

Other libraries not included under Appendix 1

This memorandum section is to show any other library that does not fit under the CIPFA definition of a service point. It is meant to show what additional benefits a library authority has to offer other than the traditional service point/services. For example LAPS or Partnerships.

LAPS - A local access point does not have to be staffed, and doesn't need a number of minimum number of opening hours - e.g. could be seasonal access points. It should be open for any members of the public and have published, scheduled opening hours or a published method of access for anyone who wants to use it (e.g. collect key from X during hours of Y). It should have local authority funding with a public Service Level Agreement.

If joint provision with the authority is provided, the authority should have control over 50% of the input, and satisfy the notes under LAPS.