



CHARTERED INSTITUTE OF PUBLIC FINANCE AND ACCOUNTANCY  
PUBLIC LIBRARY STATISTICS 2007-08 ACTUALS AND 2008-09 ESTIMATES

| Contact Details   |  |   |  |
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| Postcode : <input type="text" value="SN1 1TZ"/>   |  |   |  |
| Introduction  |  |   |  |
| Welcome to CIPFA Public Library Statistics 2008   |  |   |  |
| <p>The answer to all questions in the main body of the Questionnaire should exclude details of services provided to educational establishments, prisons and hospitals - and any other rechargeable services.</p> <p>★ Data Required for Public Library Service Standards In England.</p> <p>NB. Information relating to Archive Services is specifically excluded from the questionnaire.</p> <p>General data e.g. population, area, etc. will be obtained by CIPFA from other sources (Ordnance Survey, ONS)</p> <p>Please express all figures in actual units. If figures are not available, best estimates are acceptable.</p> |  |   |  |
| Thank you for your collaboration. If you have any questions or problems do not hesitate to contact:-  |  |   |  |
| <b>Institute of Public Finance Ltd,</b><br>No 1 Croydon<br>12-16 Addiscombe Road,<br>Croydon,<br>CR0 0XT  |  | <b>Telephone:</b> (Switchboard) 020 8667 1144<br><b>Fax:</b> 020 8681 6741<br><b>E-Mail:</b> <a href="mailto:libraries@ipf.co.uk">libraries@ipf.co.uk</a> |  |
| <p><b>Please complete and email this questionnaire by Friday, 25 July 2008</b><br/><b>E-Mail address to return questionnaire: <a href="mailto:libraries@ipf.co.uk">libraries@ipf.co.uk</a></b><br/><b>Please refer to the notes of guidance before completing this form.</b></p>  |  |   |  |
| 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   |  |   |  |
| Date modified: 16 May 2008  |  |   |  |

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## Changes to the questionnaire

The following changes have been to last years questionnaire ;

1. New/Changed Section 3, "Community Engagement" (2007 questionnaire) moved to new Section 4 and renamed, "Volunteers".
2. Changed Section 14 Memorandum: Measuring Non-Physical Visits (2007 questionnaire) now Section 15. Transactions have been amended to show Telephone and Online lines split between Requests and Enquiries, so as to match the libraries benchmark. Renewals removed as they should be picked up in Issues.
3. Added Section 14 Memorandum: Measuring Non-Physical Visits (2007 questionnaire) now Section 15. A Comments box has been added.
4. New Section Section 16 - Other Libraries not included in Appendix 1. This is a new memorandum section 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. This section is split under three lines, "No. of Local Access Points", "No. of Partnerships" and "Other" (with a please specify box).
5. New Appendix 1 - Service Points Open to the Public: Following recent press stories around library closures, the MLA have requested that the number of libraries opened for the first time and closed permanently during the year should be collected. Two lines have been added, "Number of libraries newly opened from 1 April 2007 to 31 March 2008" and "Number of libraries permanently closed within the year 1 April 2007 to 31 March 2008".
6. Added PLIMS - Public Library Service Impact Measures 2007/08 Actuals questionnaire has been included on the 7th tab (8th for the notes). The deadline date for this questionnaire remains the same as the main questionnaire.

**CHARTERED INSTITUTE OF PUBLIC FINANCE AND ACCOUNTANCY  
PUBLIC LIBRARY STATISTICS 2007-08 ACTUALS AND 2008-09 ESTIMATES**

| Section 1 - Book Stock Statistics (Excluding those for Agency Services) |                                       |                                   |
|---|---------------------------------------|-----------------------------------|
| Total book stock at 1 April 2007  |                                       | Number of Volumes<br>1 242,130    |
| <b>Book Stock at 31 March 2008</b>                                      |                                       |                                   |
| Reference Books (including children's)                                  |                                       | Number of Volumes<br>2 16,204     |
| Lending stock (including on loan and available)                         |                                       |                                   |
| - Adult Fiction   | 3 89,527                              |                                   |
| - Adult Non-fiction   | 4 63,837                              |                                   |
| - Children's Fiction  | 5 53,555                              |                                   |
| - Children's Non-fiction  | 6 16,578                              |                                   |
| Total Lending Stock * (Sum of cells 3 to 6)                             | 7 223,497                             |                                   |
| Reserve Stock and Unallocated   | 8 8,748                               |                                   |
| Total Book Stock at 31 March 2008 (Sum of cells 2, 7 and 8)             | 9 248,449                             |                                   |
| <b>Book Acquisitions</b>  |                                       |                                   |
| Reference Books (Including Children's)                                  |                                       | Number of Volumes<br>10 1,107     |
| Stock for Loan  |                                       |                                   |
| - Adult Fiction   | 11 16,742                             |                                   |
| - Adult Non-fiction   | 12 5,905                              |                                   |
| - Children's Fiction  | 13 8,487                              |                                   |
| - Children's Non-fiction  | 14 1,217                              |                                   |
| Total Lending Stock * (Sum of cells 11 to 14)                           | 15 32,351                             |                                   |
| Total Book Acquisitions During 2007-08 *                                | (Sum of cells 10 and 15)<br>16 33,458 |                                   |
| Total New Title Acquisitions in 2007-08                                 | Number<br>17 11,770                   |                                   |
| Current Periodicals, Serials, Newspapers and Magazines at 31 March 2008 | Number of Titles<br>18 122            | Number of Subscriptions<br>19 201 |

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

### Audio, Visual, Electronic & Other Stock at 31 March 2008

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

Lending Stock (including on loan and available)

|  |    |        |
|--|----|--------|
|  | 20 | 56     |
| Sound Recordings - Music   | 21 | 2,456  |
| Sound Recordings - Adult Talking Books                                 | 22 | 6,442  |
| Sound Recordings - Children's Talking Books                            | 23 | 3,470  |
| Video and DVDs   | 24 | 6,783  |
| Multi-media and Open Learning Packs (including language packs)         | 25 | 453    |
| CD-ROMs, Software etc.   | 26 | 417    |
| Total Lending Stock (Sum of cells 21 to 26)                            | 27 | 20,021 |
| Reserve Stock and Unallocated  | 28 | 1,275  |
| Total Audio-Visual Stock at 31 March 2008 (Sum of cells 20, 27 and 28) | 29 | 21,352 |

### Audio, Visual, Electronic & Other Acquisitions During 2007-08

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

For Loan

|   |    |       |
|---|----|-------|
|   | 30 | 0     |
| Sound Recordings - Music  | 31 | 429   |
| Sound Recordings - Adult Talking Books  | 32 | 782   |
| Sound Recordings - Children's Talking Books                                   | 33 | 679   |
| Video and DVDs  | 34 | 1,982 |
| Multi-media and Open Learning Packs (including language packs)                | 35 | 51    |
| CD-ROMs, Software etc.  | 36 | 0     |
| Total Lending Stock (Sum of cells 31 to 36)                                   | 37 | 3,923 |
| Total Audio, Visual, Electronic & Other Acquisitions (Sum of cells 30 and 37) | 38 | 3,923 |
| Total New Title Acquisitions in 2007-08                                       | 39 | 2,006 |

## Section 3 - Numbers of Staff in Post at 31 March 2008

Number of Staff

In Post

(FTE to 1 decimal place)

|                                      |    |      |
|--------------------------------------|----|------|
| Professional Staff                   | 40 | 11.8 |
| All Other Staff                      | 41 | 58.2 |
| Total Staff (Sum of cells 40 and 41) | 42 | 70.0 |

## Section 4 - Volunteers

Volunteers

|   |    |         |
|---|----|---------|
| Number of volunteers in 2007-08                   | 43 | 101.0   |
| Annual total number of volunteer hours in 2007-08 | 44 | 4,301.0 |

## Section 5 - Service Points Open to the Public at 31 March 2008

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

### Memorandum

Number of static service points which are Reference only libraries in separate buildings 45 0

Busiest Service Point in 2007-08 (i.e. the most issues per annum)

(a) Name 46 Swindon Central Library (b) No. of issues per annum 47 226,215

Busiest Service Point in 2007-08 in terms of visits per annum

(a) Name 48 Swindon Central Library (b) No. of visits per annum 49 278,885

**Total Number of  
Terminals for  
Public or Joint  
Use with Staff**

### Number of Electronic Workstations

Number of terminals with libraries catalogue and Internet access at 31 March 2008 50 143

Number of OPACs with no internet access available for public use at 31 March 2008 51 11

## Section 6 - Annual Issues

### Book Issues

Units

Books - Adult Fiction 52 475,957

Books - Adult Non-fiction 53 187,187

Books - Children's Fiction 54 277,531

Books - Children's Non-fiction 55 41,374

Total Book Issues (Sum of cells 52 to 55) 56 982,049

### Audio, Visual, Electronic & Other Issues

Sound Recordings - Music 57 6,818

Sound Recordings - Adult Talking Books 58 41,610

Sound Recordings - Children's Talking Books 59 In Cell 58

Video (Including film) and DVDs 60 38,255

Multi-media and Open Learning Packs (Including language packs) 61 1,264

CD-ROMs, Software etc. 62 1,042

Total Audio, Visual, Electronic & Other Issues (Sum of cells 57 to 62) 63 88,989

## Section 7 - Request Service

Units

Number of requests for specific Items (annual total) 64 47,691

### Book Request Service

(%)

Percentage of requested books supplied within 7 days (to nearest whole percent) 65 73%

Percentage of requested books supplied within 15 days (cumulative i.e. inclusive of percentage at Cell 65) 66 87%

Percentage of requested books supplied within 30 days (cumulative i.e. inclusive of percentage at Cell 66) 67 95%

Units

Number of borrower requests not satisfied (Annual total) 68 162

### Section 8 - Memorandum: Enquiries

There is no longer a requirement to collect this information for the CIPFA statistics. However a number of authorities have requested data be collected for trend analyses. Authorities may if they wish, enter '\*\*' for this if they no longer wish to calculate this indicator.

Number of enquiries (annual total) Units  
69

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).

70

### 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.

GROSS Floor Space of Library Area Square Metres  
71   
NET Floor Space of Library Area 72

### Section 10 - Library Users

#### Active Borrowers

Number of Active Borrowers in 2007-08 Number  
73

#### Housebound Readers

Number of Housebound Readers in 2007-08 Number  
74

#### Visits

Number of physical visits to library premises for library purposes (annual total) Number of Visits  
75

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.

Number of physical visits to library premises for non-library purposes (annual total) 76

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).

77

Number of service points with electronic counters 78

#### Virtual Visits

Estimated number of visits to the network resource (website) in 2007-08 Number  
79

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

Inter Library Loans supplied to other libraries Number  
80   
Inter Library Loans received from other libraries 81

Average number of days taken to meet borrowers' ILL requests Number  
82

Percentage of borrower requests satisfied (for Items from other libraries) %  
83



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

**PLEASE COMPLETE ON A FRS17 ACCOUNTING BASIS**

*NOTE: To include New Opportunities Fund*

|   |     | <b>2007-08 Outturn</b> |     | <b>2008-09 Estimates</b> |
|---|-----|------------------------|-----|--------------------------|
|   |     | <b>£</b>               |     | <b>£</b>                 |
| <b>Revenue Expenditure</b> (Excluding Capital Charges - See Cells 119 and 156)  |     |                        |     |                          |
| Employees   | 84  | 1,840,900              | 121 | 1,970,460                |
| Premises  | 85  | 417,557                | 122 | 529,656                  |
| Supplies and Services   |     |                        |     |                          |
| Books & Pamphlets (Enter here the amount spent in 2007-08 to purchase books & pamphlets for your libraries)   |     |                        |     |                          |
| - Reference (CD-ROMs, Multi-media, Software etc.)   | 86  | 21,352                 | 123 | 30,000                   |
| - Adult Fiction   | 87  | 109,115                | 124 | 128,000                  |
| - Adult Non-fiction   | 88  | 57,518                 | 125 | 70,500                   |
| - Children's Fiction  | 89  | 39,876                 | 126 | 55,750                   |
| - Children's Non-fiction  | 90  | 7,226                  | 127 | 12,700                   |
| Newspapers, Periodicals and Magazines   | 91  | 15,904                 | 128 | 16,400                   |
| Sound Recordings - Music  | 92  | 4,237                  | 129 | 4,016                    |
| Sound Recordings - Adult Talking Books  | 93  | 27,584                 | 130 | 33,700                   |
| Sound Recordings - Children's Talking Books   | 94  | 12,723                 | 131 | 13,300                   |
| Video recordings and DVDs   | 95  | 36,107                 | 132 | 50,184                   |
| Multi-media and Open Learning Packs (including Language Pack)   | 96  | 0                      | 133 | 0                        |
| CD-ROMs, Software etc.  | 97  | 0                      | 134 | 0                        |
| On-line / Electronic (Internet etc.)  | 98  | 31,191                 | 135 | 15,300                   |
| Other Library acquisitions<br>(please specify) <span style="border: 1px solid black; padding: 2px;">Interlending; Subscriptions; Large print; AV rep</span> | 99  | 41,785                 | 136 | 50,050                   |
| Bookbinding   | 100 | 2,105                  | 137 | 3,000                    |
| <b>Total Expenditure on Materials</b><br>(Sum of Cells 86 to 100 : Cells 123 to 137)  | 101 | 406,723                | 138 | 482,900                  |
| Computing Costs (Non-financial)   | 102 | 0                      | 139 | 0                        |
| Other Supplies and Services   | 103 | 248,011                | 140 | 346,272                  |
| Transport   | 104 | 28,549                 | 141 | 27,672                   |
| Third Party Payments  | 105 | 291,389                | 142 | 314,484                  |
| Support Services Costs (Not applicable in Northern Ireland)   | 106 | 1,087,100              | 143 | 0                        |
| <b>Total Revenue Expenditure</b> (Sum of Cells 84, 85 and 101 to 106 : Cells 121, 122 and 138 to 143)   | 107 | 4,320,229              | 144 | 3,671,444                |
| <b>Revenue Income</b>   |     |                        |     |                          |
| Overdue Charges   | 108 | 58,037                 | 145 | 124,596                  |
| Reservation Fees  | 109 | 1,714                  | 146 | 5,652                    |
| Lettings  | 110 | 0                      | 147 | 0                        |
| Hire of Audio and Visual Materials  | 111 | 81,253                 | 148 | 62,304                   |
| Electronic Revenue  | 112 | 12,590                 | 149 | 5,280                    |
| Specific Grants   | 113 | 9,087                  | 150 | 5,292                    |
| Provision of Library Services to other Local Authorities  | 114 | 2,066                  | 151 | 0                        |
| Miscellaneous - Receipts from the public (including photocopying)   | 115 | 61,986                 | 152 | 62,472                   |
| Miscellaneous - Corporate Income  | 116 | 0                      | 153 | 0                        |
| <b>Total Revenue Income</b> (Sum of Cells 108 to 116 : Cells 145 to 153)  | 117 | 226,733                | 154 | 265,596                  |
| <b>Net Expenditure</b> (Cell 107 minus Cell 117 : Cells 144 minus Cell 154)   | 118 | 4,093,496              | 155 | 3,405,848                |
| Capital charges (Not to be Included in Net Expenditure)   | 119 | **                     | 156 | **                       |
| <b>Memorandum</b>   |     |                        |     |                          |
| Net Expenditure (Cell 118 -Actuals : Cell 155 -Estimates) on a pre FRS17 basis  | 120 | 4,093,496              | 157 | 3,405,848                |

*Note: This will preserve comparisons with previous years*

### Section 13 - Supplementary Financial Information

| Capital Expenditure (Excluding Agency Services)   |                                  | 2007-08 Outturn<br>£ |
|---|----------------------------------|----------------------|
| New Buildings   | 158                              | 2,676,664            |
| Refurbishment of premises   | 159                              | 0                    |
| IT Investment, Networks etc.  | 160                              | 0                    |
| Books and pamphlets   | 161                              | 86,386               |
| Other Library Materials   | 162                              | 14,261               |
| Other Capital Expenditure (please specify) <span style="border: 1px solid black; padding: 2px;">Temporary building; Consultant</span> | 163                              | 595,722              |
| <b>Total Capital Expenditure</b>  | <b>(Sum of cells 158 to 163)</b> | <b>3,373,033</b>     |

### Section 14 - Memorandum: National Standard - Public Libraries User Survey

The following information should preferably be taken from the results of your authority's most recent Public Library User Survey using the PLUS National Standard questionnaire. Care should be taken to show figures which have been correctly weighted to represent your whole authority.

#### Public Library User Survey (PLUS) Questions

|   |      | Adult   | Children  |
|---|------|---|---|
| Year Survey was undertaken  | Year | 165 <span style="border: 1px solid black; padding: 2px;">2006-07</span> | 166 <span style="border: 1px solid black; padding: 2px;">2007-08</span> |
| Percentage of library users 16 and over who view their library services as "Very good" or "good" - PLSS 7 | ★    | 167 <span style="border: 1px solid black; padding: 2px;">91.0%</span>   | 168 <span style="border: 1px solid black; padding: 2px;">84.0%</span>   |
| Percentage of library users under 16 who view their library services as "good" - PLSS 8                   | ★    |   |   |

#### 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.

### Section 15 - Memorandum: Measuring Non-Physical Visits

As part of the consultation document "A new libraries performance management framework" the MLA is looking to develop a suite of indicators around virtual and non-physical usage of library services. This aims to enable authorities to quantify service usage as libraries develop to meet the needs of 21st century communities. The following questions are an initial attempt to begin collection of this information; it is acknowledged that this information will in many cases not be recorded or available only as a broad estimate. We would appreciate any information that authorities may have around these indicators.

| Transactions   |     | Number of Requests   | Number of Enquiries  |
|--|-----|--|--|
| Telephone  | 169 | <span style="border: 1px solid black; padding: 2px;">**</span>     | 171 <span style="border: 1px solid black; padding: 2px;">52,104</span> |
| Online / other electronic                              | 170 | <span style="border: 1px solid black; padding: 2px;">21,075</span> | 172 <span style="border: 1px solid black; padding: 2px;">3,341</span>  |
| Other Measures   |     |  |  |
| Number of times subscription-based content is accessed |     |  | 173 <span style="border: 1px solid black; padding: 2px;">11,334</span> |
| Number of searches                                     |     |  | 174 <span style="border: 1px solid black; padding: 2px;">28,482</span> |
| Chat/blog: Number of Interactions                      |     |  | 175 <span style="border: 1px solid black; padding: 2px;">62</span>     |

This is a new section which CIPFA hope will be of use to all users of these statistics, however 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 16 - Other Libraries not included under Appendix 1

This is a new memorandum section 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.**

Number of Libraries that are not included under the current service points definition

|                                     | Number   |
|-------------------------------------|--|
| Local Access Points                 | 176 <span style="border: 1px solid black; padding: 2px;">**</span> |
| Partnerships                        | 177 <span style="border: 1px solid black; padding: 2px;">**</span> |
| Other (please specify in box below) | 178 <span style="border: 1px solid black; padding: 2px;">**</span> |



**CHARTERED INSTITUTE OF PUBLIC FINANCE AND ACCOUNTANCY**  
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**Appendix 1 - Service Points Open to the Public**

Use one line for each service point (including mobile libraries). NB. The postcode is not required for mobile libraries. For such service points please enter MOBILE in Column (ii).

Please verify your Postcode and make amendments as necessary. Also, please ensure that you have included the Postcode for all service Points. This is essential to ensure that PLSS1 is calculated correctly (English authorities only).

**Authorities who wish to report use of mobiles to meet PLSS1 need to provide a list of postcodes or grid references for individual mobile stops. Please use 'Location of Mobile Library Stops' sheet (Appendix 2), if you are intending to do this.**

The number of lines completed will be used to calculate the total number of service points, including those open less than 10 hours no longer collected in the main questionnaire.

Following recent press stories around library closures, the MLA have requested that the number of libraries opened for the first time and closed permanently during the year should be collected as per below:

Number of libraries newly opened from 1 April 2007 to 31 March 2008

0

Number of libraries permanently closed within the year 1 April 2007 to 31 March 2008

0

| Service Point<br>(i) | Post Code<br>(ii) | Scheduled Weekly Opening Hours<br>(iii) | Provides access to electronic information resources connected to the Internet (Excludes libraries open <10 hours and mobiles)<br>Yes / No<br>(iv) | Library Name<br>(v)  | Street Number and Name<br>(vi) | Town<br>(vii) |
|----------------------|-------------------|---|---|----------------------|--------------------------------|---------------|
| 1                    | MOBILE            | 20.0                                    |   |                      | 0                              | 0             |
| 2                    | SN1 2SD           | 58.5                                    | Yes   | Central Library      | mount Building, Princes Street | Swindon       |
| 3                    | SN1 3BH           | 18.0                                    | Yes   | Old Town Library     | Victoria Road                  | Swindon       |
| 4                    | SN2 1QZ           | 15.0                                    | Yes   | Pinehurst Library    | The Circle                     | Swindon       |
| 5                    | SN2 2BG           | 10.0                                    | Yes   | Even Swindon Library | Jennings Street                | Swindon       |

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**Appendix 2 - Location of Mobile Library Stops**

This section is COMPLETELY OPTIONAL to complete and only for those authorities who wish to work out the PLSS 1 figure including mobile stops. This is not advisable if the authority already meets the standard or is unlikely to meet the standard after adding mobile provision.

Please enter the location of each mobile library stop, each stop must be for at least 10 minutes, at least every 3 weeks to qualify. There is the option to enter either the relevant postcode or 6 figure grid reference (e.g. 532950, 165710). Please use the same reporting format for all mobile library stops.

IPF retain historic databases, therefore if you completed appendix two last year, you only need to inform us of any changes to this year's figures.

| Mobile stop | Post Code | Easting<br>(6 figures) | Northing<br>(6 figures) |
|-------------|-----------|------------------------|-------------------------|
| 1           | SN2 7PS   |                        |                         |
| 2           | SN3 4QT   |                        |                         |
| 3           | SN3 4NZ   |                        |                         |
| 4           | SN3 3RR   |                        |                         |
| 5           | SN4 ONS   |                        |                         |

| Mobile stop | Post Code | Easting<br>(6 figures) | Northing<br>(6 figures) |
|-------------|-----------|------------------------|-------------------------|
| 353         |           |                        |                         |
| 354         |           |                        |                         |
| 355         |           |                        |                         |
| 356         |           |                        |                         |
| 357         |           |                        |                         |

| Mobile stop | Post Code | Easting<br>(6 figures) | Northing<br>(6 figures) |
|-------------|-----------|------------------------|-------------------------|
| 705         |           |                        |                         |
| 706         |           |                        |                         |
| 707         |           |                        |                         |
| 708         |           |                        |                         |
| 709         |           |                        |                         |