

Appendix 3 - ASSESSMENT AGAINST PUBLIC LIBRARY STANDARDS

Please assess your authority's performance in relation to each of the following standards. Put a tick in column 3 against all entries where the current value of the performance indicator meets or exceeds the standard. Note the estimated performance indicator value for your authority for 2000/01 in column 4 and show the target values you plan to achieve in 2001/02 and the following 2 years (columns 5-7).

In column 8, note the sections in your plan where you state the action you intend to take to meet any standards not yet met.

[1] Standard number	[2] Standard	[3] Standard met or exceeded	[4] Authority's measure of performance (2000/01)	[5] Target for 2001/02 <u>This Year</u>	[6] Target for 2002/03	[7] Target for 2003/04	[8] Show the section(s) in your plan which identify remedial action
PLS1(i) §	Proportion of households living within specified distance of a static library						
PLS1 (ii) #	Proportion of households living within a specified distance of a library open during convenient hours	NYA	NYA	NYA	NYA	NYA	NYA
PLS 2 (i) #	Proportion of planned time that service points were not available to visitors because of emergency closure of central and branch libraries						
PLS2(ii) #	Proportion of planned time that mobile service points were not available to visitors because mobile library visits/stops were missed or cancelled.						

[1] Standard number	[2] Standard	[3] Standard met or exceeded	[4] Authority's measure of performance (2000/01)	[5] Target for 2001/02 <u>This Year</u>	[6] Target for 2002/03	[7] Target for 2003/04	[8] Show the section(s) in your plan which identify remedial action
PLS 3 (i)	Aggregate opening hours per 1,000 population for all libraries						
PLS 3 (ii)	Proportion of aggregate opening hours that fall outside 9am to 5pm on weekdays						
PLS 4 #	Percentage of larger libraries open at least 45 hours a week						
PLS 5	Percentage of libraries open more than 10 hours a week that have access to on-line catalogues						
PLS 6 (i)	Total number of electronic workstations available to users per 1,000 population						
PLS6 (ii)	Percentage of static service points providing public internet access						

[1] Standard number	[2] Standard	[3] Standard met or exceeded	[4] Authority's measure of performance (2000/01)	[5] Target for 2001/02 <u>This Year</u>	[6] Target for 2002/03	[7] Target for 2003/04	[8] Show the section(s) in your plan which identify remedial action
PLS 7	Normal book issue period						
PLS 8	Number of books that library users are allowed to borrow at one time						
PLS 9 (i)	Percentage of requests for books met within 7 days						
PLS 9 (ii)	Percentage of requests for books met within 15 days						
PLS 9 (iii)	Percentage of requests for books met within 30 days						
PLS 10 #	Number of visits to the library website per 1,000 population						
PLS 11	Number of library visits per 1,000 population						

[1] Standard number	[2] Standard	[3] Standard met or exceeded	[4] Authority's measure of performance (2000/01)	[5] Target for 2001/02 <u>This Year</u>	[6] Target for 2002/03	[7] Target for 2003/04	[8] Show the section(s) in your plan which identify remedial action
PLS 12 (i)	Percentage of adult library users reporting success in obtaining a specific book						
PLS 12 (ii)	Percentage of child library users reporting success in obtaining a book						
PLS 13 (i)	Percentage of adult library users reporting success in gaining information as a result of a search or enquiry						
PLS 13 (ii)	Percentage of child library users reporting success in gaining information as a result of a search or enquiry						
PLS 14 (i)	Percentage of adult library users rating the knowledge of staff as "good" or "very good"						
PLS 14 (ii)	Percentage of child library users rating the knowledge of staff as "good" or "very good" (same as PLS 15ii)						
PLS 15 (i)	Percentage of adult library users rating the helpfulness of staff as "good" or "very good"						

[1] Standard number	[2] Standard	[3] Standard met or exceeded	[4] Authority's measure of performance (2000/01)	[5] Target for 2001/02 <u>This Year</u>	[6] Target for 2002/03	[7] Target for 2003/04	[8] Show the section(s) in your plan which identify remedial action
PLS 15 (ii)	Percentage of child library users rating the helpfulness of staff as "good" or "very good" (same as PLS 14ii)						
PLS 16	Quality index for stock (to be developed in 2001/02)						
PLS 17	Annual items added through purchase per 1,000 population						
PLS 18	Time taken to replenish the lending stock on open access or available for loan						
PLS 19 (i)	Numbers of staff per 1,000 population with appropriate information management qualifications						
PLS 19 (ii)	Numbers of staff per 1,000 population with appropriate ICT qualifications						
Please provide an estimate of any additional revenue costs, in this and each of the subsequent years (2001/02 to 2003/04) in your plan, attributable to increasing provision to meet the national standards				<u>£000's</u>	<u>£000's</u>	<u>£000's</u>	

Notes:

The Committee on Public Library Statistics has been asked to develop an appropriate means for calculating the statistic

§ If, relevant also show the estimated proportion of the population served by mobiles.

Authorities may choose to append a note of their additions through purchase of adult fiction, adult non-fiction, children's materials, reference materials and large print plus books on tape.

NYA = not yet applicable

(A) PLS 1 – Proportion of households living within a fixed distance of a static library, for all libraries:

Will be calculated on the basis of the results of the 1999/2000 library postcode survey (updated to include subsequent amendments), and will include static service points open less than 10 hours per week.

Results will be prepared irrespective of whether the nearest service point is within or outside the administrative area of the local authority. Relevant statistics will be distributed with the Planning Profile for the 2001 Plans.

libraries open during convenient hours:

This is defined as outside 9-5 on weekdays and all opening on Saturday and / or Sunday.

It is suggested that authorities show in their annual library plan if their libraries have different summer / winter opening hours.

Contextual Indicator – Mobile Libraries:

It is recommend that authorities (when calculating this indicator for themselves) make “best estimates”. It would be spurious to attempt detailed calculations if the number of stops is large. Otherwise, list the postcodes of the mobile library stops and base the measure on the proportion of households in the local authority living within a quarter mile radius of each stop.

100% of households in Inner London Boroughs within 1 mile
99% of households in Outer London Boroughs within 1 mile
95% of households in Metropolitan Districts within 1 mile (or 100% within 2 miles)
88% of households in Unitary Authorities within 1 mile (or 100% within 2 miles)
85% of households in County Councils within 2 miles

(B) PLS 2 – Proportion of the planned time that service points were not available to visitors, measured by:

Percentage emergency closures of central and branch libraries:

Include both planned and unplanned closures. Planned closures to mean those for which seven calendar days notice is provided (static libraries).

Percentage of mobile library visits/stops missed or cancelled.

(C) PLS 3 – Aggregate opening hours per 1000 population for all libraries

128 annual opening hours per 1,000 population i.e. Average hours per week x 52 weeks

It is suggested that the Annual Library Plan should identify planned closures which are part of the authority's policy e.g. Christmas holidays, summer closures etc

(D) PLS 4 – Percentage of larger libraries open at least 45 hours per week

Larger libraries are static libraries with a catchment area of more than 40,000 resident population, broadly equivalent to 200,000 expected visitors a year.

Where the catchment area of a library covers a resident population of 150,000 persons or more (broadly equivalent to 500,000 visitors per annum), the merits of extending the opening hours to 60 per week should be reported in the Annual Library Plan.

(E) PLS 5 – Percentage of libraries open more than 10 hours a week that have access to on-line catalogues

Definition of PLS 5 to be updated to also include static service points open less than 10 hours per week.

This may include public access to on-line catalogues, staff access or both.

100% of static libraries should provide this access (by 2003)

(F) PLS 6 – Total number of electronic workstations available to users per thousand population

(i) 6 electronic workstations per 10,000 population (by 2003)

(ii) 100% of static service points to provide internet access (by December 31st 2002)

i.e. Total terminals with OPAC and/or Internet access available to users.

(G) PLS 7 – Library authority's normal book issue period (in weeks)

Minimum of 3 weeks

(H) PLS 8 – Number of books which library users are allowed to borrow at any one time

8 books as a minimum

(I) PLS 9 – Percentage of requests for books met within:

(i) 7 days 50%

(ii) 15 days 70%

(iii) 30 days 85%

The standard refers to all types of published information.

It is recognised that there will continue to be a problem with pre-publication reservations, but it is felt that this would have a negligible effect on inter authority comparisons.

It is suggested that authorities should consider publishing details in their Annual Library Plans on their reservation policies, given the practice by some of not accepting requests for particular types of books.

(J) PLS 10 – Number of visits to the library website per thousand population

“Count of visits to the library via the internet. A visit occurs when an external user connects to a networked library resource for any length of time or purpose (regardless of the number of pages or elements viewed). Examples of a networked library resource include a library OPAC or a library web page. In the case of a user visit to a library web site a user who looks at 16 pages and 54 graphic images registers one visit to the web server.”

(K) PLS 11 – Number of library visits per thousand population

Inner London Boroughs - 7,650 (or 6,800 for the enhanced population)

Outer London Boroughs - 8,600

Metropolitan Districts - 6,000

Unitary Authorities - 6,300

County Councils - 6,600

For the future, it was noted that account will need to be taken of “virtual visits”, faxes, telephone enquiries etc. *The consultation definition of a virtual visit includes: “Web site visits (not hits); facsimiles and emails from non-local authority sources requiring a reply. Telephone calls and letters should be omitted”.*

(L) PLS 12 – Percentage of library users reporting success in obtaining a specific book:

(i) adults 65%

(ii) children 65%

It is noted that Children's PLUS survey does not at present identify a specific book.

The children's PLUS group will consider including a question which asks if the child were successful in obtaining a specific book.

In the meantime, the relevant proportion is to be calculated from Questions 8 and 10 (cells 20 and 57) of the existing children's PLUS survey form.

(M) PLS 13 – Percentage of library users reporting success in gaining information as a result of a search or enquiry
75%

Available from existing PLUS survey. For children's PLUS questions 8 and 10 (cells 27 and 59).

(N) PLS 14 – Percentage of library users rating the knowledge of staff as 'good' or 'very good'
95%

Available from PLUS. For Children's PLUS cell 56. (Children's proportion to be based on "Good" and "OK").

(O) PLS 15 – Users rating the helpfulness of staff as 'good' and 'very good'
95%

Available from PLUS. For Children's PLUS cell 56. (Children's proportion to be based on "Good and "OK").

Consideration will be given by the PLUS group to correlating the terminology used in the adult and children's surveys on PLS 12, 13, 14 and 15.

(P) PLS 16 – Quality index for:

Adult fiction; adult non-fiction; children's books; reference material' large print books and books on tape; and, material in languages other than English.

(Q) PLS 17 – Annual items added through purchase per thousand population

216 additions per 1,000 population

(R) PLS 18 – Time taken to replenish lending stock
8.5 years

Information is available from the existing questionnaire. Available stock for loan will be based on the definition used in cell 15 of the CIPFA questionnaire.

The definitions of PLS 17 and PLS 18 are consistent. i.e. PLS 18 should exclude newspapers, periodicals and other materials.

(S) PLS 19 – Number of staff per 1000 population:

- (i) with appropriate information management qualifications
- (ii) with appropriate ICT qualifications.

The Library Association will undertake further research. In the meantime, authorities may wish to exemplify their staff training policies as well as show the proportion of spending on training in their annual library plans.