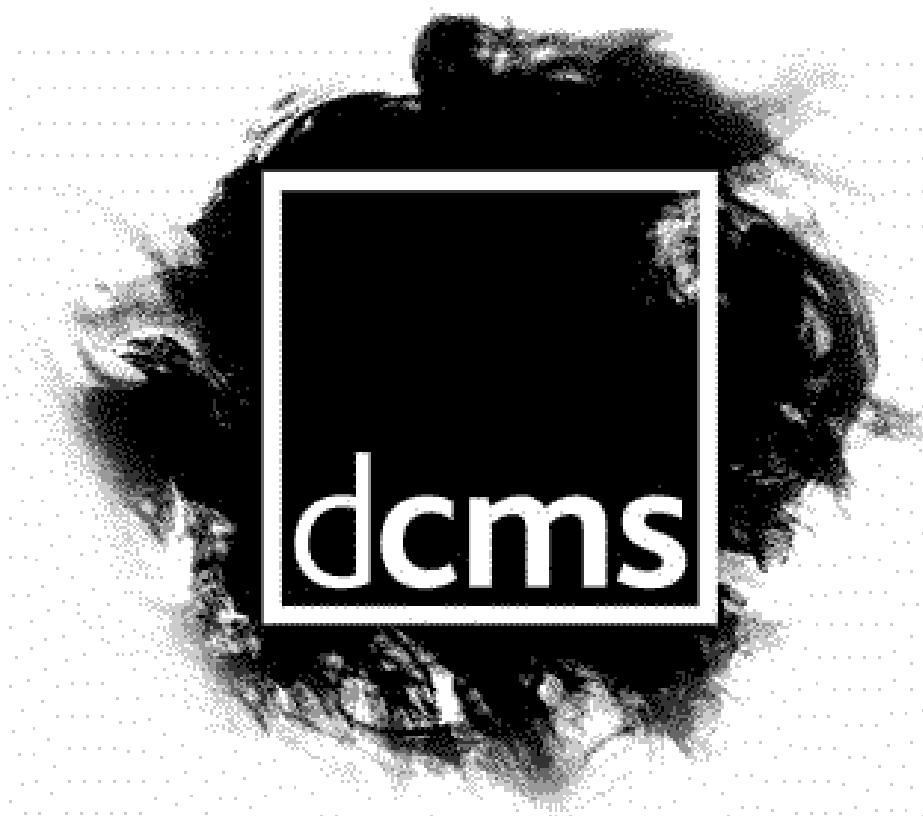


# ANNUAL LIBRARY PLANS

## Guidelines for the preparation of plans in 2002



Department for Culture, Media and Sport  
Libraries Information and Archives

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Issued: April, 2002

# ANNUAL LIBRARY PLANS

## GUIDELINES - 2002

### 1. INTRODUCTION

- 1.1. The Department for Culture, Media and Sport recognises that preparing Annual Library Plans is a time consuming task, and has sought ways to reduce the effort involved. The Department also recognises that all public library authorities prepared at least satisfactory Annual Library plans in 2001. These Guidelines have been revised after consultation with the Advisory Council on Libraries for England, representatives of public library authorities at two consultative meetings, and the Annual Library Plan Steering Group, with significant input from the Society of Chief Librarians.
- 1.2. We have adopted a simplified layout for the Guidelines in 2002 and one that will allow authorities to update sections 1 to 3, rather than having to re-write large sections.
- 1.3. The framework provides Government with a consistent structure for the intentions and achievements of all parties, working together towards national, but also local, objectives for the library service. Library authorities are asked to concentrate on policies as well as stating progress in meeting the public library standards rather than descriptions of services.
- 1.4. In promulgating these Guidelines the Department accepts that by definition guidance is not totally prescriptive. Authorities should adopt the structure, but use the described coverage to different degrees depending upon their own circumstances. The framework is promoted in the spirit of partnership where the Department wishes to support each authority in shaping its own library service to best meet the demands of the community it serves.
- 1.5. Authorities may choose to consult on the preparation of their Annual Library Plans, but this is not a requirement. Although this would be welcomed, the presence or absence of consultation on the plan will not be taken into account in the assessment.
- 1.6. The 2002 Plan should be submitted to the Department by Monday, 30<sup>th</sup> September, 2002. Following consultation it is clear that this provides a “best fit” to the corporate management and budget strategy processes of local authorities, and facilitates the production and incorporation of performance measures relating to each financial year. Plans may, of course, be prepared within the authority at whatever prior date is most convenient. This time-scale reflects the fact that, by the time of submission, the Plan is covering a year which is half way through and for which key budgetary decisions are already taken. It also provides the opportunity for planning data to be available for local budget setting purposes in preparation for the next year, and allows the opportunity for authorities to reflect prospective cost and service changes in overall national expenditure projections and grant negotiations.
- 1.7. Appendix 2 sets out a time frame for the years to be covered in each Plan over the next three years.

- 1.8. Questions of interpretation of these Guidelines may be submitted to the assessment team via the enquiry form on the discussions page of the Annual Library Plan website ([www.libraryplans.ws/discussions/faq/enquiry.asp](http://www.libraryplans.ws/discussions/faq/enquiry.asp)). Answers will be published in the frequently asked questions section of the website. Please check this before asking a question, as it may already have been answered.

## 2. COMMON FORMAT

- 2.1. The Guidelines are structured in terms of a common format - with chapter and subject headings specified - and a general description of the content that might be expected to form part of each. (See Appendix 1).

- 2.2. The format for the Plan is as follows:

<b>Chapter 1</b>	-	<b>Introduction</b>
<b>Chapter 2</b>		<b>Statement of objectives</b>
<b>Chapter 3</b>	-	<b>Service delivery policies and resources</b>
<b>Chapter 4</b>	-	<b>Performance appraisal, assessment against the standards in “<i>Comprehensive, Efficient and Modern Public Libraries</i>”, marketing and customer response</b>
<b>Chapter 5</b>	-	<b>Review of the plan and progress for the previous financial year</b>
<b>Chapter 6</b>	-	<b>Rolling 3 year medium term strategy</b>
<b>Chapter 7</b>	-	<b>Rolling action plans and targets</b>

## 3. AUDIENCE AND PRESENTATION

- 3.1. Council officers and elected members, Government Departments and external advisers will be the primary users of this strategic plan. It is appropriate, therefore, that it should mainly be framed in terms that are relevant from a managerial and professional standpoint. However, in the spirit of openness, you may also wish to consider the clarity of the document from a user's standpoint.
- 3.2. Authorities are asked to summarise lengthy policy papers where appropriate rather than repeat them in full in the Plan. Bullet points may be used to identify policy papers which could be made available to the Department if required.
- 3.3. Plans should be produced each year in full.
- 3.4. Primarily the plan is an expression of the authority's own commitment to the development of the library service. However, it is also important to consider the use of the plans by the Department for Culture, Media and Sport, the Audit Commission and any research bodies who may have access to plans from all authorities and who will find analysis and comparison greatly facilitated by a common approach.
- 3.5. Library Plans must be submitted to the authority's full Council meeting. This will give the plan the appropriate status for a strategic document. [ *See Statutory Instrument 2000 No. 2853: The Local Authorities (Functions and Responsibilities) (England) Regulations 2000.* ] A foreword in the name of the Cabinet member, Committee Chair (or other appropriate member) can be used to add status and set the plan in context. The timing of full Council meetings may mean that some

authorities will need to submit draft Plans by 30<sup>th</sup> September and then send final Plans after their next Council meeting. Where this is the case the draft should be approved by the Council's Executive Committee (or similar) before it is submitted.

- 3.6. On the basis of experience, no plan need exceed 100 pages. Some could be significantly shorter without detriment providing all the required points are covered. Plans should be expressed clearly for the benefit of the prospective readership. Readers of the Plan would find a contents page helpful, supported by page numbering. Some cross-referencing of sections may be helpful, but overall coherence should be maintained. Appendices should be avoided to the greatest extent possible. Information should be presented in a summarised form where possible. If an authority decides to use a different arrangement than the one in these Guidelines, it should provide a site map showing in which section information requested in Appendix 1 is located.
- 3.7. Authorities may submit their plans solely in Adobe Acrobat format by email or on a standard floppy disc. The information required in Appendix 3 should be submitted in a spreadsheet format only. The proforma for this can be downloaded from the ALP website [www.libplans.ws](http://www.libplans.ws). The contact at IPF for technical queries is Martin Jennings (0208 667 1144 email: [Martin.Jennings@ipf.co.uk](mailto:Martin.Jennings@ipf.co.uk))
- 3.8. Authorities are encouraged to mount their Plan on their web site, to increase local knowledge of the developments planned for their library service.

#### **4. PERFORMANCE INDICATORS**

- 4.1. A 'Planning Profile' will be circulated following the issue of this guidance which will set out various statistical indicators. These will provide a convenient summary of statistical measures, as defined by the Committee on Public Library Statistics, for the last five years.

The profile is meant to be an aid to the authority in considering the scope and scale of its services both in time and in contrast with other authorities. Its purpose is to add context although it is accepted that no statistical measures can effectively summarise performance on their own.

#### **5. ASSESSMENT**

- 5.1. Plans will be assessed in relation to the Guidelines and any additional guidance given by the Department during the year. Appendix 4 details the overall policy areas Readers will be assessing. Readers will be particularly considering the plans for evidence that proposals to make resources available to meet the public library standards are realistic.
- 5.2. Plans will be assessed in three ways:
  - the quality of the plan as a planning document
  - evidence that the authority has realistic plans to meet the public library standards
  - evidence that the authority is improving its library service
- 5.3. Readers will also be asked to check for evidence that authorities are demonstrating realism and effectiveness in relation to the availability of resources to meet the public library standards; and that the action plans are used as working documents.

5.4. Authorities which demonstrate good practice in specific areas of their library services through the annual library plan will have those areas highlighted in their plans on the annual library plans website. A thesaurus of good practice terms will be published.

## **6. 'COMPREHENSIVE, EFFICIENT AND MODERN PUBLIC LIBRARIES'**

6.1. '*Comprehensive, Efficient and Modern Public Libraries*' states that the specific objectives inherent in the standards are to:

- ensure that libraries are located so as to provide convenient and suitable access for users;
- ensure that opening hours of libraries are adequate for users;
- develop electronic access for users;
- ensure satisfactory services for the issuing and reserving of books;
- encourage the use made of the library service;
- provide choice in books and materials made available to users;
- provide appropriate levels of qualified staff.

6.2. As requested in '*Comprehensive, Efficient and Modern Public Libraries*', library authorities are asked to state their local targets (i.e. performance measures to which they aspire) for services to children, socially excluded people, ethnic minority communities and people with disabilities in section 7.3. Authorities are also asked to comment on the impact of regional and cross border patterns of use.

6.3. Authorities are asked to comment on any variations between their performance, their local targets and the standards in "*Comprehensive, Efficient and Modern Public Libraries*". Authorities should consider how they intend to develop their Plan so that they meet the standards within a reasonable period. In the first instance, the Department has asked authorities to meet the public library standards by March 2004.

## **7. ISSUES REQUIRING PARTICULAR ATTENTION IN 2002**

7.1. The report on the Annual Library Plans for 2001 drew attention, in the relevant sections, to the need for authorities to show further evidence of planning and actions relating to:

- the sustainability of ICT services
- the quality of the library stock
- the development of local cultural strategies
- the evaluation of reader development programmes
- the development of new services
- the utilisation of new sources of income
- benchmarking with other library services, including the benchmarking of processes
- the development of cost estimates linked to action plans
- the development of seamless access to learning materials with other learning services

**GUIDELINES: LOCAL AUTHORITY ANNUAL LIBRARY PLANS 2002**

<b>CHAPTER AND SECTION HEADINGS</b>	<b>INDICATIVE CONTENTS</b>
<b>1. Introduction</b>	Please state if the Plan has been approved by your authority's full Council or if it is a draft Plan. If a draft, state if the Plan has been approved by the Executive Committee (or similar) and when the full Council will meet to consider the Plan.
1.1. Local authority characteristics	<p>Please give a brief description of the area served by your authority, including a topographical map.</p> <p>Provide demographic information about the authority's communities covering the previous 3 years, including trend data from local sources, the profile of statistical data (e.g. ethnic make up, age profile, day time population,) and a socio-economic analysis. Emphasise the implications of the demographic trend data for the development of the library service.</p>
<b>2. Statement of objectives</b>	
2.1. Corporate and library service objectives and plans	<p>Please state the long term objectives, or mission, of the library service. The library service should fit within the authority's corporate objectives and plans. Identify the authority's overall objectives and plans, including plans from other departments which affect the library service. State the nature of those public and private partnerships you have developed.</p> <p>Identify how the authority responds to or is affected by key corporate plans and plans requested by other Government departments which affect the public library service. Please at least refer to:</p> <ul style="list-style-type: none"> <li>• the Best Value performance plan,</li> <li>• local and regional cultural strategies,</li> <li>• the asset management plan,</li> <li>• plans for e-government,</li> <li>• plans for regeneration,</li> <li>• plans to improve the health of your population</li> </ul>

<b>3. Service delivery policies and resources</b>	<p><i>Throughout the sections in this chapter please concentrate on policies rather than the description of services. Bullet points may be used to indicate policy papers which the Department may request if it requires evidence of specific policies.</i></p> <p><i>Draw attention to the full range of library materials, e.g. books, periodicals, recordings, and electronic resources, in your responses.</i></p>
3.1. Access	Please state the policies relating to the location of libraries, both static and mobile, as well as opening times and availability. The policy in relation to the provision of access outside the normal range of office hours (9 a.m. to 5 p.m. on weekdays, i.e. Mondays to Fridays) should be stated. Co-operation with other bodies including other local authorities on access to library services should be included. Authorities which provide differing hours of opening at differing times of the year (e.g. summer or winter) should state their policy. Authorities should also state their policy in relation to closures for public holidays.
3.2. Buildings and mobile libraries	Please review the buildings and mobile libraries used by the library service in relation to the access policies in 3.1 and the asset management plan in 2.1. State the overall level of adequacy of the buildings and mobile libraries to meet user expectations, demographic trends and trends in library provision. Identify any issues relating to inadequacy of repair, or furnishings, or tenancy. Also state if any provision has been made in corporate plans, a capital programme or other funding methods (including private finance initiatives) for the provision of new static and/or mobile libraries, as well as any upgrading or renewal of existing buildings or mobile libraries.
3.3. Services for adults, young people and children	Please state your service philosophy and the key points of your policies in relation to services for adults and children. You should cover at least: <ul style="list-style-type: none"> <li>• stock selection, deployment and withdrawal,</li> <li>• stock conservation, including digitisation plans,</li> <li>• reader and audience development, including encouraging children to read</li> <li>• outreach work and events programmes,</li> <li>• study and homework facilities,</li> <li>• reservation services, including any limitations on the availability of the request service (e.g. differing charges for inter library loans, or the exclusion of some types of stock),</li> </ul>

	<ul style="list-style-type: none"> <li>• support for research through the provision of special collections,</li> <li>• services for business,</li> <li>• community information,</li> <li>• library services related to local history, whether provided by the library service or another department</li> <li>• co-operation and inter-lending.</li> </ul> <p>Include lending, information and reference services.</p> <p>State your policies relating to your service to schools and identify links to education services. Identify the specialist staff posts in your establishment for services to children and young people.</p>
3.4. Services for special groups	<p>Please say which special groups or individuals you have identified as requiring specific services. State your service philosophy and key points of your policies. (Special groups include ethnic minorities, those unable to visit libraries, people with physical disabilities, people with special needs, travellers, those whose first language is not English and similar groups).</p> <p>Include lending, information and reference services as appropriate.</p>
3.5. Wider community use	<p>Please state your policies relating to the use of library premises by community and similar groups, as well as services where library premises are used to give access to broader council and government services, including services from other authorities.</p>
3.6. Staff	<p>Please state the number of staff (in FTEs) and in salary grade bands, and state the target for the number of staff with appropriate information management and ICT qualifications. (Until the CIPIL commissioned research is available, each authority should identify its own appropriate qualifications).</p> <p>Identify any areas where staff numbers and/or skills are not yet adequate to carry out the policies identified above.</p> <p>State the steps you are taking to address any skills shortages you have identified. (The expenditure on training and staff development, as a percentage of payroll costs, should be shown in section 3.8.)</p>

3.7. ICT systems and services	Please state your policies relating to the provision of ICT systems and services. This should include library housekeeping systems as well as direct public services, such as the provision of electronic information sources, facilities for e-government and personal computing services for the public. Include the provision of the People's Network.
3.8. Finance	<p>Please set out the overall level of expenditure for the library service for the preceding 3 years and identify expenditure trends to date.</p> <p>State the main headings and budget figures for the library service's budget for 2002/03. Include the financial requirement identified in the 2001 Plan as necessary to move towards meeting the public library standards, and the outcome of the budget negotiations for 2002/03.</p> <p>Indicate overall financial trends for 2003/04 to 2004/05 as identified by your authority's finance department.</p> <p>State the process you intend to follow to achieve the budget necessary to meet the public library standards.</p> <p>Include:</p> <ul style="list-style-type: none"> <li>• an assessment of the adequacy of the level of investment in books and other library materials</li> <li>• the resources allocated to training and development for the library service, including departmental and corporate expenditure, as well as external funding (which should be separately identified). State the level of this expenditure as a percentage of the payroll costs for the library service</li> <li>• how you intend to provide the finances necessary to sustain the quality of your ICT systems</li> </ul> <p>State your policies to generate income and in kind support, and identify areas within which financial assistance is provided by other bodies, such as private companies, trusts and grants.</p> <p>Readers will be asked to consider evidence of the extent to which authorities state their financial processes and forecasts realistically. Examples of such evidence are:</p> <ul style="list-style-type: none"> <li>• the history of previous budget changes,</li> <li>• the bid for resources in the 2001 Plan,</li> <li>• the outcome of the budget negotiations relating to the 2002/03 budget,</li> </ul>

	<ul style="list-style-type: none"> <li>• the level of the bid for resources for 2002/03 in relation to previous budget outcomes,</li> <li>• the level of commitment to the proposed budget for 2003/04.</li> </ul>
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<p><b>4. Performance appraisal, assessment against the standards in “Comprehensive, Efficient and Modern Public Libraries”, marketing and customer response</b></p>	
<p>4.1. Public library standards and trend data</p>	<p>Please complete the pro-forma shown in appendix 3 giving the performance of your library service in relation to each of the public library standards where measures have been identified, and for which information has been requested in “Comprehensive, Efficient and Modern Public Libraries”. (Please use the electronic pro-forma which is available from the annual library plans website <a href="http://www.libplans.ws">www.libplans.ws</a>.)</p> <p>In this section include data for your performance against those local targets you have previously set which extend the standards, including services to children and young people, socially excluded people, ethnic minorities and people with disabilities.</p> <p>Show significant variations between your service and comparator authorities.</p> <p>Comment on this data in section 4.2.</p>
<p>4.2. Commentary on approach to meeting the standards and local targets</p>	<p>Please comment on the performance of your library service against both the public library standards and your local targets</p> <p>Highlight any areas of concern to your authority (If your authority has not yet met particular standards, state your strategy for meeting the standards in section 6.3.).</p> <p>Authorities with libraries known to provide one or more service points of first choice for resident populations in excess of 150,000 persons are asked to consider the merits of providing opening hours of 60 hours a week or more for those libraries, and to comment on their policies in relation to access to those libraries. (This is broadly equivalent to 500,000 visitors a year to a specific library.)</p>

	State how you carry out benchmarking for your library service and state the conclusions you have drawn. Include process benchmarking.
4.3. Public consultation and marketing	<p>Please state your approach to marketing the library service. State how you identify who uses your services, and state the principal conclusions you have drawn from your marketing activity. Include the outcome of user surveys, public consultation exercises and market research carried out in the last 2 years.</p> <p>Set out your authority's policy on complaints.</p> <p>Include a review of comments and suggestions received in the previous year.</p>
4.4. Quality assessment	<p>Please state the processes you follow to assess the quality of your service and state your principal conclusions based on the evidence from your quality management process.</p> <p>Comment on the quality of the stock of your library service.</p>

<b>5. Review of preceding Plans, and progress for the previous financial year</b>	
5.1. Achievement of the Action Plan for 2001/02	<p>Please state those aspects of the Action Plan for 2001/02 for which you have not been able to achieve the outcome predicted. State why and indicate whether or not this action will be carried forward.</p> <p>State any actions where the predicted outcome or target was achieved by more than 10%.</p> <p>It is not necessary to state those actions in the 2001/02 Action Plan where the predicted outcome or target was achieved by a margin of 0% to +10%.</p>

<p><b>6. Rolling 3 year Medium Term Strategy</b></p>	
<p>6.1. Analysis of strengths, areas for development, opportunities and threats</p>	<p>Analyse the strengths, areas for development, opportunities and threats for your library service in a tabular format against at least the following key areas:</p> <ul style="list-style-type: none"> <li>• stock provision and deployment, including the quality of the stock,</li> <li>• reader and audience development,</li> <li>• meeting the public library standards,</li> <li>• social inclusion,</li> <li>• lifelong learners,</li> <li>• customer response,</li> <li>• resource issues</li> </ul>
<p>6.2. Best Value reviews</p>	<p>Please comment on your authority's approach to the Best Value principles. Summarise the findings of those Best Value reviews affecting the library service which have taken place in the preceding 2 years. Include the score and summary sections from the executive summary of any Best Value inspections affecting the library service over that period Show how the ALP links to the Best Value implementation plan. (The action plans in section 7 could incorporate the Best Value implementation plan if that is appropriate).</p>
<p>6.3. Service improvements and variations</p>	<p>Please state your rolling 3 year medium term strategy for improving or varying your library services, based on the analysis of strengths, development areas, opportunities and threats, and the outcome of Best Value reviews.</p>

<b>7. Rolling Action Plans and targets</b>	
7.1. Action plan for 2002/03 and 2003/04	In response to the rolling 3 year medium term strategy (section 6.3) please give details of your immediate action plans. These should cover 2002/03 (already half way through) and 2003/04. The action plan should concentrate on firm actions, firm timescales, specific targets and identified responsibilities. The cost of the action plans for 2002/03 and 2003/04 should be included in the budget in section 3.8. (The development of cost estimates linked to action plans is an area which assessors will be asked particularly to check)
7.2. Action plan - 2004/05	In response to the rolling 3 year medium term strategy (section 6.3) give the outline of your action plan for 2004/05. This should state the major service initiatives which are planned and should give broad outlines of costs. Any significant budget variations which will be required should be identified.
7.3. Local performance targets	Please state your local performance targets for the 3 years of the Action Plan. Targets should be challenging and achievable. (Targets relating to "Comprehensive, Efficient and Modern Public Libraries" should be stated in appendix 3, while local targets should be stated here.)

## APPENDIX 2

### TIMETABLE FOR ROLLING FORWARD THE OVERALL PLAN

**This shows the timetable for submission the Plan. The relevant years for performance appraisal and the medium term strategy, action plan and targets are also shown.**

Submission Date	Section or Element of the Plan	Years Covered
30 <sup>th</sup> September 2002	Performance Appraisal Medium Term Strategy Action Plan and Performance Targets	2001/02 2002/03 - 2004/05 2002/03 - 2004/05
30 <sup>th</sup> September 2003	Performance Appraisal Medium Term Strategy Action Plan and Performance Targets	2002/03 2003/04 - 2005/06 2003/04 - 2005/06
30 <sup>th</sup> September 2004	Performance Appraisal Medium Term Strategy Action Plan and Performance Targets	2003/04 2004/05 - 2006/07 2004/05 - 2006/07

## APPENDIX 3 - ASSESSMENT AGAINST PUBLIC LIBRARY STANDARDS

Do not complete this table, but use the spreadsheet available at [www.libplans.ws](http://www.libplans.ws)

See the definitions set out on pages 20 - 25

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 2001/02 in column 4 and show the target values you plan to achieve in 2002/03 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 (2001/02)	[5] Target for 2002/03 <u>This Year</u>	[6] Target for 2003/04	[7] Target for 2004/05	[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						
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.						

<b>[1] Standard number</b>	<b>[2] Standard</b>	<b>[3] Standard met or exceeded</b>	<b>[4] Authority's measure of performance (2001/02)</b>	<b>[5] Target for 2002/03 <u>This Year</u></b>	<b>[6] Target for 2003/04</b>	<b>[7] Target for 2004/05</b>	<b>[8] Show the section(s) in your plan which identify remedial action</b>
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						
PLS 7	Normal book issue period						

<b>[1] Standard number</b>	<b>[2] Standard</b>	<b>[3] Standard met or exceeded</b>	<b>[4] Authority's measure of performance (2001/02)</b>	<b>[5] Target for 2002/03 <u>This Year</u></b>	<b>[6] Target for 2003/04</b>	<b>[7] Target for 2004/05</b>	<b>[8] Show the section(s) in your plan which identify remedial action</b>
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						
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						

<b>[1] Standard number</b>	<b>[2] Standard</b>	<b>[3] Standard met or exceeded</b>	<b>[4] Authority's measure of performance (2001/02)</b>	<b>[5] Target for 2002/03 <u>This Year</u></b>	<b>[6] Target for 2003/04</b>	<b>[7] Target for 2004/05</b>	<b>[8] Show the section(s) in your plan which identify remedial action</b>
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"						
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 (yet to be developed)						

<b>[1] Standard number</b>	<b>[2] Standard</b>	<b>[3] Standard met or exceeded</b>	<b>[4] Authority's measure of performance (2001/02)</b>	<b>[5] Target for 2002/03 <u>This Year</u></b>	<b>[6] Target for 2003/04</b>	<b>[7] Target for 2004/05</b>	<b>[8] Show the section(s) in your plan which identify remedial action</b>
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 (2002/03 to 2004/05) in your plan, attributable to increasing provision to meet the national standards				<u>£000's</u>	<u>£000's</u>	<u>£000's</u>	

***REFER TO DEFINITIONS OVERLEAF***

[1] Standard number	[2] Standard	[3] Measure	[4] Definition
PLS1(i)	Proportion of households living within specified distance of a static library	100% of households in Inner London within 1 mile 99% of households in Outer London within 1 mile 95% of households in Metropolitan Areas 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	To be calculated on the basis of the library postcodes returned in the CIPFA Actuals Survey (Appendix col ii), and will include static service points open less than 10 hours per week. The distance measures are irrespective of whether the nearest service point is within or outside the administrative area of the local authority. If relevant, the estimated proportion of the population served by mobiles should be included to provide added context particularly in rural areas.
PLS1 (ii)	Proportion of households living within a specified distance of a library open during convenient hours	99% of households in Inner London within 1 mile 89% of households in Outer London within 1 mile 89% of households in Metropolitan Areas within 1 mile (or 100% within 2 miles) 88% of households in Unitary Authorities within 1 mile (or 100% within 2 miles) 79% of households in County Councils within 2 miles	To be calculated on the basis of the library postcodes and column (iv) of the Appendix, (convenient hours open per week). 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.
PLS 2 (i)	Proportion of planned time that service points were not available to visitors because of emergency closure of central and branch libraries	0.3%	<u>Include both planned and unplanned closures. Planned closures to mean those for which seven calendar days notice is provided (static libraries). Uses data from the CIPFA Actuals Appendix Cell [141] divided by</u>  (the sum of (iii) x 52 weeks) x 100

[1] Standard number	[2] Standard	[3] Measure	[4] Definition
PLS2(ii)	Proportion of planned time that mobile service points were not available to visitors because mobile library visits/stops were missed or cancelled.	4.4%	Uses data from the CIPFA Actuals Appendix Cell [143] divided by Cell [142] x100
PLS 3 (i)	Aggregate opening hours per 1,000 population for all libraries	128 annual opening hours per 1,000 population	i.e. Average hours per week x 52 wks, (Appendix col iii). 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.
PLS 3 (ii)	Proportion of aggregate opening hours that fall outside 9am to 5pm on weekdays	30%	Uses data from the CIPFA Actuals Appendix (iv) divided by (iii) x100
PLS 4	Percentage of larger libraries open at least 45 hours a week	100%	<p><i>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.</i></p> <p>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.</p> <p>Uses data from the CIPFA Actuals Survey Appendix (Cols iii &amp; v)</p> <p>Larger Libraries open 45 hours or over a week divided by All larger libraries</p>

[1] Standard number	[2] Standard	[3] Measure	[4] Definition
PLS 5	Percentage of libraries open more than 10 hours a week that have access to on-line catalogues	100% of static libraries should provide this access by 2003	CIPFA Actuals questionnaire Cell 80
PLS 6 (i)	Total number of electronic workstations available to users per 1,000 population	6 electronic workstations per 10,000 population by 2003	<u>Also includes</u> static service points open <u>less</u> than 10 hours per week. This may include public access to on-line catalogues, or joint use with staff. CIPFA Actuals Cell 83
PLS6 (ii)	Percentage of static service points providing public internet access	100% of static service points to provide internet access by December 31 <sup>st</sup> 2002	i.e. Total terminals with capability of providing Internet access available to users (free or otherwise). CIPFA Actuals Cell 81
PLS 7	Normal book issue period	Minimum of 3 weeks	CIPFA Actuals Cell 1
PLS 8	Number of books that library users are allowed to borrow at one time	8 books as a minimum	CIPFA Actuals Cell 2
PLS 9 (i)	Percentage of requests for books met within 7 days	7 days      50%	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. CIPFA Actuals Cell 105

[1] Standard number	[2] Standard	[3] Measure	[4] Definition
PLS 9 (ii)	Percentage of requests for books met within 15 days	15 days      70%	CIPFA Actuals Cell 106
PLS 9 (iii)	Percentage of requests for books met within 30 days	30 days      85%	CIPFA Actuals Cell 107
PLS 10	Number of visits to the library website per 1,000 population	606	<p><i>“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. Include accesses from libraries’ own service point work stations. 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.”</i></p> <p><u>Cell [121] (CIPFA Actuals) divided by (Population/1000)</u></p>
PLS 11	Number of library visits per 1,000 population	Inner London – 7,650 (or 6,800 for the enhanced population) Outer London - 8,600 Metropolitan Areas - 6,000 Unitary Authorities - 6,300 County Councils - 6,600	Taken from the sample described in the notes relating to CIPFA Actuals Cell 119
PLS 12 (i)	Percentage of adult library users reporting success in obtaining a specific book	adults      65%	From PLUS survey. Shown in CIPFA Actuals questionnaire Cell 194

<b>[1] Standard number</b>	<b>[2] Standard</b>	<b>[3] Measure</b>	<b>[4] Definition</b>
PLS 12 (ii)	Percentage of child library users reporting success in obtaining a book	children 65%	Early versions of the Children's PLUS survey did not include a measure of success in obtaining a specific book. In such cases, the relevant proportion is to be calculated from Questions 8 and 10 (cells 20 and 57) of the previous version of the Children's PLUS survey form.
PLS 13 (i)	Percentage of adult library users reporting success in gaining information as a result of a search or enquiry	adults 75%	From PLUS survey. Shown in CIPFA Actuals questionnaire Cell 197 and 198
PLS 13 (ii)	Percentage of child library users reporting success in gaining information as a result of a search or enquiry	children 75%	For children's PLUS questions 8 and 10 (cells 27 and 59).
PLS 14 (i)	Percentage of adult library users rating the knowledge of staff as "good" or "very good"	adults 95%	From PLUS survey. Shown in CIPFA Actuals questionnaire Cell 205 and 206
PLS 14 (ii)	Percentage of child library users rating the knowledge of staff as "good" or "very good" (same as PLS 15ii)	children 95%	For Children's PLUS cell 56. (Children's proportion to be based on "Good" and "OK").
PLS 15 (i)	Percentage of adult library users rating the helpfulness of staff as "good" or "very good"	adults 95%	From PLUS survey. Shown in CIPFA Actuals questionnaire Cell 210 and 211
PLS 15 (ii)	Percentage of child library users rating the helpfulness of staff as "good" or "very good" (same as PLS 14ii)	children 95%	From Children's PLUS survey

[1] Standard number	[2] Standard	[3] Measure	[4] Definition
PLS 16	Quality index for stock (yet to be developed)		Adult fiction; adult non-fiction; children's books; reference materials large print books and books on tape; and, material in languages other than English.
PLS 17	Annual items added through purchase per 1,000 population	216 additions per 1,000 population	Additions to both the book stock, audio-visual and other stock. CIPFA Actuals Cells ([29]+[56])
PLS 18	Time taken to replenish the lending stock on open access <u>and</u> available for loan	6.7 years.  <i>Equivalent to:</i> <i>Books for lending</i> 7.0 years <i>Audio-visual materials for lending</i> 4.4 years	<u>The count is based on books for loan including extra copies in sets and Audio-Visual materials for loan. It excludes reference materials and books held in reserve. The definition equates to the following using the CIPFA Actuals questionnaire cell references:-</u> $([15]+[17]+[40]+[46]) \div ([27]+[28]+[55])$ This translates into the number of years it would take to replenish lending stock of books and audio-visual materials.
PLS 19 (i)	Numbers of staff per 1,000 population with appropriate information management qualifications	Reported in ALP's: 0.15	The Library Association will undertake further research. In the meantime, authorities will exemplify their staff training policies as well as show the proportion of spending on training in their annual library plans.
PLS 19 (ii)	Numbers of staff per 1,000 population with appropriate ICT qualifications	0.14 in 2000/2001 0.5 in 2003/2004	The Library Association will undertake further research. In the meantime, authorities will exemplify their staff training policies as well as show the proportion of spending on training in their annual library plans.

## APPENDIX 4

### CROSS CUTTING POLICY AREAS ALSO TO BE CONSIDERED BY ASSESSORS

<b>Benchmarking</b>	Is there evidence of satisfactory benchmarking, including process benchmarking?
<b>Best Value</b>	Does the Plan demonstrate that Best Value is integrated into the planning and delivery of the library service?
<b>Community safety</b>	Does the Plan demonstrate a satisfactory response relating to the library service's role in promoting community safety?
<b>E-government</b>	Does the Plan demonstrate a satisfactory response to e-government?
<b>Health</b>	Does the Plan demonstrate a satisfactory response relating to the library service's contribution to improving the health of the community?
<b>ICT</b>	Does the Plan show evidence that the library service's ICT services are sustainable? Is provision made in action plans for continuing ICT training for all staff?
<b>Lifelong Learning</b>	Does the Plan demonstrate a satisfactory response to lifelong learning? Is there evidence of seamless access via other libraries and institutions to learning materials?
<b>New services</b>	Is there evidence of new services being developed?
<b>Partnerships and</b>	Are public and private sector partnerships being developed and fostered? Is there evidence of private sector support?
<b>Public library standards</b>	Is there evidence that performance against standards is planned to improve? Has the authority provided evidence of financial realism in assessing its progress towards meeting the standards? If the authority has achieved high performance against standards is there evidence that this is planned to be maintained and/or improved?
<b>Reader development</b>	Are reader and audience developments given an acceptable profile within the authority's Plan? Is there evidence of reader development being integrated into the Plan in a sustainable fashion? Is there evidence that the impact of reader and audience development programmes are evaluated? Has specific training for staff in reader development been planned and carried out?
<b>Regeneration</b>	Does the Plan demonstrate that the library service is effectively involved in local regeneration plans?
<b>Regional development</b>	Is there evidence that the Single Regional Agency developments are being progressed satisfactorily in relation to their effect on library services?
<b>Service improvements</b>	Does the Plan demonstrate that the authority is improving its library service? Evidence which will contribute to this assessment will include new initiatives, staff development, moves to reshape the library service to meet customer requirements, responsiveness to public comments and consultation, the active development of partnerships and increasing use of the services provided.
<b>Social inclusion</b>	Does the Plan demonstrate a satisfactory response to social inclusion?