CIPFA performance in public services

Suffolk County Council

CIPFAstats Comparative Profile

public libraries

2012-13 Actuals and
2013-14 Estimates

Comparison group:

(m) Cumbria
(x) Gloucestershire
(f) Norfolk
(t) Somerset
(g) Worcestershire
(u) Warwickshire
(d) Derbyshire
(s) Lincolnshire
(r) North Yorkshire
(e) Nottinghamshire
(h) Cambridgeshire
(z) Northamptonshire
(w) Staffordshire
(k) Kent
(a) Devon

FOREWORD

I am pleased to be able to present the third edition of the CIPFAstats Comparative Profile for Public Library Services.

These profiles provide a comprehensive analysis of public libraries data covering all the major topics collected in the CIPFAstats Public Libraries collection.

This means that there should be something for everyone interested in the running of public library services.

The analysis is simple and non-judgemental. You will not find any quartiles, traffic lights or subjective commentary. Instead the report seeks to visualise the data and to enable readers to draw their own conclusions.

The "Executive Report" acts as a high level summary, but is also designed as an introduction to the whole report. Most readers will find reading through these pages helpful as an introduction to the style and logic of the more detailed pages.

The reports will aid everyone interested in public library services to ask informed questions and come up with informed proposals for how the services should be delivered in the future.

We hope you find this report interesting and helpful. If you have any comments, suggestions or queries then CIPFA would be delighted to hear from you (please see appendix 5 for contact details).

Kind regards,

Ian Watson
Lancashire County Council
Chair of the CIPFA Public Library Statistics Working Party

INTRODUCTION

The aim of the profile is to provide management information for decision makers involved in providing the libraries service. Due to the wide range of topics covered, the report will have a broad appeal and should be of interest to members, librarians and officers.

This profile compares your authority's library service figures from the 2013 CIPFAstats collection with the group of authorities specified on the title page.

This is the third year of the profile, CIPFA would greatly appreciate your feedback and suggestions on how we can make the profiles more interesting and useful.

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Approach to missing data

• 96% of UK Library Authorities (97% in England) provided data for the 2013 CIPFAstats Public Library Statistics. Authorities who did not provide data are excluded from these comparisions completely.

• In a small number of cases authorities have provided totals (e.g. for costs), but not a complete breakdown. In such cases the breakdown has been estimated by techniques such as apportionment or comparison to previous years' figures.

• In a small number of cases authorities have not provided other pieces of information. Where CIPFA felt this value was important an estimation has been made. In no cases does this estimated data constitute more than 15% of the data used in a comparision.

• Should any authority not be fully happy with estimates provided for their authority we will be very happy to produce a new report for them using new data supplied by that authority.

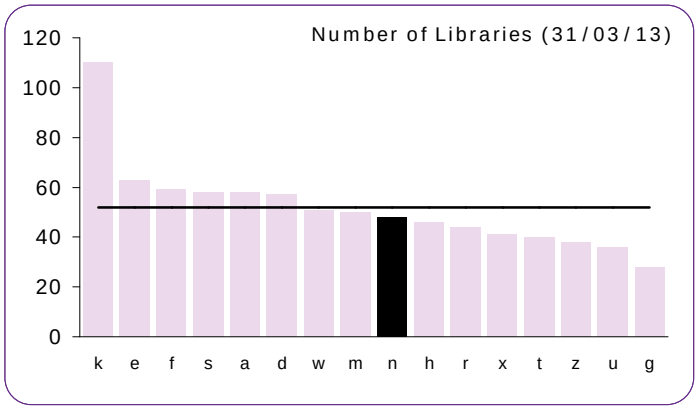
• If you have any queries about our approach please do not hesitate to contact us: libraries@cipfa.org

EXECUTIVE SUMMARY

Comparing Suffolk with 15 Other Library Authorities

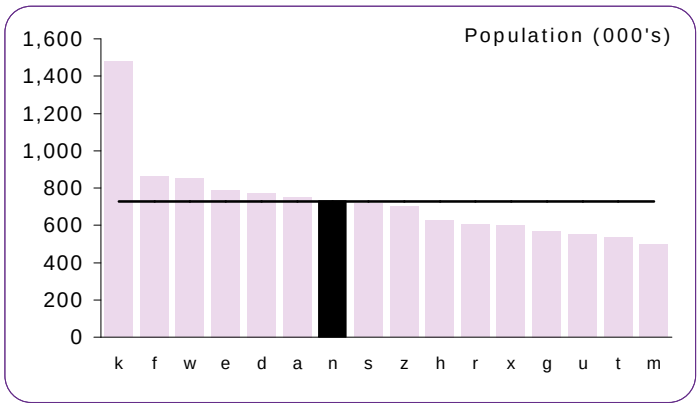
This summary provides an overview of the key indicators from the main report along with a few points of current interest, showing how your authority's library service compares against other authorities.
Unless specified otherwise all data relates to 2012-13 Actuals.

A: Libraries and Library Users

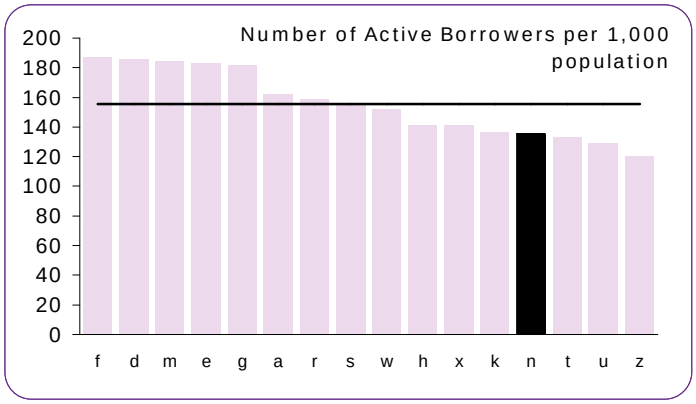


- The chart on the left compares the number of libraries your authority has with the other authorities in the comparison. Suffolk has 48 libraries (the bar highlighted in black) compared to an average of 52 libraries (as shown by the horizontal line). Each pale bar represents one of the authorities in the comparator group.
- Suffolk has close to the average number of libraries within the group giving an indication of the scale of the library service.

  For more information about this type of chart please see appendix 1.



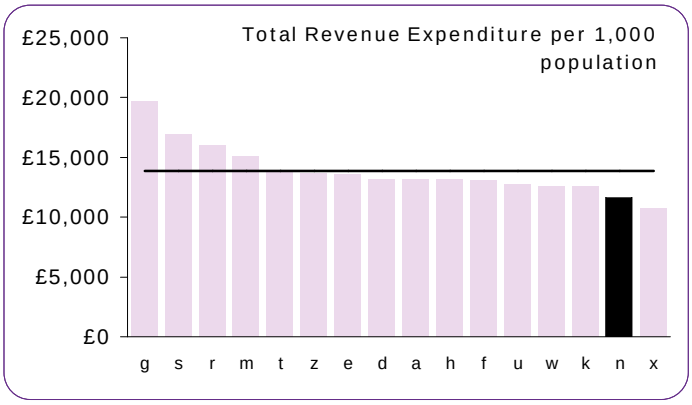
- Population is an important figure in this report as we use it as a denominator to adjust for the size of the authority (see next chart).
- Suffolk is the 7th largest of the 16 authorities compared here (in terms of population).



- The number of active borrowers per 1,000 population is a key indication of how well the library service engages with the public.
- Suffolk is in the bottom quartile suggesting that the library service does not engage as well with the population when compared to the other authorities.

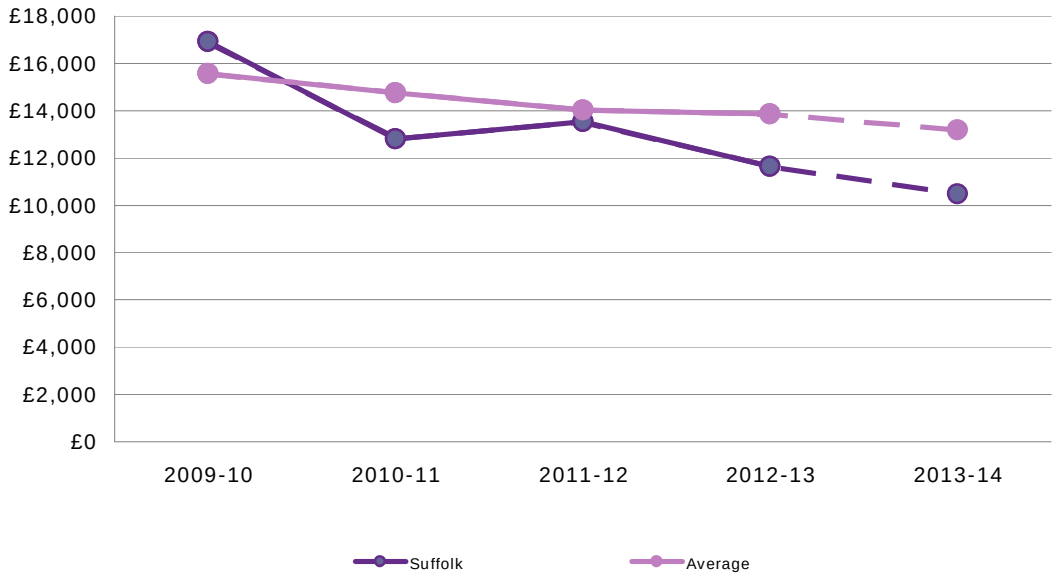
  Please see appendix 1 for further details on quartiles.

B: Resourcing

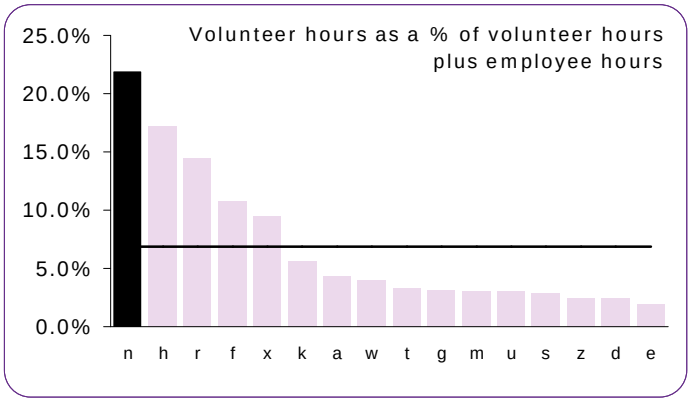


- Total revenue expenditure per 1,000 population is a key cost indicator. Figures in the graph opposite are 2012-13 actuals.
- Suffolk comes out as being at the lowest end of the comparison, which suggests that is is providing a low cost service. It may be worth looking back to the number of active borrowers per 1,000 population to check that the service is successfully engaging with the public.

Total Revenue Expenditure per 1,000 population: Time Series

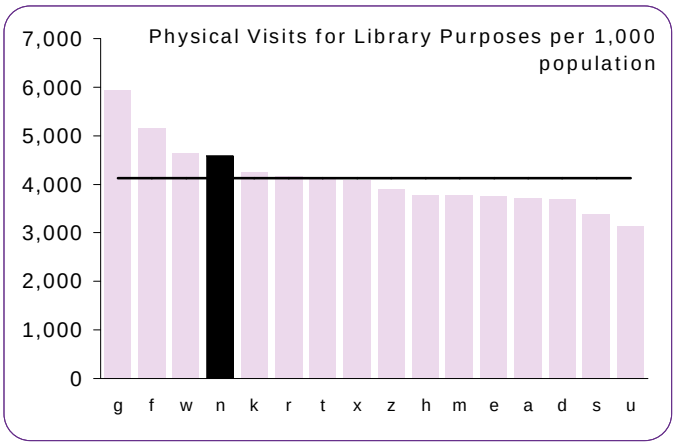


- The line chart plots the total revenue expenditure per 1,000 population over the last four years and shows the estimated figure for 2013-14. The population figure used for all years is the mid-year 2012 figure, so the changes in value relate to changes in expenditure only.
- For most authorities a drop can be seen in the 2013-14 estimates.

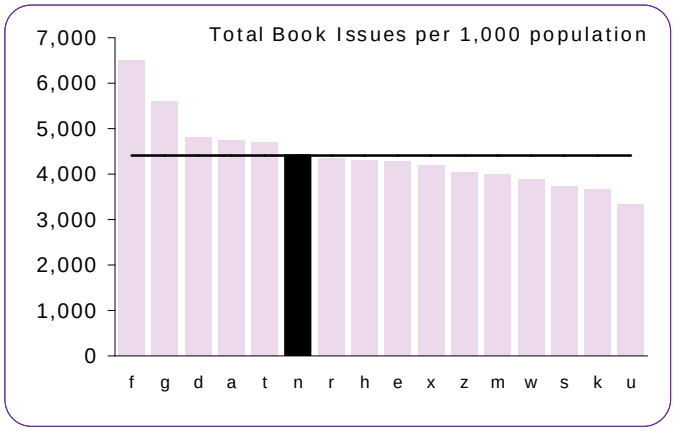


- One well publicised approach that library authorities are taking is using volunteers.
- Suffolk had 21.9% of 'worked hours' provided by volunteers in 2012-13 compared to an average of 6.9%.

C: Workload

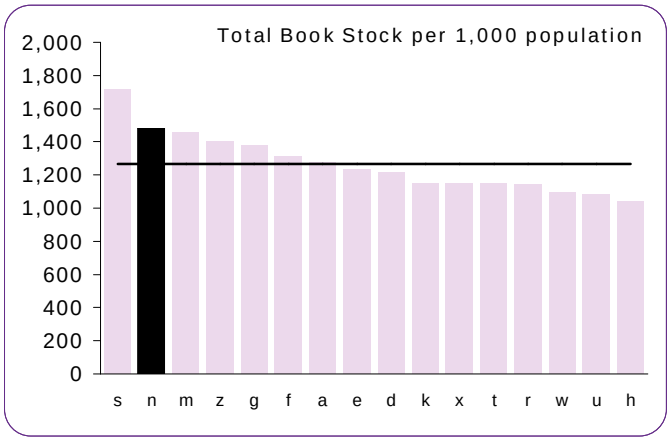


- The number of visits per 1,000 population is a strong indicator of workload faced by the authority.
- It is also another measure of engagement and offers a more complete picture as it will include other reasons for visiting the library as well as borrowing.



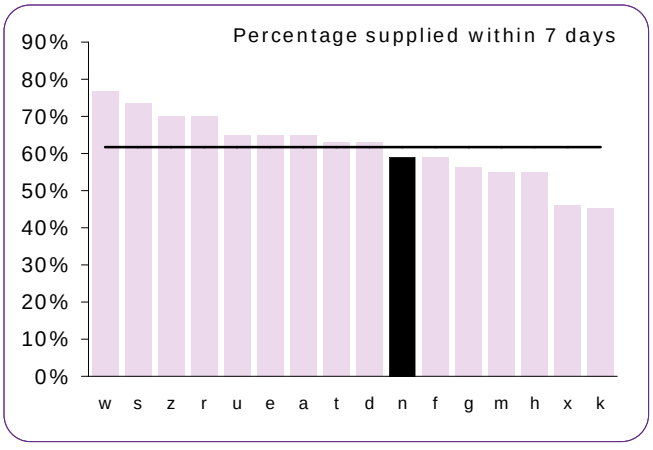
- This chart compares another core library activity, providing an indicator for both workload and the demand placed on the library book stock.

D: Stock



- This chart compares the overall book stock level of the library service.

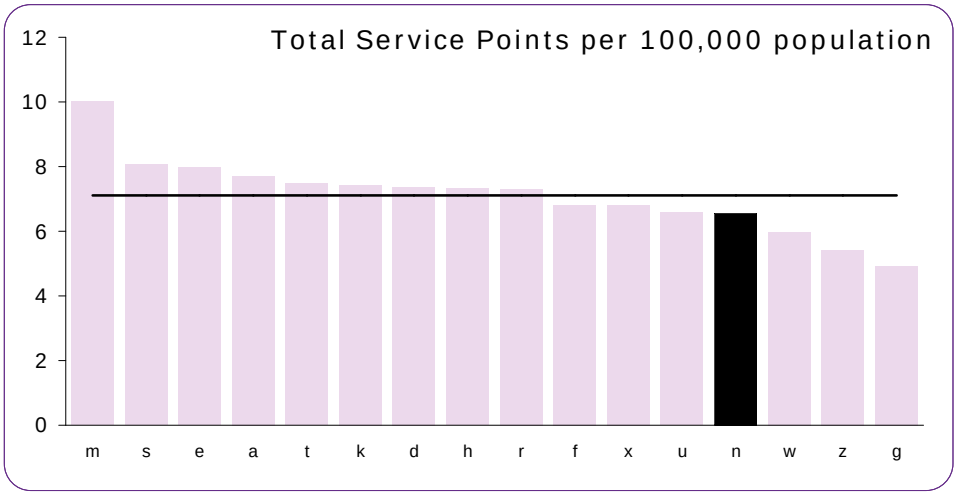
E: Performance



- Suffolk successfully supplied 59% of book requests within 7 days of request. This was just below average for the group of authorities compared.

SECTION A: LIBRARIES AND LIBRARY USERS

• This section compares the information on numbers of libraries, opening hours, library users, visits and electronic access.



(See page 8 for details)

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	Number of terminals
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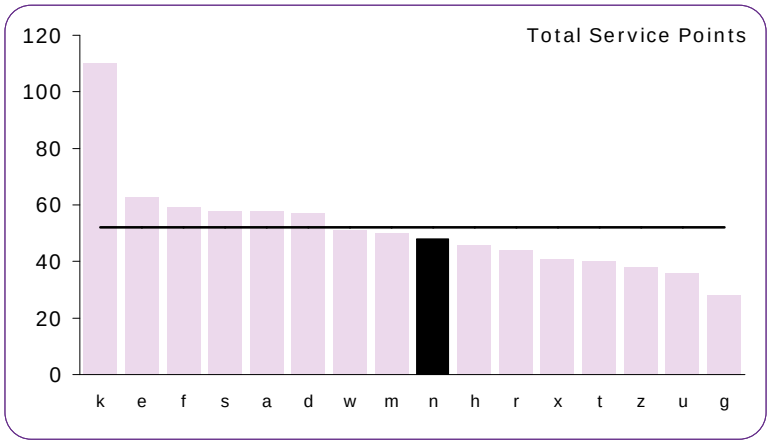
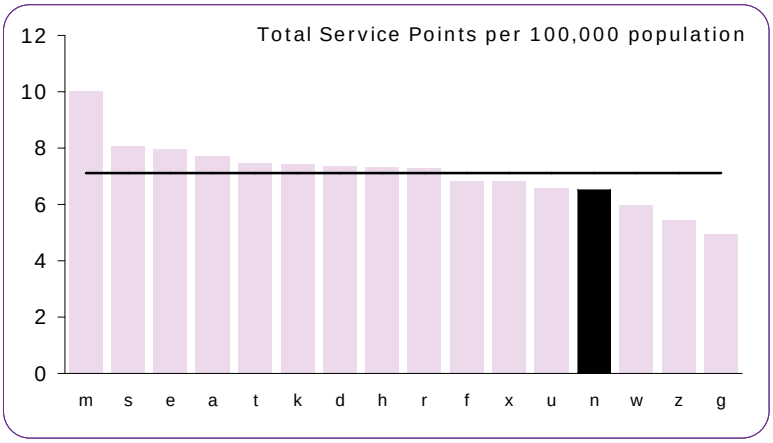
A1: Service Points

at 31 March 2013

	Number	/ 100k pop	Average
Mobile Libraries	3	0.4	0.8
Static Service Points	45	6.1	6.3
Total Service Points	48	6.6	7.1

	Authority	Average
Population	732,300	728,150





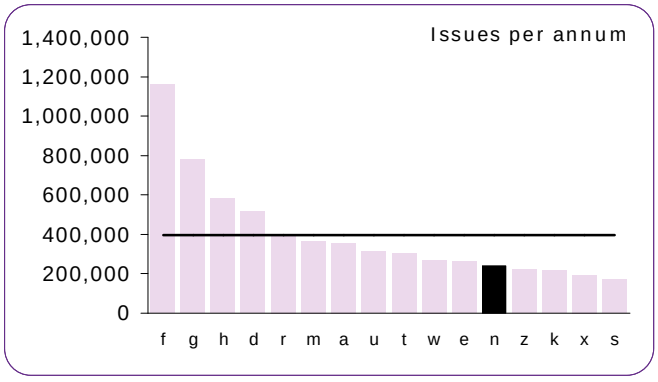
Source: CIPFA Public Library Statistics 2013 - Cells 1 to 14, ONS Population Estimates Mid 2012

Busiest Service Points

2012-13 Actuals

Busiest Service Point (Issues) Ipswich County

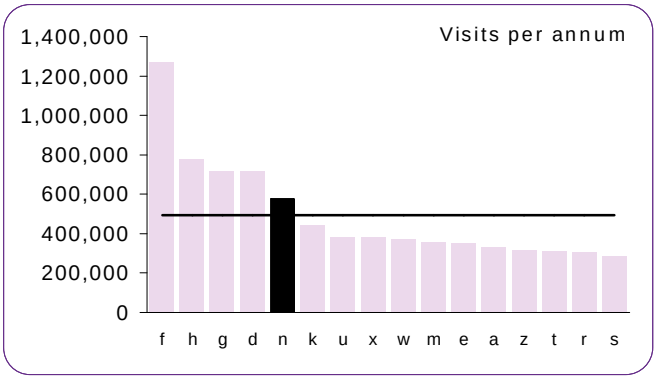
	Authority	Average
Issues per annum	241,556	396,880



Source: CIPFA Public Library Statistics 2013 - Cells 15 & 16

Busiest Service Point (Visits): Bury St Edmunds

	Authority	Average
Visits per annum	579,339	495,212



Source: CIPFA Public Library Statistics 2013 - Cells 17 & 18

A2: Population Density

2012-13 Actuals

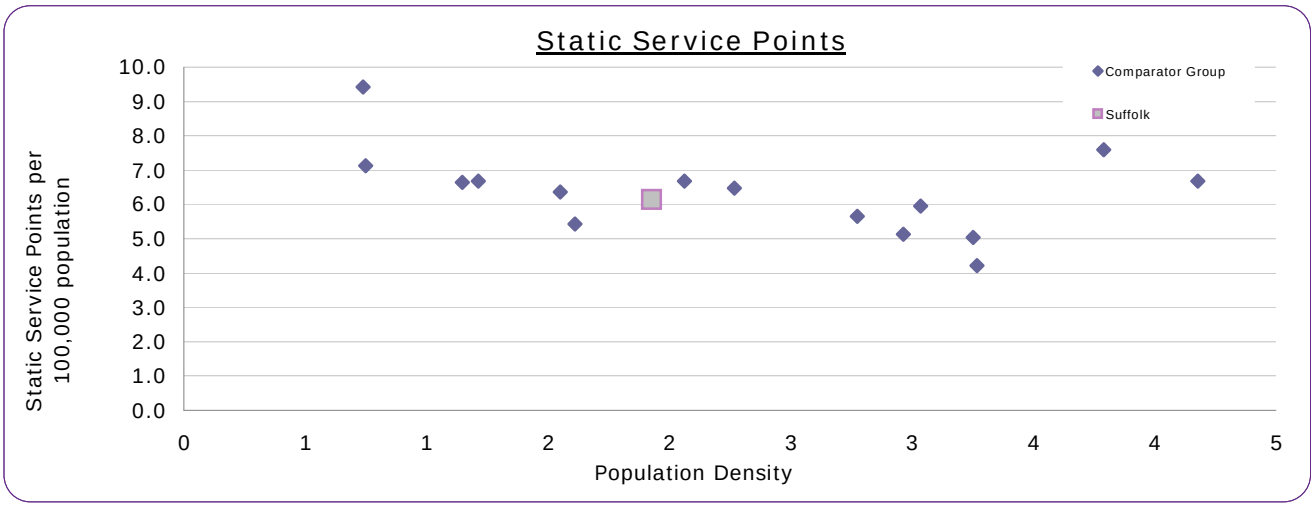
Population Density and Number of Service Points

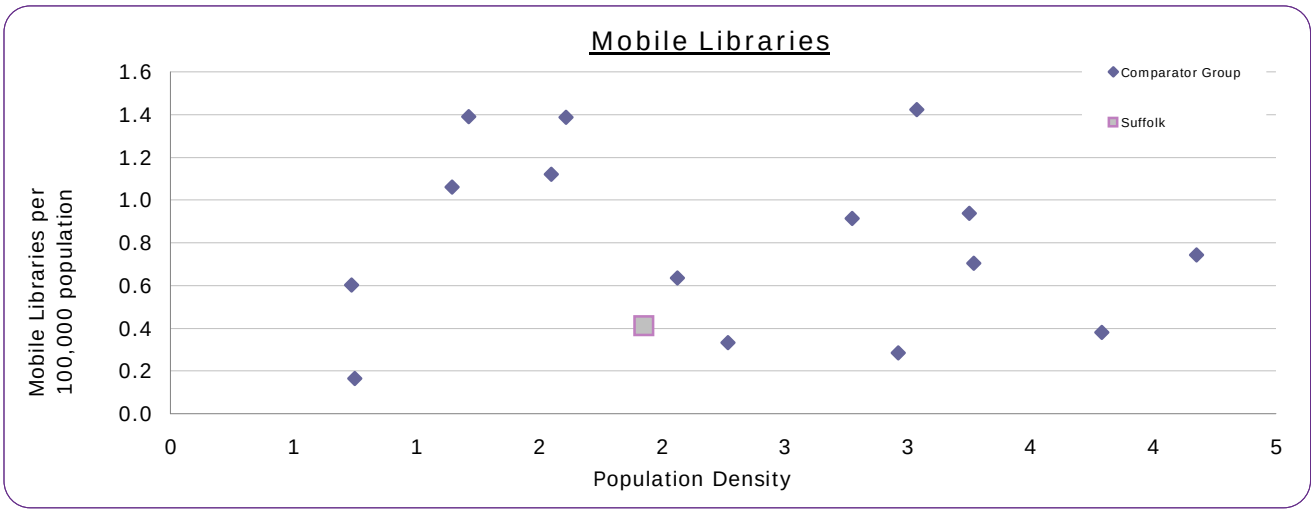
• In urban areas of high population density a small number of service points will be able to provide service to a large population. In rural areas more service points will be required to enable the population to have easy access.

• The scatter plots below compare these two factors. For all UK library authorities it can be seen that as population density increases (on the horizontal axis), the number of libraries per 100,000 population tends to be lower.

• As these charts are strongly effected by outliers, values for population density are capped at 120 and service points per 100,000 population capped at 18.0 and 3.0 for static service points and mobile libraries respectively.

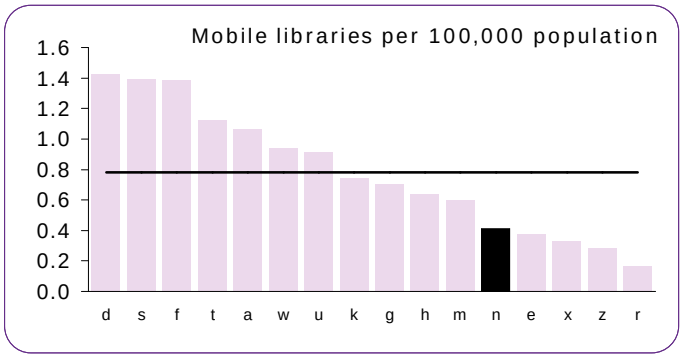
	Authority	Median
Population Density	1.9	2.2

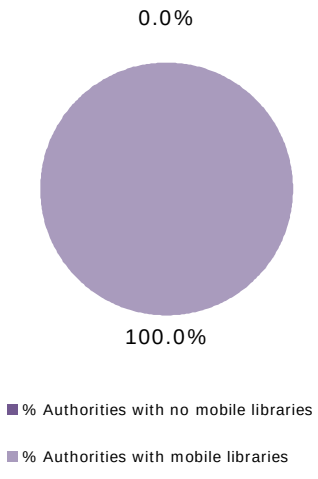




Mobile Libraries

	Number	/ 100k pop	Average
Mobile Libraries	3	0.4	0.8

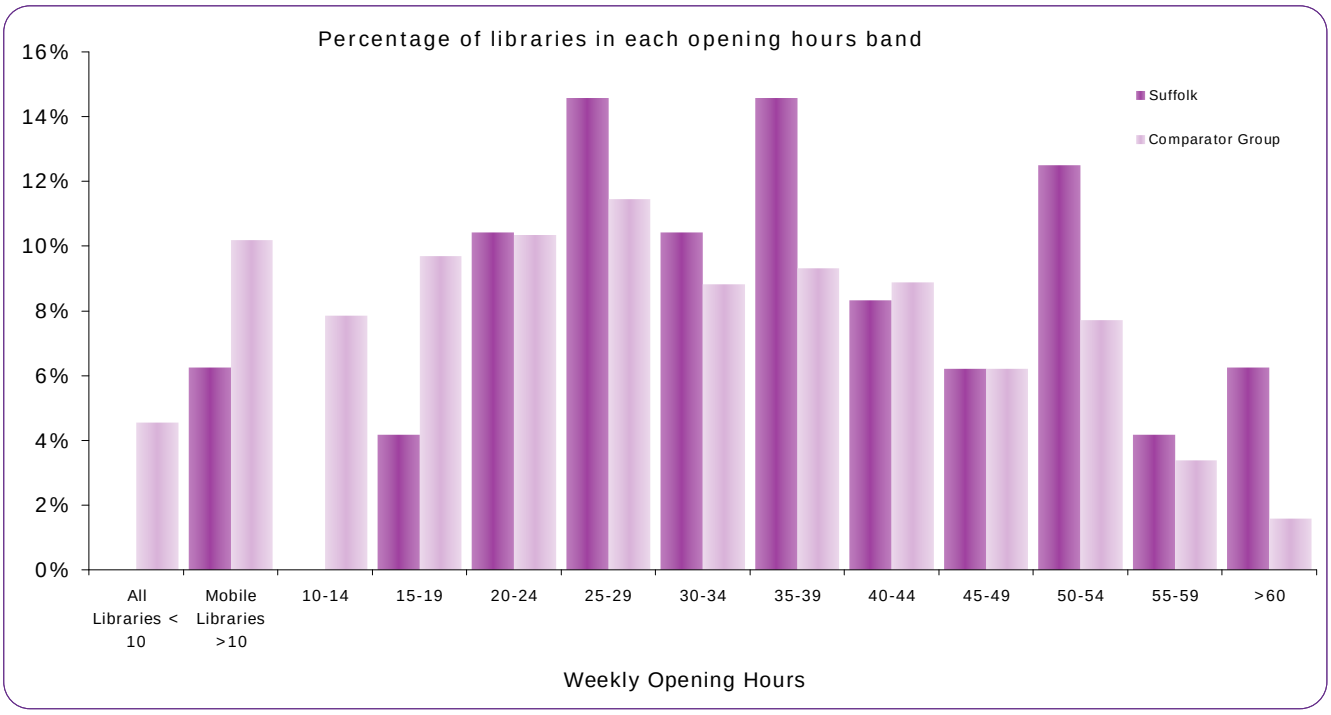




A3: Opening Hours

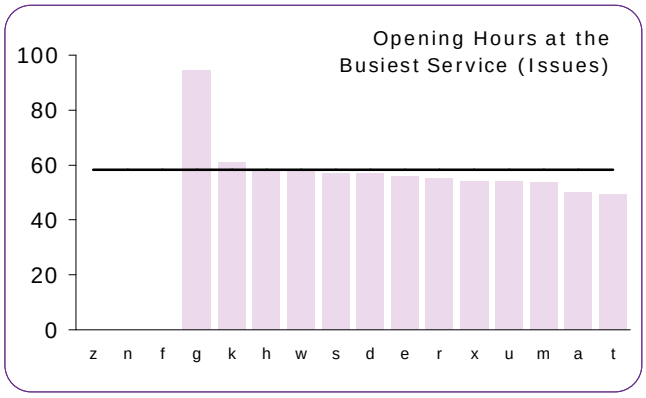
2012-13 Actuals

Hours Open	Service Points Authority	Service Points Average	/ 100,000 population Authority	/ 100,000 population Average	% in Each Band Authority	% in Each Band Average
All Libraries < 10	0	2	0.0	0.3	0.0%	4.6%
Mobile Libraries >10	3	5	0.4	0.7	6.3%	10.2%
Static: 10-14	0	4	0.0	0.6	0.0%	7.9%
Static: 15-19	2	5	0.3	0.0	4.2%	9.7%
Static: 20-24	5	5	0.7	0.8	10.4%	10.3%
Static: 25-29	7	6	1.0	0.8	14.6%	11.4%
Static: 30-34	5	4	0.7	0.6	10.4%	8.8%
Static: 35-39	7	4	1.0	0.6	14.6%	9.3%
Static: 40-44	4	5	0.5	0.6	8.3%	8.9%
Static: 45-49	4	3	0.5	0.4	6.2%	6.2%
Static: 50-54	6	4	0.8	0.5	12.5%	7.7%
Static: 55-59	2	2	0.3	0.2	4.2%	3.4%
Static: >60	3	1	0.4	0.1	6.3%	1.6%
Total	48					



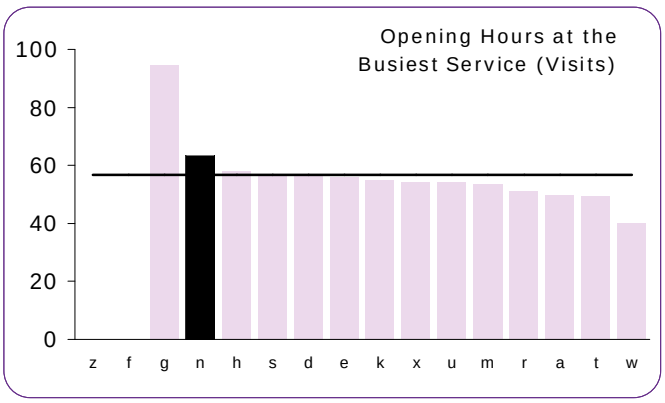
Opening Hours - Busiest Service Points

Busiest Service Point (Issues): Ipswich County



Suffolk na Average: 58.2

Busiest Service Point (Visits): Bury St Edmunds

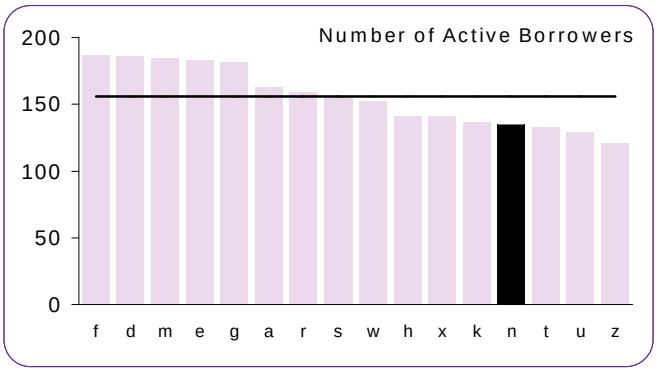


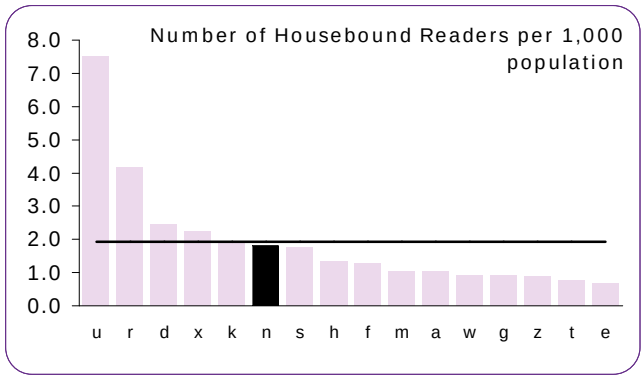
Suffolk 63.5 Average: 56.6

A4: Library Users

2012-13 Actuals

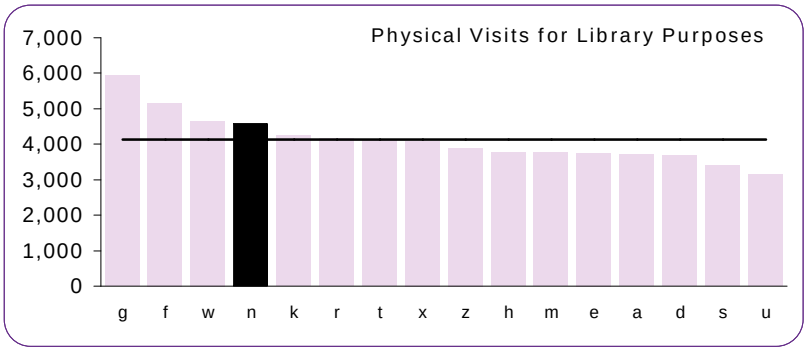
	Number	/1,000 pop	Average
Active Borrowers	99,188	135	156
Housebound Readers	1,330	1.8	1.9



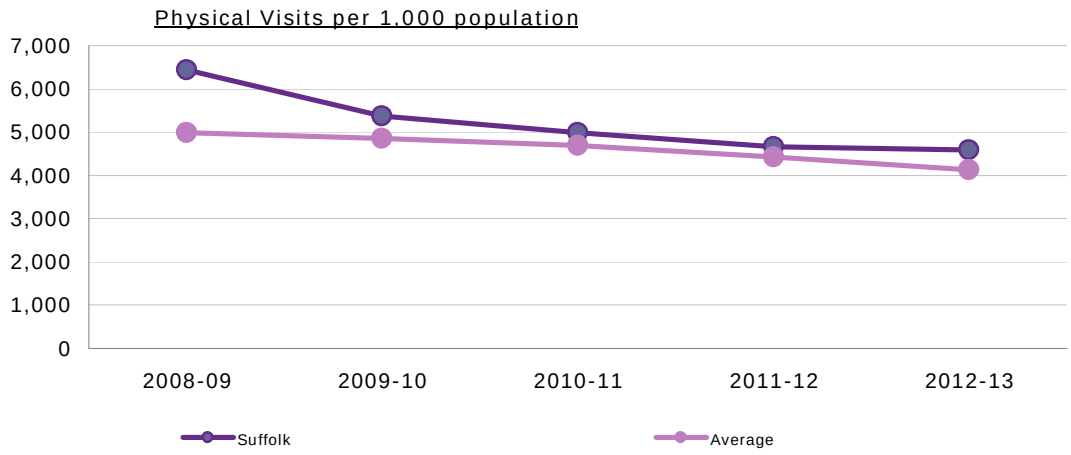


Source: CIPFA Public Library Statistics 2013 - Cells 92, 93

Physical Visits for Library Purposes



Physical Visits	Number	per 1,000 pop	Average
2008-09	4,608,006	6,438	4,993
2009-10	3,832,750	5,368	4,849
2010-11	3,583,650	4,981	4,687
2011-12	3,406,550	4,666	4,424
2012-13	3,357,687	4,585	4,130

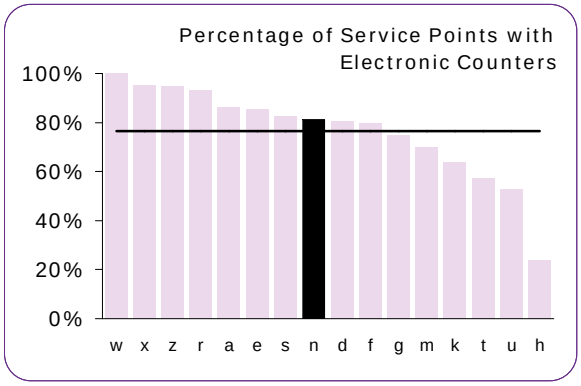


Source: CIPFA Public Library Statistics 2013 - Cell 94

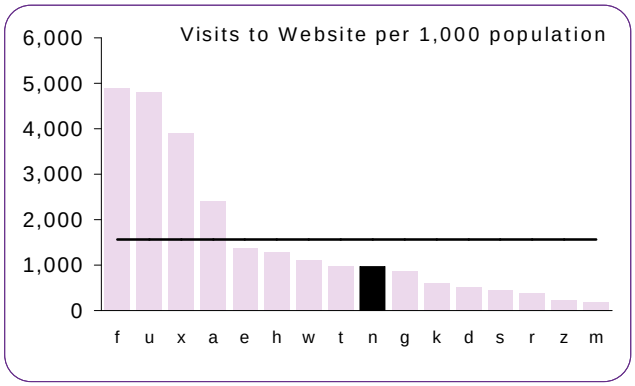
2012-13 Actuals

	Authority	Average
S.P. with Electronic Counters	81%	76%

	Number	per 1,000 pop	Average
Visits to Website	711,834	972	1,562

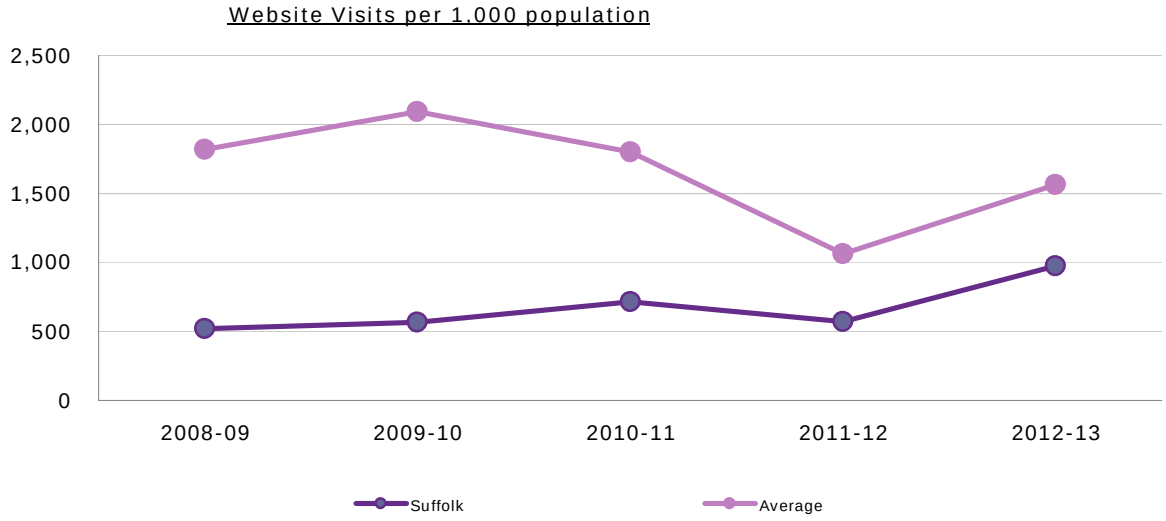


Source: CIPFA Public Library Statistics 2013 - Cell 97



Source: CIPFA Public Library Statistics 2013 - Cell 98

Website Visits	Number	per 1,000 pop	Average
2008-09	371,926	520	1,818
2009-10	404,890	567	2,092
2010-11	513,479	714	1,798
2011-12	416,730	571	1,061
2012-13	711,834	972	1,562

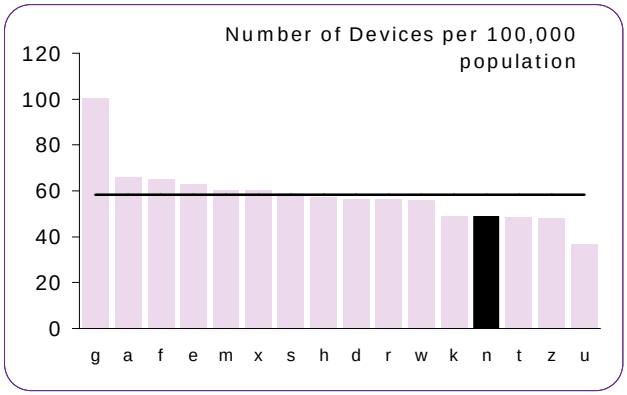


Source: CIPFA Public Library Statistics 2013 - Cell 98 and equivalent for previous years

A5: Electronic Workstations

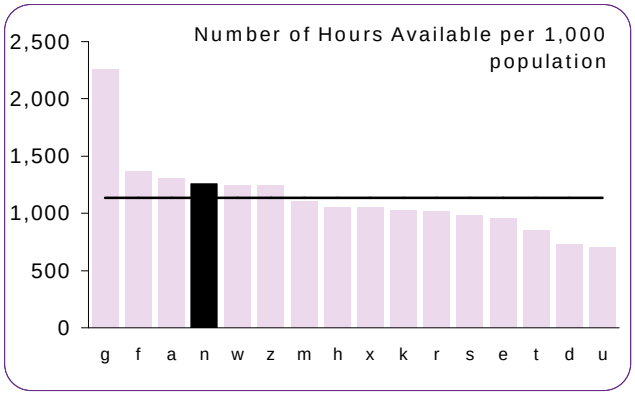
2012-13 Actuals

	Number	per 100,000 pop	Average
Terminals	357	48.8	58.3



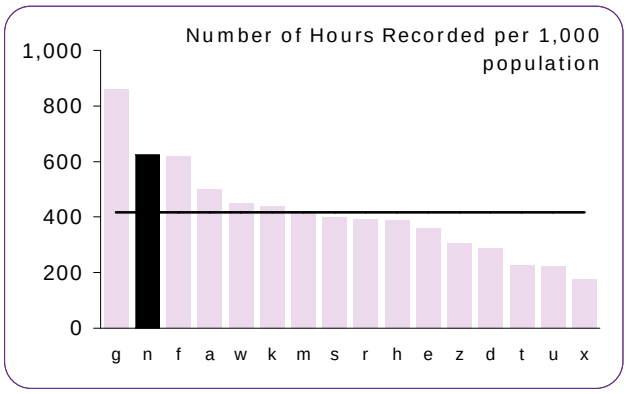
Source: CIPFA Public Library Statistics 2013 - Cell 19

	Number	per 1,000 pop	Average
Hours Available	922,896	1,260	1,135



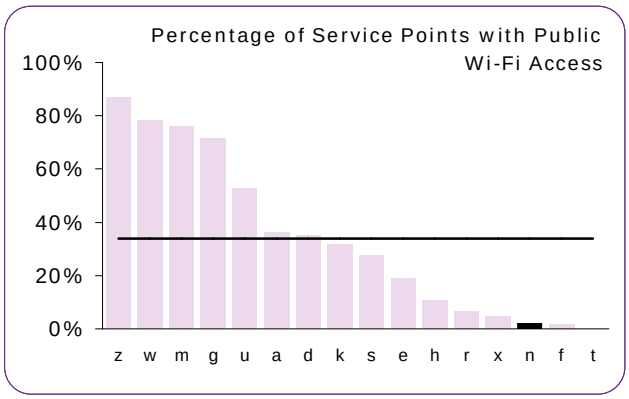
Source: CIPFA Public Library Statistics 2013 - Cell 20

	Number	per 1,000 pop	Average
Hrs Recorded	456,647	624	417



Source: CIPFA Public Library Statistics 2013 - Cell 21

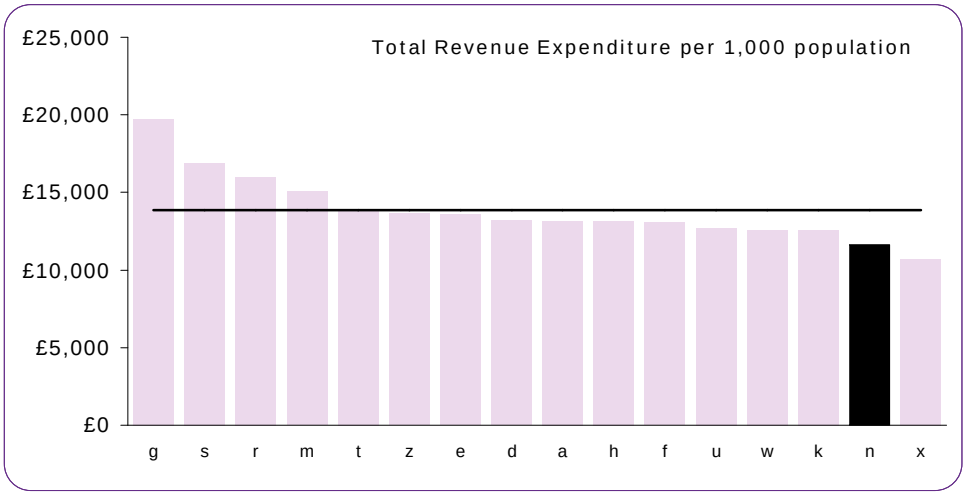
	Authority	Average
Service Points with Wi-Fi Access	2%	34%



Source: CIPFA Public Library Statistics 2013 - Cell 22

SECTION B: RESOURCING

• This section examines levels of expenditure, staffing and the use of volunteers.



(See page 15 for details)

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	Revenue income breakdown
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	Various cost indicators
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	% expenditure on staff and materials
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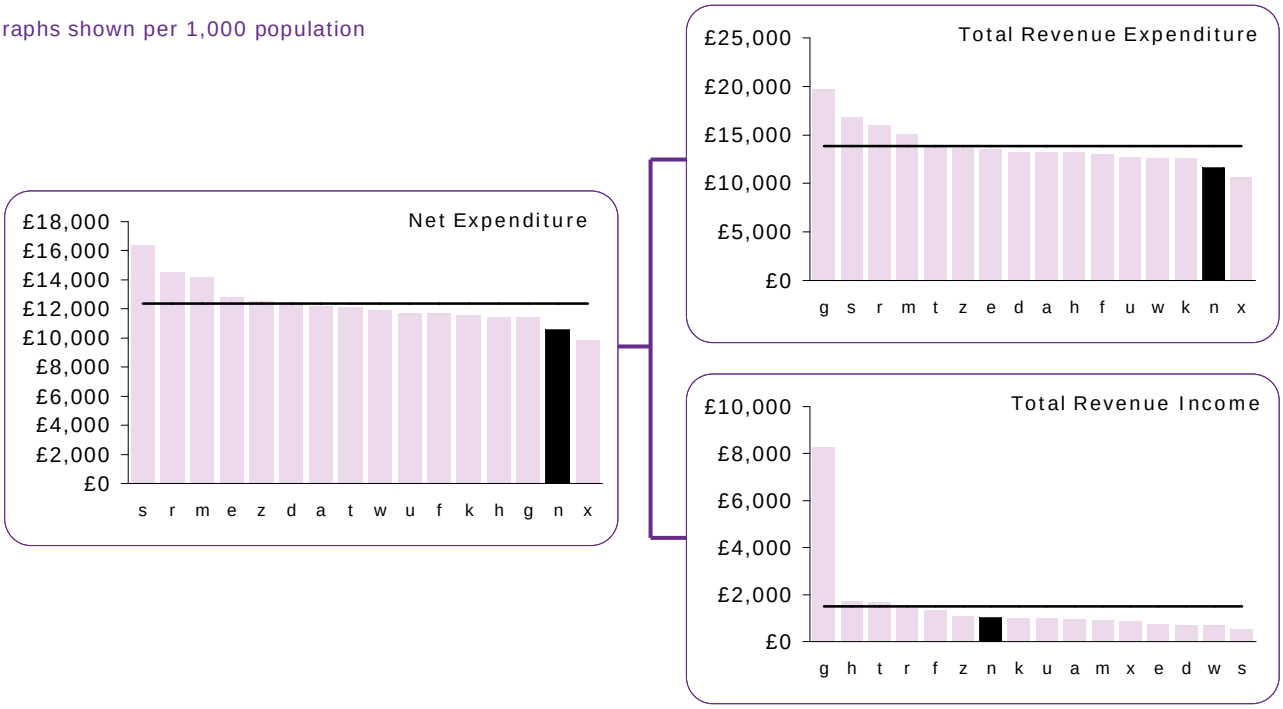
	Staff per 100k population
	Professional & other paid staff
	Staff costs per employee
Page 22	B5: Volunteers
	Analysis of numbers and hours

B1: Financial Information (Actuals)

2012-13 Actuals	£	per 1,000 pop	Average
Revenue Expenditure	8,533,101	11,652	13,851
Revenue Income	(758,336)	(1,036)	(1,497)
Net Expenditure	7,774,765	10,617	12,354

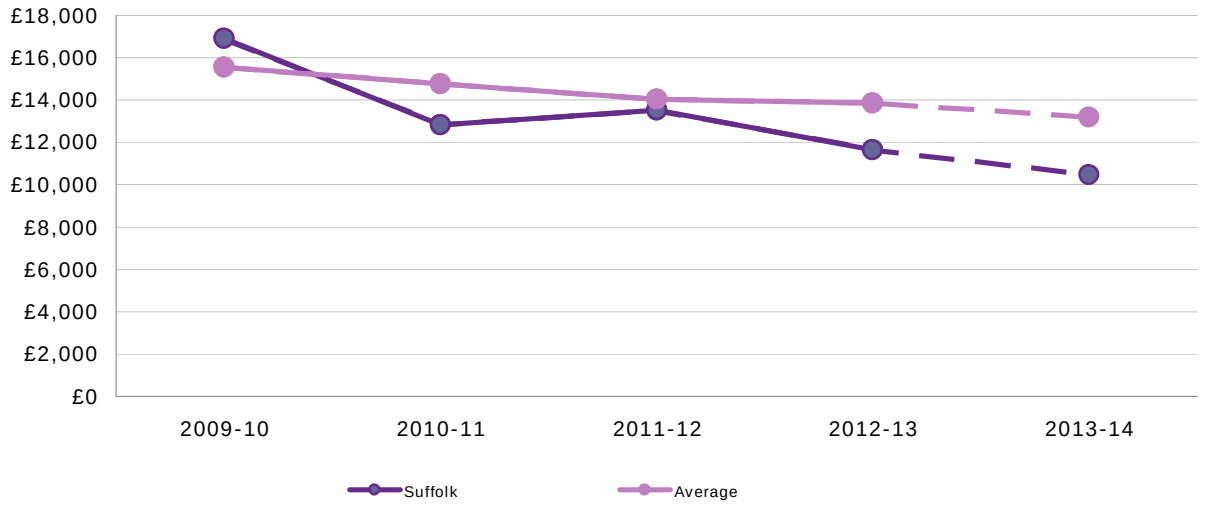
graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2013 - Cells 127, 137 & 138

Revenue Expenditure	£	per 1,000 pop	Average
2009-10	12,071,103	16,906	15,561
2010-11	9,219,633	12,814	14,755
2011-12	9,876,928	13,528	14,026
2012-13	8,533,101	11,652	13,851
2013-14 (Estimates)	7,665,574	10,468	13,188

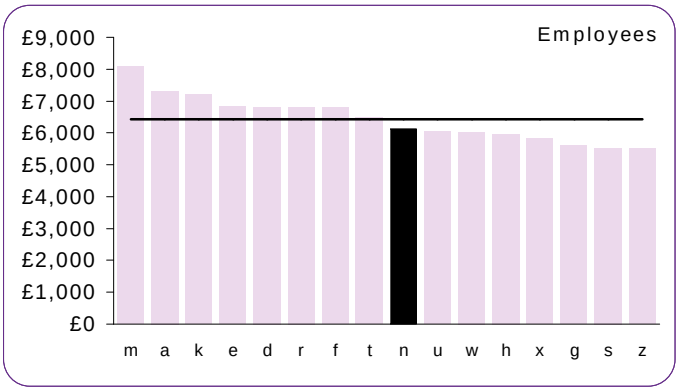
Revenue Expenditure per 1,000 population: Time Series

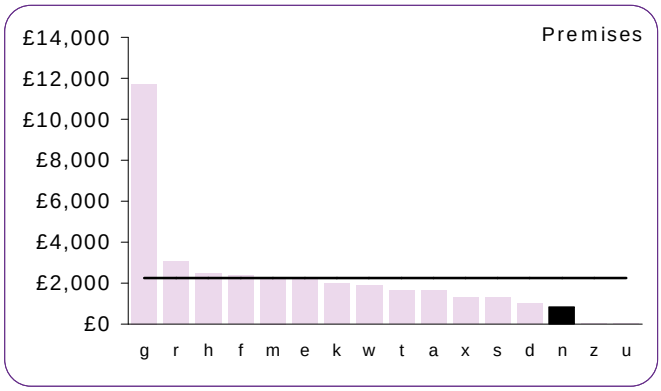


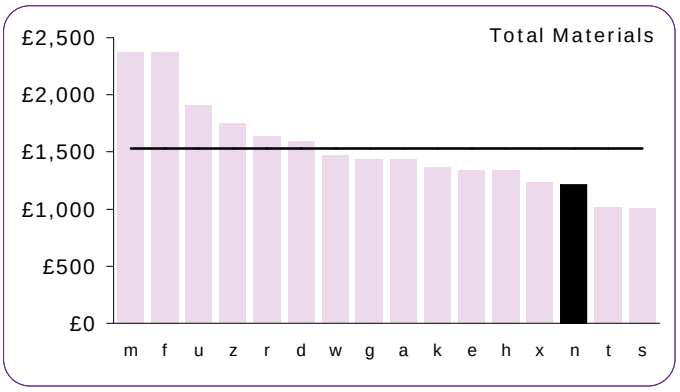
Source: CIPFA Public Library Statistics 2013 - Cell 127 and equivalent for previous years

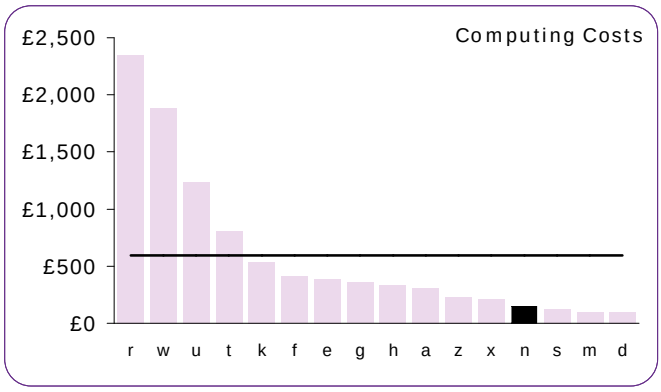
Revenue Expenditure (2012-13 Actuals)	£	per 1,000 pop	Average
Employees	4,491,000	6,133	6,435
Premises	609,919	833	2,238
Total Materials	890,682	1,216	1,531
Computing Costs	111,000	152	596
Other Supplies & Services	900,000	1,229	622
Transport	214,000	292	246
Third Party Payments	184,000	251	44
Support Service Costs	1,132,500	1,546	2,138
Total Revenue Expenditure	8,533,101	11,652	13,851

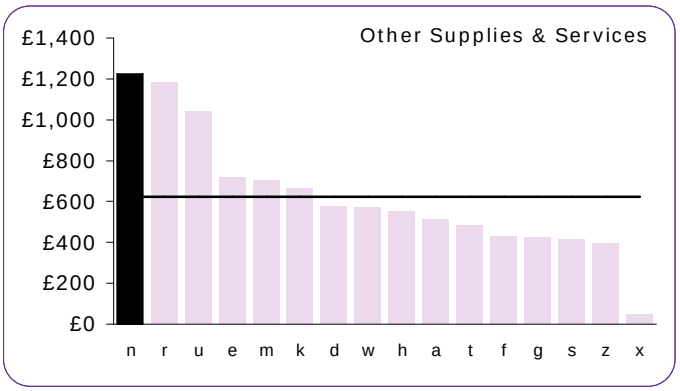
graphs show expenditure per 1,000 population

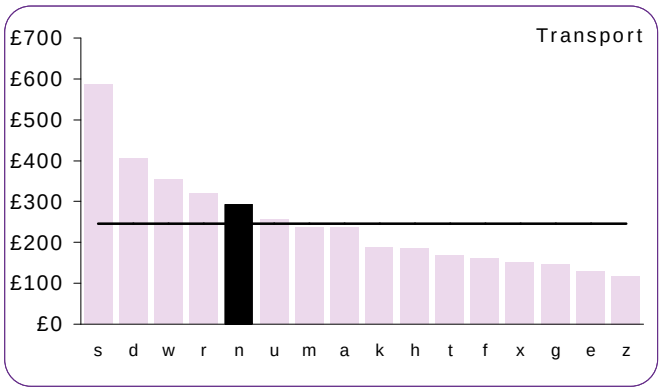


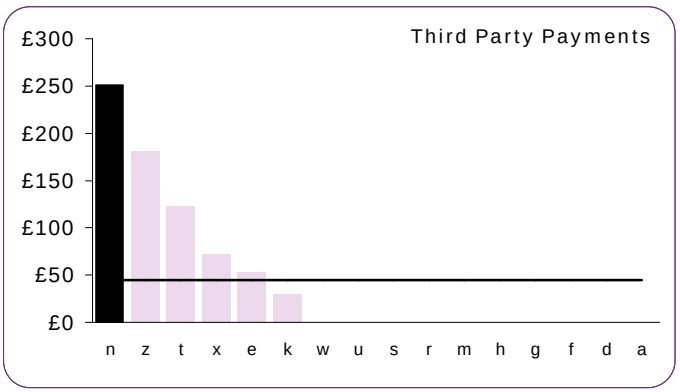


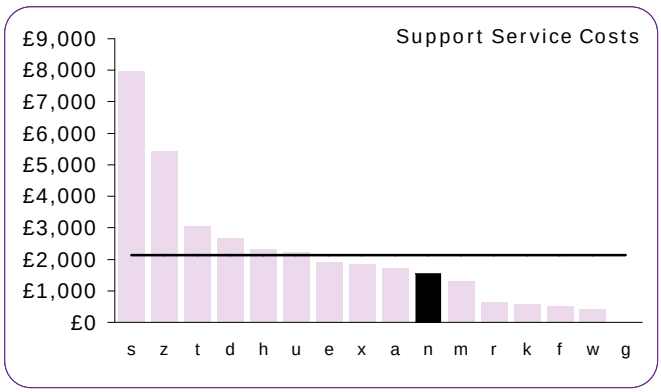








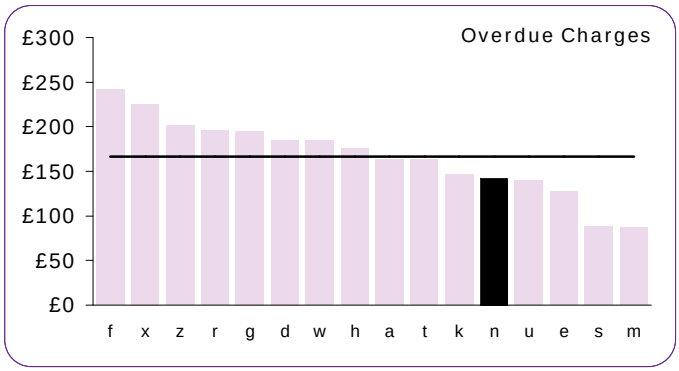


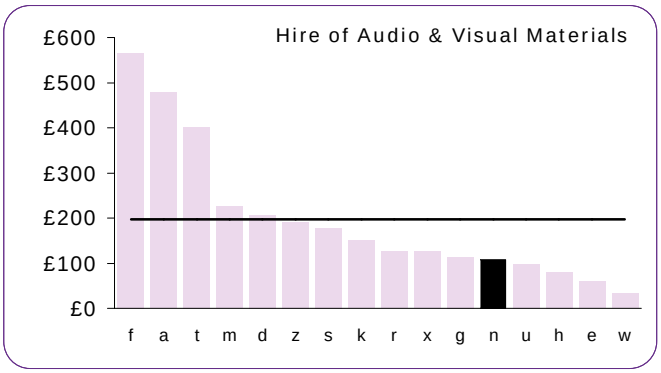


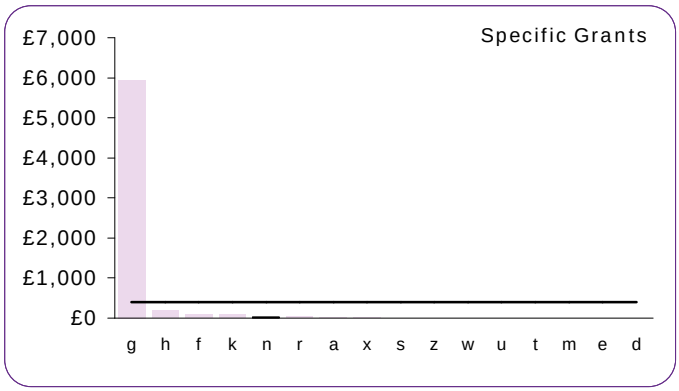
Source: CIPFA Public Library Statistics 2013 - Cells 101 to 127

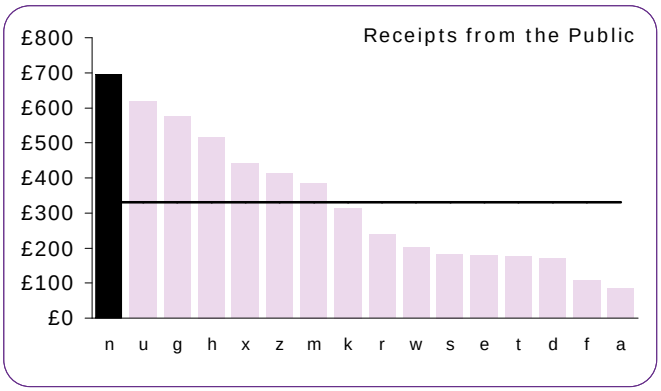
Revenue Income (2012-13 Actuals)	£	per 1,000 pop	Average
Overdue Charges	(104,218)	(142)	(166)
Hire of Audio & Visual Materials	(78,475)	(107)	(196)
Specific Grants	(27,930)	(38)	(402)
Receipts from the Public	(510,000)	(696)	(331)
Corporate Income	0	0	(171)
Other Income	(37,713)	(51)	(230)
Total Revenue Income	(758,336)	(1,036)	(1,497)

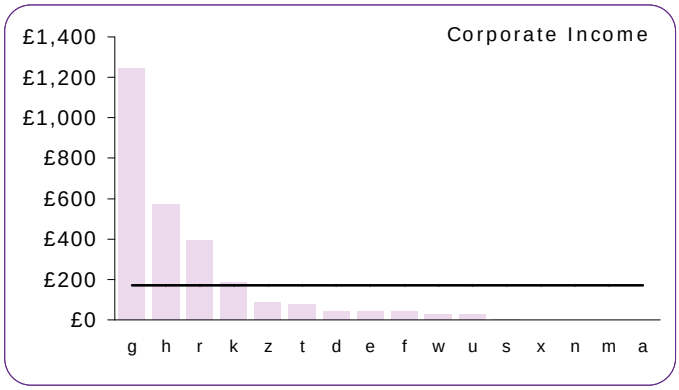
graphs shown per 1,000 population

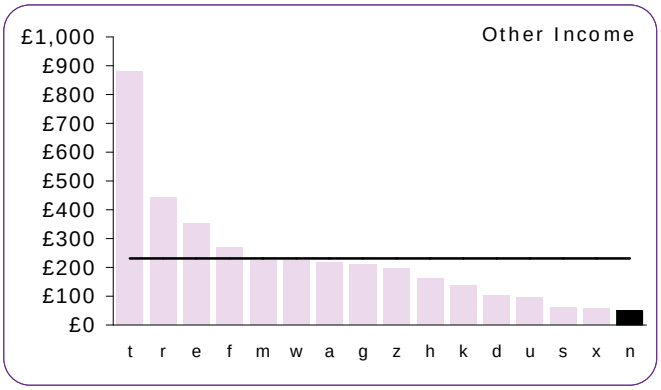










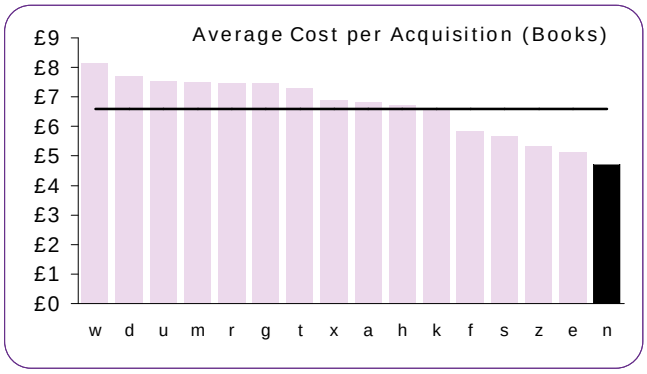


Source: CIPFA Public Library Statistics 2013 - Cells 128 to 137

B2: Cost Indicators

	£ p	Average
Average Cost per Book	£4.73	£6.58

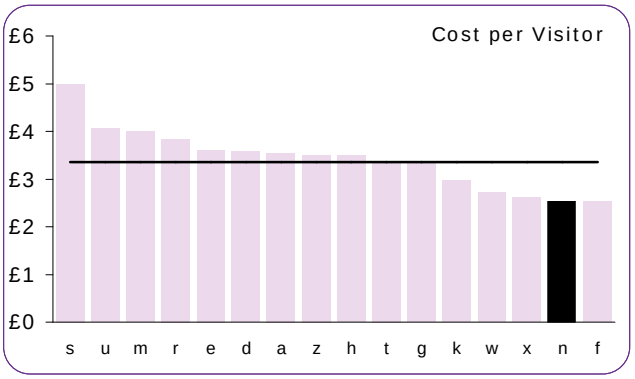
- Average cost per book acquisition.



Source: CIPFA Public Library Statistics 2013 -
Sum of Cells 103 to 107 divided by Cell 38

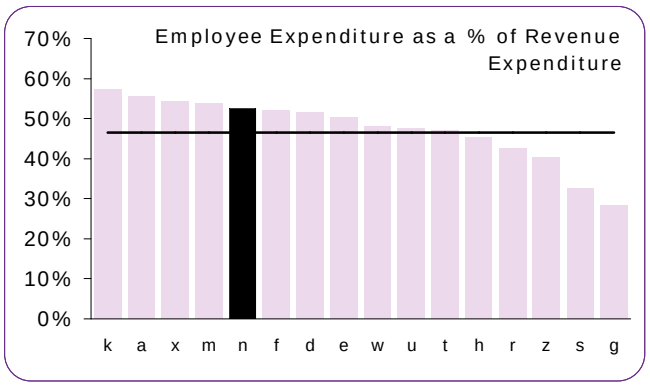
	£ p	Average
Cost per Visitor	£2.54	£3.35

- Revenue expenditure divided by visitor number.



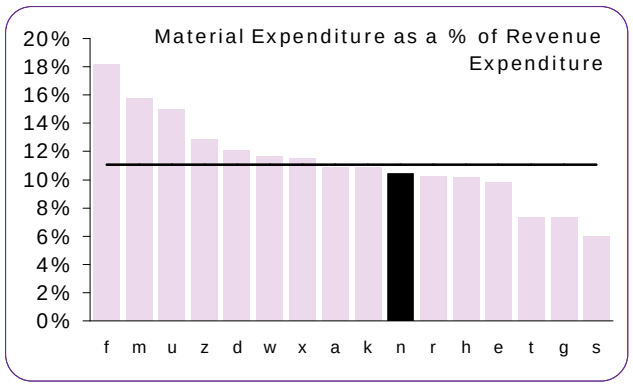
Source: CIPFA Public Library Statistics 2013 -
Cell 127 divided by Cell 94

	%	Average
% Employee Expenditure	53%	46%



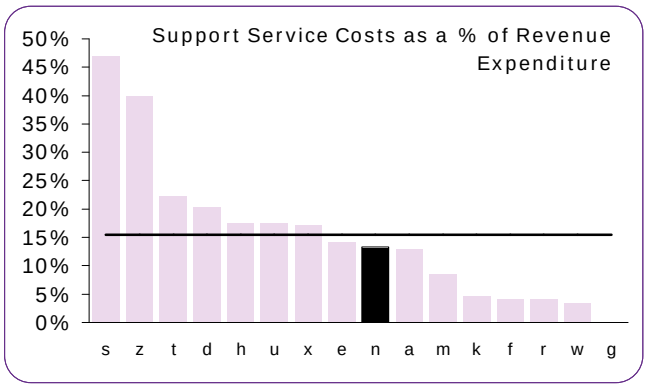
Source: CIPFA Public Library Statistics 2013 -
Cell 101 as a percentage of Cell 127

	%	Average
% Material Expenditure	10%	11%



Source: CIPFA Public Library Statistics 2013 -
Cell 121 as a percentage of Cell 127

	%	Average
% Support Services	13%	15%

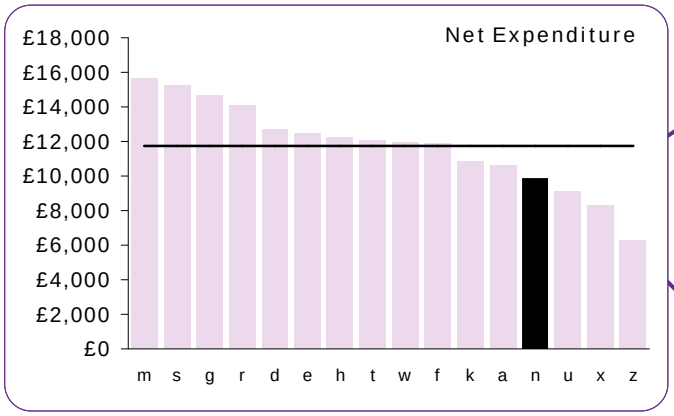


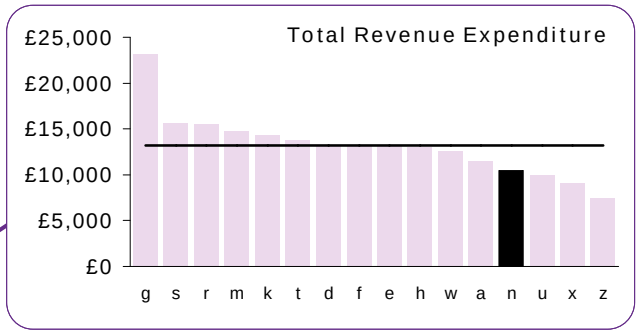
Source: CIPFA Public Library Statistics 2013 -
Cell 126 as a percentage of Cell 127

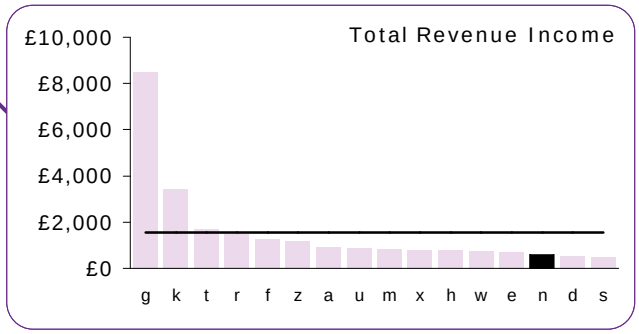
B3: Financial Information (2013-14 Estimates)

graphs shown per 1,000 population

Net Expenditure	£	per 1,000 pop	Average
Employees	4,544,574	6,206	6,554
Premises	896,000	1,224	2,297
Supplies & Services - Materials	1,193,000	1,629	1,436
Other Expenditure	1,032,000	1,409	2,901
Revenue Expenditure	7,665,574	10,468	13,188
Revenue Income	(456,000)	(623)	(1,548)
Net Expenditure	7,209,574	9,845	11,639

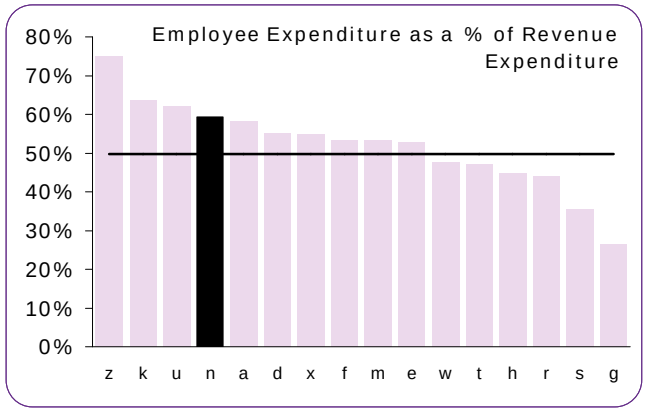






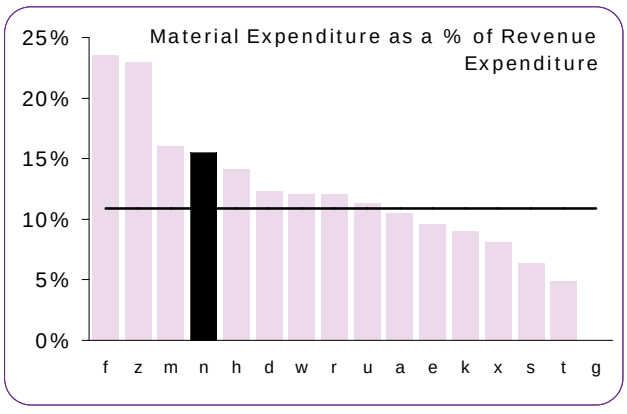
Source: CIPFA Public Library Statistics 2013 - Cell 140 to 145

2013-14 Estimates	%	Average
% Employee Expenditure	59%	50%



Source: CIPFA Public Library Statistics 2013 - Cell 140 as a percentage of Cell 144

2013-14 Estimates	%	Average
% Material Expenditure	16%	11%

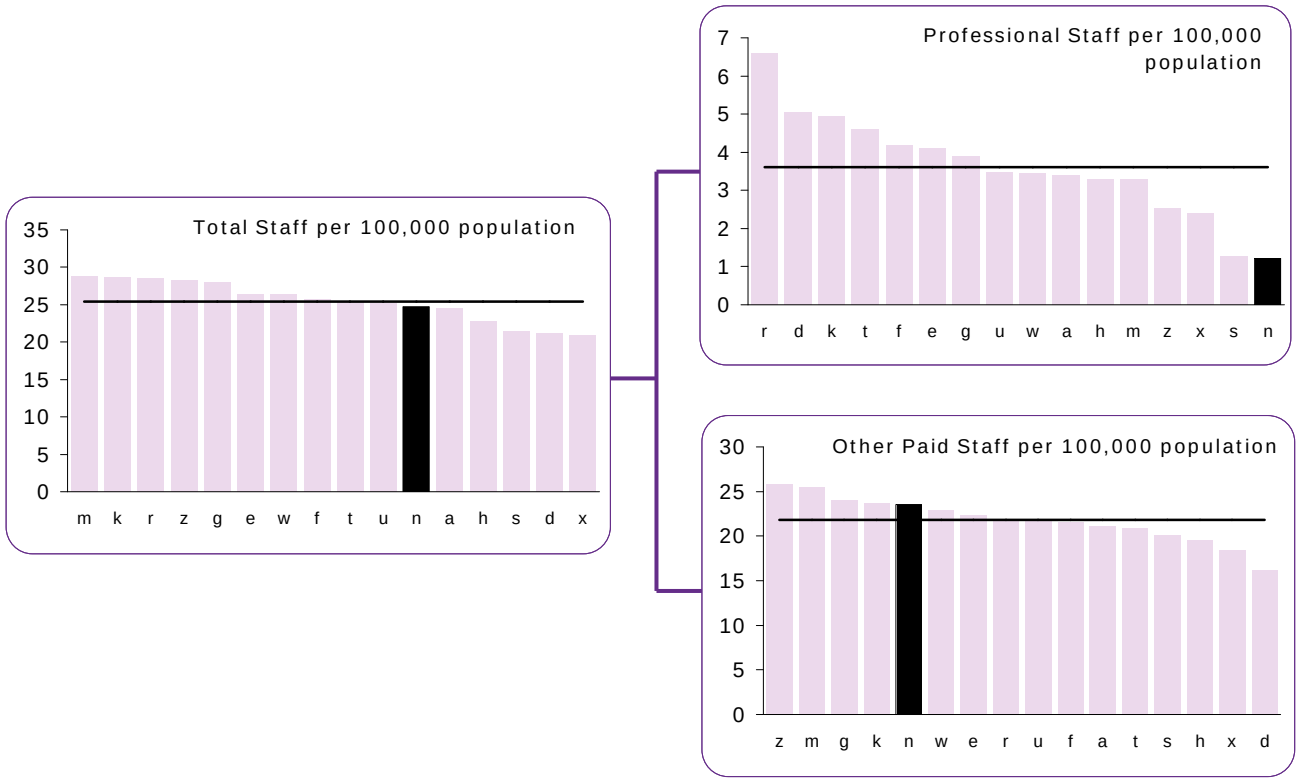


Source: CIPFA Public Library Statistics 2013 - Cell 142 as a percentage of Cell 144

B4: Staffing

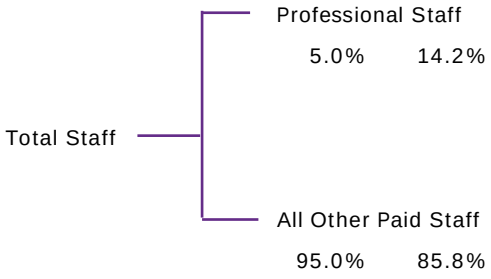
at 31 March 2013

	FTE	per 100,000 pop	Average
Professional Staff	9.0	1.2	3.6
All Other Staff	172.1	23.5	21.8
Total Staff	181.1	24.7	25.4

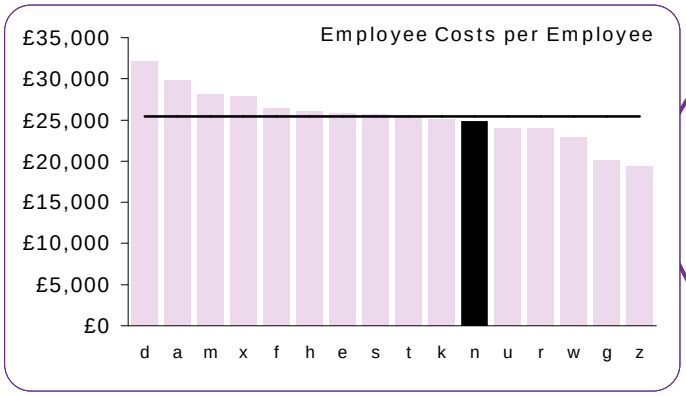


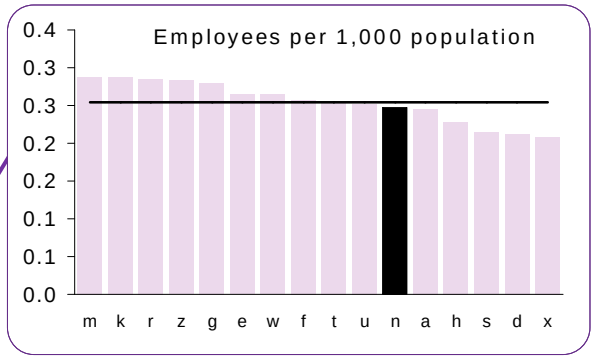
Source: CIPFA Public Library Statistics 2013 - Cells 64 to 66

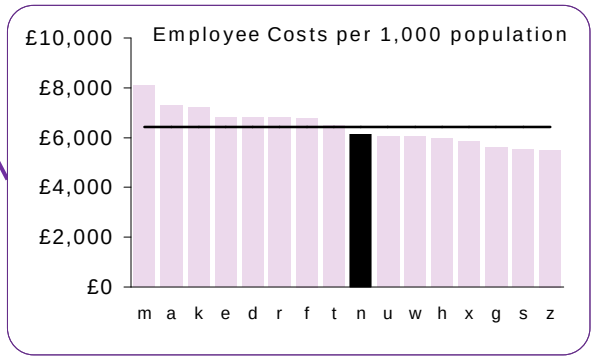
This tree diagram analyses professional and other staff as a percentage of total staff.
Your authority's value is followed by the average value in italics.



	£	Average
Employee Costs per Employee	24,794	25,469



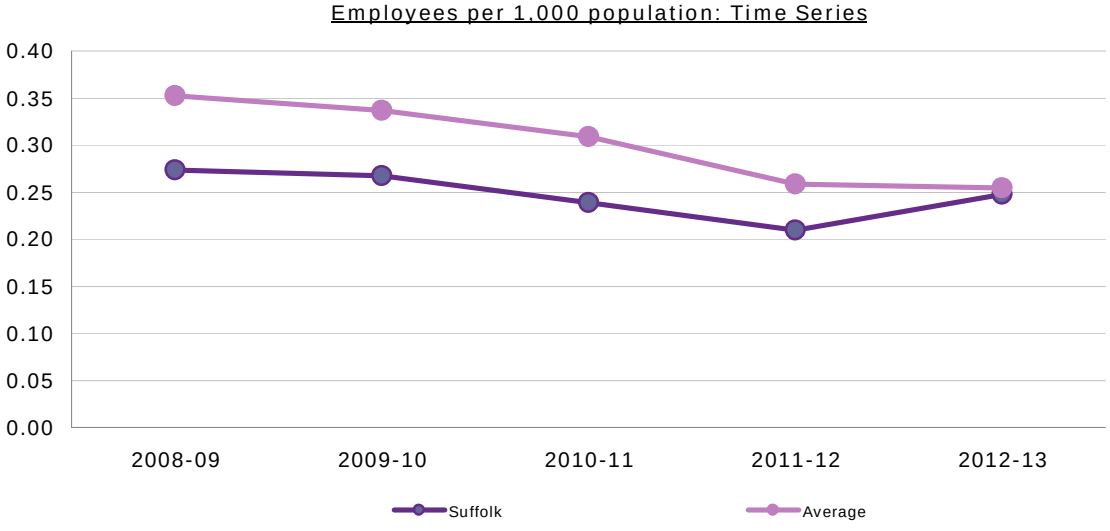




Source: CIPFA Public Library Statistics 2013 -

Cell 101 divided by Cell 66

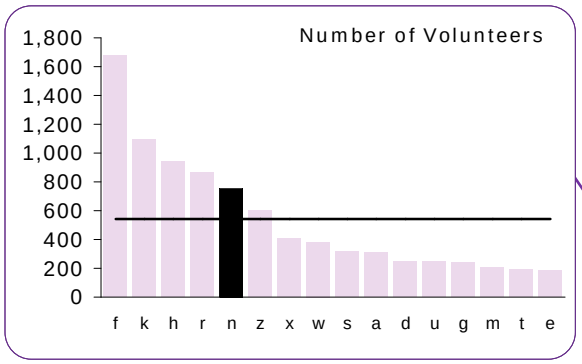
All Staff	FTE	per 1,000 pop	Average
2008-09	195.9	0.27	0.35
2009-10	190.7	0.27	0.34
2010-11	171.7	0.24	0.31
2011-12	153.0	0.21	0.26
2012-13	181.1	0.25	0.25



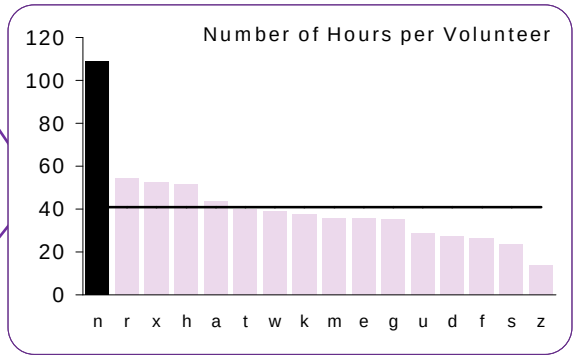
Source: CIPFA Public Library Statistics 2013 - Cell 66 and equivalent for previous years

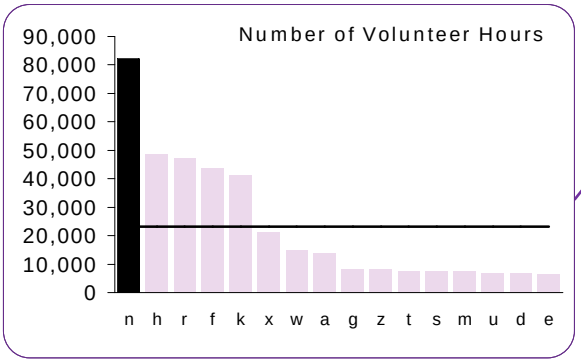
B5: Volunteers

2012-13 Actuals



	Number	Average
Volunteers	756	542
Volunteer Hours	82,400	23,287
Average Hours per Volunteer	109.0	40.8



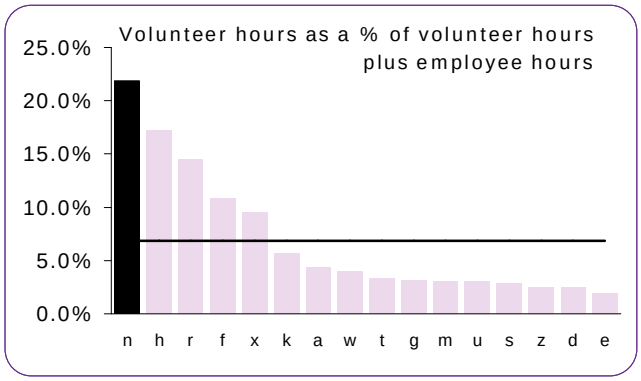


Source: CIPFA Public Library Statistics 2013 - Cells 67 & 68

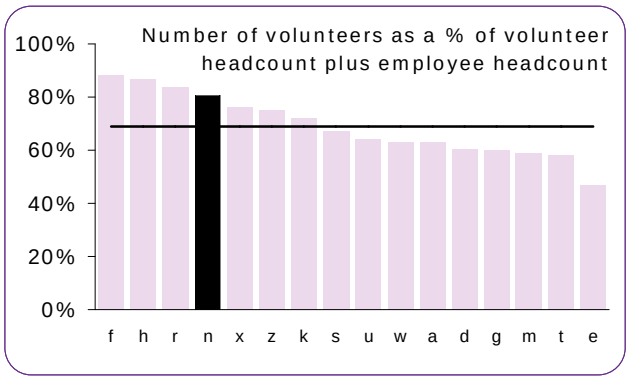
- The section below uses 1,625 hours as the annual hours worked by a full-time member of staff.
- We use this to compare hours provided by paid staff and volunteers.
- The two charts below compare the volunteers to the total of paid staff and volunteers.

	FTE	Average
% Hours worked by volunteers	21.9%	6.9%

	%	Average
Volunteers as % headcount	80.7%	69.0%



Source: CIPFA Public Library Statistics 2013 - Cells 67 & 68

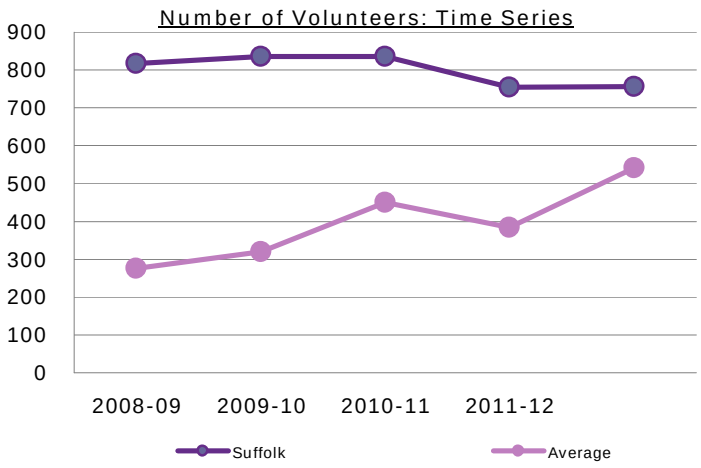


Source: CIPFA Public Library Statistics 2013 - Cells 66 & 67

Volunteers	Number	Average
2008-09	817	275
2009-10	836	320
2010-11	836	450
2011-12	754	384
2012-13	756	542

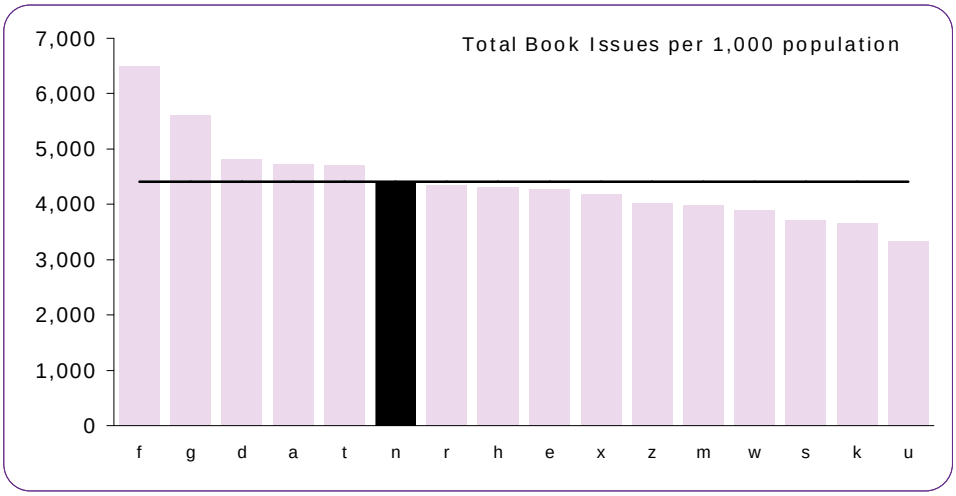
Source: CIPFA Public Library Statistics 2013 -

Cell 67 and equivalent for previous years



SECTION C: WORKLOAD

• This section examines issues and stock turn for books and other items along with requests, enquiries and loans.



(See page 24 for details)

Section Contents

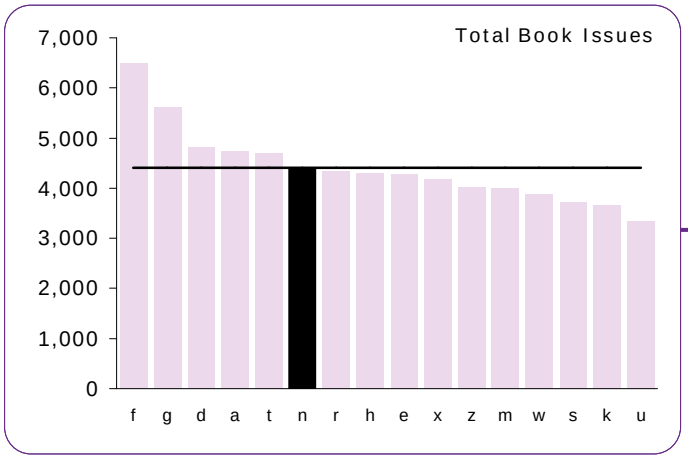
Page 24	C1: Book Issues
	Split by children/adult and fiction/non-fiction
Page 25	C2: Stock Turn
	Split by children/adult and fiction/non-fiction
Page 26	C3: Audio, Visual, Electronic & Other Issues
	Split by various categories
Page 28	C4: Request Service
	Total and online
Page 28	C5: Enquiries
	Total and online
Page 28	C6: Inter-Library Loans
	Supplied and received

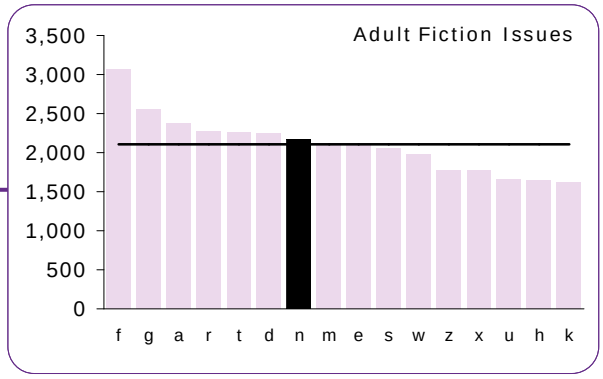
C1: Book Issues

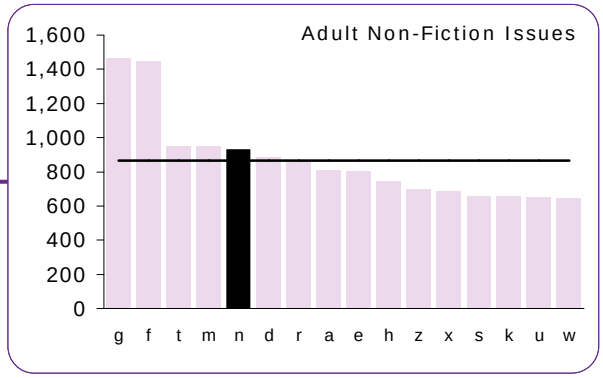
2012-13 Actuals

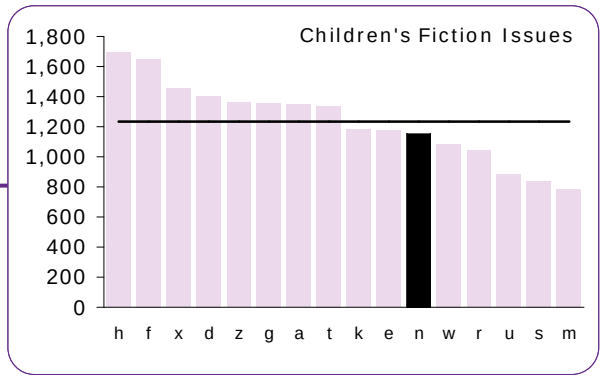
	Number	/1,000 pop	Average
Adult Fiction	1,590,017	2,171	2,103
Adult Non-Fiction	681,253	930	866
Children's Fiction	847,196	1,157	1,234
Children's Non-Fiction	118,186	161	203
Total Book Issues	3,236,652	4,420	4,407

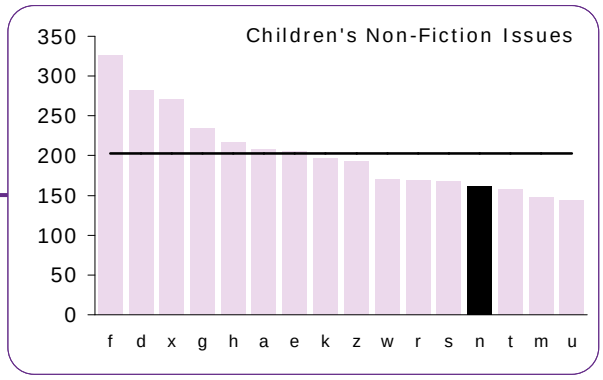
graphs shown per 1,000 population











Breakdown of issues (percentage). Your authority's value is followed by the average value in italics.

Book Issues

Adult Fiction	49.1%	47.7%
Adult Non-Fiction	21.0%	19.7%
Children's Fiction	26.2%	28.0%
Children's Non-Fiction	3.7%	4.6%

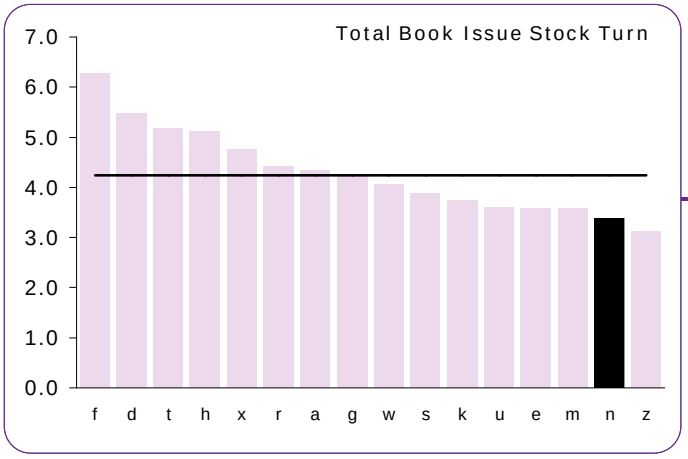
Source: CIPFA Public Library Statistics 2013 - Cells 69 to 73

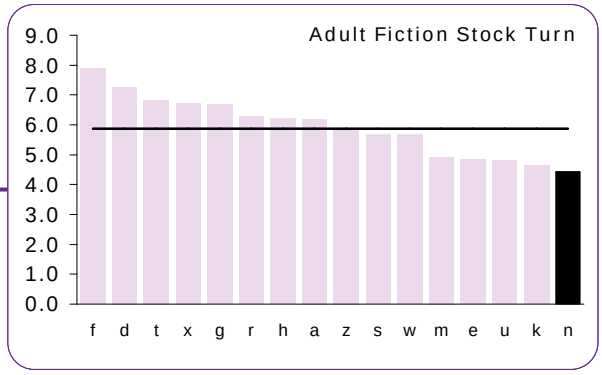
C2: Stock Turn

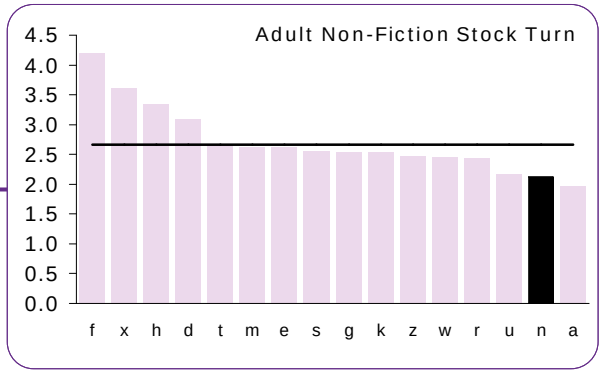
2012-13 Actuals

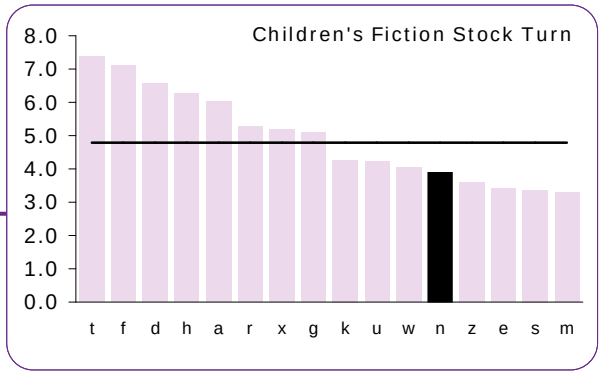
	Number	Average
Adult Fiction	4.4	5.9
Adult Non-Fiction	2.1	2.7
Children's Fiction	3.9	4.8
Children's Non-Fiction	2.1	2.1
Total Book Issues	3.4	4.2

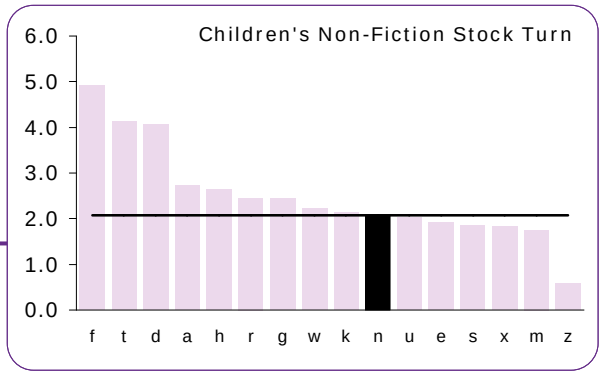
• Number of books issued divided by the book stock (i.e. the average number of times each book was issued during the year).











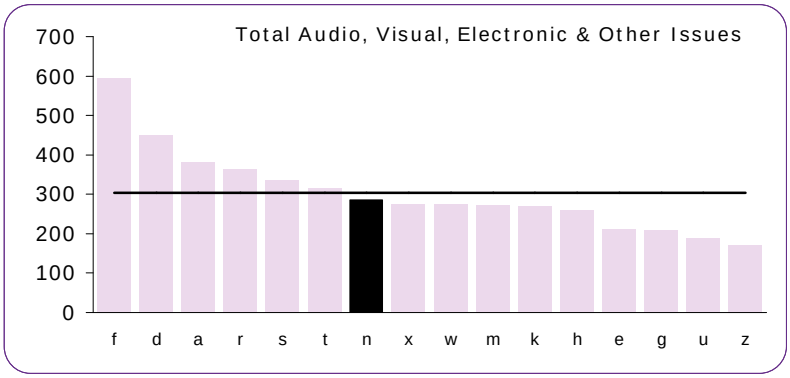
Source: CIPFA Public Library Statistics 2013 - Cells 69 to 73 divided by Cells 25 to 28 respectively

C3: Audio, Visual, Electronic & Other Issues

2012-13 Actuals

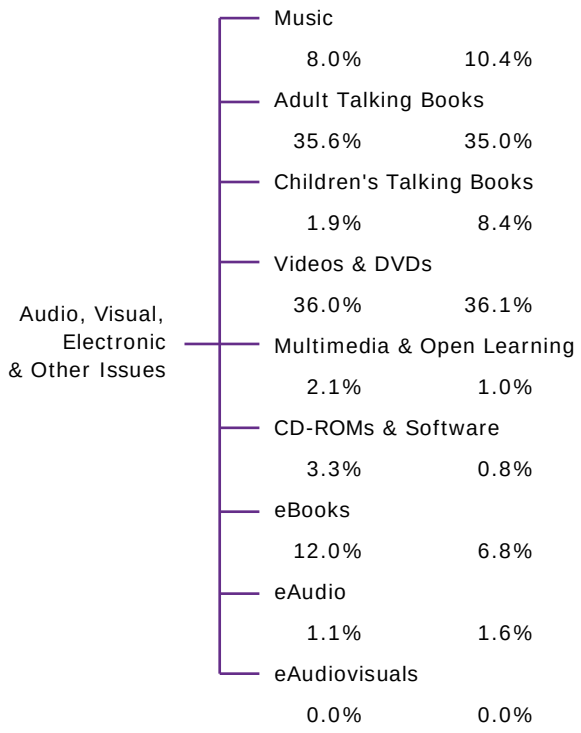
	Number	/1,000 pop	Avg
Sound Recordings			
Music	16,676	22.8	31.6
Adult Talking Books	74,558	101.8	106.4
Children's Talking Books	3,942	5.4	25.6
Video & DVDs	75,398	103.0	109.8
Multimedia & Open Learning	4,426	6.0	2.9
CD-ROMs & Software	6,859	9.4	2.3
Electronic Products			
eBooks	25,071	34.2	20.5
eAudio	2,310	3.2	4.8
eAudiovisuals	0	0.0	0.0
Total Audio Visual Issues	209,240	285.7	304.1

graph shown per 1,000 population



This tree diagram analyses Audio, Visual, Electronic & Other Issues.

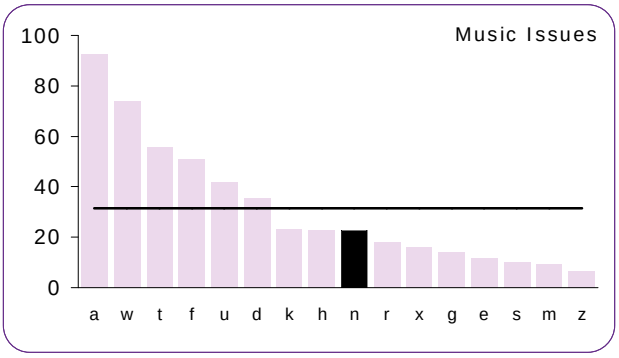
Your authority's value is followed by the average value in italics.

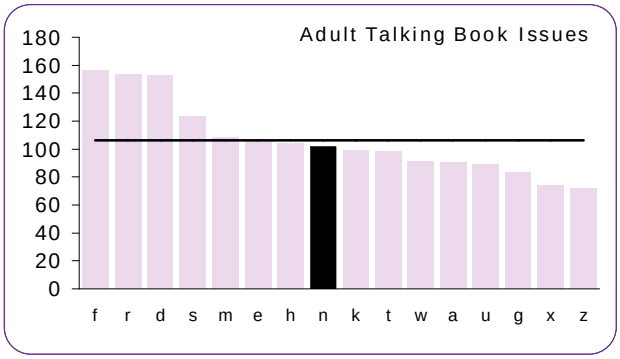


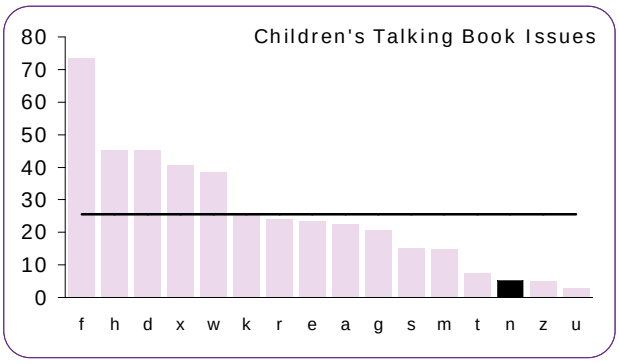
Source: CIPFA Public Library Statistics 2013 - Cells 74 to 83

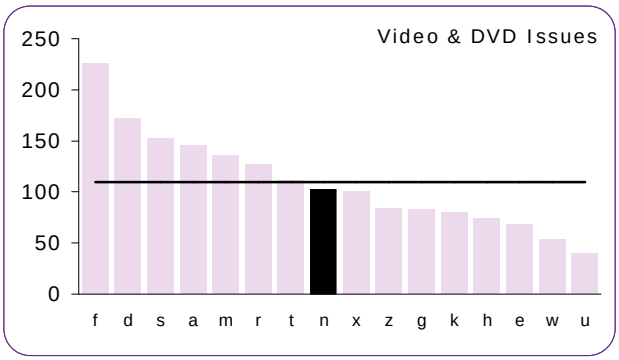
C3: Audio, Visual, Electronic & Other Issues (continued)

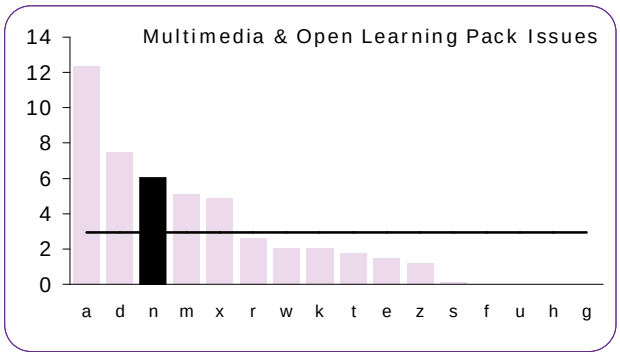
graphs shown per 1,000 population

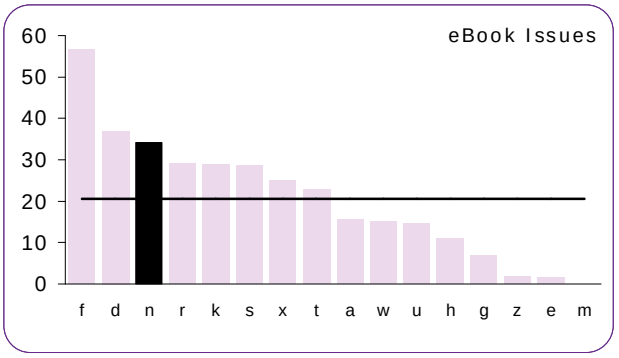


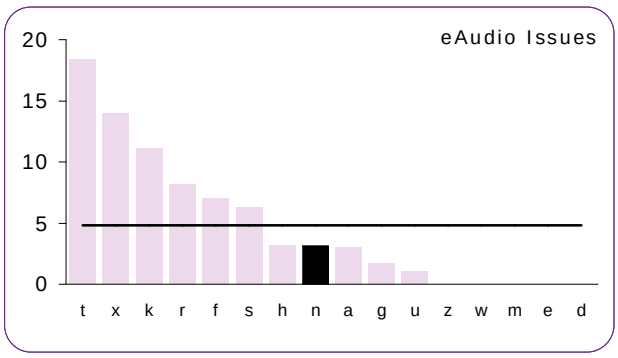


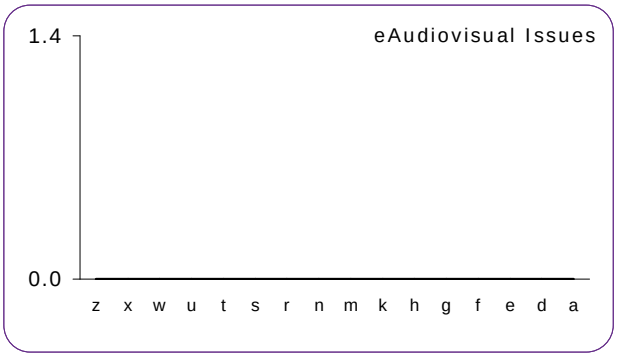












Source: CIPFA Public Library Statistics 2013 - Cells 73 to 82

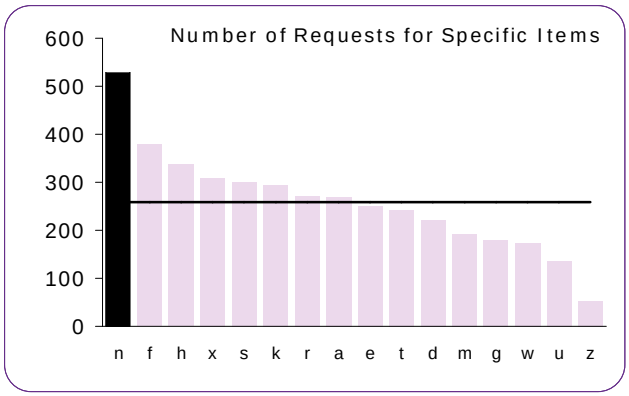
C4: Request Service

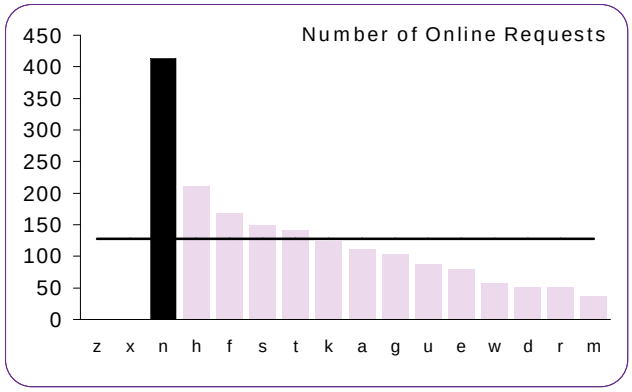
2012-13 Actuals

	Number	per 1,000 pop	Average
Requests	387,350	529	259

	Number	per 1,000 pop	Average
Online Requests	302,923	414	128

graphs shown per 1,000 population





Source: CIPFA Public Library Statistics 2013 - Cell 84

Source: CIPFA Public Library Statistics 2013 - Cell 85

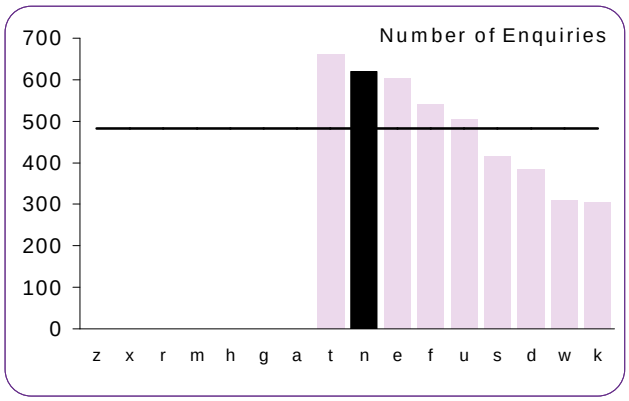
C5: Enquiries

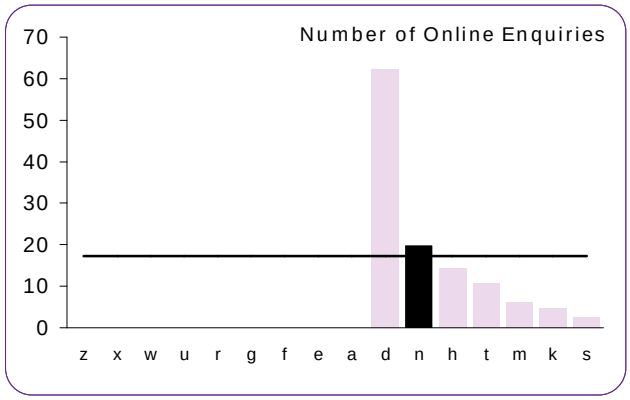
2012-13 Actuals

	Number	per 1,000 pop	Average
Enquiries	453,897	620	483

	Number	per 1,000 pop	Average
Online Enquiries	14,482	19.8	17.2

graphs shown per 1,000 population





Source: CIPFA Public Library Statistics 2013 - Cell 89

Source: CIPFA Public Library Statistics 2013 - Cell 90

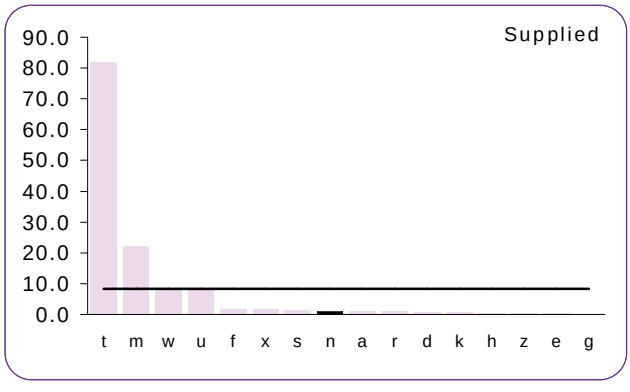
C6: Inter-Library Loans

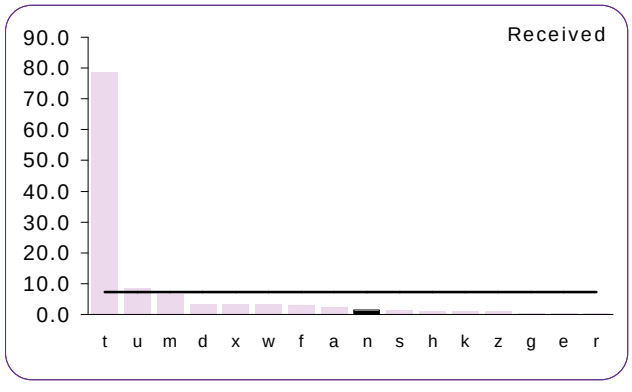
2012-13 Actuals

	Number	per 1,000 pop	Average
Loans Supplied	772	1.1	8.2

	Number	per 1,000 pop	Average
Loans Received	1,031	1.4	7.3

graphs shown per 1,000 population





Source: CIPFA Public Library Statistics 2013 - Cell 99

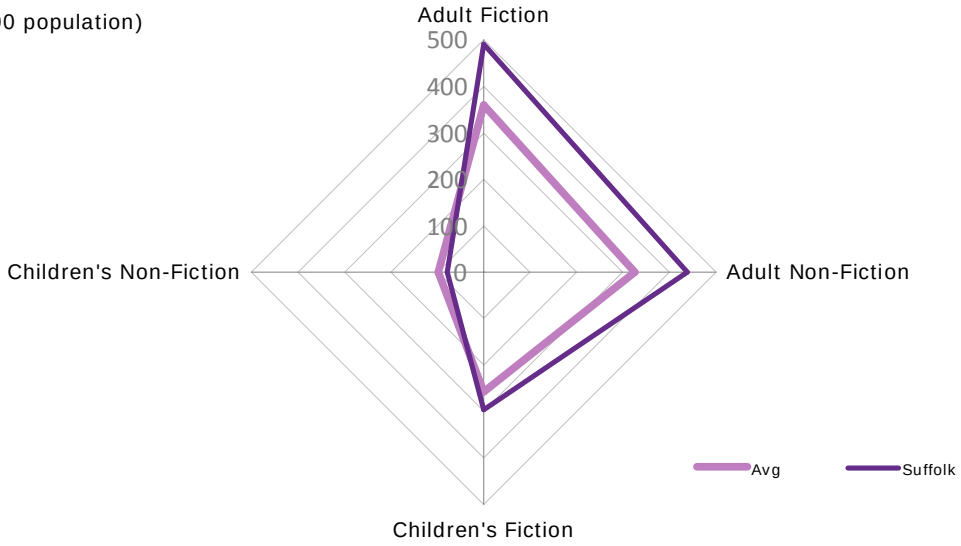
Source: CIPFA Public Library Statistics 2013 - Cell 100

SECTION D: STOCK

• This section examines issues and stock turn for books and other items along with requests, enquiries and loans.

Book Stock at 31 March 2012

(Stock per 1,000 population)



(See page 30 for details)

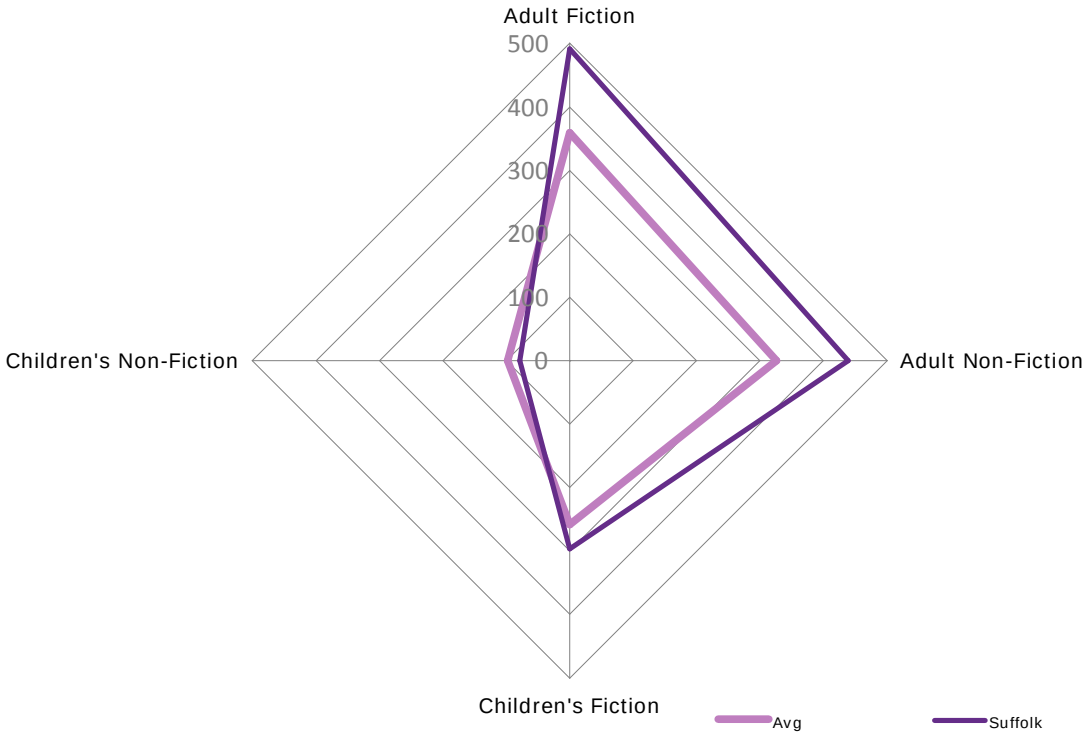
Section Contents

Page 30	D1: Book Stock
	Split by children/adult and fiction/non-fiction
Page 32	D2: Audio, Visual, Electronic & Other Stock
	Split by various categories
Page 35	D3: Book Acquisitions
	Split by children/adult and fiction/non-fiction
Page 36	D4: Audio, Visual, Electronic & Other Acquisitions
	Split by various categories
Page 37	D5: All Acquisitions (Books & Audio Visual)
	Trendline
Page 38	D6: Lending Stock Replenishment Rate
	Overall replenishment rate

D1: Book Stock

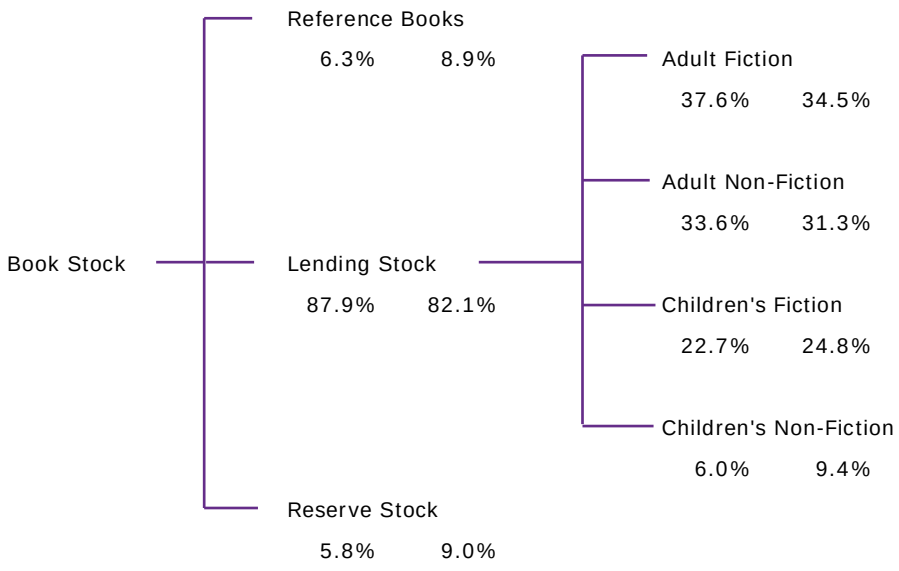
Summary

Book Stock at 31 March 2013



• Books per 1,000 population, see next page for detail.

This tree diagram analyses each type of stock as a percentage of total book stock.
Your authority's value is followed by the average value in italics.

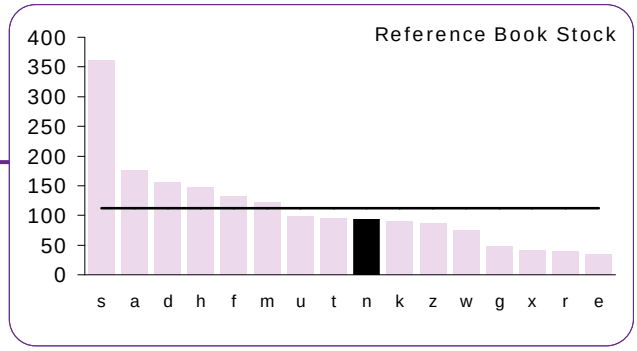


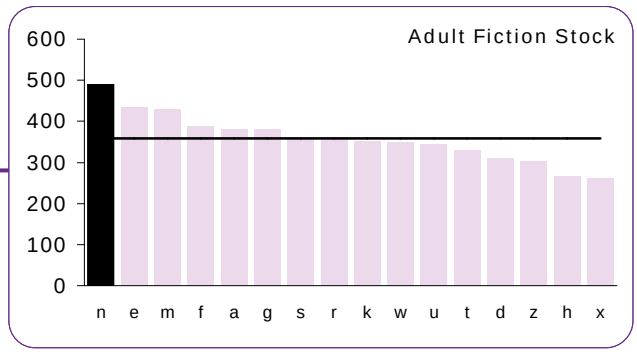
Source: CIPFA Public Library Statistics 2013 - Cells 24 to 31

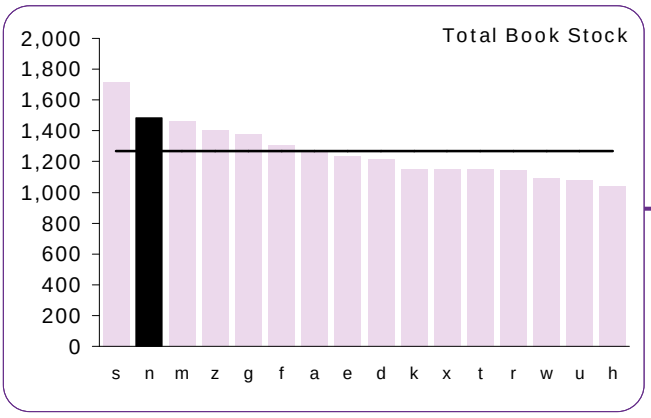
at 31 March 2013

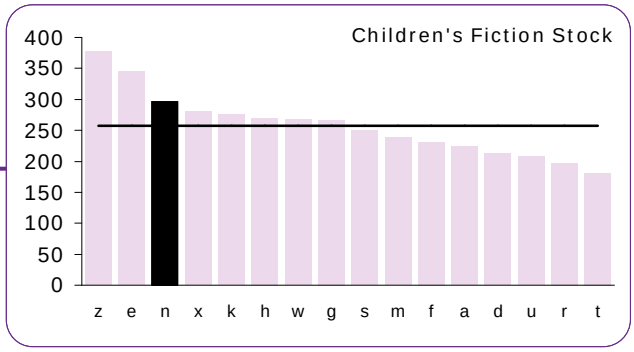
	No.	/1,000 pop	Avg
Reference Books	68,546	94	112
Lending Stock			
Adult Fiction	359,231	491	359
Adult Non-Fiction	320,966	438	326
Children's Fiction	217,121	296	258
Children's Non-Fiction	57,473	78	98
Reserve Stock	62,633	86	114
Total Book Stock	1,085,970	1,483	1,267

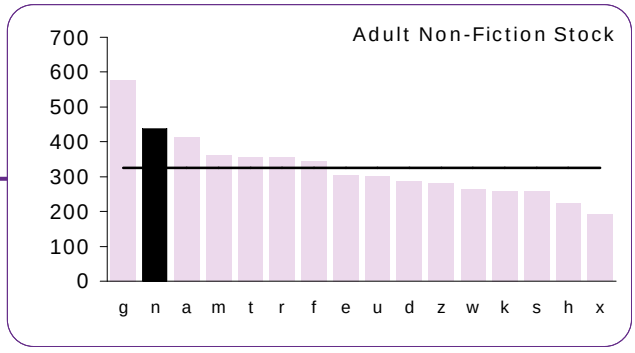
graphs shown per 1,000 population

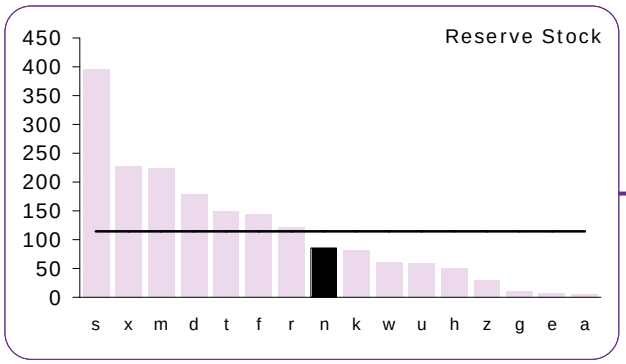


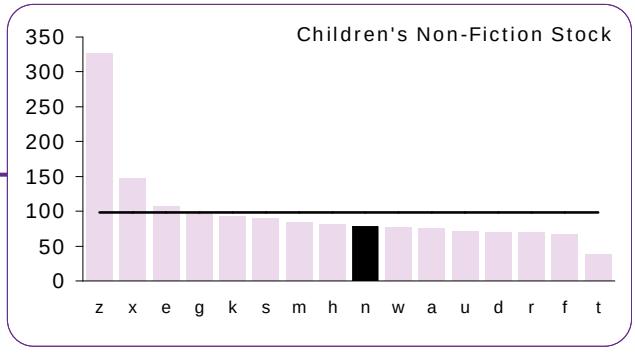








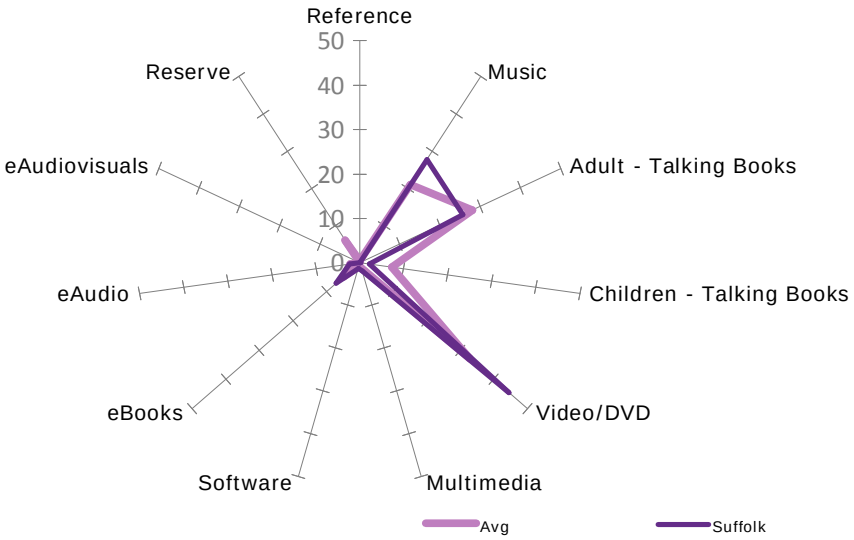




Source: CIPFA Public Library Statistics 2013 - Cells 24 to 31

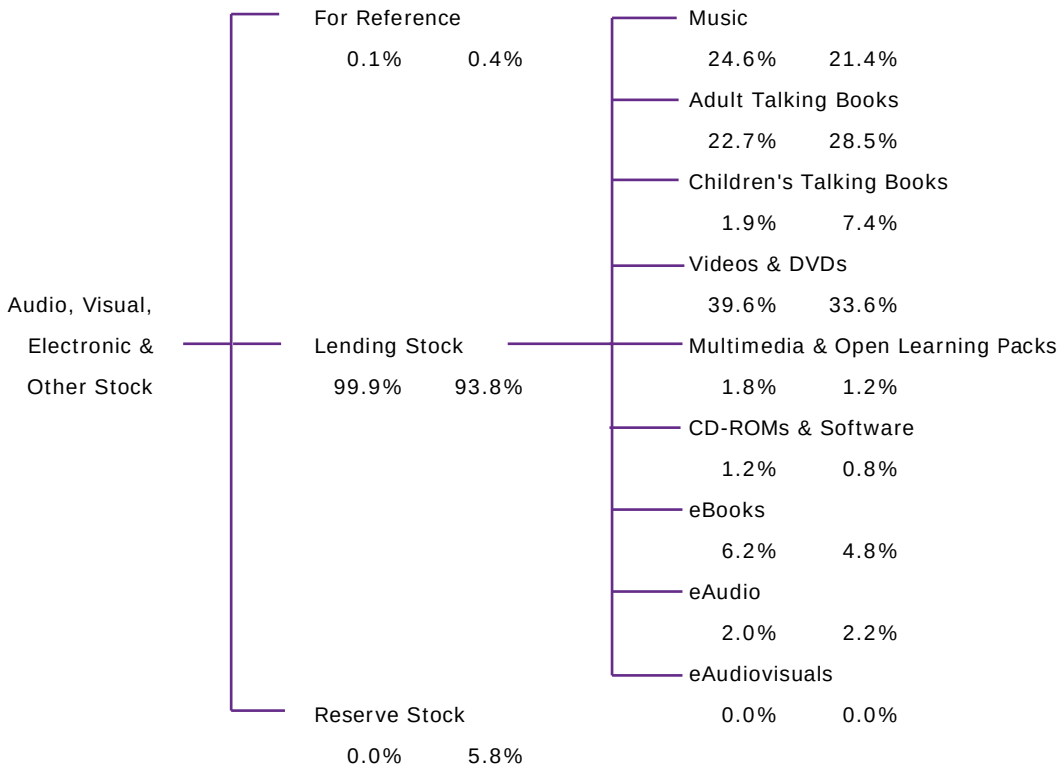
D2: Audio, Visual, Electronic & Other Stock

Stock at 31 March 2013



• Stock per 1,000 population, see next page for detail.

This tree diagram analyses each type of stock as a percentage of total audio visual stock.
Your authority's value is followed by the average value in italics.

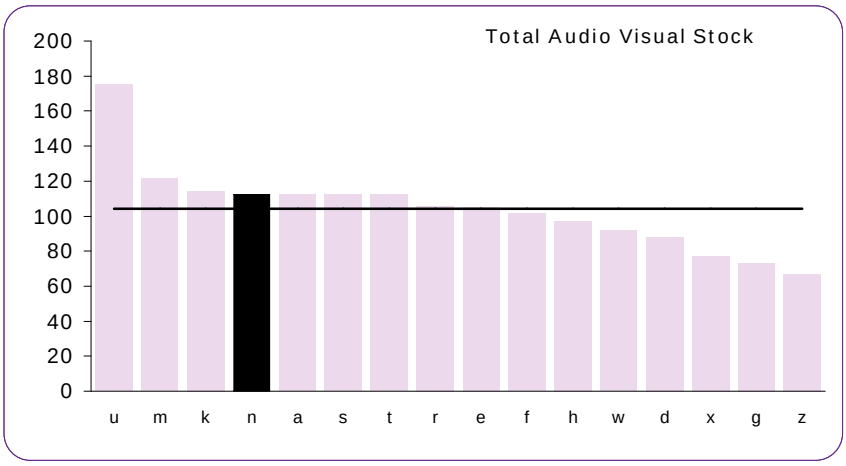


Source: CIPFA Public Library Statistics 2013 - Cells 39 to 51

at 31 March 2013

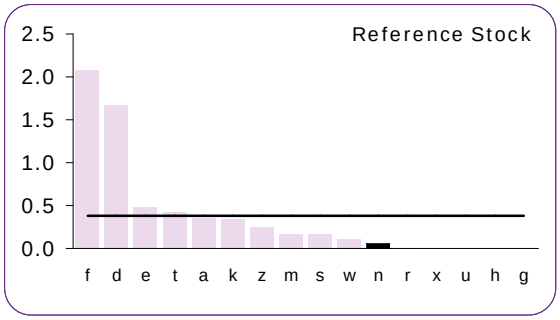
	Number	per 1,000 pop	Avg
For Reference	42	0.1	0.4
Lending Stock			
Sound - Music	20,311	27.7	20.9
Sound - Adult Talking Books	18,736	25.6	27.9
Sound - Children's Talking Books	1,580	2.2	7.2
Video & DVDs	32,651	44.6	32.8
Multimedia & Open Learning	1,451	2.0	1.2
CD-ROMs & Software	966	1.3	0.8
Electronic - eBooks	5,139	7.0	4.7
Electronic - eAudio	1,685	2.3	2.2
Electronic - eAudiovisuals	0	0.0	0.0
Reserve Stock	0	0.0	6.0
Total Audio Visual Stock	82,561	112.7	104.6

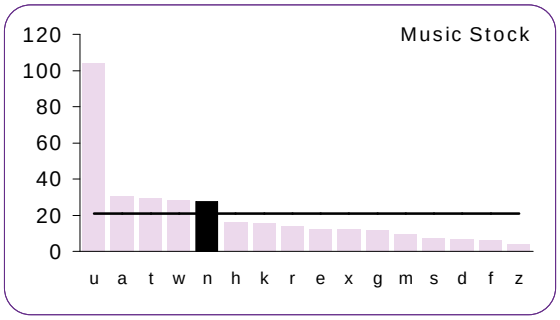
graph shown per 1,000 population

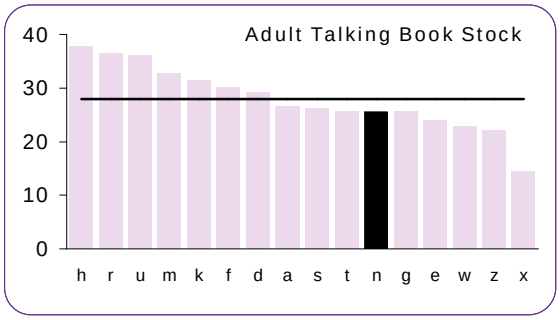


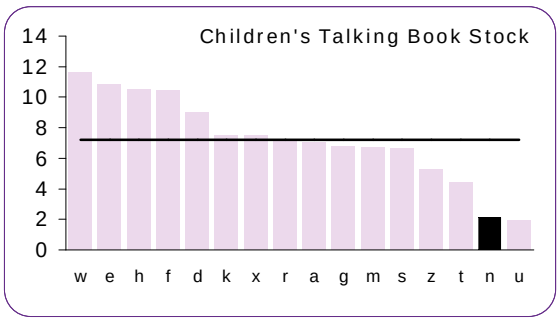
Source: CIPFA Public Library Statistics 2013 - Cells 39 to 51

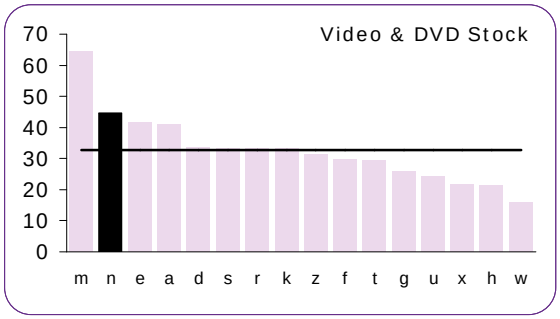
graphs shown per 1,000 population

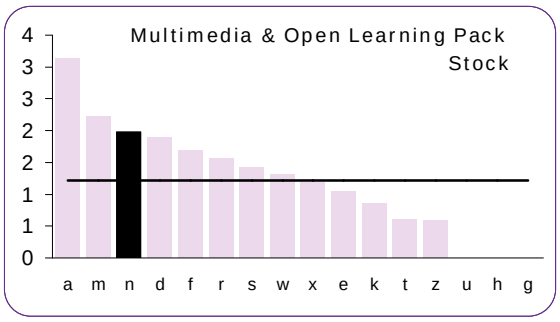


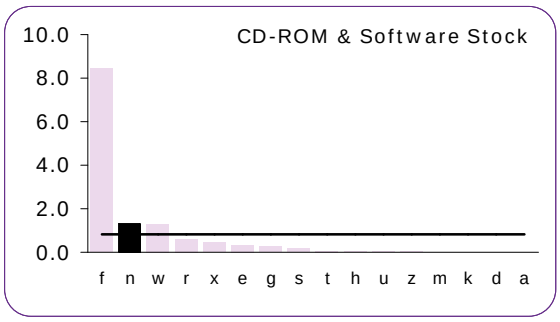


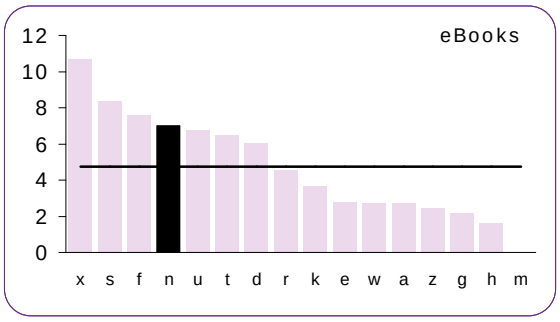


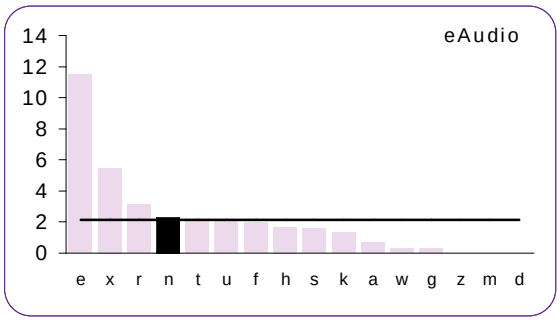


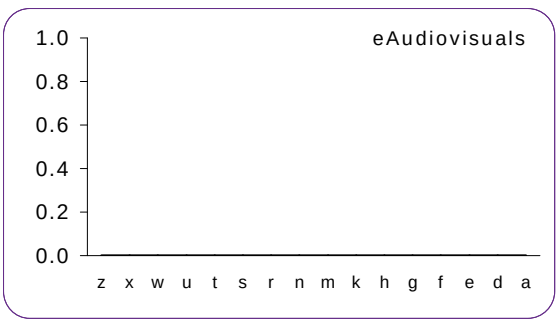


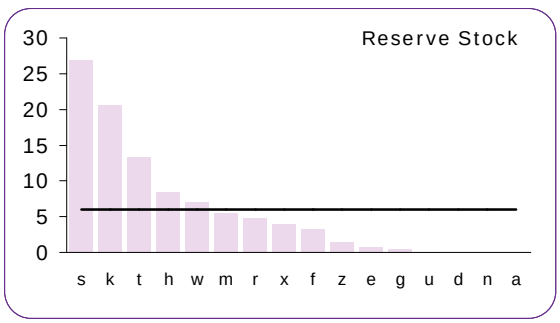










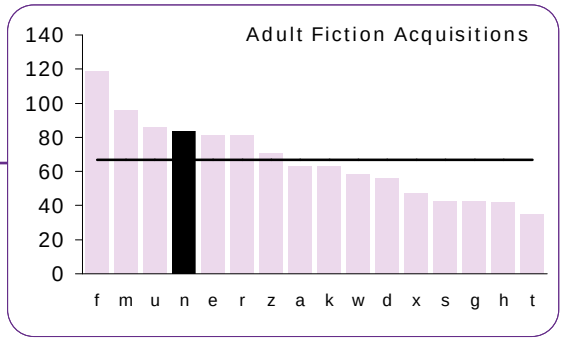


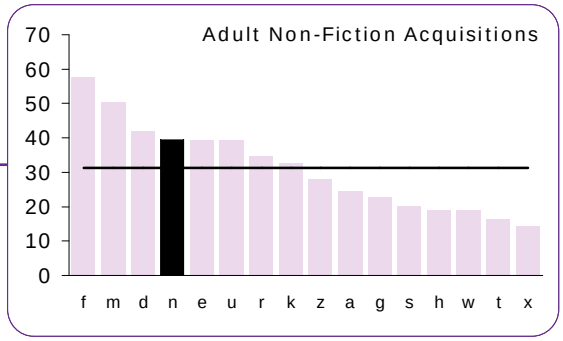
Source: CIPFA Public Library Statistics 2013 - Cells 39 to 51

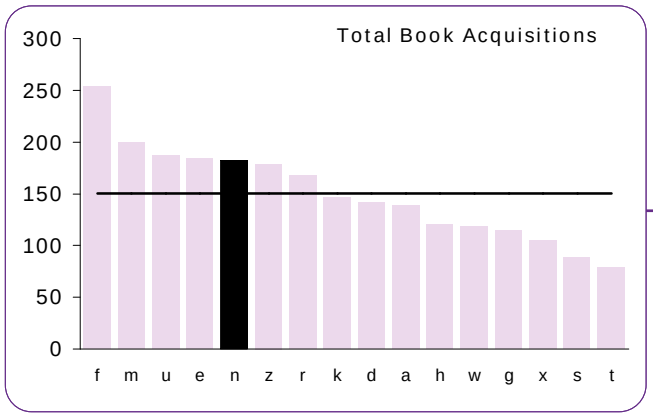
D3: Book Acquisitions

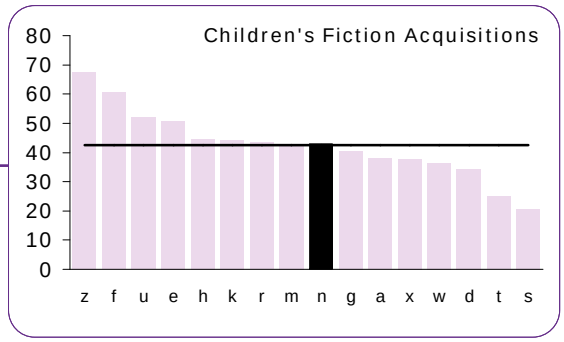
2012-13 Actuals graphs shown per 1,000 population

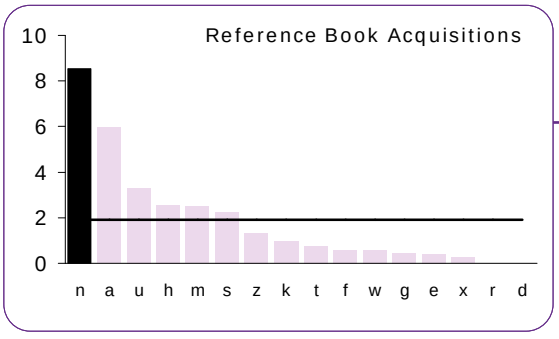
	Number	per 1,000 pop	Average
Reference Books	6,259	8.5	1.9
Lending Stock			
Adult Fiction	61,320	83.7	66.7
Adult Non-Fiction	29,066	39.7	31.3
Children's Fiction	31,382	42.9	42.6
Children's Non-Fiction	5,783	7.9	7.8
Total Book Acquisitions	133,810	182.7	150.3

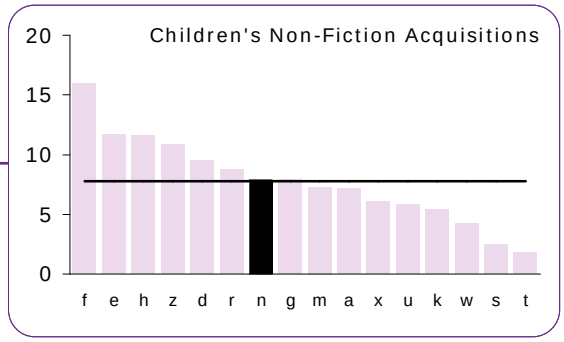




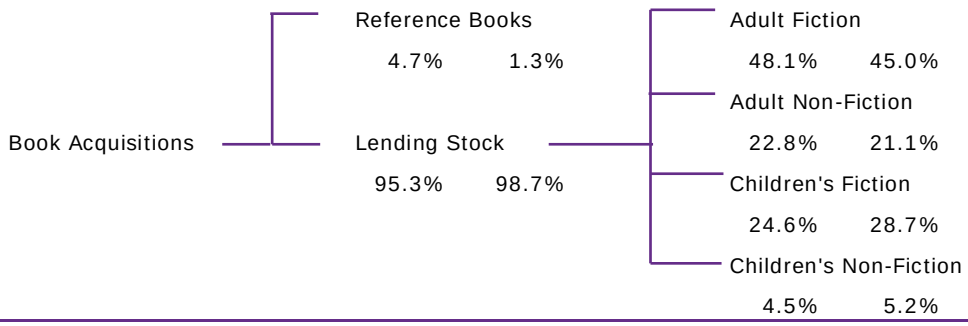








This tree diagram analyses each type of stock as a percentage of total book acquisitions.
Your authority's value is followed by the average value in italics.



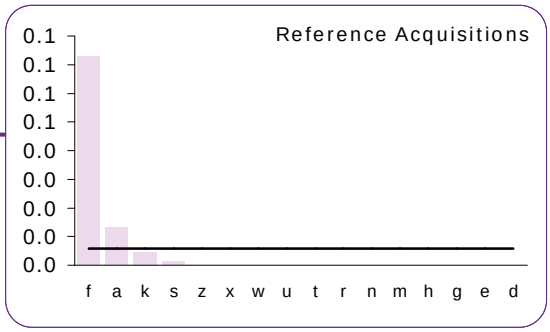
Source: CIPFA Public Library Statistics 2013 - Cells 32 to 38

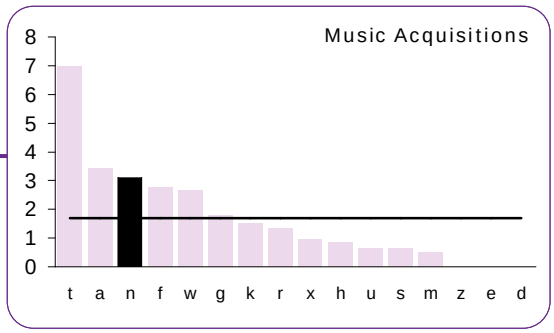
D4: Audio, Visual, Electronic & Other Acquisitions

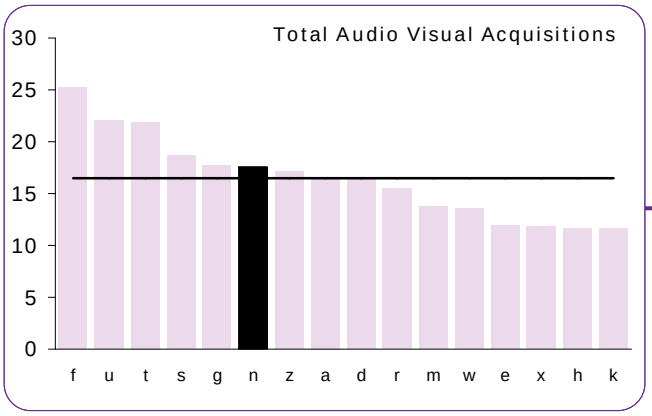
2012-13 Actuals

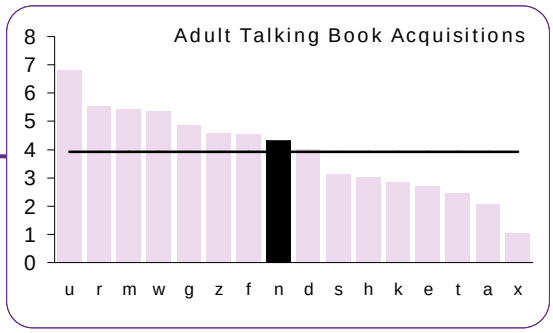
graphs shown per 1,000 population

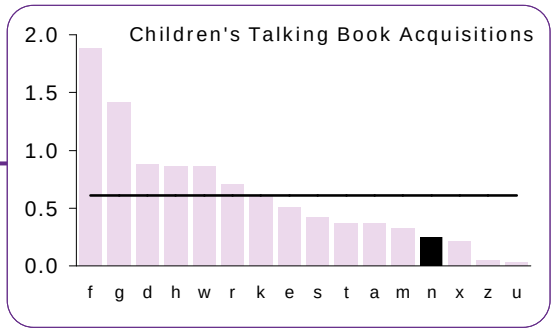
	Number	per 1,000 pop	Avg
For Reference	0	0.0	0.0
Lending Stock			
Sound - Music	2,287	3.1	1.7
Sound - Adult Talking Books	3,162	4.3	3.9
Sound - Children's Talking Books	181	0.2	0.6
Video & DVDs	4,983	6.8	6.8
CD-ROMs, Software & Multimedia*	67	0.1	0.2
eBooks	933	1.3	2.4
eAudio	1,251	1.7	0.9
eAudiovisuals	0	0.0	0.0
Total Audio Visual Acquisitions	12,864	17.6	16.5

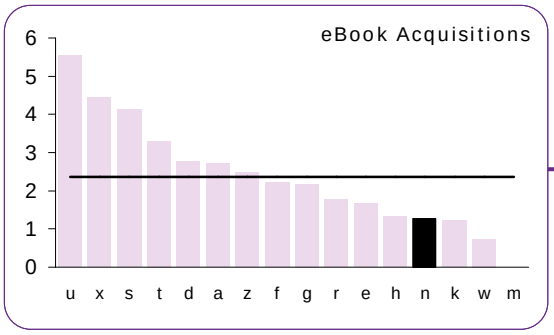


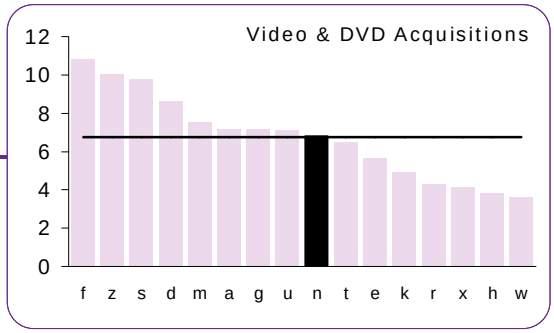


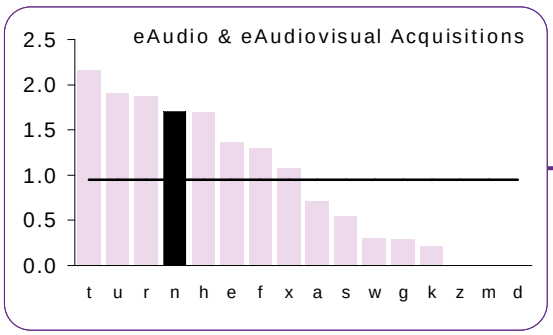


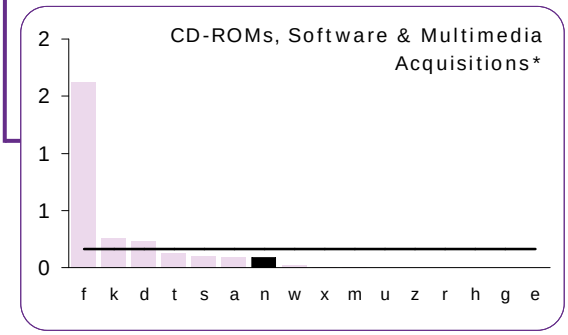










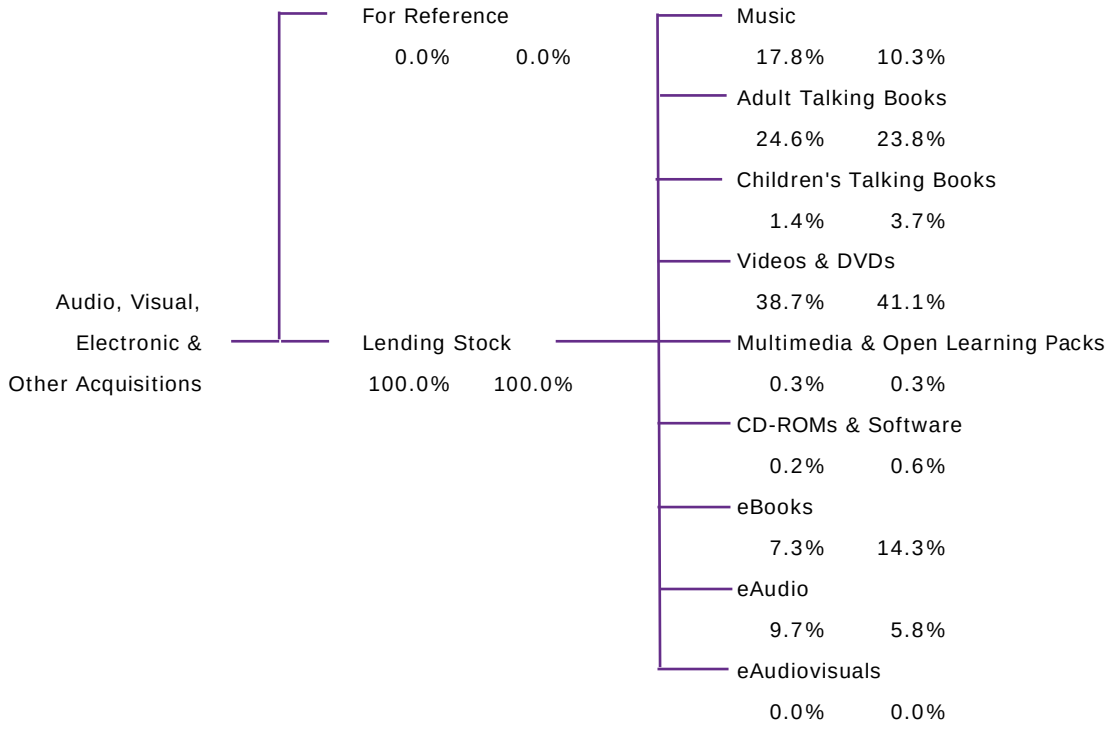


* Includes CD-ROMs & Software, Multimedia & Open Learning

Source: CIPFA Public Library Statistics 2013 - Cells 52 to 63

D4: Audio, Visual, Electronic & Other Acquisitions (continued)

This tree diagram analyses each type of stock as a percentage of total audio visual acquisitions. Your authority's value is followed by the average value in italics.

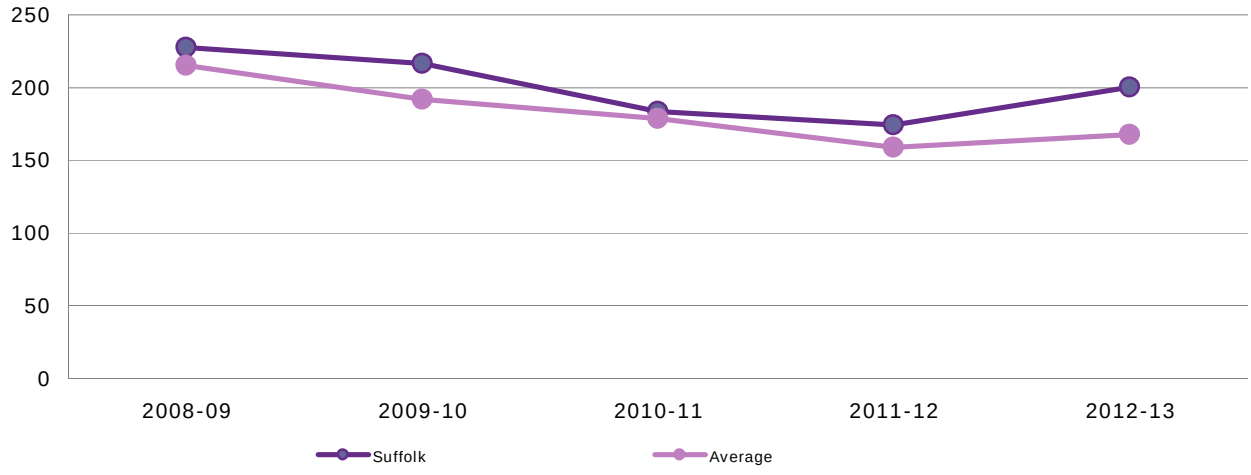


Source: CIPFA Public Library Statistics 2013 - Cells 52 to 63

D5: All Acquisitions (Books and Audio Visual)

Acquisitions	Number	per 1,000 pop	Average
2008-09	162,914	228	215
2009-10	154,659	217	192
2010-11	132,066	184	179
2011-12	127,099	174	159
2012-13	146,674	200	168

Acquisitions per 1,000 population: Time Series

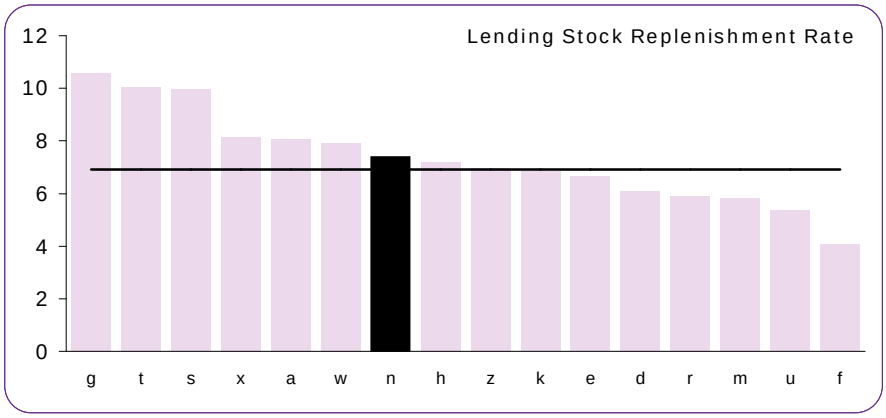


Source: CIPFA Public Library Statistics 2013 - Cells 38 & 63

D6: Lending Stock Replenishment Rate

Lending Stock	Years	Average
Replenishment Rate	7.4	6.9

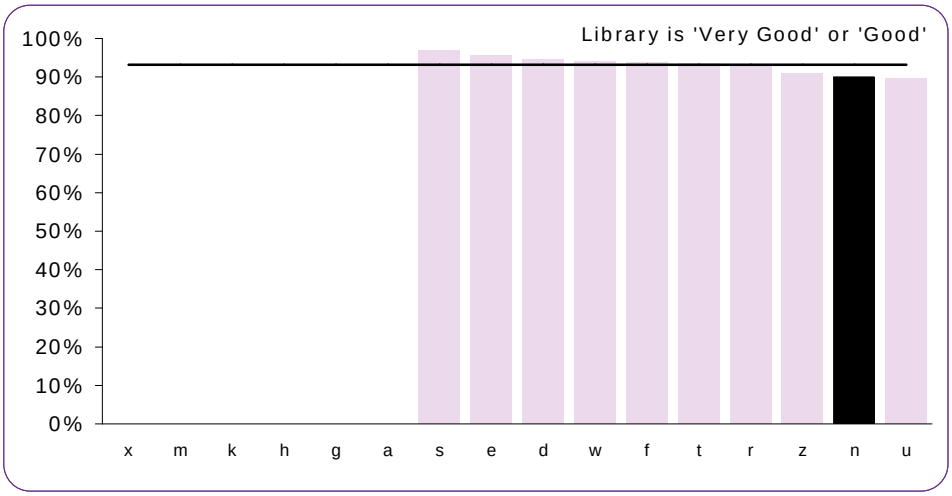
- Time taken in years to replenish the lending stock on open access or available on loan at 2012-13 rate.



Source: CIPFA Public Library Statistics 2013 - (Cell 29 + Cell 49) / (Cell 37 + Cell 62)

SECTION E: PERFORMANCE

• The CIPFAstats Public Library Statistics primarily collect cost and quantity figures. Here we analyse the performance data included, in particular the results of the lastest PLUS surveys*.



(See page 39 for details)

Section Contents

Page 40	E1: Requests
	% supplied in 7, 15 and 30 days
Page 41	E2: Adults Public Library Users Survey (PLUS)
	Satisfaction Measures
Page 42	E2: Childrens Public Library Users Survey (PLUS)
	Satisfaction Measures
	Outcome Measures

*Public Library Users Survey (PLUS)

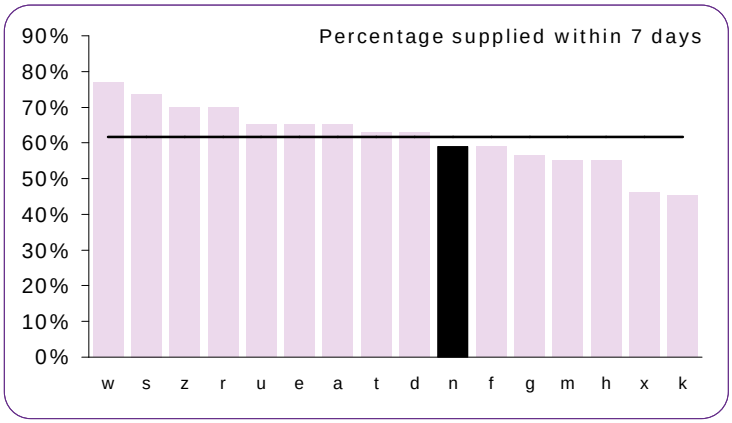
This PLUS data is the feedback from the individuals who makes use of library services. It contains the views of children, young people and adults from diverse neighbourhoods who have been surveyed on a variety of topics including books, homework and computers. Examples of the way the PLUS data is used includes, for example, demographic profiling to determine demand amongst key groups for services.

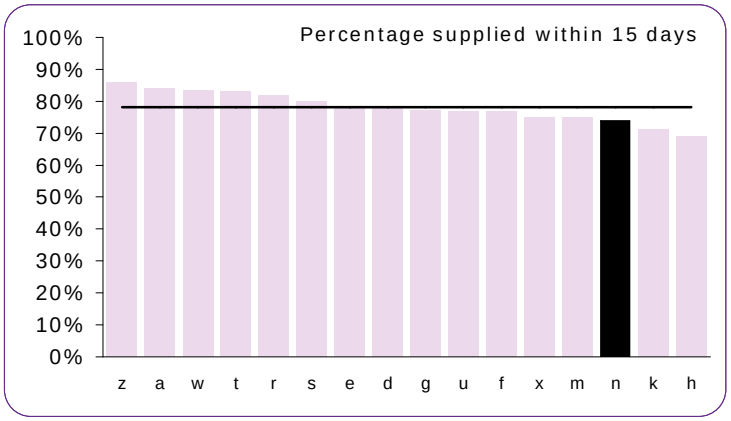
If you would like to learn more about PLUS please contact research@cipfa.org

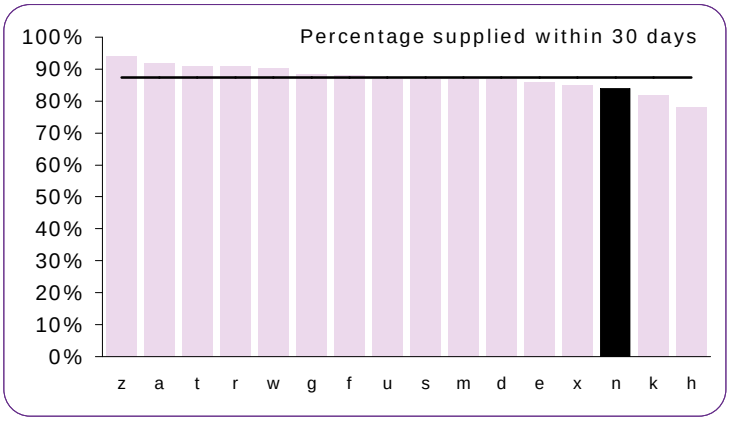
E1: Requests

2012-13 Actuals

Percentage Supplied	Authority	Average
within 7 days	59%	62%
within 15 days	74%	78%
within 30 days	84%	87%





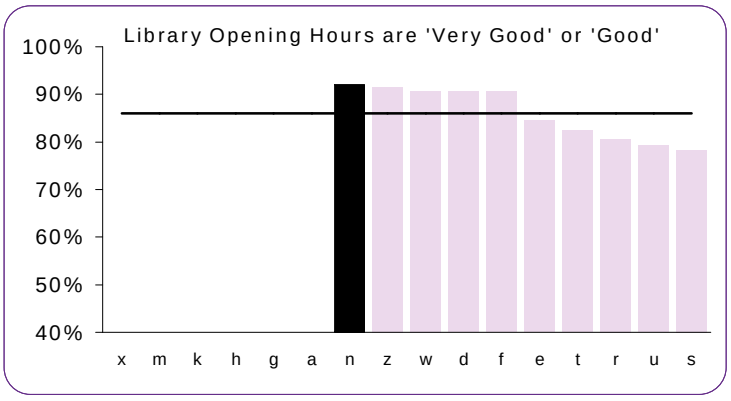


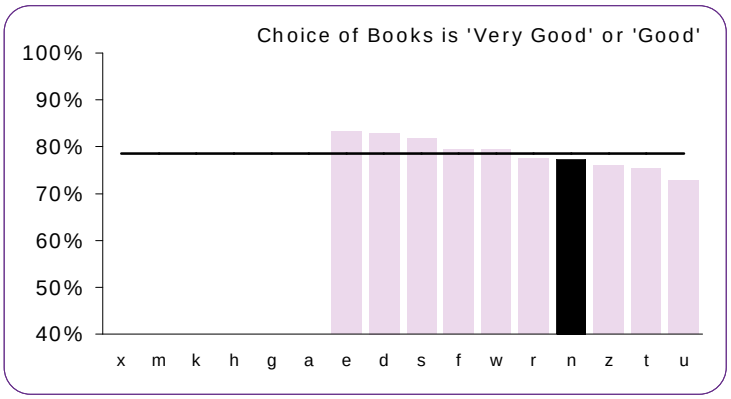
Source: CIPFA Public Library Statistics 2013 - Cells 84 to 86

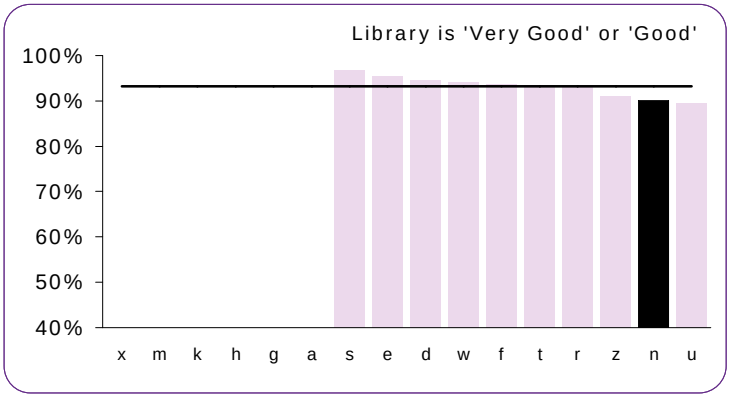
E2: Public Library User Survey (PLUS)

Over 16

Survey Year: 2009-10	Authority	Average
Proportion who view their library opening hours as 'very good' or 'good'	92%	86%
Proportion who find the choice of books as 'very good' or 'good'	77%	79%
Proportion who view their library as 'very good' or 'good'	90%	93%





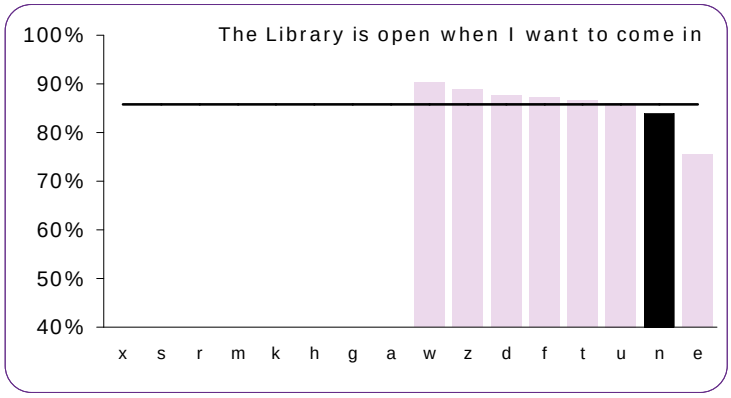


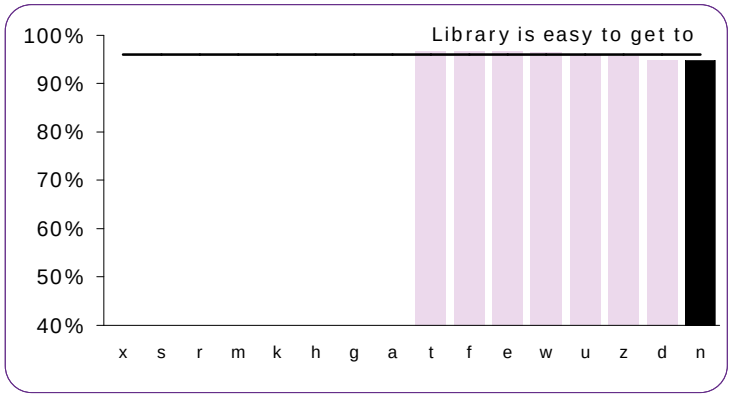
Source: CIPFA Public Library Statistics 2013 - Cells 157 to 159

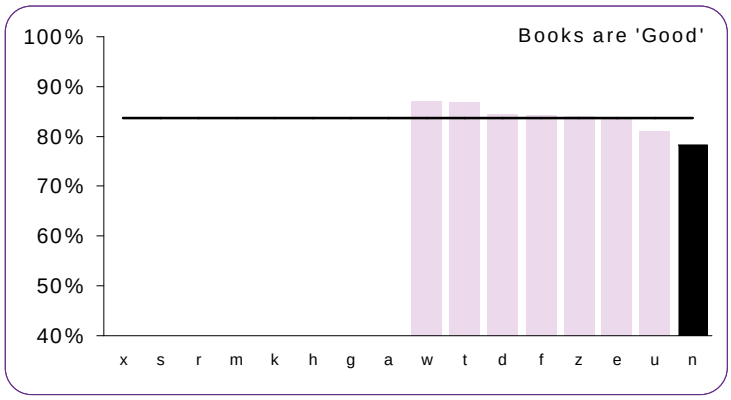
E3: Public Library User Survey (PLUS)

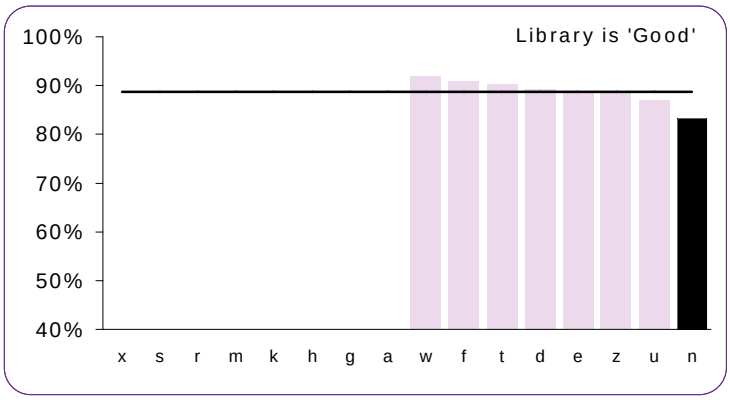
Under 16

Survey Year: 2010-11	Authority	Average
Proportion who view their library to have convenient opening hours	84%	86%
Proportion who find it easy to access the library	95%	96%
Proportion who view the books in their library as 'good'	78%	84%
Proportion who view their library as 'good'	83%	89%



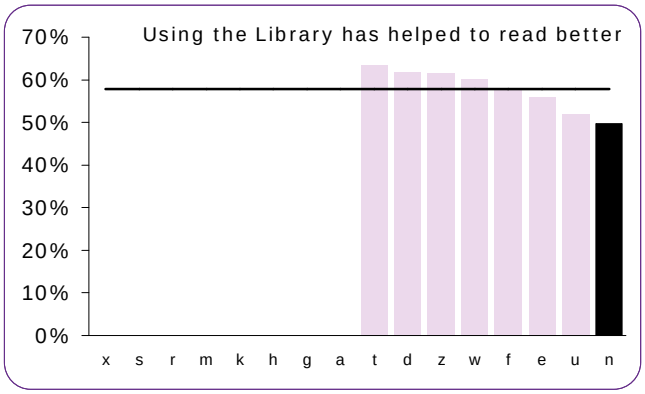


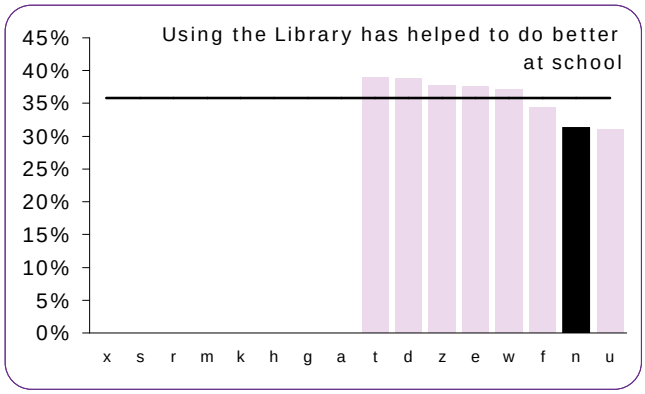


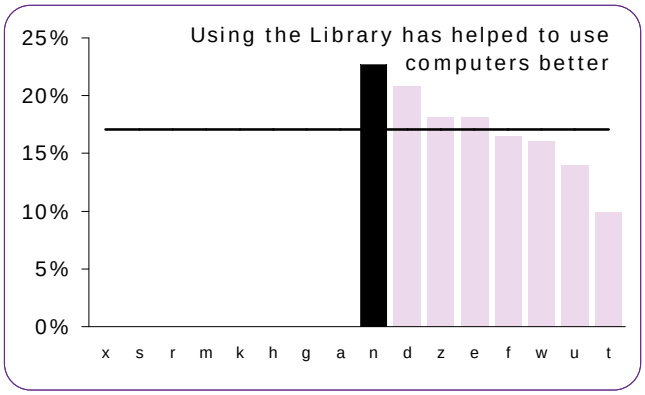


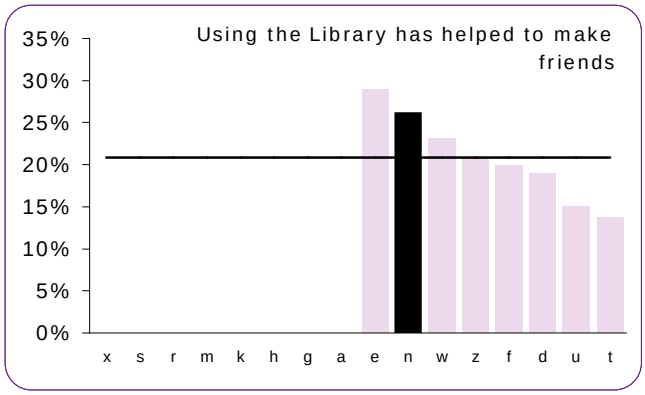
Source: CIPFA Public Library Statistics 2013 - Cells 160 to 163

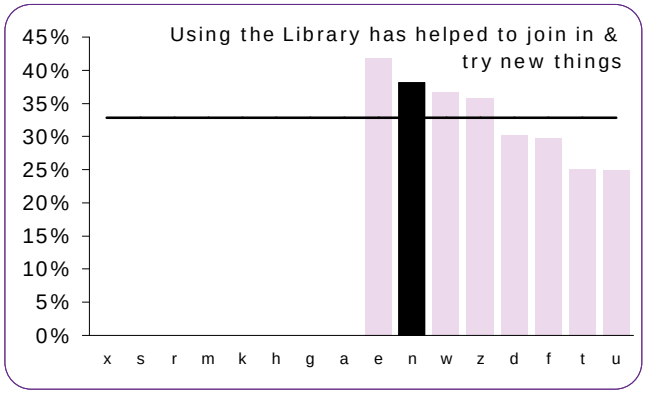
Proportion who view their library to have helped them	Authority	Average
Read better	50%	58%
Do better at school	31%	36%
Use computers better	23%	17%
Make friends	26%	21%
Join in and try new things	38%	33%
Learn and find things out	52%	57%

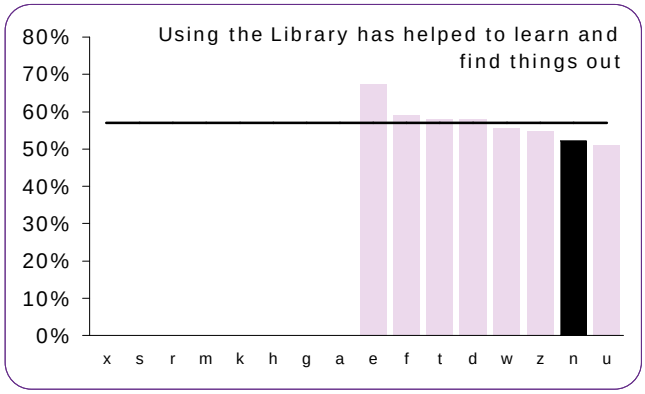












Source: CIPFA Public Library Statistics 2013 - Cells 164 to 169

If there are no figures for your authority in Section E2 & E3, your authority may not have taken part in the PLUS surveys recently. For more information contact research@cipfa.org

APPENDICES

- Information to help you get the most out of the report.

APPENDIX 1 - Comparative Bar Charts Page 45

The report makes a great deal of use of one simple type of chart that is used by many organisations including the consultants McKinsey & Co. to display data simpy and effectively. This section provides a detailed overview of the chart and instructions on how to read the charts to get the most out of them.

APPENDIX 2 - Background Information Page 48

This appendix provides comparisons for educational achievement, deprivation, area, population and population density as all these can have in impact on libraries planning.

APPENDIX 3 - Financial Information Page 50

This appendix provides more detailed tables of the financial data analysed in section B.

APPENDIX 4 - Other CIPFA Libraries Services Page 52

Links to other services that CIPFA provides for library authorities.

APPENDIX 5 - Contact Us! Page 52

Let us know what you think and how we can make the profile more useful.

APPENDIX 1 - Comparative Bar Charts

Comparative bar charts

This type of chart is the backbone of our report. It enables us to display the data for the entire group efficiently, displays clearly to readers where their authority sits compared to the group and provides key information about the range of values being compared.

While we hope these charts will be intuitive to many readers, some readers will benefit from a little more information. In this appendix we clarify how these charts work and present techniques for getting the most out of the them.

Example 1: Anatomy of a comparative bar chart

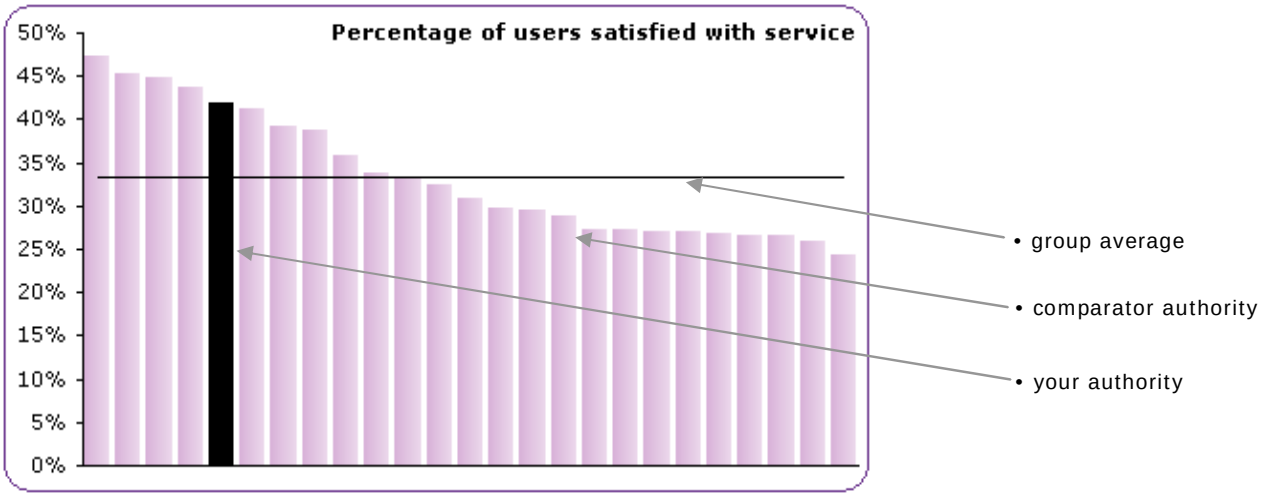
This chart displays fictional user satisfaction data for 25 authorities. Each bar represents an individual authority and the bar for the reader's authority highlights in black.

The values for the authorities are displayed in order starting at the highest value at the left of the chart and dropping to the lowest at the right of the chart.

In this example, the black bar highlights on the left of the chart, showing that the authority is performing strongly (has a high value) for this indicator when compared to the other 24 authorities.

The horizontal black line is the average value for the group. In this example it can literally 'be seen' that the authorities user satisfaction is clearly above average as the black bar is taller than the height of the average line.

The y-axis shows the scale and enables readers to judge the values of individual authorities and the average. While readers natually cannot read exact values off the chart, your authority's own value and the group average will be displayed near the chart, often with the associated raw data.

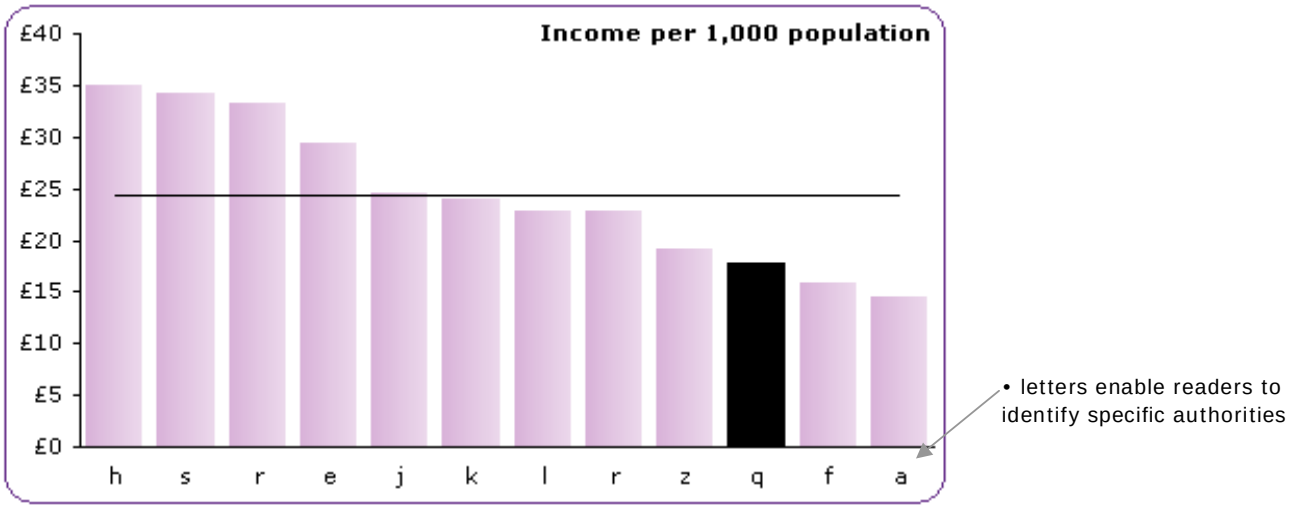


Example 2: Comparative bar charts for reports with small numbers of authorities

This example displays fictional income data for 12 authorities.

Authorities can request copies of this report using any grouping of authorities that they wish (e.g. small regional groupings, nearest neighbours or family groupings, core cities up to the whole of Britain).

For small groupings of authorities (19 or less) we display letters under the charts and provide a key in the report to enable readers to identify each of their comparator authorities individually.



Example 3: Zero values and unavailable data

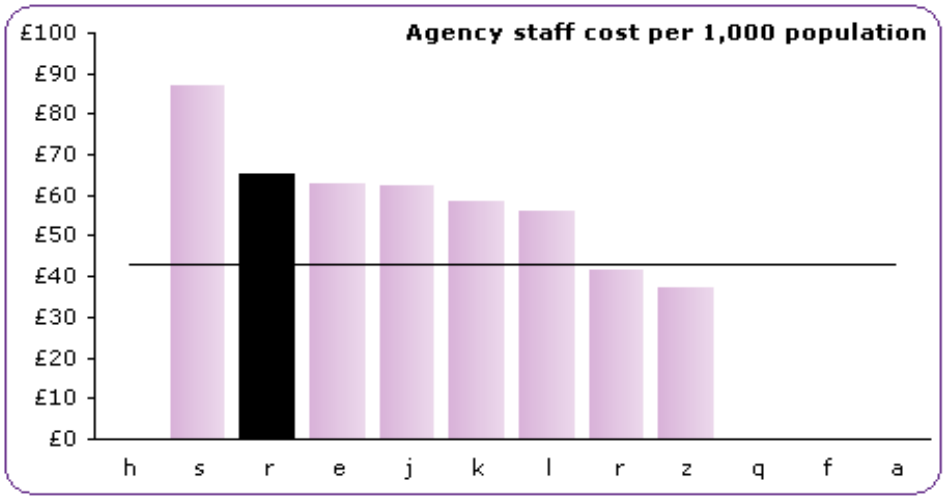
Zero values: In some cases the value for any authority might be zero, in this case the value 'displays' as a bar of zero height (i.e. no bar) on the right of the distribution (which follows the pattern of lowest values to the right of the chart).

Unavailable data: In other cases there may not be data available, either because the data were not supplied, or because the data supplied have been rejected. These are displayed by missing bars on the left of the chart.

Averages: Zero values are included in the average as they are genuine values for authorities. The average however excludes unavailable data.

This chart shows fictional agency staff costs for 12 authorities. The four missing bars can potentially cause confusion, however it will quickly become second nature to readers.

In this chart, authorities q, f and a have no spend on agency staff, i.e. they have not used agency staff and therefore their values are genuinely zero. However the use by authority h is unknown and has been excluded from the analysis (represented by the gap on the left of the chart). The chart average is based on only 11 authorities as authority h is excluded.

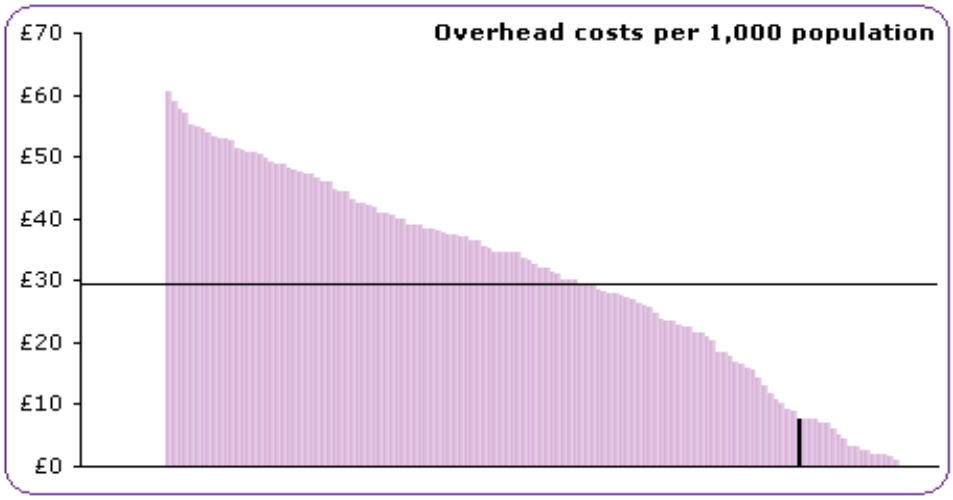


Example 4: Comparisons with large numbers of authorities

When a large number of authorities are displayed the individual bars get so small that they start to merge. The value for your authority should still be clearly visible as the black bar. While individual bars cannot be seen, this does not detract from the readers ability to compare their value to the group, or learn about overall range of values.

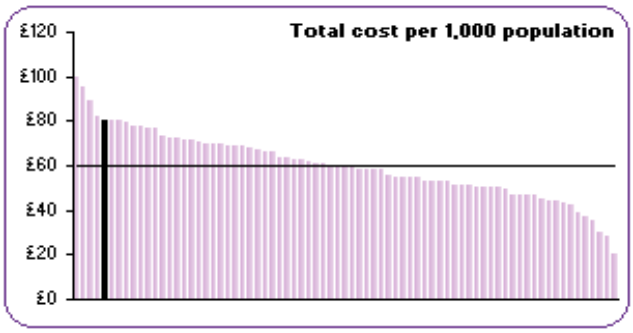
This chart shows fictional overhead costs for 150 authorities. By looking at the shape of the graph and position of the black bar and average line the following information can be observed.

- The black bar authority has a very low figure, being less than a third of the group average.
- Data were not available for around 10% of the authorities (gap on left of the chart).
- 5% of the authorities report either zero or miniscule costs (gap on right of the chart).
- There is great variation in these costs, as the distribution slopes smoothly from left to right showing that there is no 'typical' value for this cost.



Examples 5-8: Example distributions and help in interpreting them

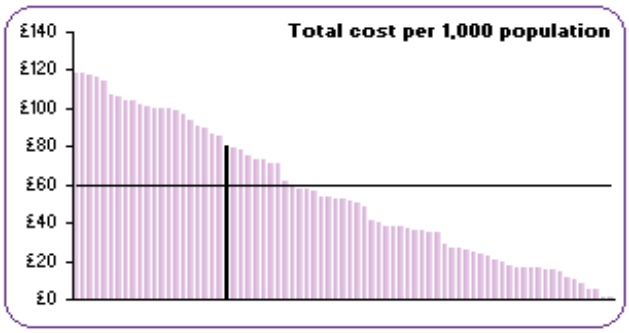
The distributions of values shown on the charts can vary greatly. Here we show some examples to help readers understand how the distributions can vary. In each case we will keep the black bar authority's value the same and the group average the same, however the shape of the graph and distribution of the groups values are varied to give quite different pictures of the example authority's costs.



• This chart shows a very common distribution (which a statistician would appropriately call the 'normal' distribution).

• While there is a wide range of values (20-100) the majority of authorities are in a much tighter range (about half are between 50 and 70).

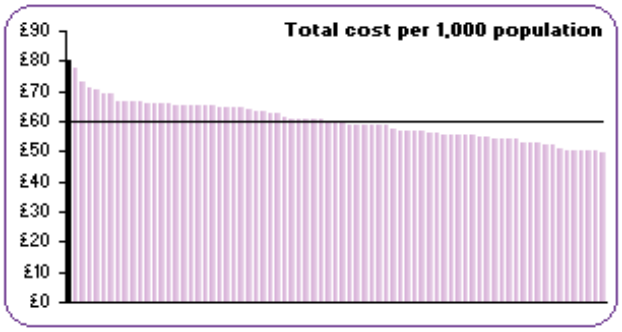
• In this particular case the highlighted authority has one of the highest costs.



• This chart shows a straight sloping distribution.

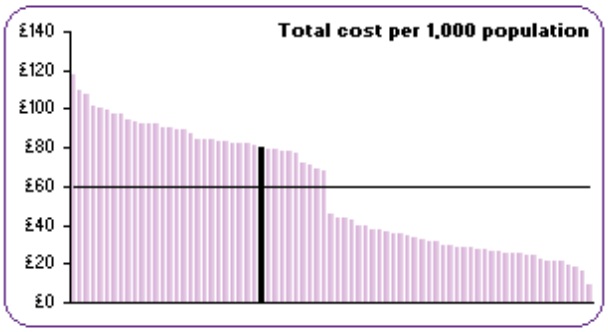
• There is no consistency between authorities and no such thing as a typical value.

• In this particular case the highlighted authority is above average, but not signficantly so.



• This chart shows little variation between authorities.

• In this particular case the highlighted authority is clearly the most expensive per 1,000 population.



• This distribution is quite rare, the chart clearly displays two distinct groupings of authorities.

• In this case interpreting the highlighted authorities value is difficult and it is important to investigate the reasons behind this variation.

Quartiles

We finish this introduction with a quick note about quartiles. Quartiles are a popular simple way to examine distributions of cost or performance data.

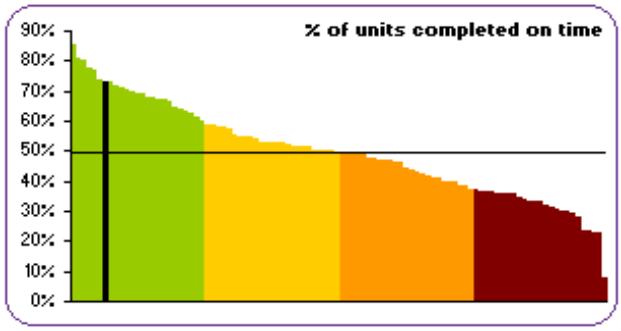
Quartiles are produced by splitting the distribution into four quarters, as presented on the right.

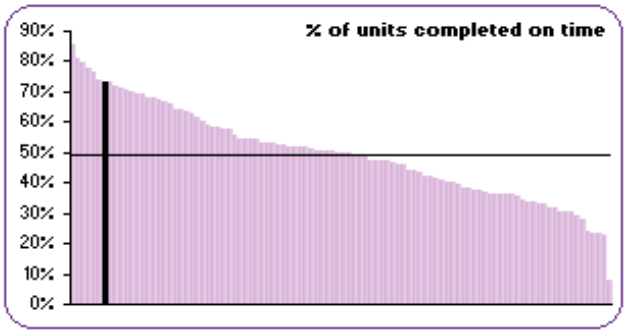
Mathmatically the word quartile refers to the boundaries between the quarters (called the lower quartile, median and upper quartile).

In business & management the word quartile is more often used to refer to the quarters themselves. "Top quartile" is used to desribe the best quarter (e.g. highest performance) while "bottom quartile" refers to the worse (e.g. high cost or low performance).

It is common approach to view "being in the top quartile" as a benchmark to be achieved, and "being in the bottom quartile" as a sign of problems.

We do not show quartiles in this report, as this approach can be viewed as simplistic, and it does not fit in with the purpose of the report, which is to inform rather than judge. The reader should however compare the top and bottom charts and note how easy it is to quarter the distribution with the mind's eye.

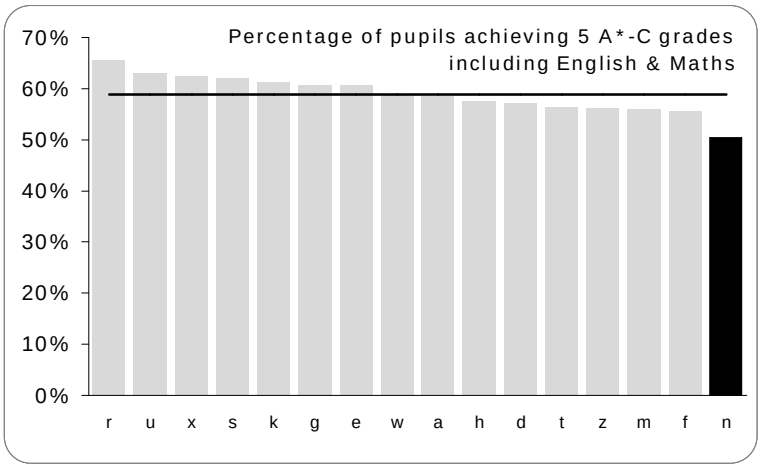




APPENDIX 2 - Background Information

Educational Attainment

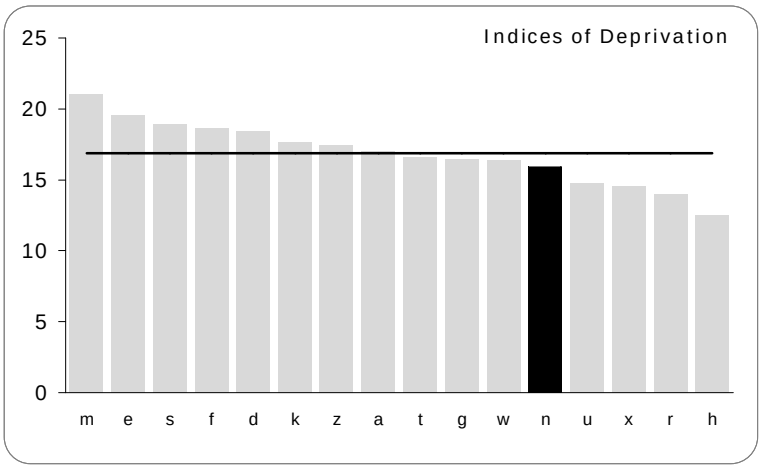
		Average
Educational Attainment	50.5%	58.9%



Source: CIPFA Children's Services Actuals Statistics 2011-12 - Column 296

Deprivation

		Average
Index of Deprivation	16.0	16.9

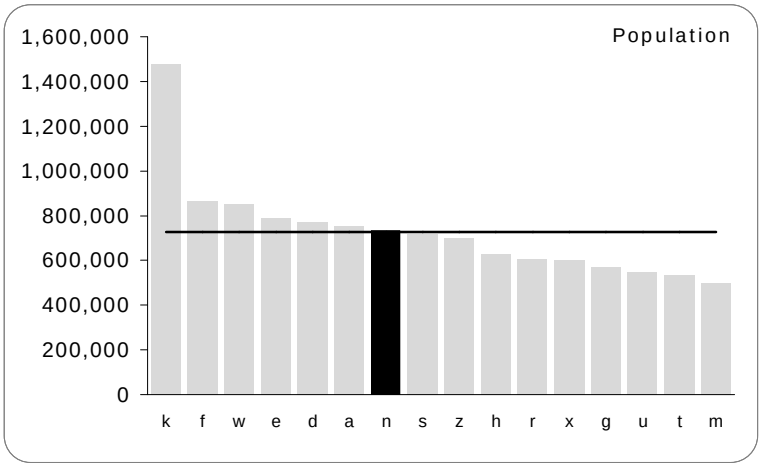


- The higher the index, the more deprived the authority is.

Source: CLG Indices of Deprivation 2010

Population

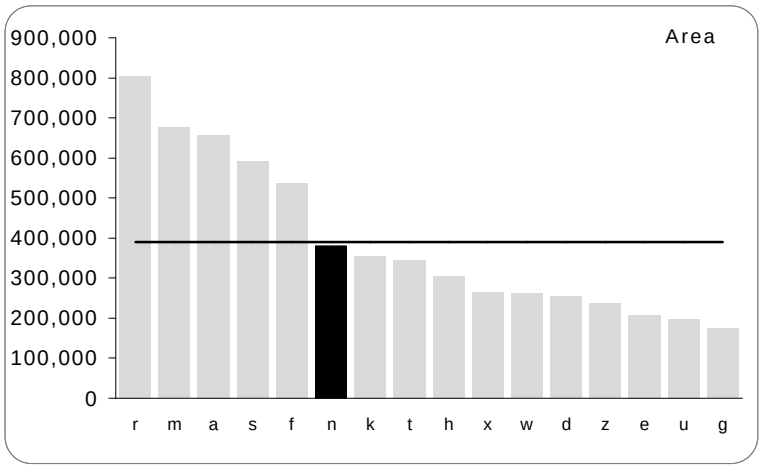
		Average
Population	732,300	728,150



Source: ONS Mid 2012 Population Estimates

Area

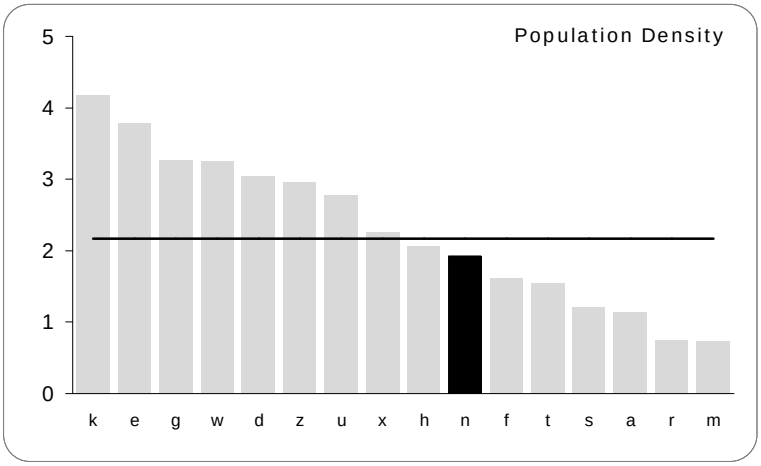
		Average
Area	380,037	390,532



Source: ONS Area 2012

Population Density

		Median
Population Density	1.9	2.2



APPENDIX 3 - Financial Information

For Suffolk County Council

Financial Information 2012-13 (Actuals)

Revenue Expenditure	£	per 1,000 pop	Average
Employees	4,491,000	6,133	6,435
Premises	609,919	833	2,238
Supplies & Services			
Books & Pamphlets			
- Reference	49,505	68	62
- Adult Fiction	309,371	422	431
- Adult Non-Fiction	131,768	180	265
- Children's Fiction	111,001	152	179
- Children's Non-Fiction	31,006	42	53
Newspapers, Periodicals & Magazines	55,619	76	68
Sound Recordings[1]	77,927	106	158
DVDs, CD-ROMs, Software & Multimedia[2]	42,834	58	96
Electronic & Online Products[3]	77,446	106	179
Other Acquisitions	4,205	6	38
Bookbinding	0	0	4
Total Materials	890,682	1,216	1,531
Computing Costs	111,000	152	596
Other Supplies & Services	900,000	1,229	622
Transport	214,000	292	246
Third Party Payments	184,000	251	44
Support Service Costs	1,132,500	1,546	2,138
Total Revenue Expenditure	8,533,101	11,652	13,851

Revenue Income	£	per 1,000 pop	Average
Overdue Charges	(104,218)	(142)	(166)
Reservation Fees	(2,849)	(4)	(42)
Lettings	(34,864)	(48)	(79)
Hire of Audio & Visual Materials	(78,475)	(107)	(196)
Electronic Revenue	0	0	(41)
Specific Grants	(27,930)	(38)	(402)
Provision of Library Services to other Local Authorities	0	0	(67)
Miscellaneous - receipts from the public	(510,000)	(696)	(331)
Miscellaneous - corporate income	0	0	(171)
Total Revenue Income	(758,336)	(1,036)	(1,497)

Net Expenditure (excluding Capital Charges)	7,774,765	10,617	12,354
Capital Charges	588,095	803	1,369
Total Net Expenditure (including Capital Charges)	8,362,860	11,420	13,723

Total Capital Expenditure	10,900	15	899

[1] Includes Music, Adult Talking Books and Children's Talking Books (Cells 109 to 111)

[2] Includes DVDs, Multimedia & Open Learning Packs and CD-ROMs & Software (Cells 112 to 113)

[3] Includes eBooks, eAudio, eAudiovisual, Subcriptions and Online / Electronic Products (Cells 114 to Cell 118)

Financial Information 2013-14 (Estimates)

Revenue Expenditure	£	per 1,000 pop	Average
Employees	4,544,574	6,206	6,554
Premises	896,000	1,224	2,297
Supplies & Services - Materials	1,193,000	1,629	1,436
Other Expenditure	1,032,000	1,409	2,901
Total Revenue Expenditure	7,665,574	10,468	13,188
Revenue Income	(456,000)	(623)	(1,548)
Net Expenditure (excluding Capital Charges)	7,209,574	9,845	11,639
Capital Charges	1,195,220	1,632	1,765
Total Net Expenditure (including Capital Charges)	8,404,794	11,477	13,404

APPENDIX 4 - Other CIPFA Libraries Services

• CIPFA Public Library Statistics

CIPFA are the leading independent source of data about local government services, undertaking more than 30 surveys annually. We have been collecting data relating to public libraries for more than fifty years. The data collected represents the most comprehensive source of information relating to measuring the performance of public library authorities in the UK.

A working group of local authority practitioners and central government representatives meet bi-annually to help shape the direction of the questionnaire and data that is collected to ensure that it is continually adapted to remain relevant in an ever-changing environment.

Datasets provide financial and non-financial information for local government managers engaged in comparative analysis and performance measurement. Subscribers to www.cipfastats.net have access to our historical archive of downloadable data in addition to a range of interactive and visual tools to help with further analysis.

www.cipfastats.net/leisure/publiclibrary

• CIPFA Public Library User Survey (PLUS)

CIPFA have been developing and supporting a range of library survey tools, enabling authorities to collect feedback from users of their services, since 1995. This began with the launch of PLUS in 1995, which was followed by Children's PLUS in 1997, ePLUS in 2001 and the Home Delivery Survey in 2005.

Indicators from PLUS were adopted by the Audit Commission and the Department for Transport, Local Government and the Regions (DTLR now DCLG) for the collection of a number of Best Value Performance Indicators (BVPIs). It was also adopted by the Department for Culture, Media and Sport (DCMS) for their Public Library Service Standards (PLSS) and Public Library Impact Measures (PLIMs).

New from July 2012: The 2012 Adult PLUS survey has now been updated and includes new questions on transport, use of computers and living arrangements. The questionnaire and manual of guidance can be accessed by subscribers from www.cipfasocialresearch.net/subscribersarea, which will also include details on how CIPFA can help you to deliver your survey and make best use of the results.

www.cipfasocialresearch.net

APPENDIX 5 - Contact Us!

We hope you have found the profile interesting and informative.

This is the third year of the profile and we aim for this to to be a user-led product that improves year-on-year.

Please help us improve the next round by contacting us with your thoughts and suggestions!

libraries@cipfa.org

We will also be happy to answer any queries you have regarding the profiles.