CIPFA
performance in public services

Dudley Metropolitan Borough Council

CIPFAstats Comparative Profile

public libraries

2017-18 Actuals and
2018-19 Estimates

Comparison Group:

(a)   Dudley
(d)   Darlington
(f)   St Helens
(k)   Rotherham
(m)   Calderdale
(h)   Bolton
(x)   Medway
(s)   Sheffield

FOREWORD

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

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 2018 CIPFAstats collection with the group of authorities specified on the title page.

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

INDEX

Approach to missing data

• 81% of UK Library Authorities provided data for the 2018 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 Dudley with 7 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 2017-18 Actuals.

A: Libraries and Library Users

Number of Libraries (31/03/18)
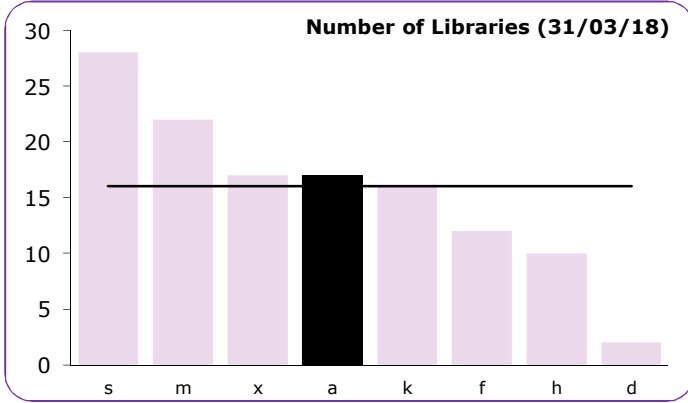
- The chart on the left compares the number of libraries your authority has with the other authorities in the comparison. Dudley has 17 libraries (the bar highlighted in black) compared to an average of 16 libraries (as shown by the horizontal line). Each pale bar represents one of the authorities in the comparator group.

- Dudley 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.
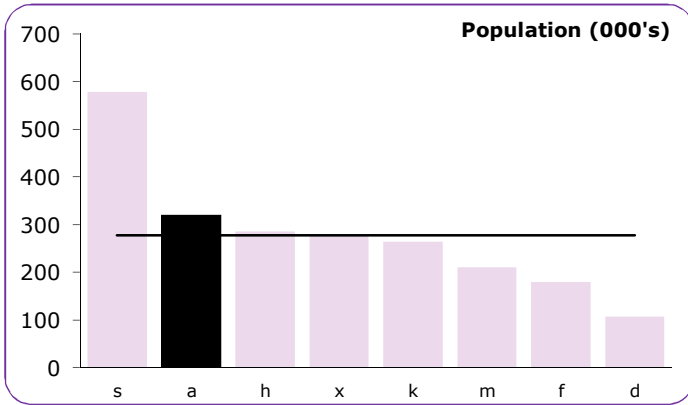
Population (000's)

- 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).

- Dudley is the 2nd largest of the 8 authorities compared here (in terms of population).

Number of Active Borrowers per 1,000 population
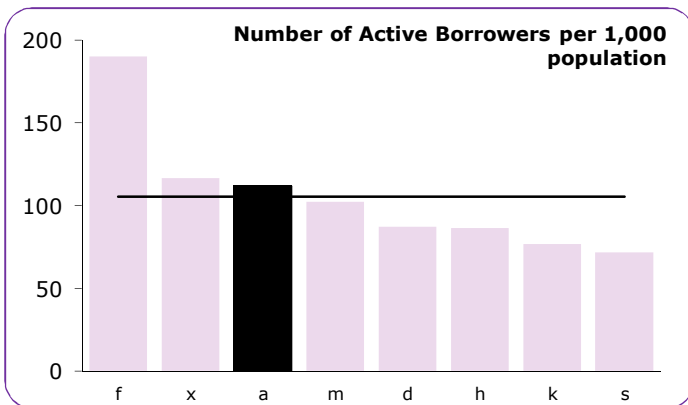
- The number of active borrowers per 1,000 population is a key indication of how well the library service engages with the public.

- Dudley is within the higher quartiles suggesting that the library service engages 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
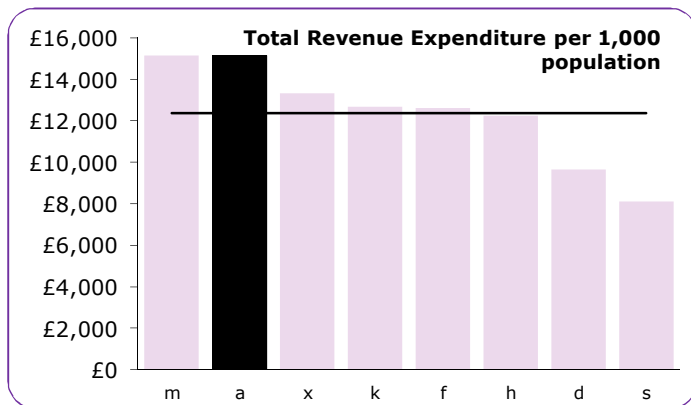
- Total revenue expenditure per 1,000 population is a key cost indicator. Figures in the graph opposite are 2017-18 actuals.

- Dudley comes out as being at the higher end of the comparison, which suggests that it should compare its costs to other authorities to see if there are any ways it could learn from their approaches.
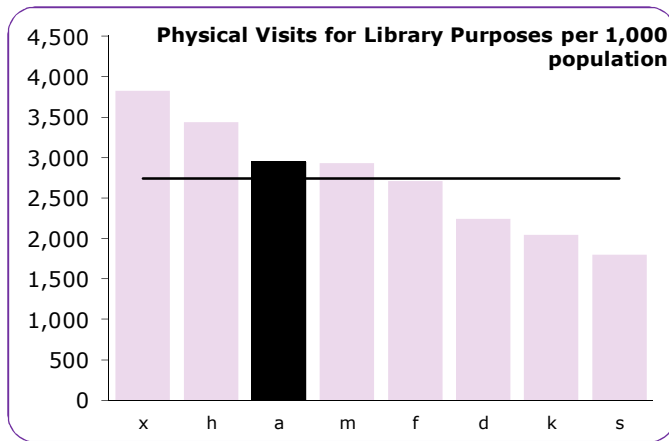
Total Revenue Expenditure per 1,000 population: Time Series
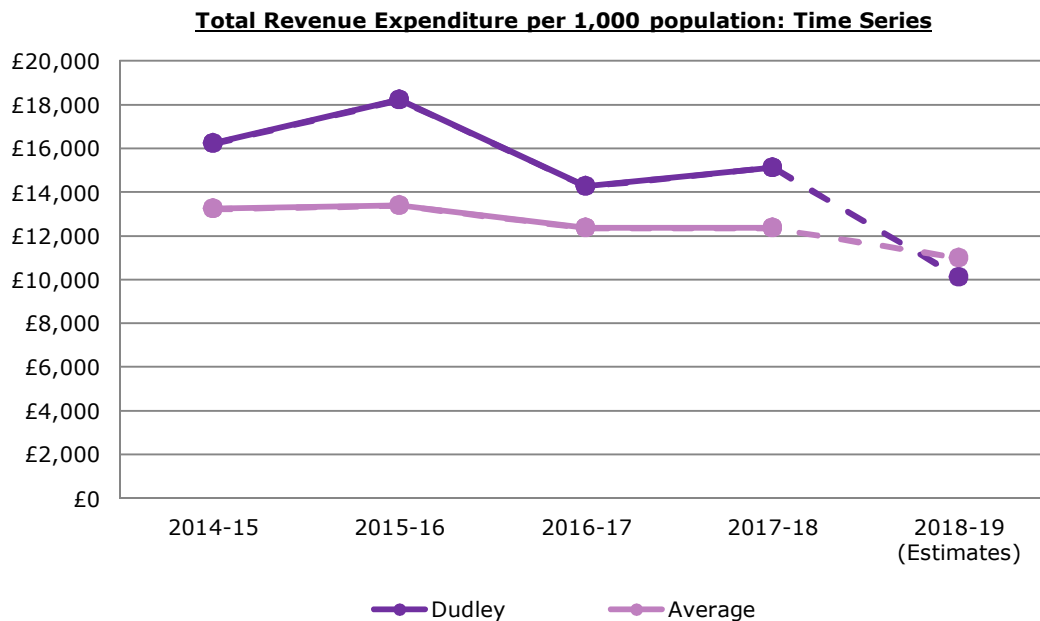
- The line chart plots the total revenue expenditure per 1,000 population over the last four years and shows the estimated figure for 2018-19. The population figure used for all years is the mid-year 2017 figure, so the changes in value relate to changes in expenditure only.

- For most authorities an increase can be seen in the 2018-19 estimates.

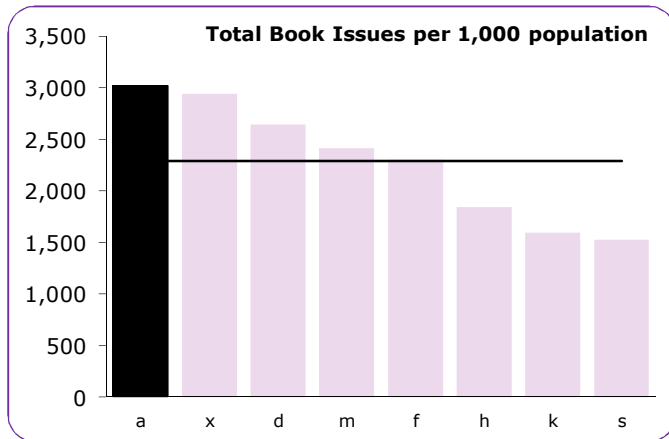**Volunteer hours as a % of volunteer hours plus employee hours**
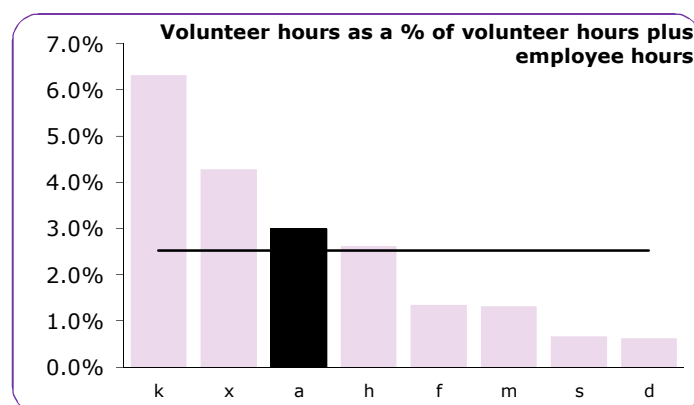
- One well publicised approach that library authorities are taking is using volunteers.

- Dudley had 3.0% of 'worked hours' provided by volunteers in 2017-18 compared to an average of 2.5%.

C: Workload

Physical Visits for Library Purposes per 1,000 population

(Bar chart — categories left to right: x, h, a, m, f, d, k, s; y-axis 0 to 4,500. Bar 'a' highlighted in black.)
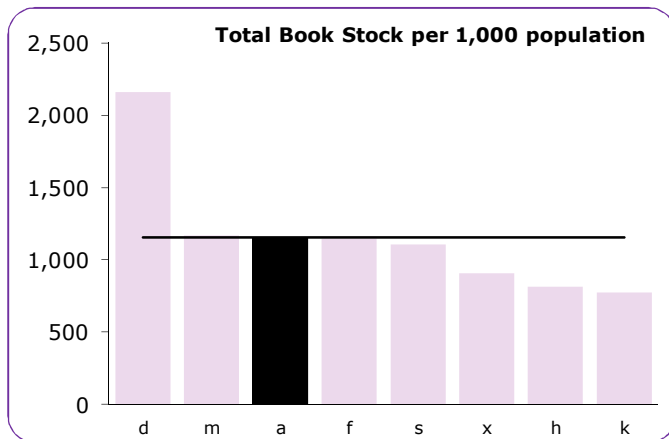
- The number of visits per 1,000 population is a strong indicator of workload faced by the authority.

- 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.
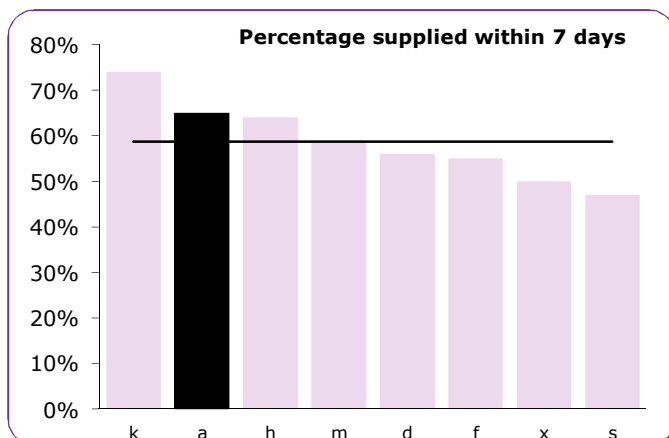
Total Book Issues per 1,000 population

(Bar chart — categories left to right: a, x, d, m, f, h, k, s; y-axis 0 to 3,500. Bar 'a' highlighted in black.)

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

D: Stock

Total Book Stock per 1,000 population

(Bar chart — categories left to right: d, m, a, f, s, x, h, k; y-axis 0 to 2,500. Bar 'a' highlighted in black.)

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

E: Performance

Percentage supplied within 7 days

(Bar chart — categories left to right: k, a, h, m, d, f, x, s; y-axis 0% to 80%. Bar 'a' highlighted in black.)

- Dudley successfully supplied 65% of book requests within 7 days of request. This compares very favourably with the other 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.

Total Service Points per 100,000 population

(See page 8 for details)
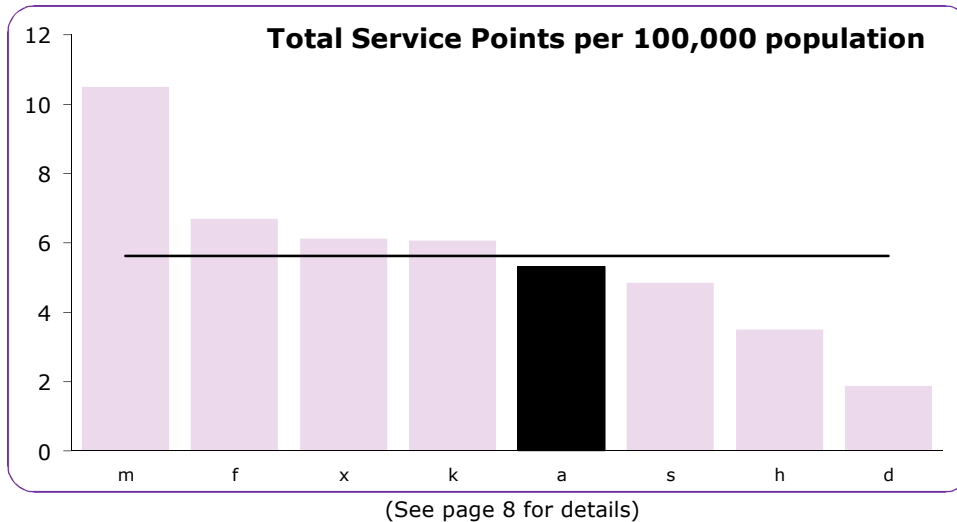
Section Contents		
Page 8	**A1: Service Points**	
	Number of service points	
	Busiest service points	
Page 10	**A2: Population Density**	
	Comparisons for static & mobile libraries	
	% authorities without mobile libraries	
Page 11	**A3: Opening Hours**	
	Distribution of opening hours	
	Opening hours at busiest service points	
Page 12	**A4: Library Users**	
	Number of active borrows	
	Number of housebound readers	
	Number of visits	
	Electronic counters	
	Visits to website	
Page 14	**A5: Electronic Workstations**	
	Number of terminals	
	Number of hours available & recorded	
	Public wi-fi access	

A1: Service Points

	Number	/ 100k pop	Average
Mobile Libraries	0	0.0	0.1
Static Service Points	17	5.3	5.5
Total Service Points	17	5.3	5.6

	Authority	Average
Population	319,400	277,263

Total Service Points

Total Service Points per 100,000 population
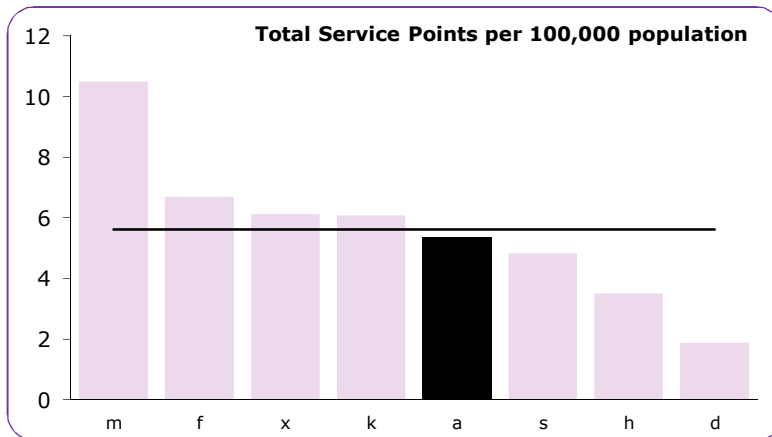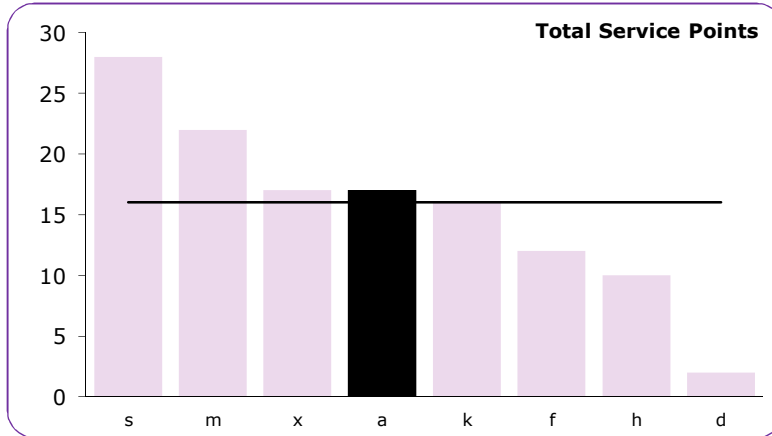
Source: CIPFA Public Library Statistics 2018 - Cells 1 to 45, ONS Population Estimates Mid 2017

Busiest Service Points

2017-18 Actuals

Busiest Service Point (Issues): **Stourbridge**

	Authority	Average
Issues per annum	211,525	159,324

Issues per annum

Source: CIPFA Public Library Statistics 2018 - Cells 48 & 49
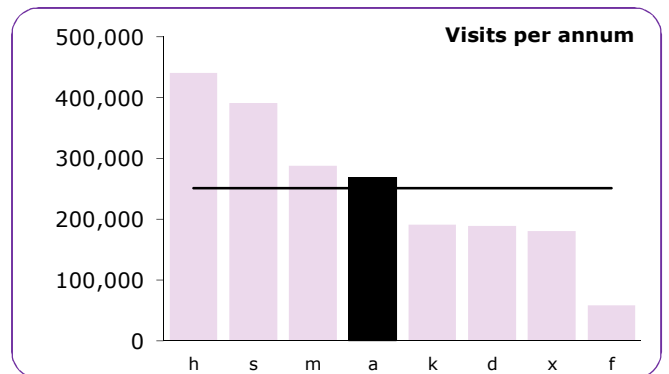
Busiest Service Point (Visits): **Stourbridge**

	Authority	Average
Visits per annum	268,250	250,617

Visits per annum

Source: CIPFA Public Library Statistics 2018 - Cells 50 & 51

2017-18 Actuals

Library Opening/Closures

	Authority	/100,000 pop	*Avg*
Libraries Closed	0	0.0	*0.38*
Libraries Opened	0	0.0	*0.25*
Net Library Openings	0	0.0	*-0.13*
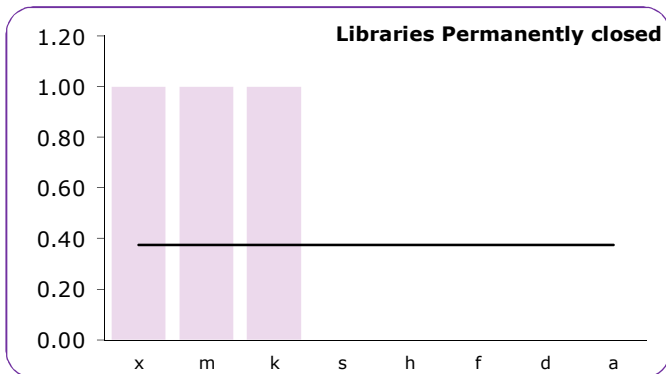
Libraries Permanently closed

Source: CIPFA Public Library Statistics 2018 - Cell 46

Libraries Opened
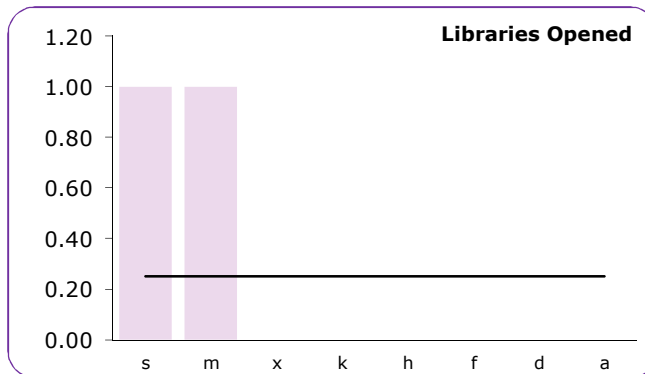
Source: CIPFA Public Library Statistics 2018 - Cell 47

Net Openings/Closures

A2: Population Density

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	32.6	13.7

Static Service Points

Comparator Group
Dudley

Static Service Points per 100,000 population

Population Density

Mobile Libraries

Comparator Group
Dudley

Mobile Libraries per 100,000 population

Population Density
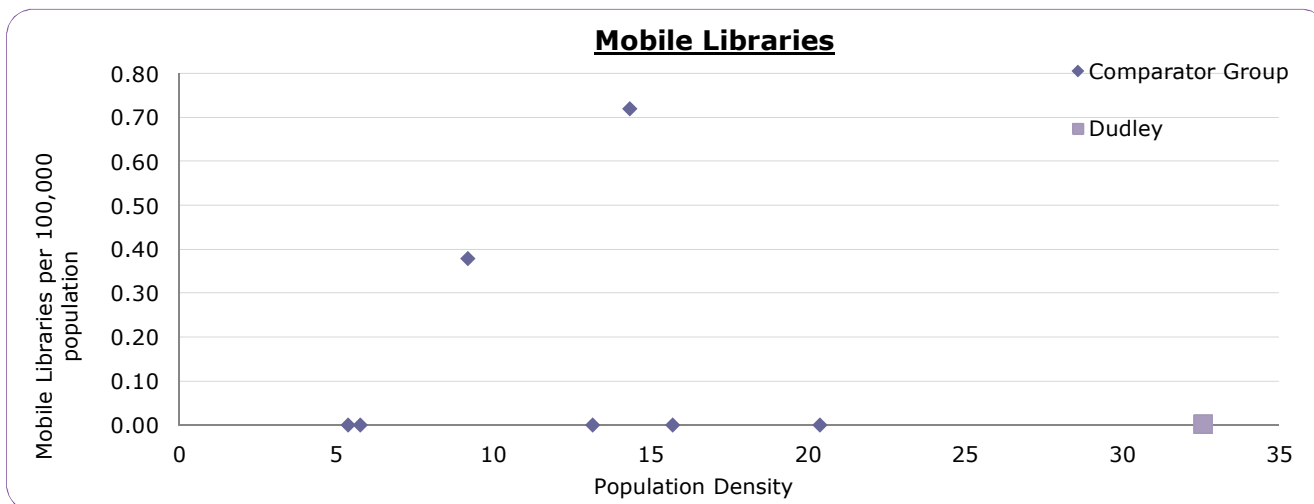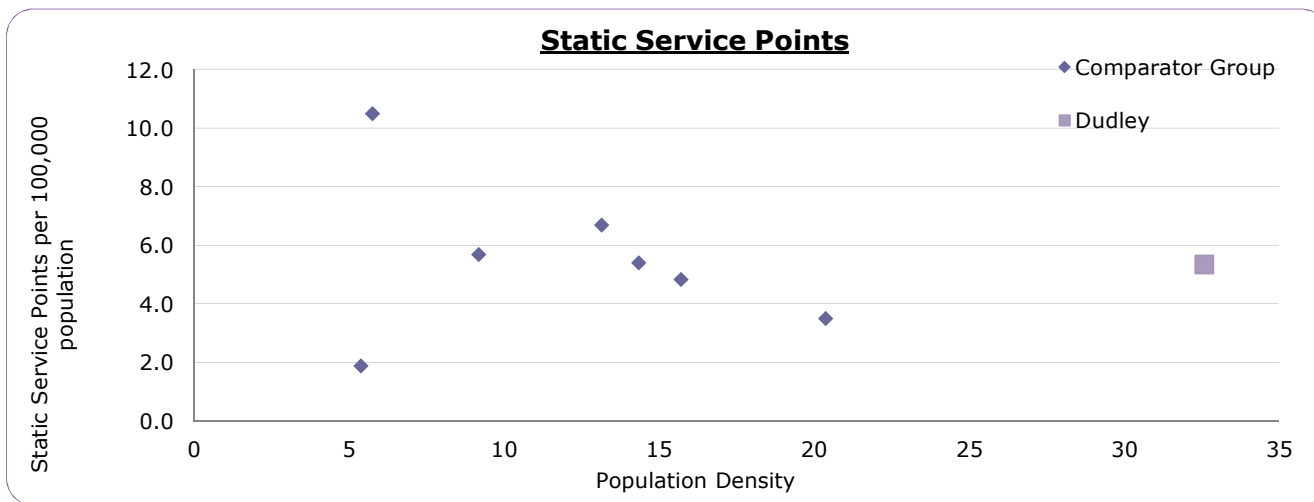
Mobile Libraries

	Number	/ 100k pop	Average
Mobile Libraries	0	0.0	0.1

Mobile libraries per 100,000 population

x k s m h f d a

25.0%

75.0%
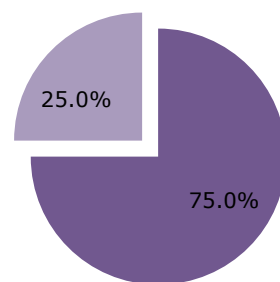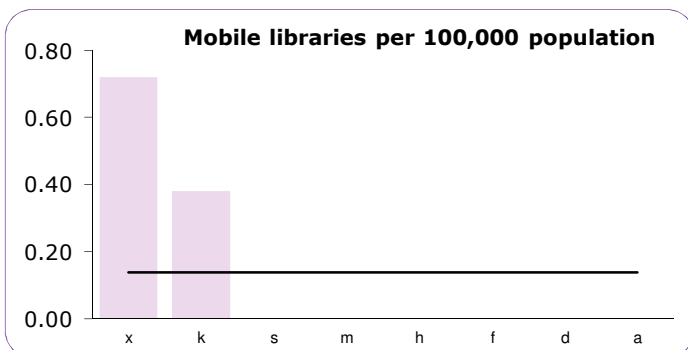
■ % Authorities with no mobile libraries

■ % Authorities with mobile libraries

A3: Opening Hours

2017-18 Actuals

Hours Open	Statutory		Non-Statutory		Total		/ 100,000 population		% in Each Band	
	Authority	Average	Authority	Average	Authority	Average	Authority	Average	Authority	Average
All Libraries: < 10	4	1	0	0	4	1	1.3	0.3	23.5%	4.1%
Mobile: <10	0	0	0	0	0	0	0.3	0.0	0.0%	0.0%
Mobile: >10	0	0	0	0	0	0	0.0	0.1	0.0%	2.3%
Static: 10-14	0	1	0	0	0	1	0.0	0.2	0.0%	2.3%
Static: 15-19	0	1	0	0	0	1	0.0	0.0	0.0%	4.2%
Static: 20-24	0	1	0	1	0	2	0.0	0.4	0.0%	7.0%
Static: 25-29	0	1	0	0	0	2	0.0	0.7	0.0%	14.1%
Static: 30-34	0	2	0	0	0	2	0.0	0.5	0.0%	7.9%
Static: 35-39	7	3	0	0	7	3	2.2	1.2	41.2%	18.6%
Static: 40-44	2	1	0	0	2	1	0.6	0.4	11.8%	6.8%
Static: 45-49	0	2	0	0	0	2	0.0	0.6	0.0%	16.4%
Static: 50-54	4	1	0	0	4	1	1.3	0.2	23.5%	4.2%
Static: 55-59	0	1	0	0	0	1	0.0	0.2	0.0%	3.7%
Static: >60	0	0	0	0	0	0	0.0	0.0	0.0%	1.3%
Total	17	14	0	2	17	16	5.6	4.9		

Percentage of libraries in each opening hours band
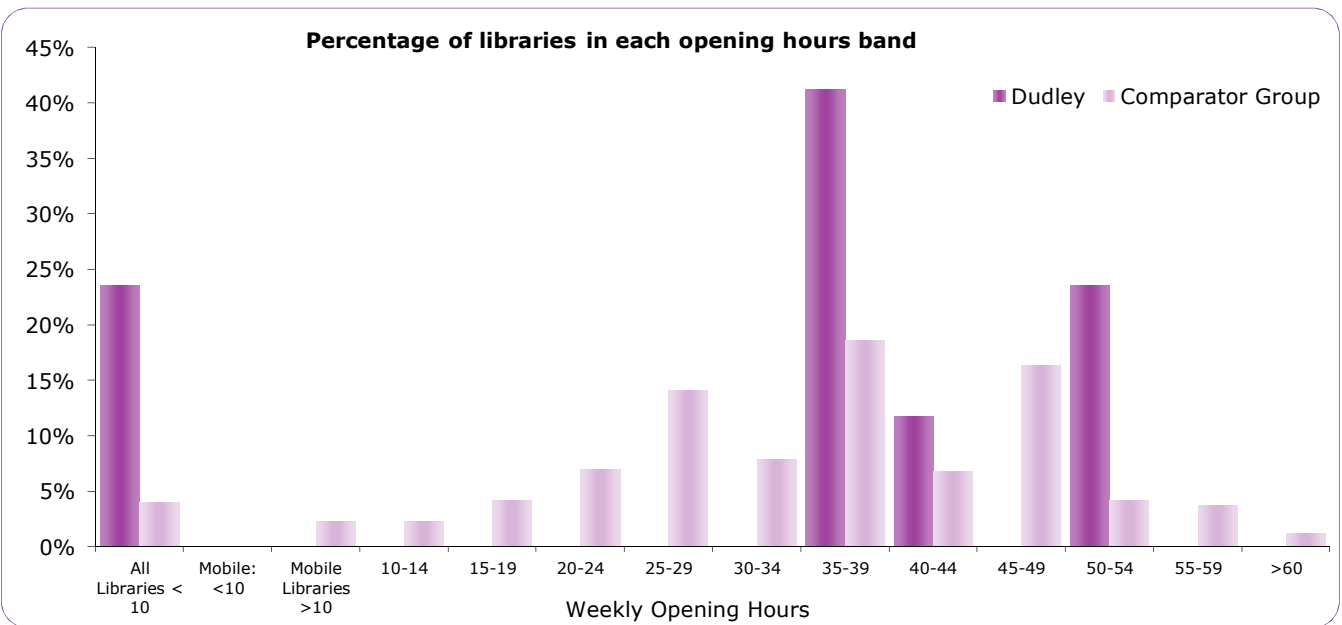
Source: CIPFA Public Library Statistics 2018 - Cells 1 to 45

Opening Hours - Busiest Service Points

Busiest Service Point (Issues): **Stourbridge**   Busiest Service Point (Visits): **Stourbridge**

Opening Hours at the Busiest Service (Issues)

Dudley 50.0 *Average:* 46.9
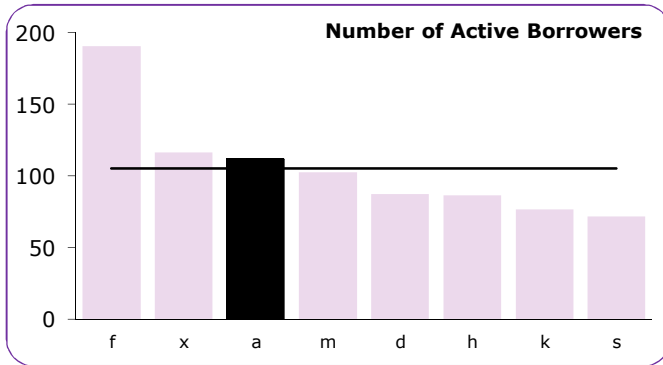

Opening Hours at the Busiest Service (Visits)
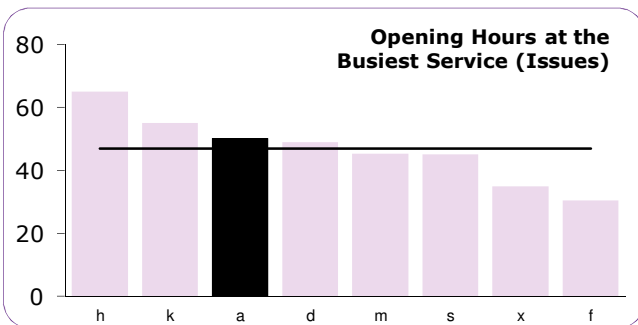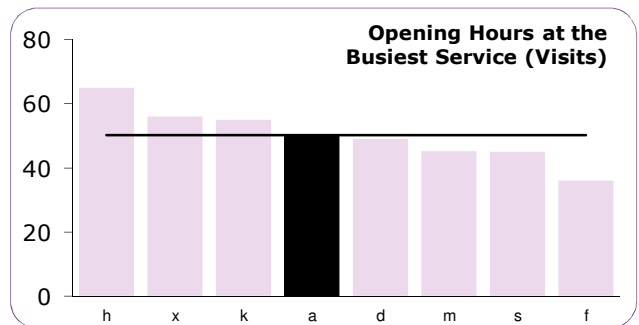
Dudley 50.0 *Average:* 50.2

Source: CIPFA Public Library Statistics 2018 - Cells 48 to 51

A4: Library Users

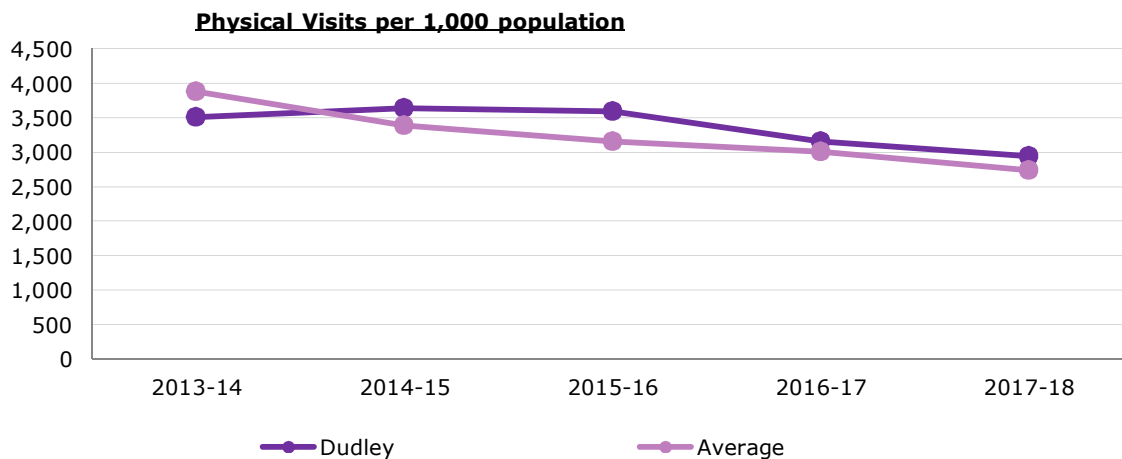|	Number	/1,000 pop	Average
Active Borrowers	35,666	112	*105*
Housebound Readers	570	1.8	*1.2*

Number of Active Borrowers

Number of Housebound Readers
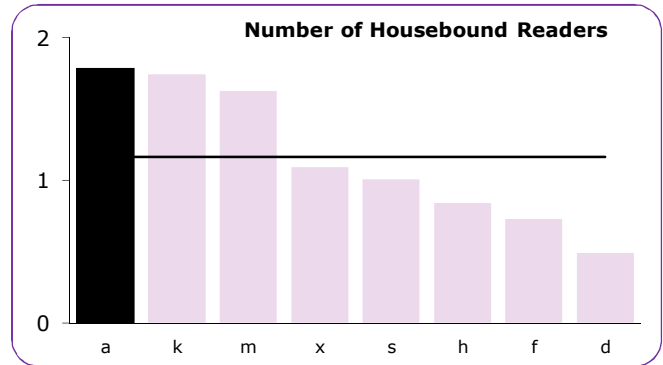
Source: CIPFA Public Library Statistics 2018 - Cells 122 & 123

Physical Visits for Library Purposes

Physical Visits for Library Purposes
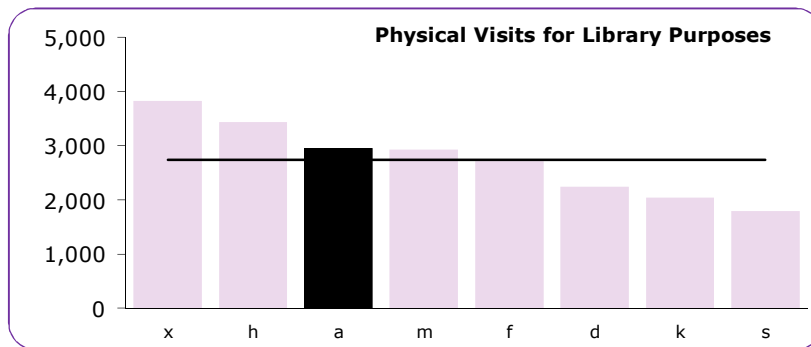
Physical Visits	Number	per 1,000 pop	Average
2013-14	1,102,347	3,506	*3,878*
2014-15	1,147,900	3,635	*3,392*
2015-16	1,135,602	3,588	*3,153*
2016-17	1,001,730	3,154	*3,003*
2017-18	**940,120**	**2,943**	***2,742***

Physical Visits per 1,000 population

Source: CIPFA Public Library Statistics 2018 - Cell 124

2017-18 Actuals

	Authority	Average
S.P. with Electronic Counters	0%	51%

	Number	per 1,000 pop	Average
Visits to Website	67,985	213	420

Percentage of Service Points with Electronic Counters
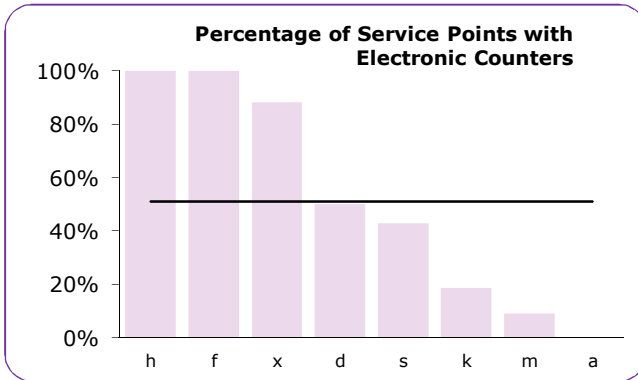
Source: CIPFA Public Library Statistics 2018 - Cell 127

Visits to Website per 1,000 population
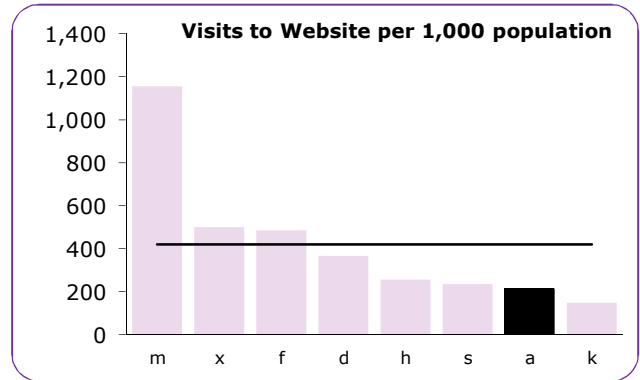
Source: CIPFA Public Library Statistics 2018 - Cell 128

Website Visits	Number	per 1,000 pop	Average
2013-14	59,343	189	515
2014-15	61,639	195	460
2015-16	60,490	191	504
2016-17	62,255	196	476
2017-18	**67,985**	**213**	**420**

Website Visits per 1,000 population
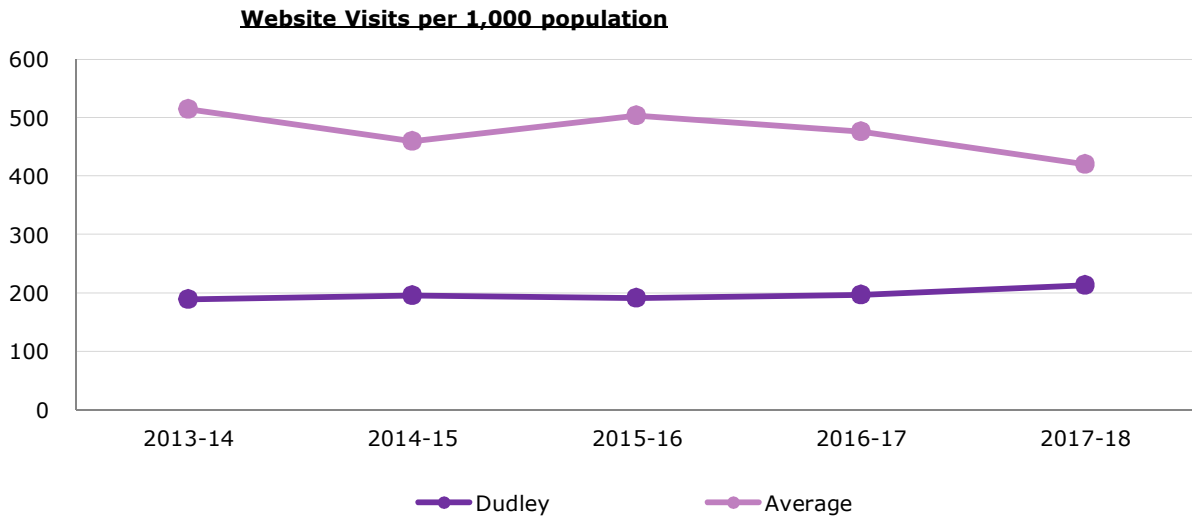
Source: CIPFA Public Library Statistics 2018 - Cell 128 and equivalent for previous years

A5: Electronic Workstations

	Number	per 100,000 pop	Average
Terminals	180	56.4	62.2

	Number	per 1,000 pop	Average
Hours Available	396,400	1,241	1,147

Number of Devices per 100,000 population
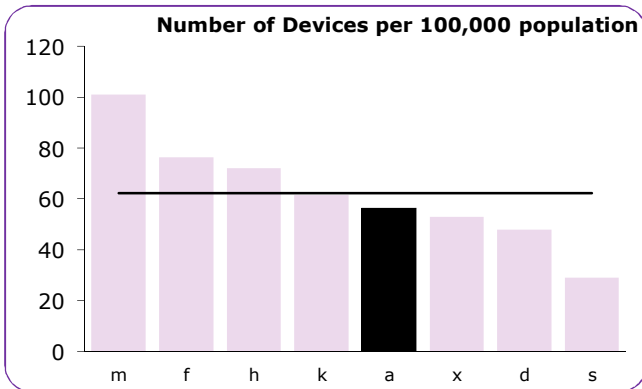
Source: CIPFA Public Library Statistics 2018 - Cell 52

Number of Hours Available per 1,000 population
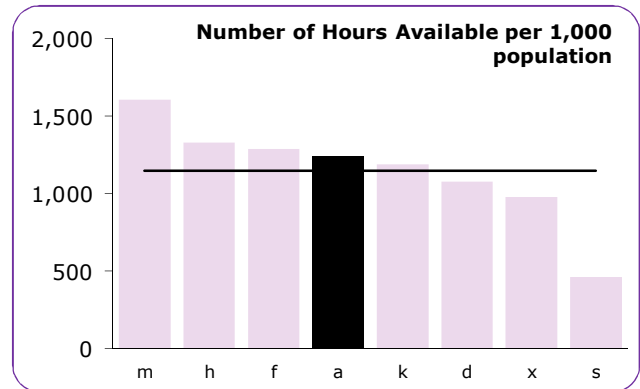
Source: CIPFA Public Library Statistics 2018 - Cell 53

	Number	per 1,000 pop	Average
Hrs Recorded	142,079	445	342

	Authority	Average
Service Points with Wi-Fi Access	100%	91%

Number of Hours Recorded per 1,000 population
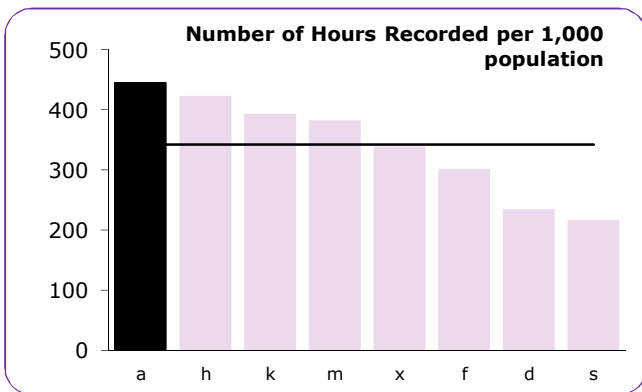
Source: CIPFA Public Library Statistics 2018 - Cell 54

Percentage of Service Points with Public Wi-Fi Access
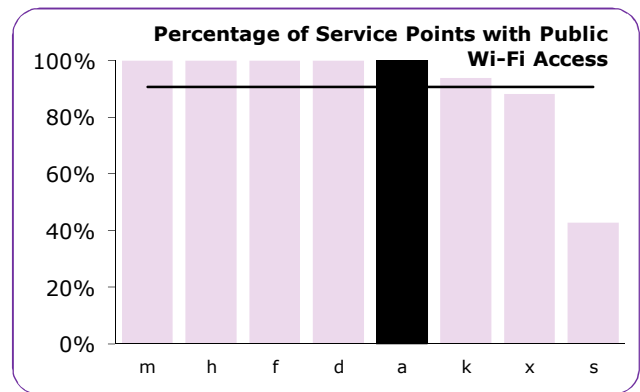
Source: CIPFA Public Library Statistics 2018 - Cell 55

SECTION B: RESOURCING

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

Total Revenue Expenditure per 1,000 population
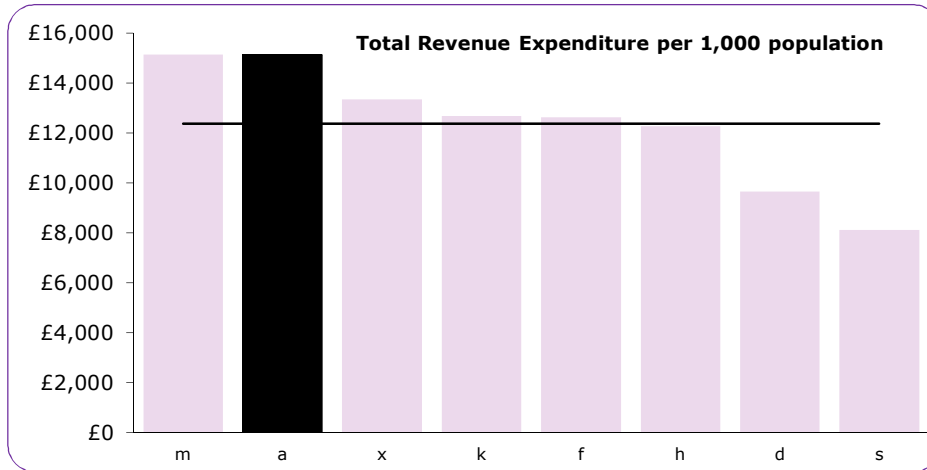
	Section Contents	
Page 16	**B1: Financial Information (Actuals)**	
	Net expenditure, revenue expenditure & income	
	Revenue expenditure breakdown	
	Revenue income breakdown	
Page 20	**B2: Cost Indicators**	
	Various cost indicators	
Page 21	**B3: Financial Information (Estimates)**	
	Net expenditure, revenue expenditure & income	
	% expenditure on staff and materials	
Page 22	**B4: Staffing**	
	Staff per 100k population	
	Professional & other paid staff	
	Staff costs per employee	
Page 24	**B5: Volunteers**	
	Analysis of numbers and hours	

B1: Financial Information (Actuals)

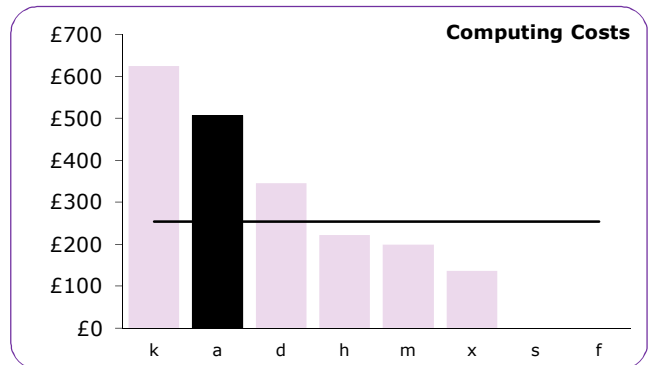| 2017-18 Actuals	£	per 1,000 pop	Average
Revenue Expenditure	4,832,262	15,129	*12,363*
Revenue Income	(295,742)	(926)	*(517)*
Net Expenditure	4,536,520	14,203	*11,846*

graphs shown per 1,000 population
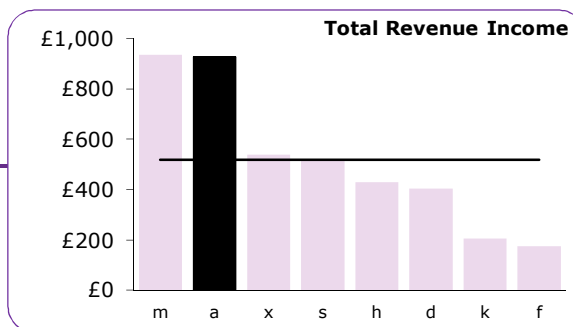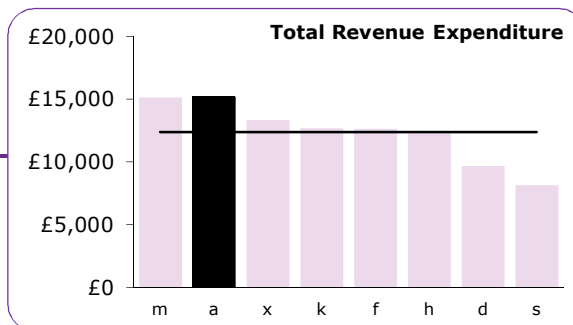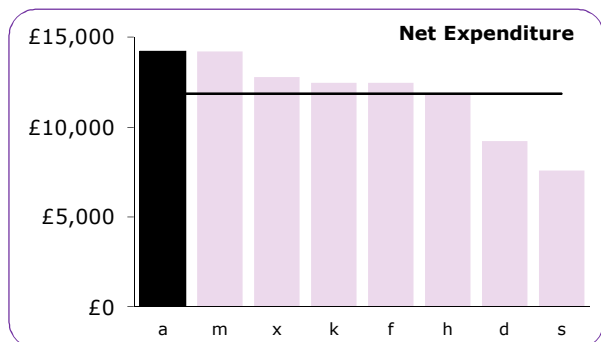
Source: CIPFA Public Library Statistics 2018 - Cells 156, 166 & 167

Revenue Expenditure	£	per 1,000 pop	Average
2014-15	5,124,759	16,228	*13,237*
2015-16	5,767,447	18,223	*13,383*
2016-17	4,531,551	14,268	*12,364*
2017-18	4,832,262	15,129	*12,363*
2018-19 (Estimates)	3,231,575	10,118	*10,994*

Revenue Expenditure per 1,000 population: Time Series
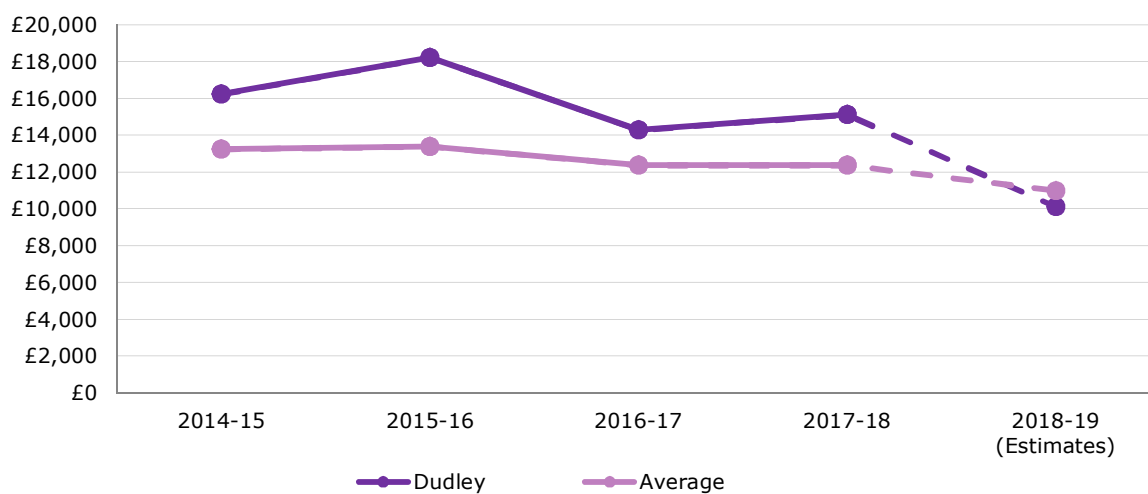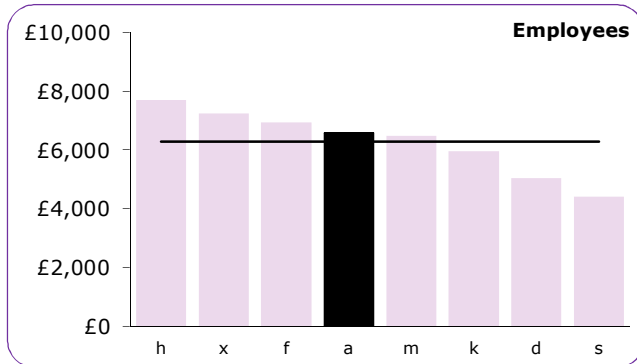
Source: CIPFA Public Library Statistics 2018 - Cell 156 and equivalent for previous years

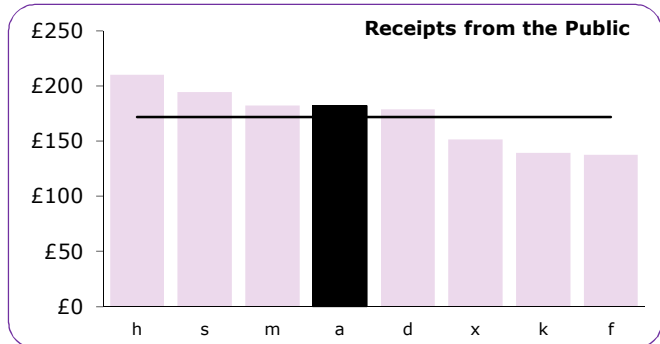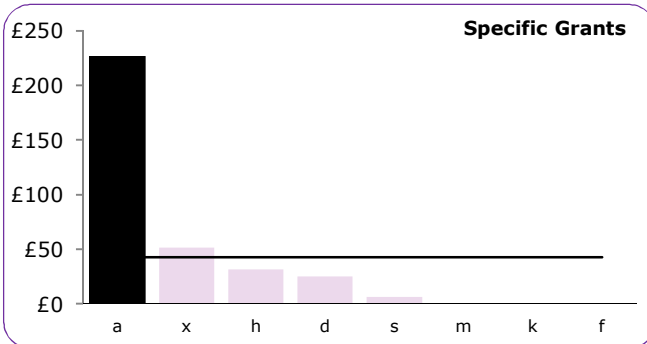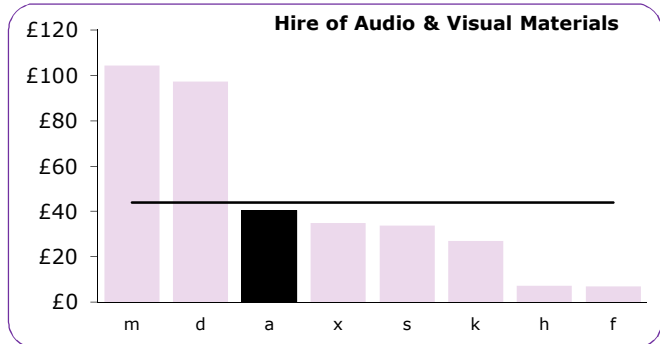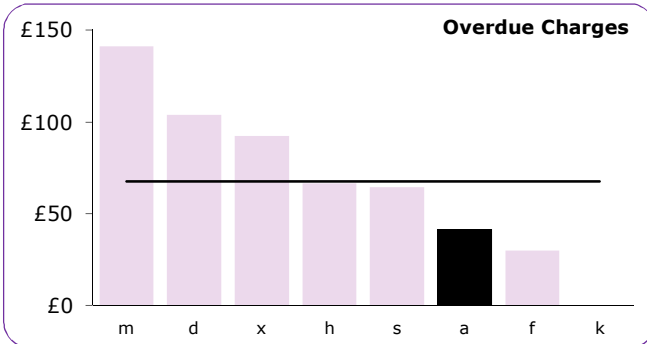| Revenue Expenditure (2017-18 Actuals)	£	per 1,000 pop	Average
Employees	2,102,518	6,583	6,290
Premises	380,791	1,192	1,747
Total Materials	336,649	1,054	1,051
Computing Costs	161,650	506	254
Other Supplies & Services	1,535,749	4,808	1,091
Transport	42,813	134	66
Third Party Payments	0	0	71
Support Service Costs	272,092	852	1,793
Total Revenue Expenditure	4,832,262	15,129	12,363

graphs show expenditure per 1,000 population
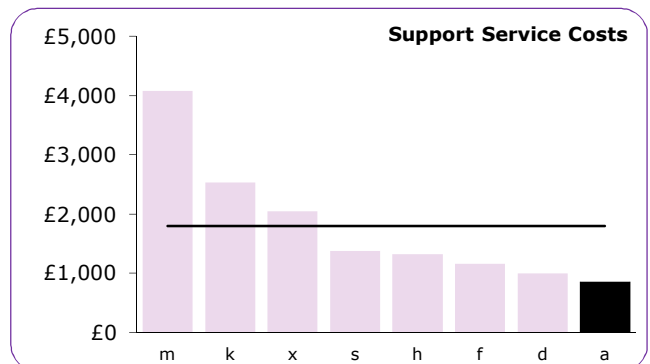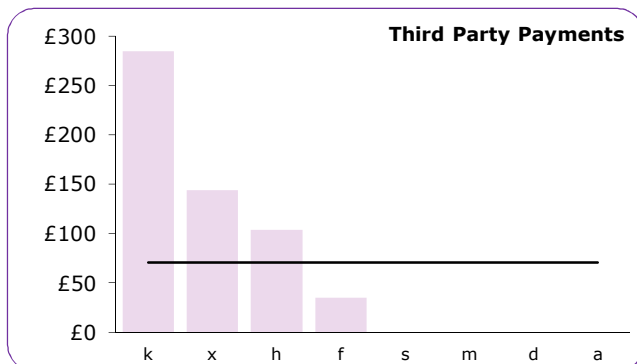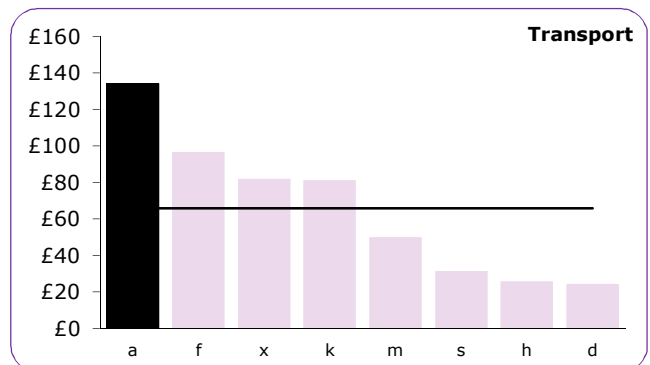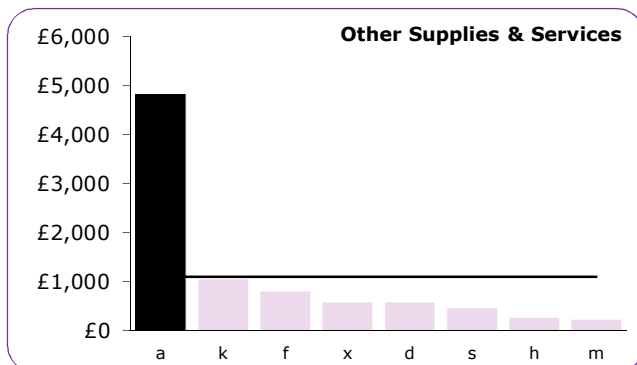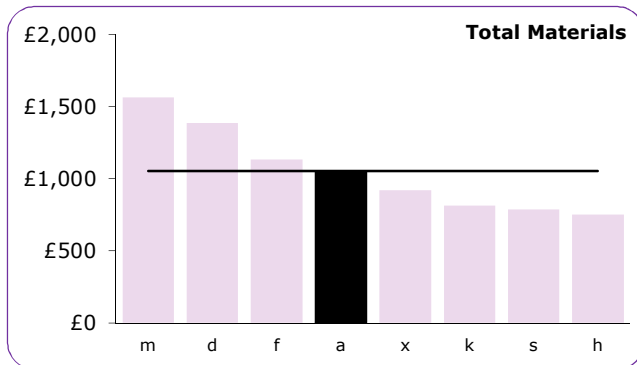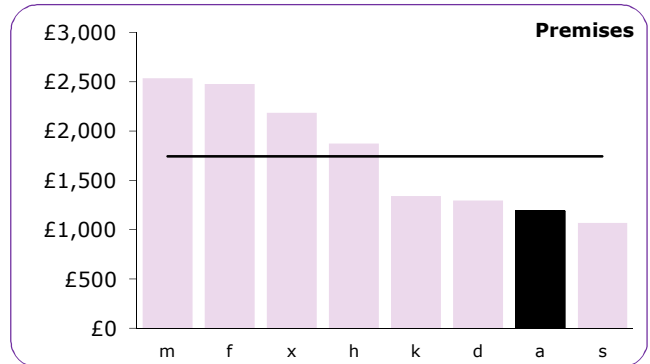
Source: CIPFA Public Library Statistics 2018 - Cells 131 to 156

| Revenue Income (2017-18 Actuals)	£	per 1,000 pop	Average
Overdue Charges	(13,231)	(41)	*(67)*
Hire of Audio & Visual Materials	(12,871)	(40)	*(44)*
Specific Grants	(72,270)	(226)	*(43)*
Receipts from the Public	(58,037)	(182)	*(172)*
Corporate Income	(31,865)	(100)	*(26)*
Other Income	(107,468)	(336)	*(165)*
Reservation Fees	(45)	(0)	*(5)*
Lettings	(24,423)	(76)	*(67)*
Electronic Revenue	(1,000)	(3)	*(15)*
Provision to other LAs	(82,000)	(257)	*(78)*
Total Revenue Income	(295,742)	(926)	*(517)*

graphs shown per 1,000 population
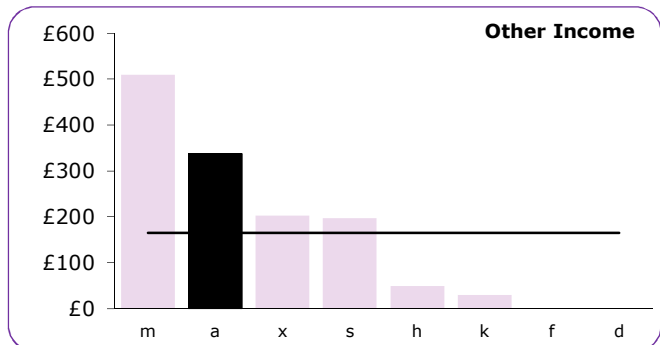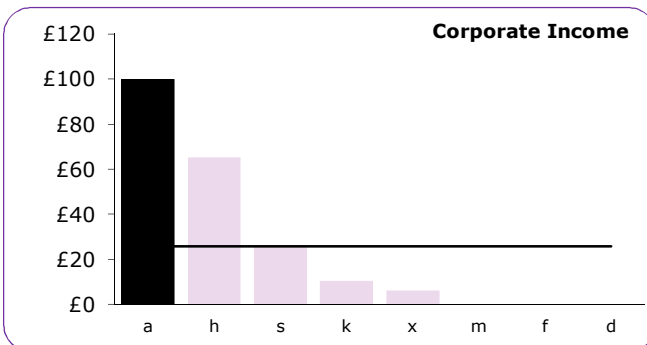
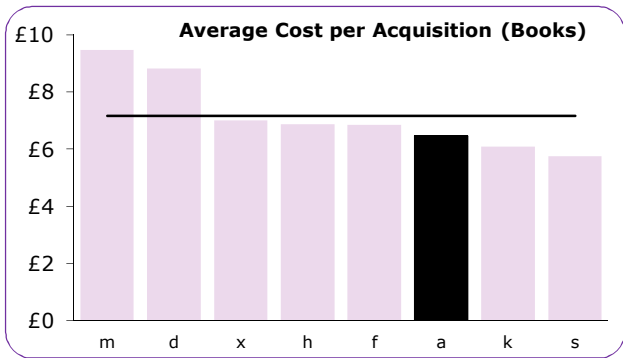Source: CIPFA Public Library Statistics 2018 - Cells 157 to 166

Total Other Income (2017-18 Actuals)	£	per 1,000 pop	Average
Reservation Fees	(45)	(0)	(5)
Lettings	(24,423)	(76)	(67)
Electronic Revenue	(1,000)	(3)	(15)
Provision to other LAs	(82,000)	(257)	(78)
Total Other Income	(107,468)	(336)	(165)
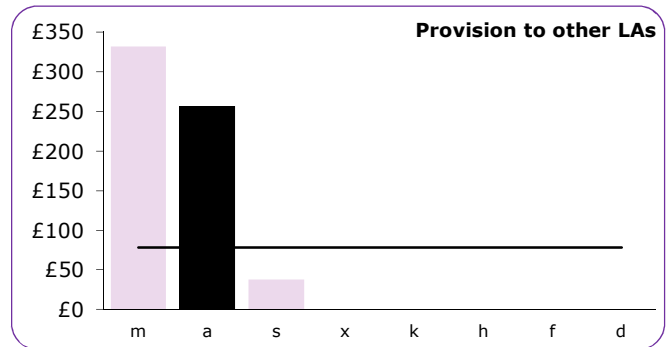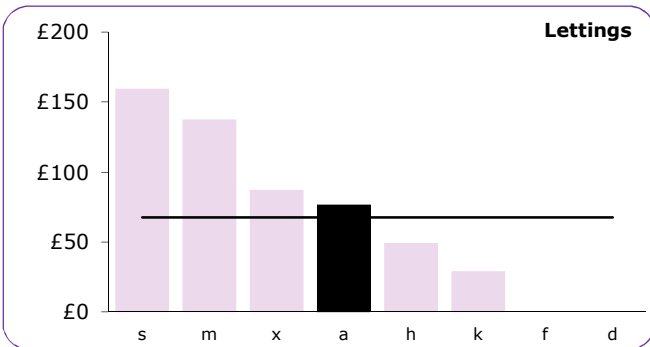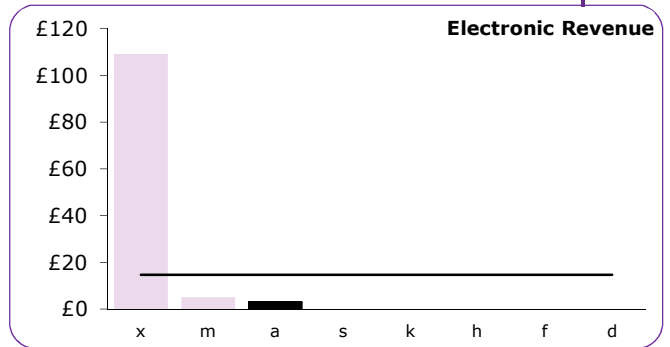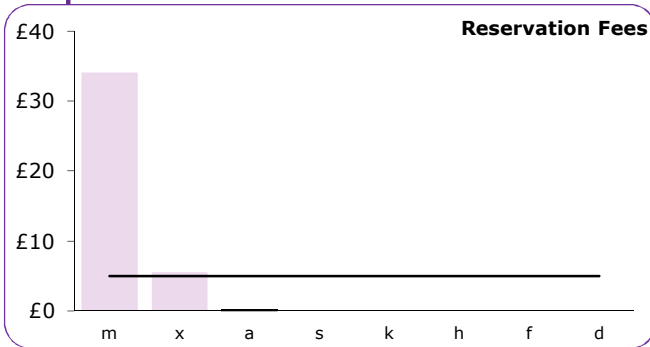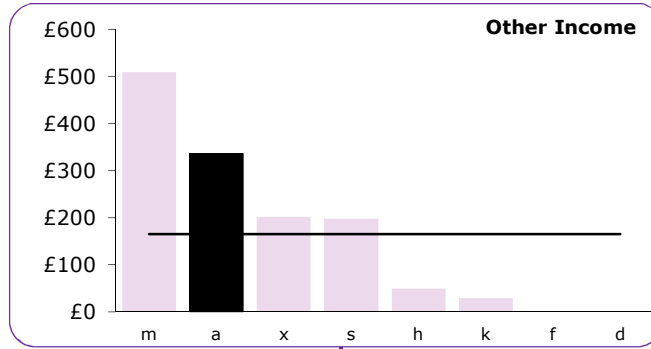
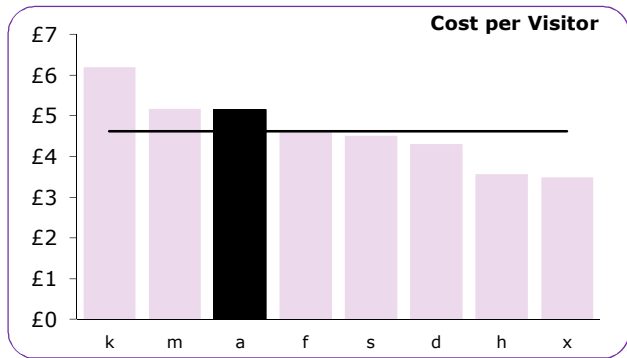Source: CIPFA Public Library Statistics 2018 - Cells 158, 159, 161 & 163

B2: Cost Indicators

	£ p	Average
Average Cost per Book	£6.46	£7.16

Average Cost per Acquisition (Books)

	£ p	Average
Cost per Visitor	£5.14	£4.63

Cost per Visitor

	%	Average
% Employee Expenditure	44%	51%

Employee Expenditure as a % of Revenue Expenditure

	%	Average
% Material Expenditure	7%	9%

Material Expenditure as a % of Revenue Expenditure
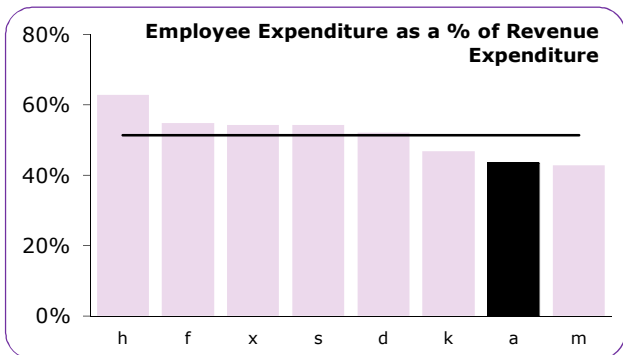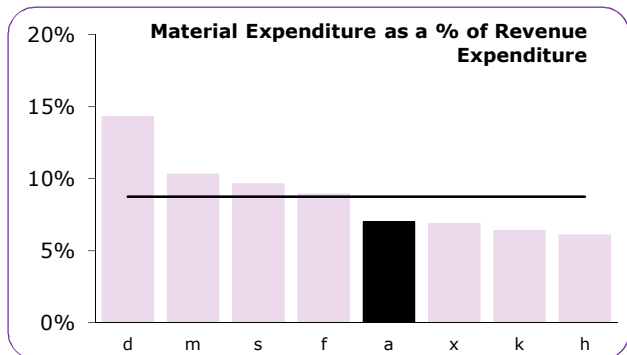
	%	Average
% Support Services	6%	14%
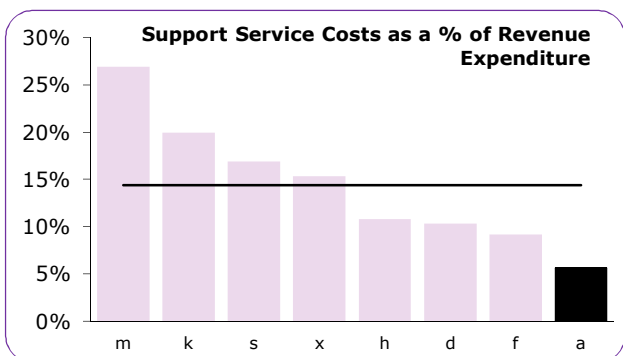
Support Service Costs as a % of Revenue Expenditure

	£ p	Average
Cost per Available Hour	£12.19	£11.42
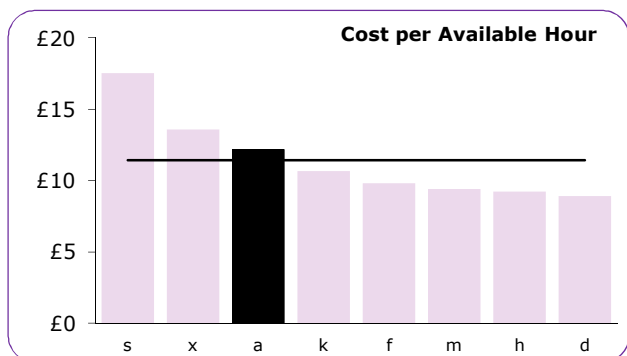
Cost per Available Hour

B3: Financial Information (2018-19 Estimates)

graphs shown per 1,000 population

Net Expenditure	£	per 1,000 pop	Average
Employees	2,358,259	7,383	5,686
Premises	269,504	844	1,732
Supplies & Services - Materials	42,600	133	929
Other Expenditure	561,212	1,757	2,050
Revenue Expenditure	3,231,575	10,118	10,994
Revenue Income	(303,600)	(951)	(594)
Net Expenditure	2,927,975	9,167	10,400
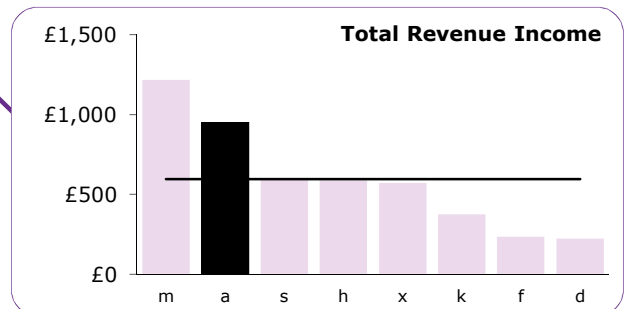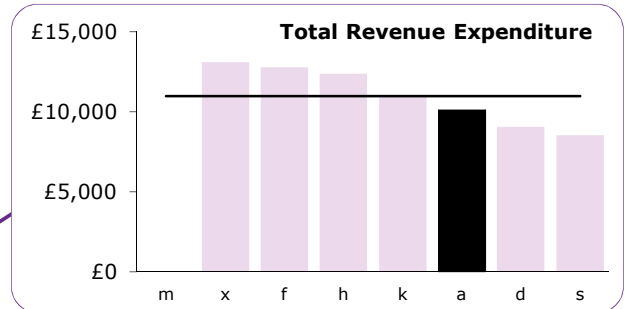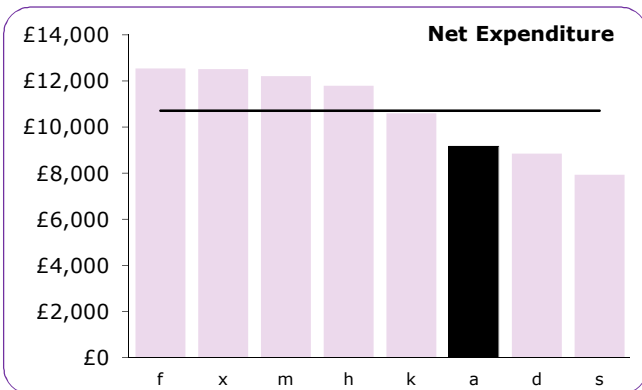
Source: CIPFA Public Library Statistics 2018 - Cell 169 to 175

2018-19 Estimates	%	Average
% Employee Expenditure	73%	58%

2018-19 Estimates	%	Average
% Material Expenditure	1%	9%
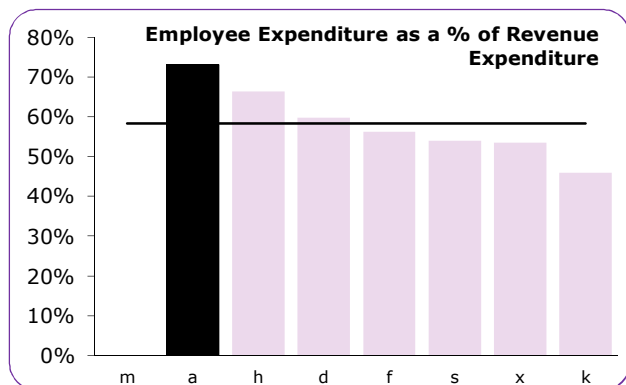
Source: CIPFA Public Library Statistics 2018 -
Cell 169 as a percentage of Cell 173
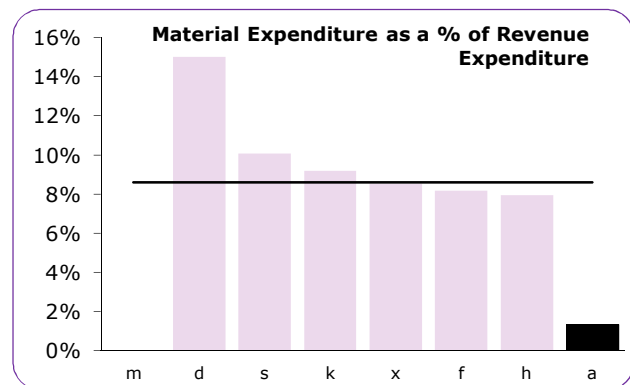
Source: CIPFA Public Library Statistics 2018 -
Cell 171 as a percentage of Cell 173

at 31 March 2018

	FTE	per 100,000 pop	*Average*
Professional Staff	11.5	3.6	*3.0*
All Other Staff	63.2	19.8	*19.3*
Total Staff	74.7	23.4	*22.3*

Total Staff per 100,000 population

Professional Staff per 100,000 population

Other Paid Staff per 100,000 population
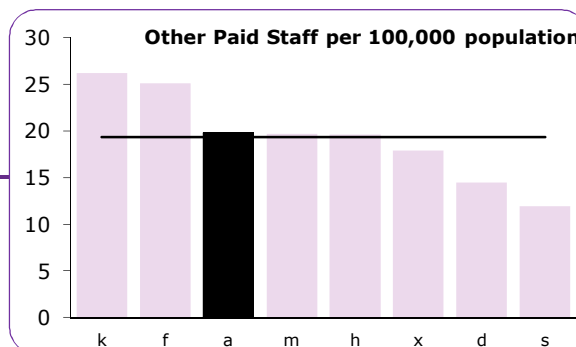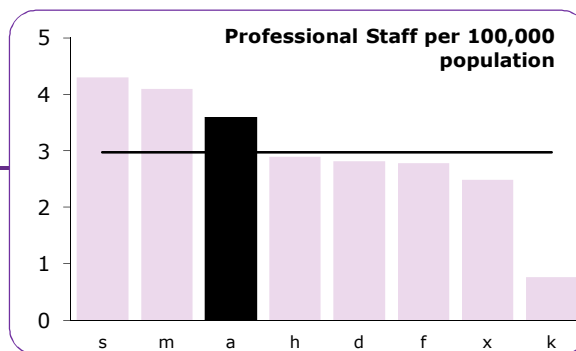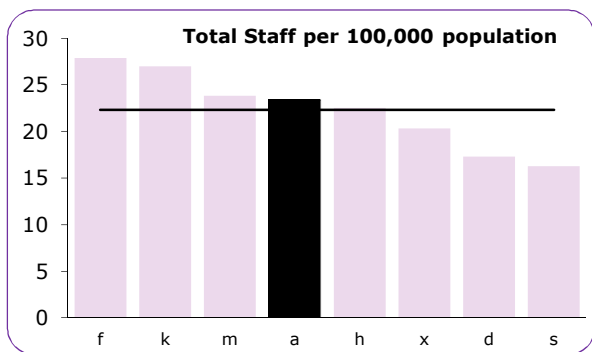
Source: CIPFA Public Library Statistics 2018 - Cells 95 to 97

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.

Professional Staff
15.4%   *13.3%*

Total Staff

All Other Paid Staff
84.6%   *86.7%*
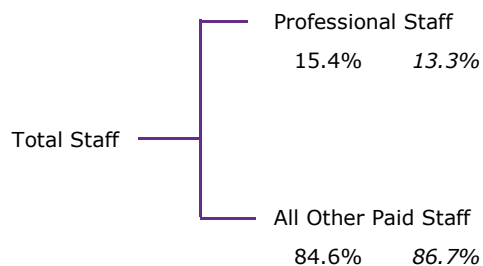
	£	Average
Employee Costs per Employee	28,165	28,537
Employees per 1,000 population	0.23	0.22
Employee Costs per 1,000 population	6,583	6,290

Employee Costs per Employee

Employees per 1,000 population

Employee Costs per 1,000 population
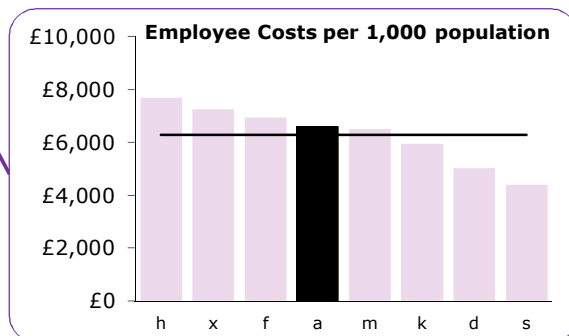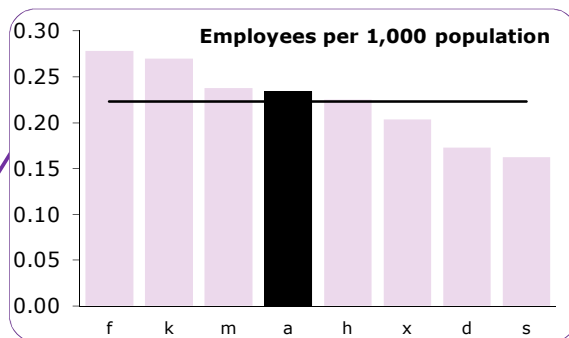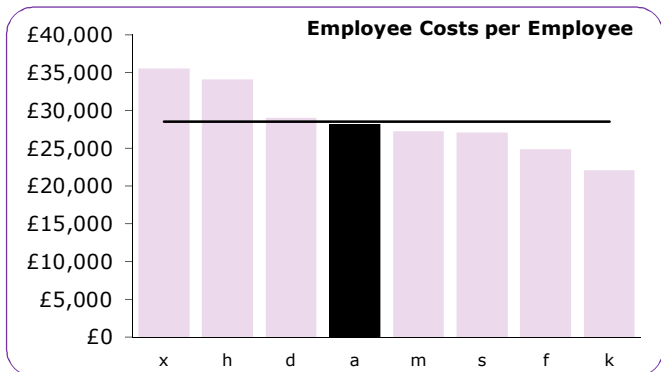
Source: CIPFA Public Library Statistics 2018 -

Cell 131 divided by Cell 97

All Staff	FTE	per 1,000 pop	Average
2013-14	107.2	0.34	0.30
2014-15	111.6	0.35	0.27
2015-16	112.5	0.36	0.27
2016-17	90.0	0.28	0.22
2017-18	74.7	0.23	0.22

Employees per 1,000 population: Time Series
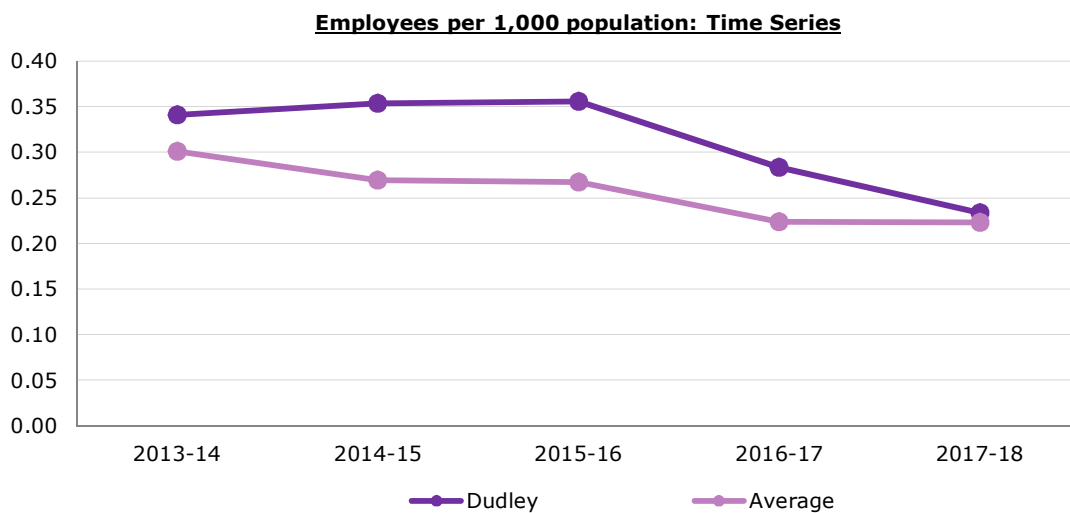
Source: CIPFA Public Library Statistics 2018 - Cell 97 and equivalent for previous years

B5: Volunteers

Number of Volunteers
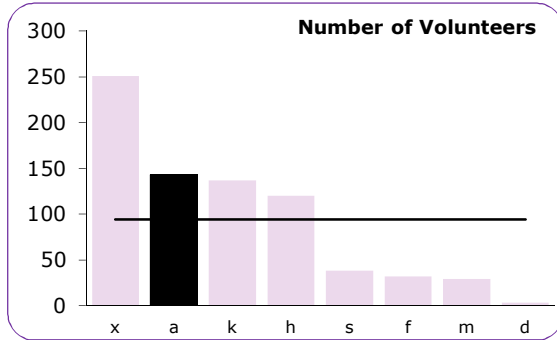
	Number	Average
Volunteers	143	*94*
Volunteer Hours	3,732	*2,729*
Average Hours per Volunteer	26.1	*35.5*

Number of Hours per Volunteer

Number of Volunteer Hours
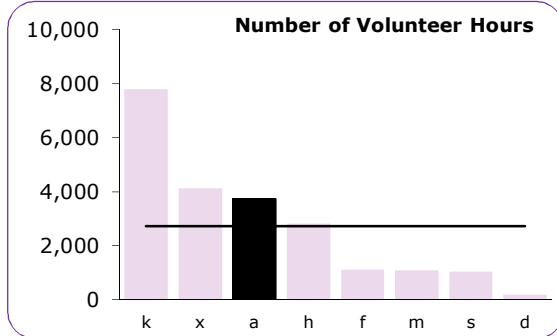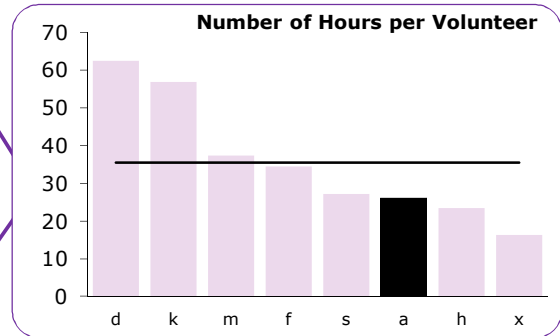
Source: CIPFA Public Library Statistics 2018 - Cells 98 & 99

- 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	3.0%	*2.5%*

	%	*Average*
Volunteers as % headcount	65.7%	*49.6%*

Volunteer hours as a % of volunteer hours plus employee hours

Number of volunteers as a % of volunteer headcount plus employee headcount
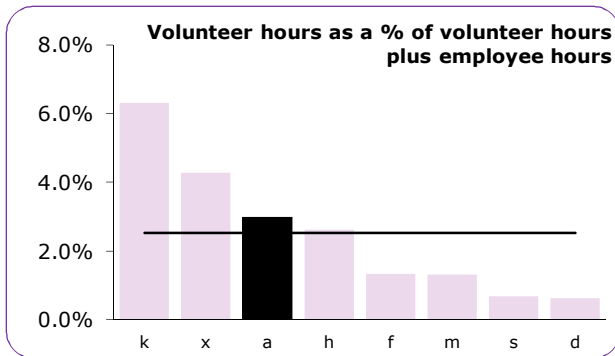
Source: CIPFA Public Library Statistics 2018 - Cells 97 to 99
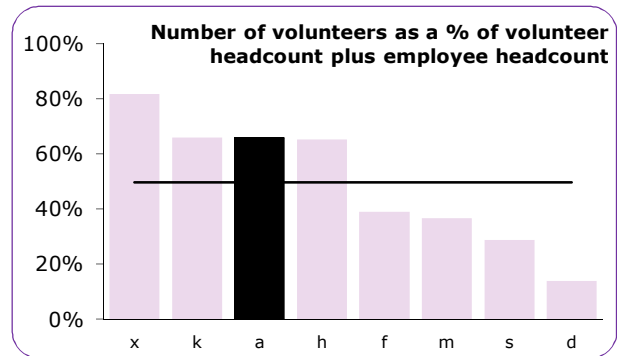
Source: CIPFA Public Library Statistics 2018 - Cells 97 & 98

Volunteers	Number	*Average*
2013-14	63	*92*
2014-15	67	*52*
2015-16	92	*69*
2016-17	123	*71*
2017-18	143	*94*

Source: CIPFA Public Library Statistics 2018 -

Cell 98 and equivalent for previous years

Number of Volunteers: Time Series
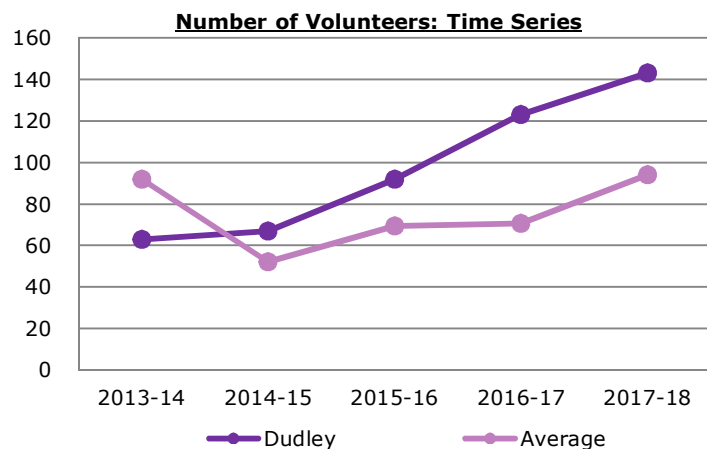
SECTION C: WORKLOAD

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

Total Book Issues per 1,000 population

	a	x	d	m	f	h	k	s

(See page 26 for details)

2017-18 Actuals

	Number	/1,000 pop	Average
Adult Fiction	456,940	1,431	1,052
Adult Non-Fiction	181,898	569	362
Children's Fiction	277,793	870	726
Children's Non-Fiction	47,824	150	147
Total Book Issues	964,455	3,020	2,287

graphs shown per 1,000 population

Adult Fiction Issues

Total Book Issues

Adult Non-Fiction Issues

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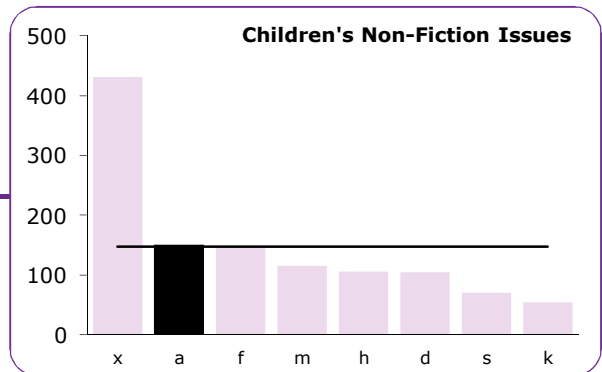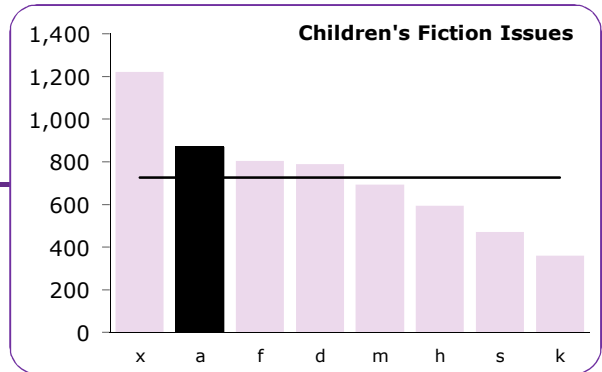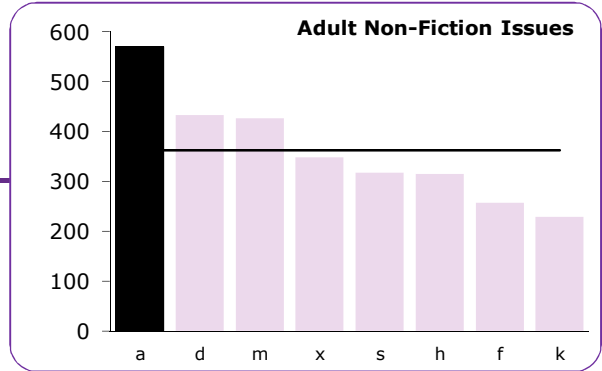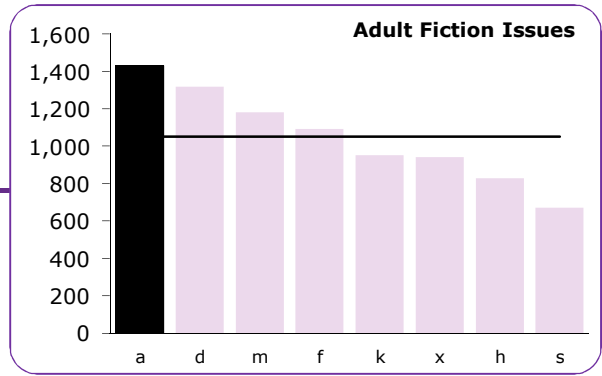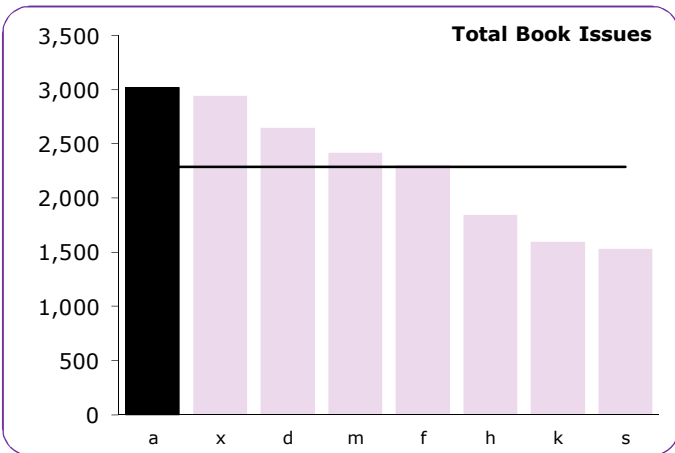
Breakdown of issues (percentage). Your authority's value is followed by the average value in italics.

Book Issues

Adult Fiction
47.4%   *46.0%*

Adult Non-Fiction
18.9%   *15.8%*

Children's Fiction
28.8%   *31.7%*

Children's Non-Fiction
5.0%   *6.4%*

Source: CIPFA Public Library Statistics 2018 - Cells 100 to 104

Children's Non-Fiction Issues

C2: Stock Turn

2017-18 Actuals

	Number	Average
Adult Fiction	3.4	3.8
Adult Non-Fiction	1.7	1.8
Children's Fiction	3.0	3.1
Children's Non-Fiction	1.6	1.7
Total Book Issues	2.6	2.9

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

Adult Fiction Stock Turn

Adult Non-Fiction Stock Turn

Children's Fiction Stock Turn

Children's Non-Fiction Stock Turn

Total Book Issue Stock Turn
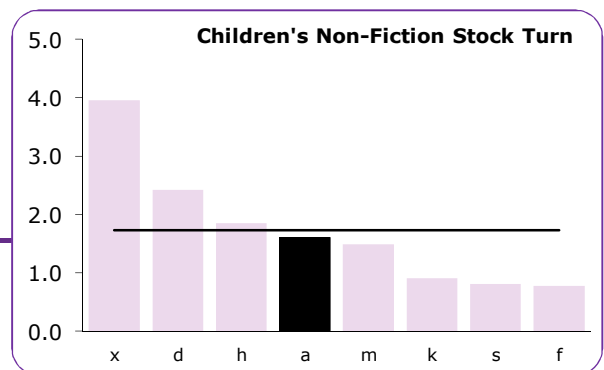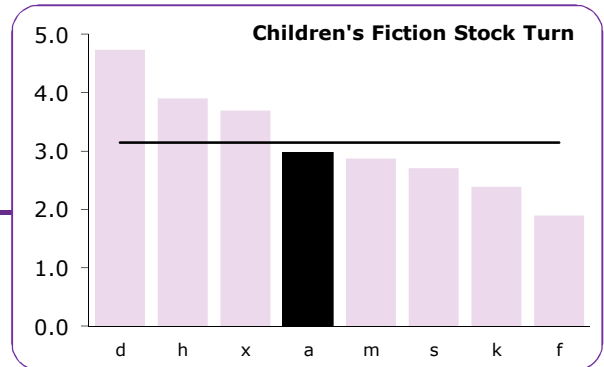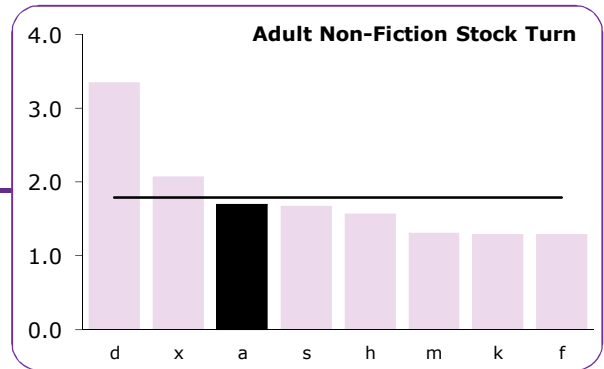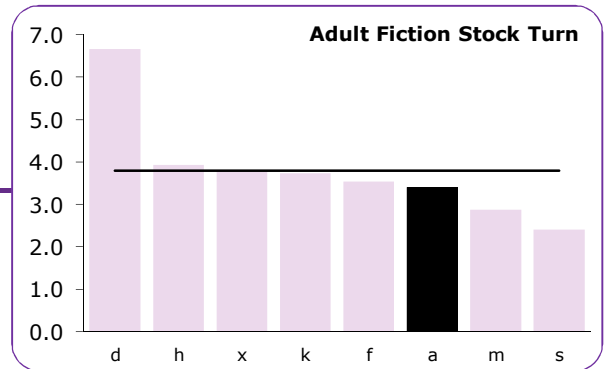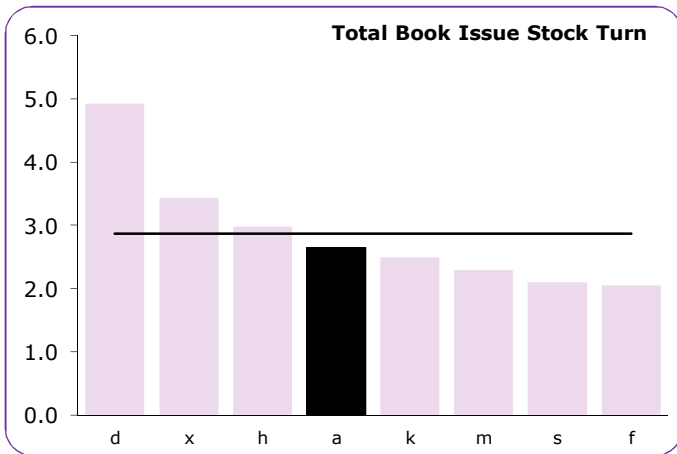
Source: CIPFA Public Library Statistics 2018 - Cells 100 to 104 divided by Cells 58 to 62 respectively

C3: Audio, Visual & Other Issues

	Number	/1,000 pop	Avg
Sound Recordings			
Adult Talking Books	36,655	114.8	*52.6*
Children's Talking Books	4,341	13.6	*5.7*
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	21,812	68.3	*40.6*
Total Audio Visual Issues	62,808	196.6	*98.8*

graph shown per 1,000 population

This tree diagram analyses Audio Visual Issues.

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

Audio Visual Issues

- Adult Talking Books
  58.4%   *53.2%*
- Children's Talking Books
  6.9%   *5.7%*
- Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software
  34.7%   *41.1%*

Source: CIPFA Public Library Statistics 2018 - Cells 105 to 107

graphs shown per 1,000 population

Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software Issues

Adult Talking Book Issues

Children's Talking Book Issues

Source: CIPFA Public Library Statistics 2018 - Cells 105 to 107

C4: Request Service

	Number	per 1,000 pop	Average
Requests	82,924	260	159

	Number	per 1,000 pop	Average
Online Requests	47,520	149	75

graphs shown per 1,000 population

Number of Requests for Specific Items
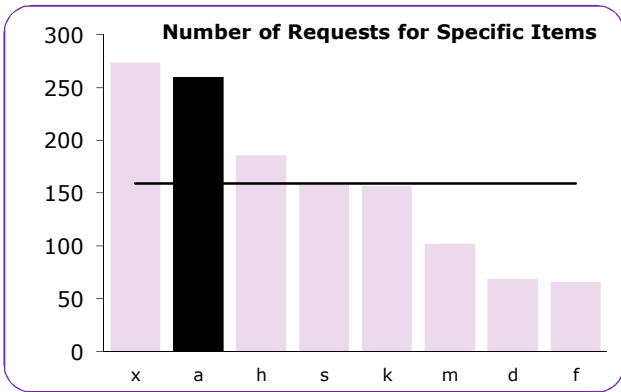
Source: CIPFA Public Library Statistics 2018 - Cell 114

Number of Online Requests
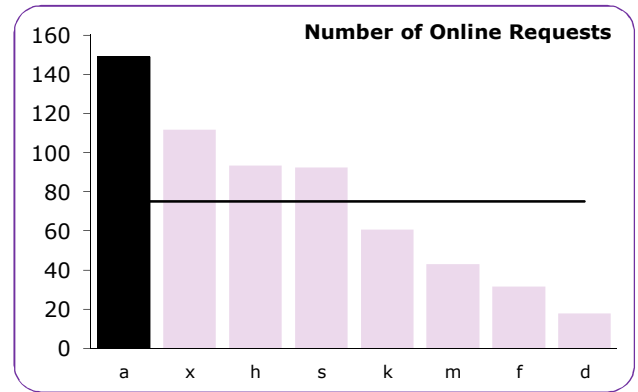
Source: CIPFA Public Library Statistics 2018 - Cell 115

C5: Enquiries

	Number	per 1,000 pop	Average
Enquiries	152,550	478	423

|	Number	per 1,000 pop	Average
Online Enquiries	950	3.0	21.0

graphs shown per 1,000 population

Number of Enquiries
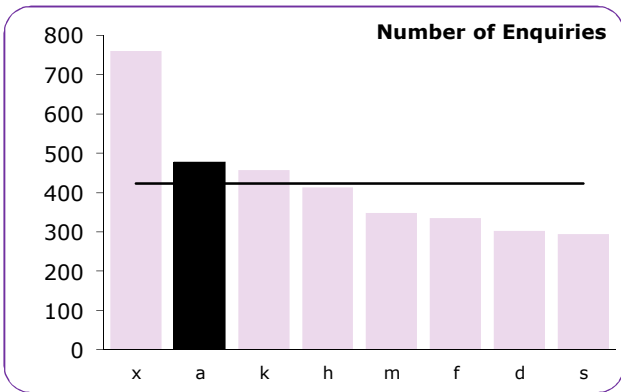
Source: CIPFA Public Library Statistics 2018 - Cell 119

Number of Online Enquiries
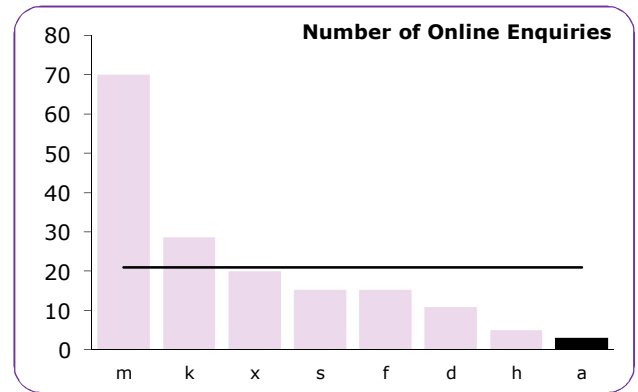
Source: CIPFA Public Library Statistics 2018 - Cell 120

C6: Inter-Library Loans

	Number	per 1,000 pop	Average
Loans Supplied	52	0.2	0.8
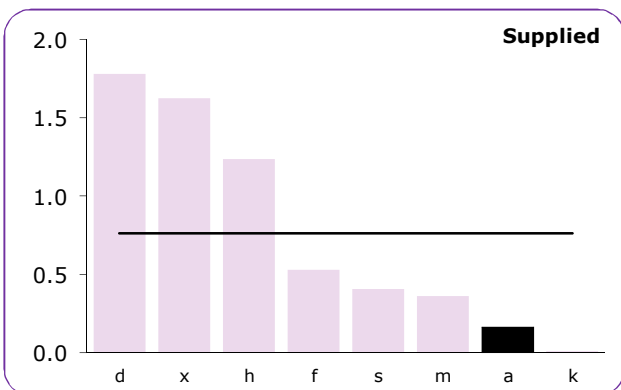
	Number	per 1,000 pop	Average
Loans Received	8	0.03	0.56

graphs shown per 1,000 population

Supplied

Source: CIPFA Public Library Statistics 2018 - Cell 129

Received
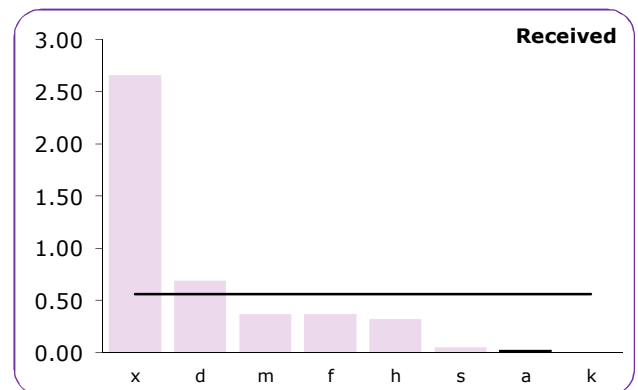
Source: CIPFA Public Library Statistics 2018 - Cell 130

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 2018

(Stock per 1,000 population)

(See page 32 for details)

D1: Book Stock

Summary

Book Stock at 31 March 2018

Adult Fiction

450
400
350
300
250
200
150
100
50
0

Children's Non-Fiction

Adult Non-Fiction

Children's Fiction

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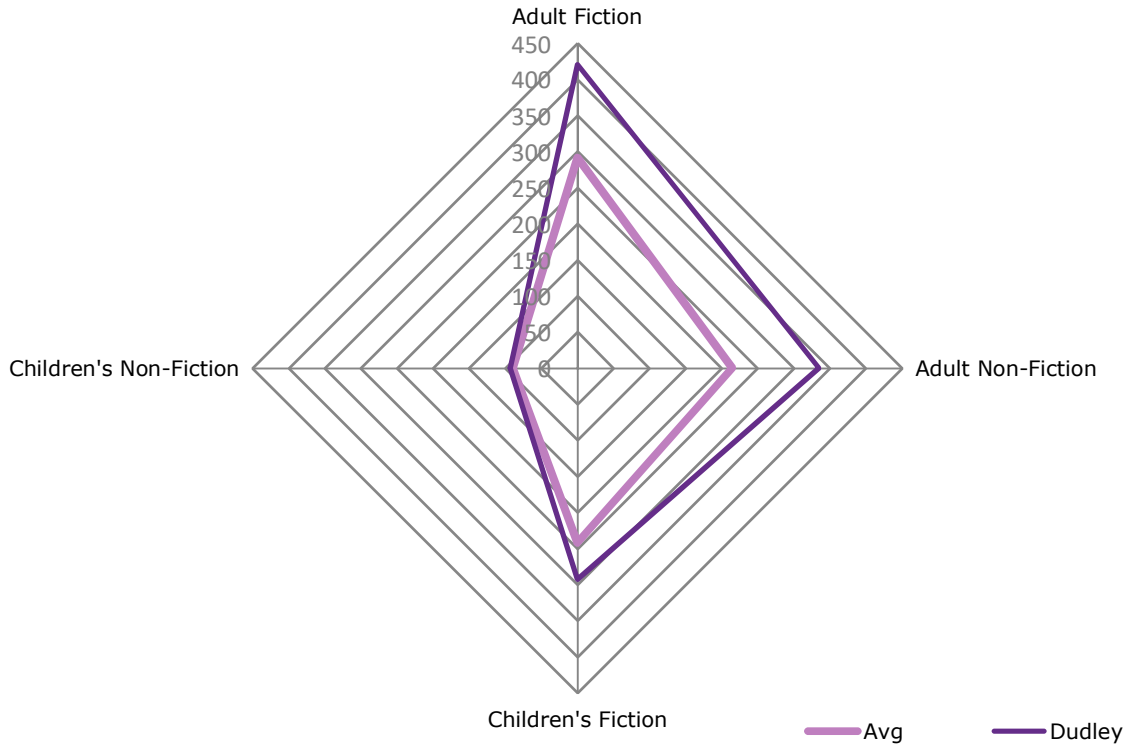
• Books per 1,000 population, see next page for detail.

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.
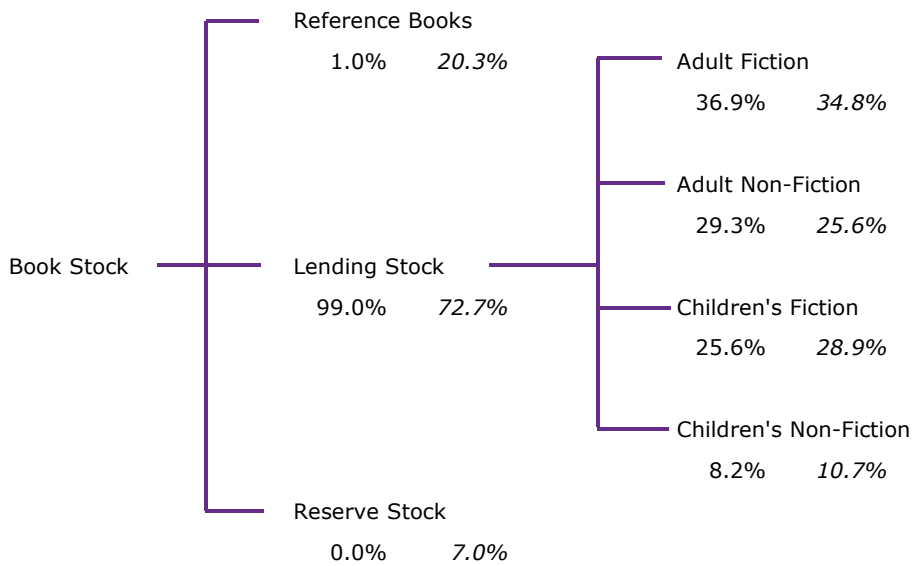
Reference Books
1.0%   *20.3%*

Adult Fiction
36.9%   *34.8%*

Adult Non-Fiction
29.3%   *25.6%*

Book Stock

Lending Stock
99.0%   *72.7%*

Children's Fiction
25.6%   *28.9%*

Children's Non-Fiction
8.2%   *10.7%*

Reserve Stock
0.0%   *7.0%*

Source: CIPFA Public Library Statistics 2018 - Cells 57 to 64

at 31 March 2018

	No.	/1,000 pop	Avg
Reference Books	3,660	11	*234*
Lending Stock			
Adult Fiction	134,316	421	*292*
Adult Non-Fiction	106,828	334	*215*
Children's Fiction	93,306	292	*242*
Children's Non-Fiction	29,759	93	*90*
Reserve Stock	0	0	*81*
Total Book Stock	367,869	1,152	*1,153*

graphs shown per 1,000 population

Reference Book Stock

Adult Fiction Stock

Adult Non-Fiction Stock

Total Book Stock

Children's Fiction Stock

Reserve Stock

Children's Non-Fiction Stock
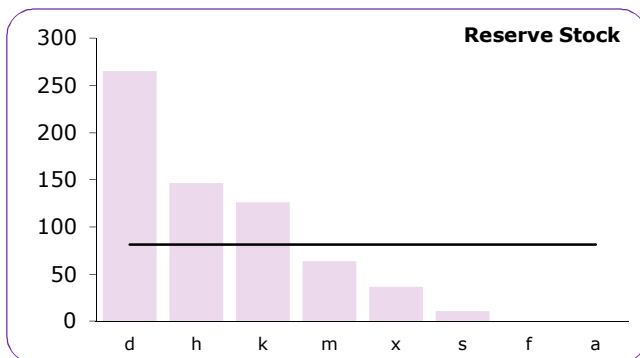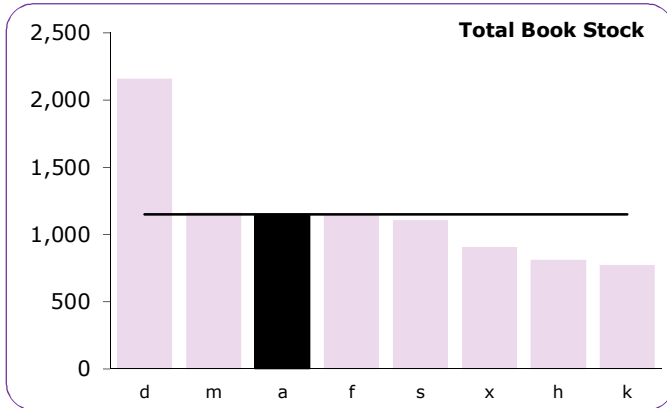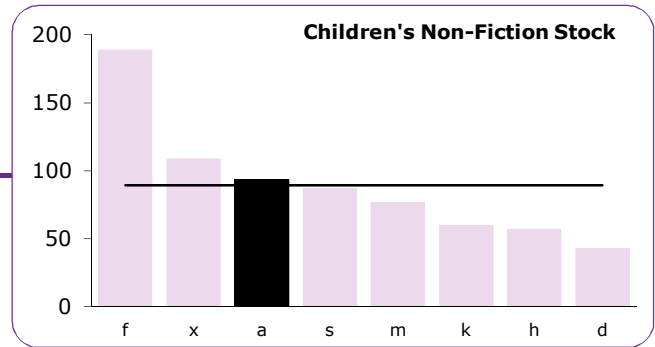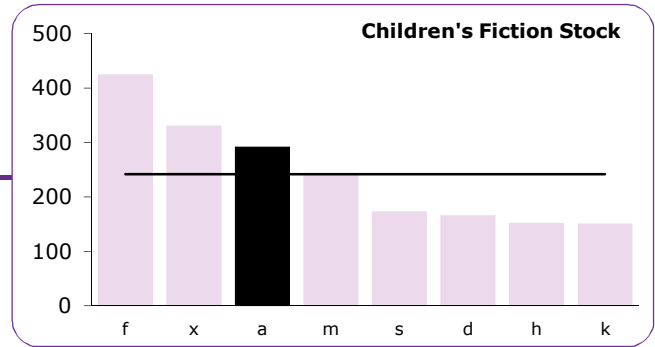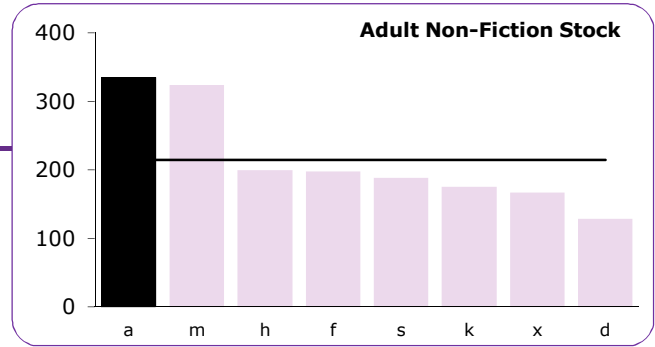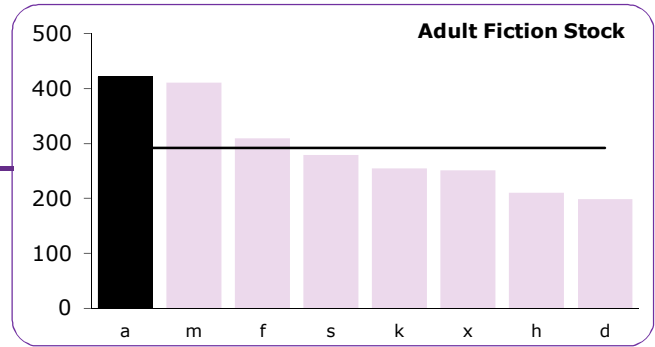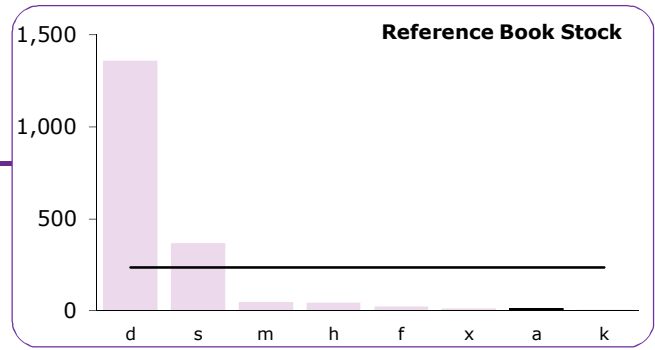
Source: CIPFA Public Library Statistics 2018 - Cells 57 to 64

D2: Audio, Visual & Other Stock

Stock at 31 March 2017
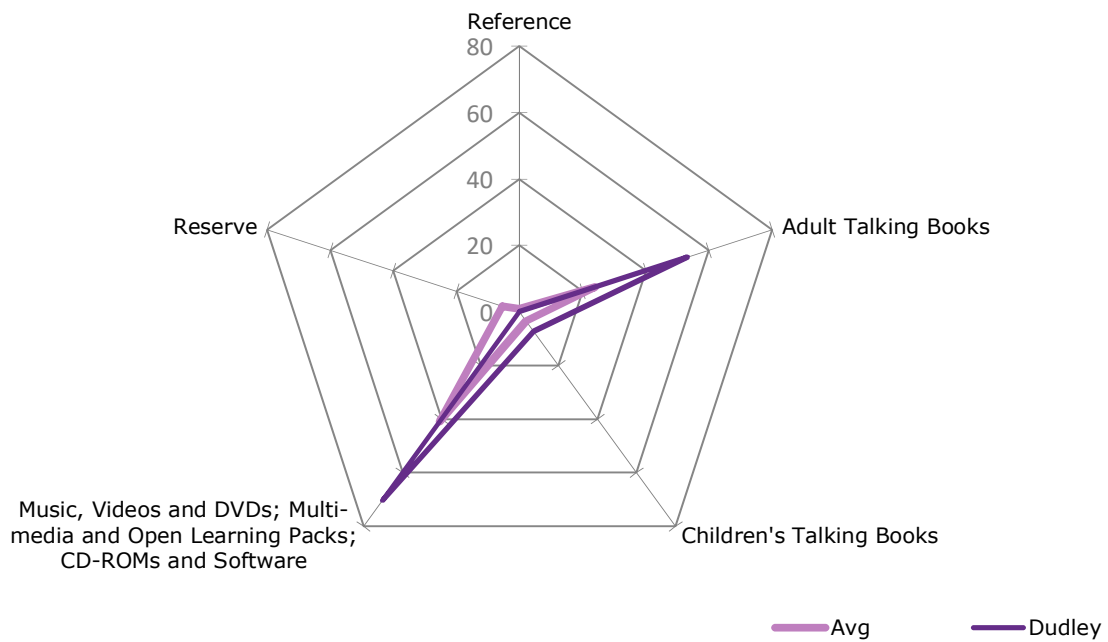
- Stock per 1,000 population, see next page for detail.

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.
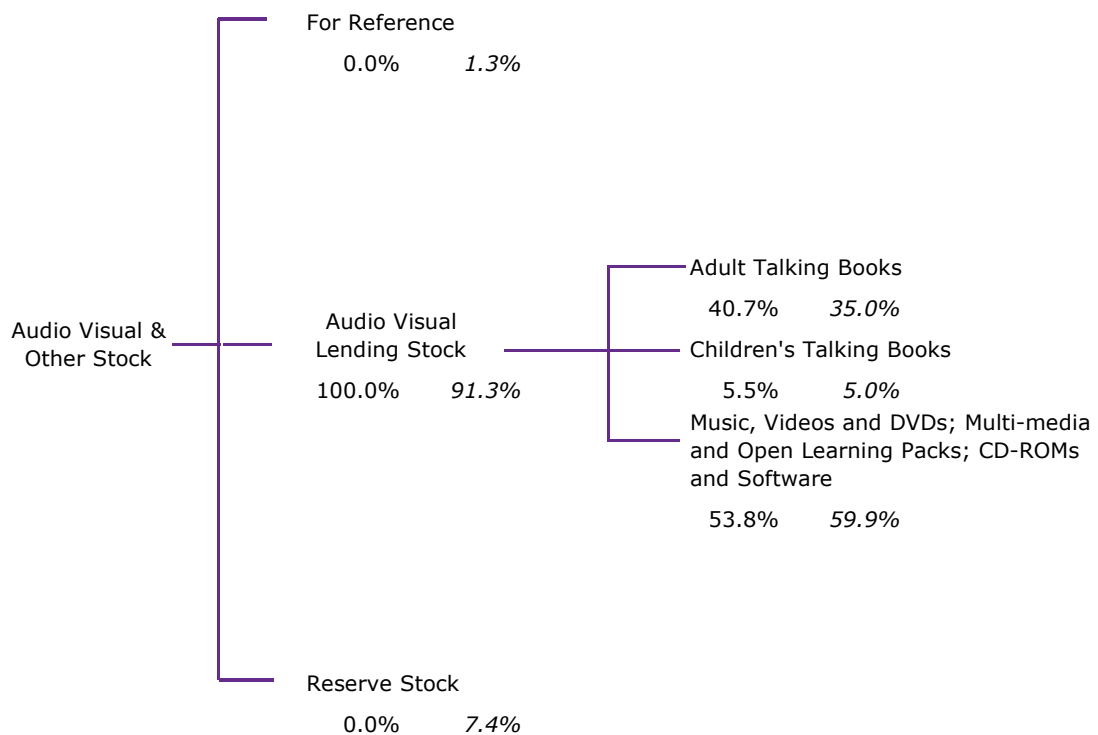
For Reference
0.0%   *1.3%*

Adult Talking Books
40.7%   *35.0%*

Children's Talking Books
5.5%   *5.0%*

Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software
53.8%   *59.9%*

Audio Visual Lending Stock
100.0%   *91.3%*

Audio Visual & Other Stock

Reserve Stock
0.0%   *7.4%*

Source: CIPFA Public Library Statistics 2018 - Cells 72 to 83

at 31 March 2018

	Number	per 1,000 pop	Avg
Reserve Stock	0	0.0	5.6
For Reference	0	0.0	0.9
Sound - Adult Talking Books	17,013	53.3	24.0
Sound - Children's Talking Books	2,312	7.2	3.5
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	22,475	70.4	41.0
Total Audio Visual Lending Stock	41,800	130.9	75.0

graph shown per 1,000 population

Source: CIPFA Public Library Statistics 2018 - Cells 72 to 83

graphs shown per 1,000 population

Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software Stock

Bar chart with x-axis labels: a, m, s, k, f, x, d, h; y-axis 0 to 80

Adult Talking Book Stock

Bar chart with x-axis labels: a, m, f, h, k, d, s, x; y-axis 0 to 60

Children's Talking Book Stock

Bar chart with x-axis labels: a, s, d, m, k, x, h, f; y-axis 0 to 8

Reserve Stock

Bar chart with x-axis labels: d, s, x, k, h, m, f, a; y-axis 0 to 50

Reference Stock

Bar chart with x-axis labels: s, d, x, m, k, h, f, a; y-axis 0.0 to 8.0
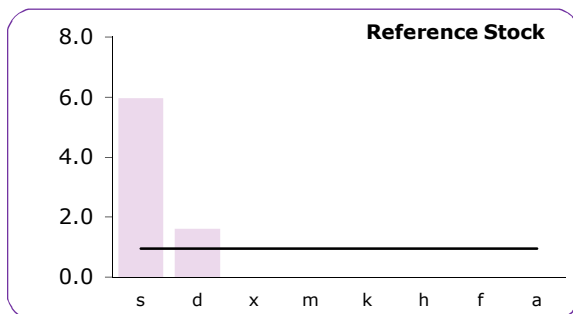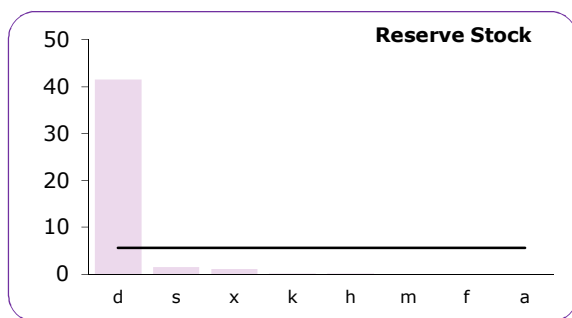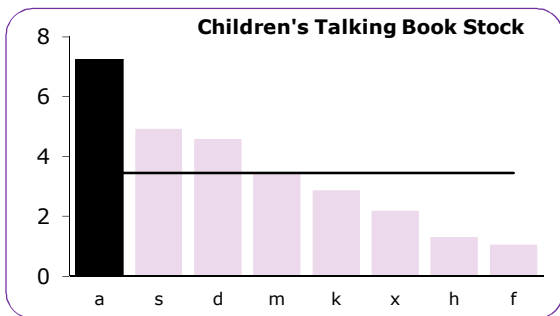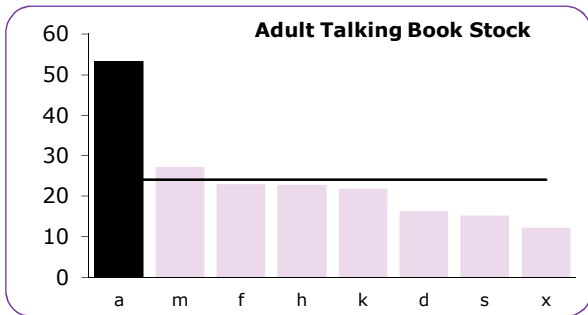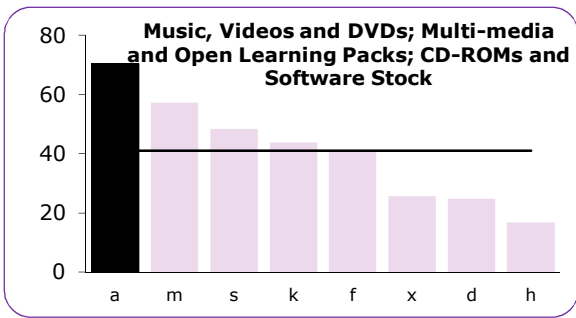
Source: CIPFA Public Library Statistics 2018 - Cells 72 to 83

D3: Book Acquisitions

2017-18 Actuals   graphs shown per 1,000 population

	Number	per 1,000 pop	Average
Reference Books	76	0.2	*1.4*
Lending Stock			
Adult Fiction	17,159	53.7	*36.9*
Adult Non-Fiction	6,965	21.8	*14.2*
Children's Fiction	10,780	33.8	*35.1*
Children's Non-Fiction	1,744	5.5	*7.6*
Total Book Acquisitions	36,724	115.0	*95.2*

Adult Fiction Acquisitions

Adult Non-Fiction Acquisitions

Children's Fiction Acquisitions

Children's Non-Fiction Acquisitions

Total Book Acquisitions

Reference Book Acquisitions

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.

Reference Books
0.2%   *1.4%*

Adult Fiction
46.8%   *39.3%*

Adult Non-Fiction
19.0%   *15.2%*

Children's Fiction
29.4%   *37.4%*

Children's Non-Fiction
4.8%   *8.1%*

Book Acquisitions

Lending Stock
99.8%   *98.6%*

Source: CIPFA Public Library Statistics 2018 - Cells 65 to 71

D4: Audio, Visual & Other Acquisitions

2017-18 Actuals

graphs shown per 1,000 population

	Number	per 1,000 pop	Avg
For Reference	0	0.0	*0.0*
Lending Stock			
Sound - Adult Talking Books	615	1.9	*1.7*
Sound - Children's Talking Books	2	0.0	*0.2*
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	1,458	4.6	*2.6*
Total Audio Visual Acquisitions	2,075	6.5	*4.5*

Total Audio Visual Acquisitions

Adult Talking Book Acquisitions

Children's Talking Book Acquisitions

Reference Acquisitions

Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software Acquisitions
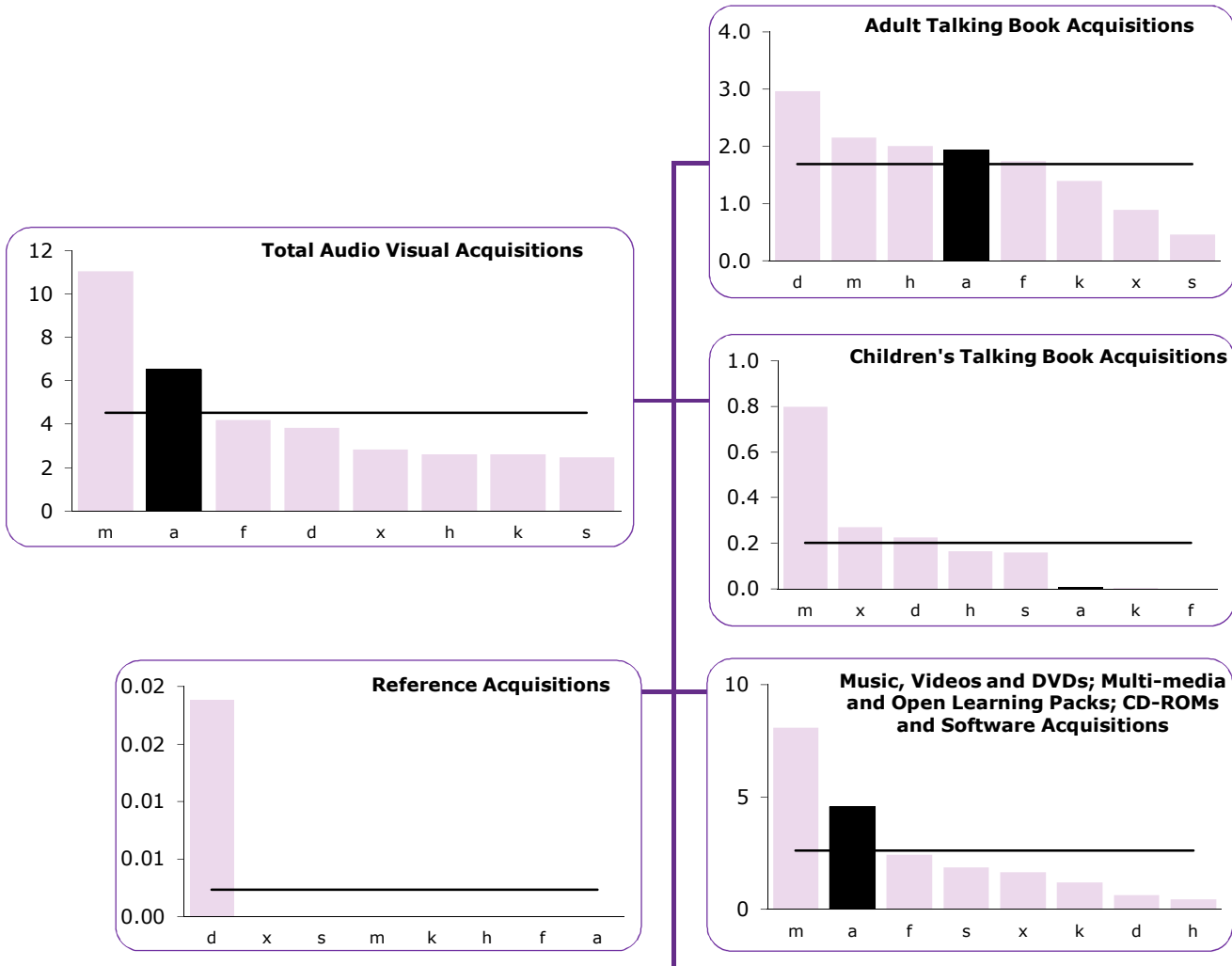
Source: CIPFA Public Library Statistics 2018 - Cells 84 to 94

D4: Audio, Visual & 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.
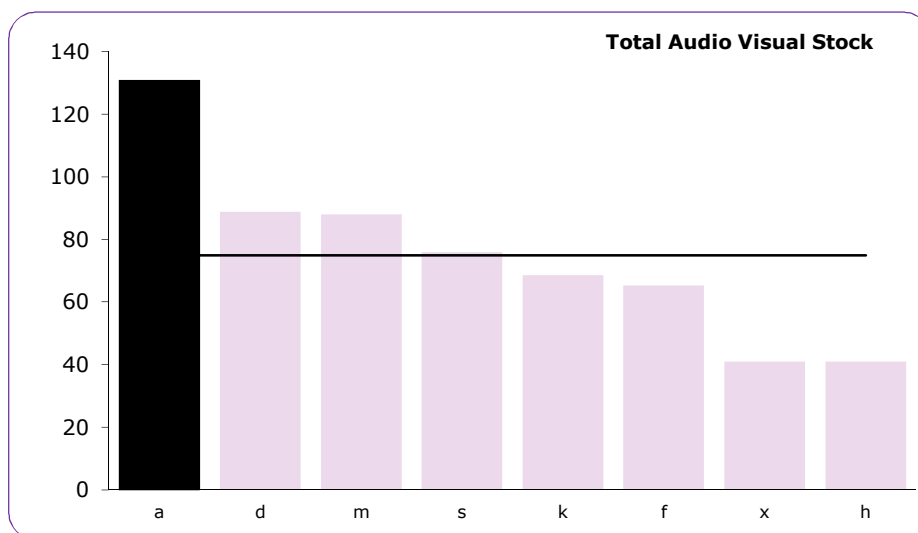
For Reference
0.0%   *0.1%*

Audio Visual Acquisitions

Lending Stock
100.0%   *99.9%*

Adult Talking Books
29.6%   *37.5%*

Children's Talking Books
0.1%   *4.5%*

Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software
70.3%   *58.0%*
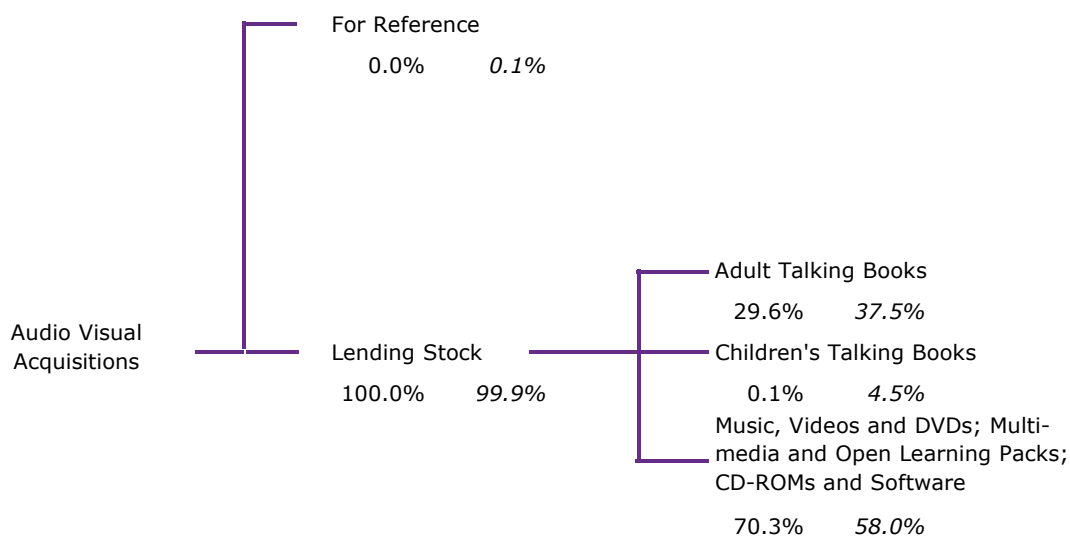
Source: CIPFA Public Library Statistics 2018 - Cells 84 to 94

D5: All Acquisitions (Books and Audio Visual)

Acquisitions	Number	per 1,000 pop	Average
2013-14	120,470	383	*248*
2014-15	81,122	257	*136*
2015-16	83,200	263	*132*
2016-17	65,708	207	*152*
2017-18*	38,799	121	*99*

*does not include Electronic Acquisitions (eBooks, eNewspapers, eAudio, Music Streaming and Hardware)

Acquisitions per 1,000 population: Time Series
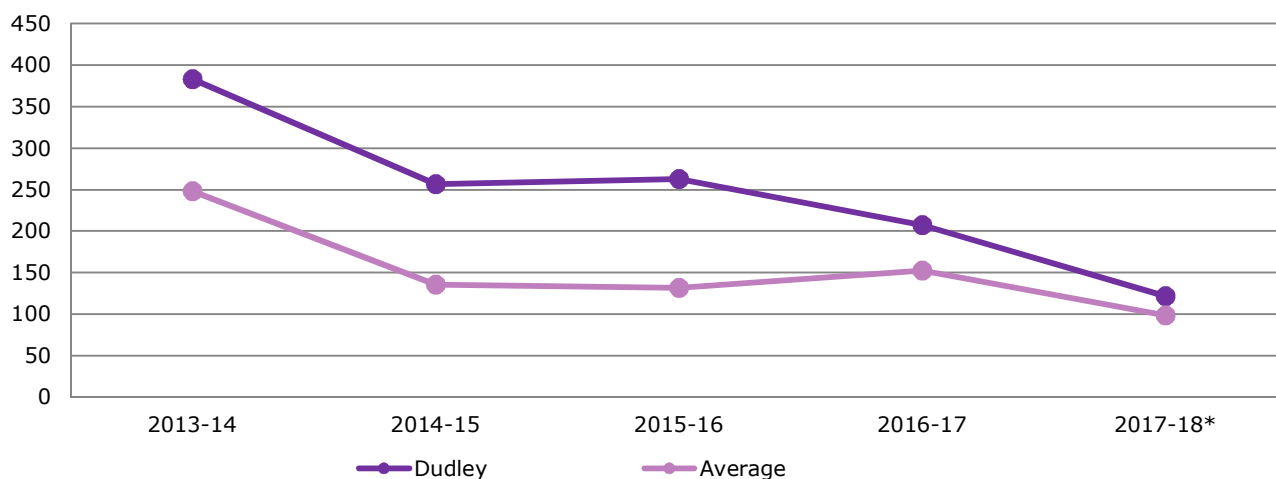
Source: CIPFA Public Library Statistics 2018 - Cells 71 & 94

D6: Lending Stock Replenishment Rate

Lending Stock	Years	Average
Replenishment Rate	10.5	9.2

- Time taken in years to replenish the lending stock (not including electronic products) on open access or available on loan at 2017-18 rate.

Lending Stock Replenishment Rate

	a	x	h	m	f	s	k	d
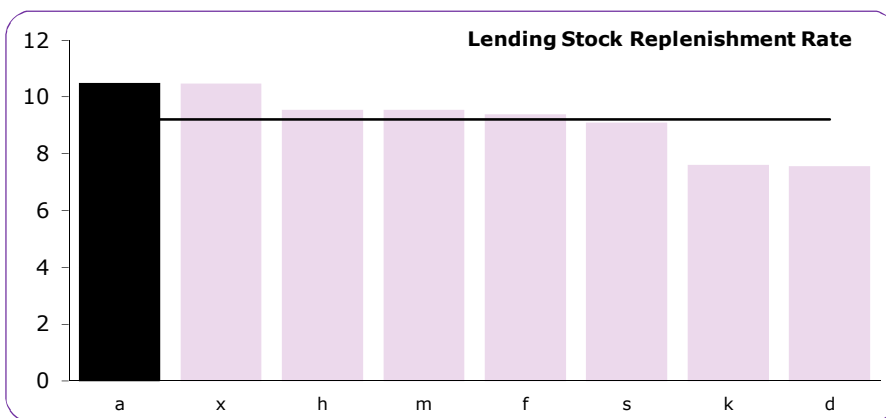
Source: CIPFA Public Library Statistics 2018 - (Cell 62 + Cell 81) / (Cell 70 + Cell 93)

SECTION E: PERFORMANCE

• The CIPFAstats Public Library Statistics primarily collect cost and quantity figures. Here we analyse the performance data included.
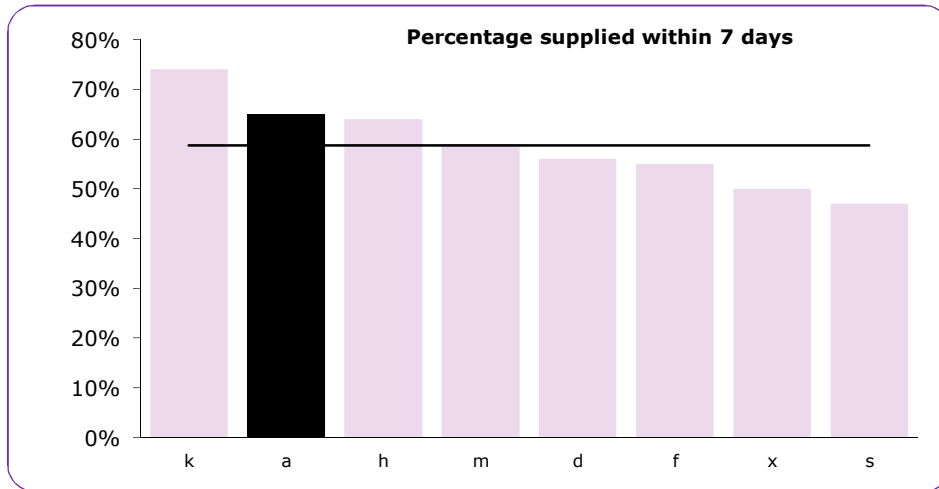
Percentage supplied within 7 days

Section Contents	
Page 42	**E1: Requests**
	% supplied in 7, 15 and 30 days

E1: Requests

Percentage Supplied	Authority	Average
within 7 days	65%	59%
within 15 days	77%	75%
within 30 days	87%	85%

Percentage supplied within 7 days

Percentage supplied within 15 days

Percentage supplied within 30 days
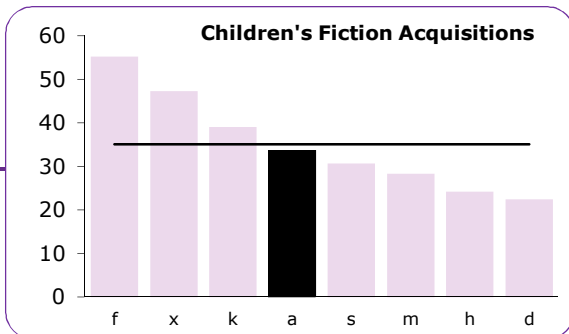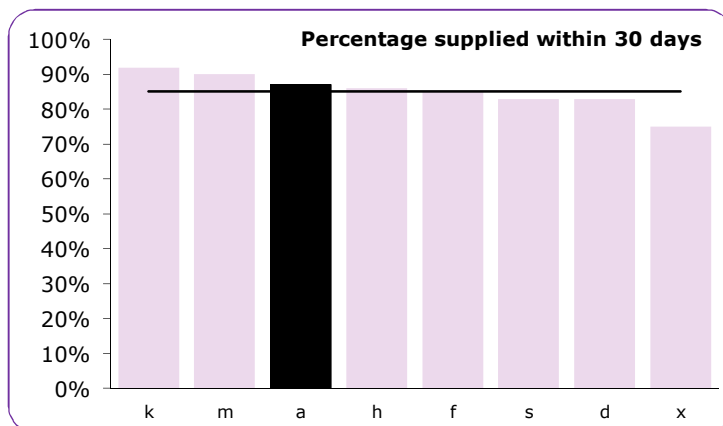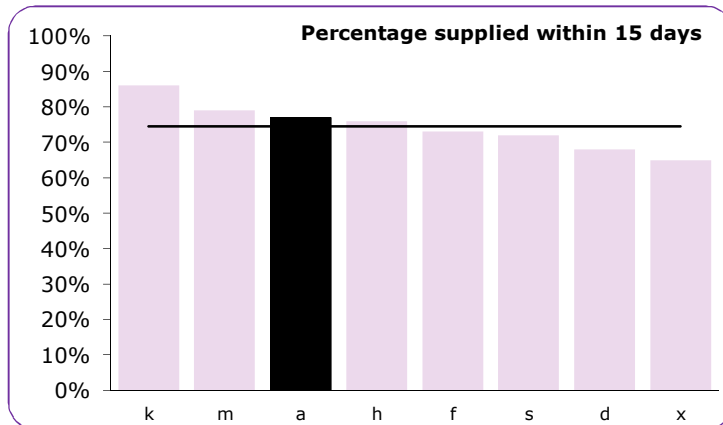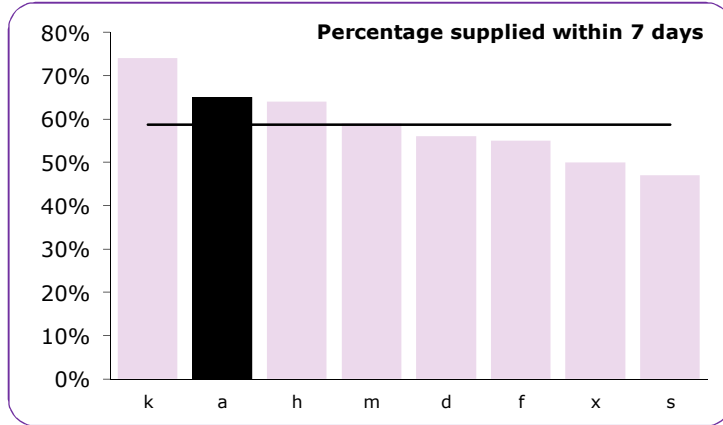

Source: CIPFA Public Library Statistics 2018 - Cells 116 to 118

APPENDICES

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

APPENDIX 1 - Comparative Bar Charts

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

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

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

APPENDIX 4 - Other CIPFA Libraries Services

Links to other services that CIPFA provides for library authorities.

APPENDIX 5 - Contact Us!

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.

Percentage of users satisfied with service
- group average
- comparator authority
- your authority

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.

Income per 1,000 population
- letters enable readers to identify specific authorities

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.

Agency staff cost per 1,000 population

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.

Overhead costs per 1,000 population

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.
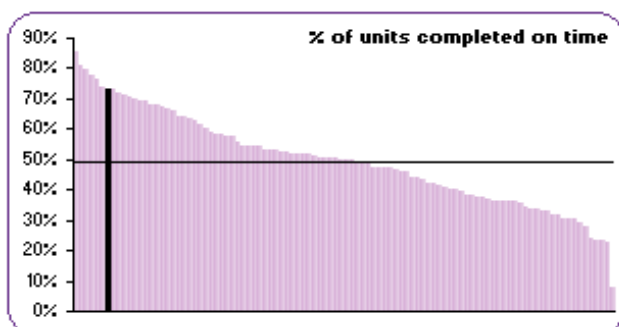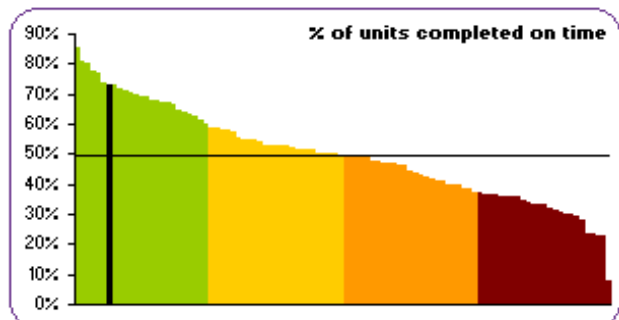
APPENDIX 2 - Background Information

Educational Attainment

	Average
Educational Attainment	49.6%	55.8%

Percentage of pupils achieving 5 A*-C grades including English & Maths
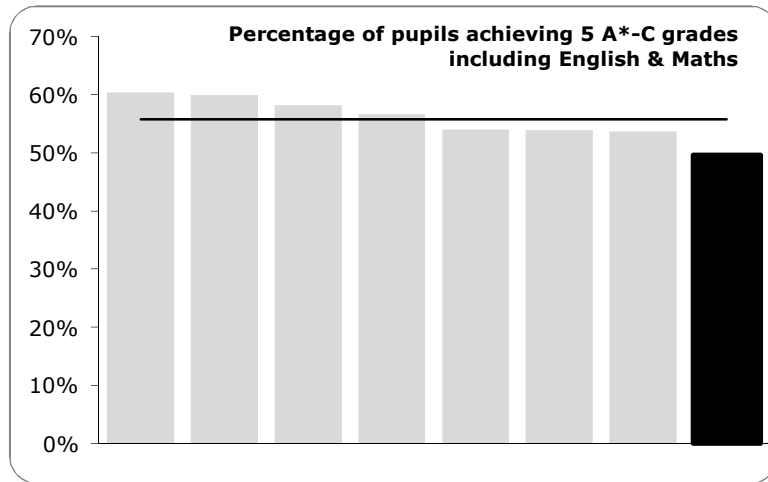
Source: CIPFA Children's Services Actuals Statistics 2015-16 - Column 308

Deprivation

	Average
Index of Deprivation	23.2	25.8

Indices of Deprivation
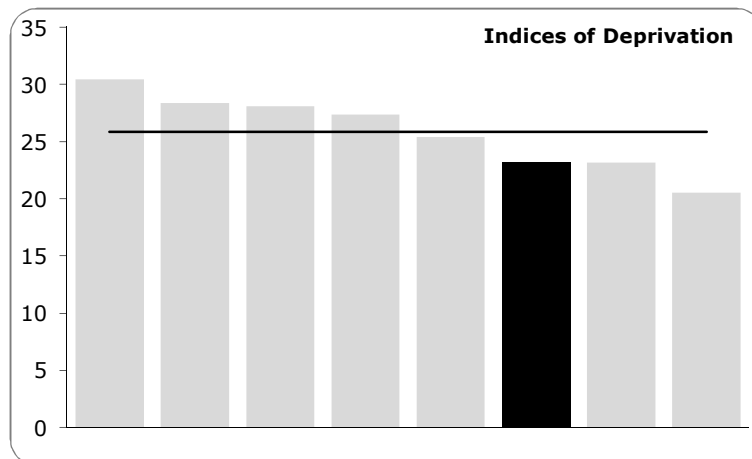
- The higher the index, the more deprived the authority is.

Source: DCLG Indices of Deprivation 2010

Population

		Average
Population	319,400	*277,263*
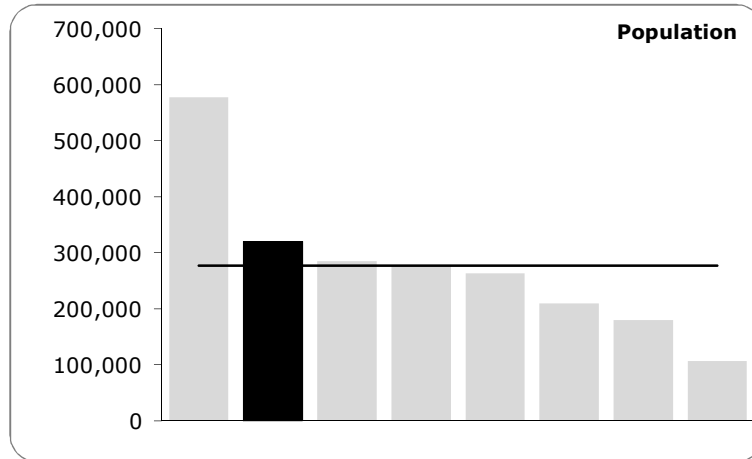
Source: ONS Mid 2017 Population Estimates

Area

		Average
Area (hectares)	9,796	*22,294*
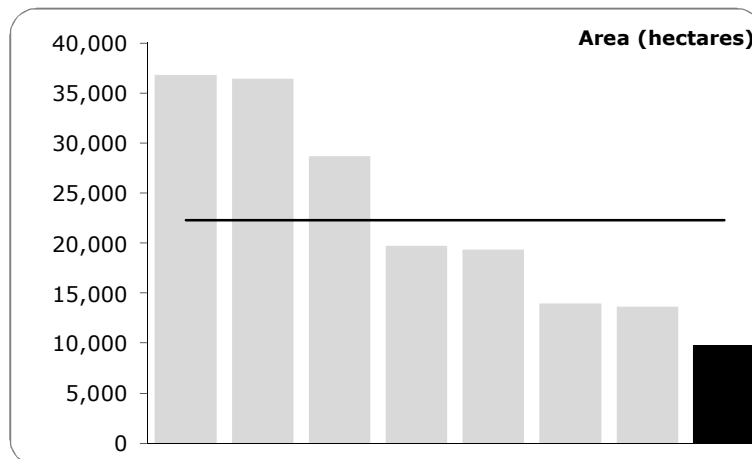
Source: ONS Area 2017

Population Density

		Median
Population Density	32.6	*13.7*
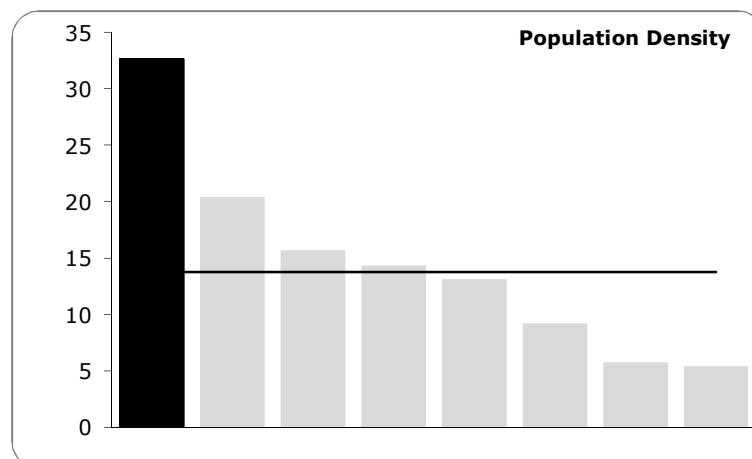
APPENDIX 3 - Financial Information

For Dudley Metropolitan Borough Council

Financial Information 2017-18 (Actuals)

Revenue Expenditure	£	per 1,000 pop	Average
Employees	2,102,518	6,583	6,290
Premises	380,791	1,192	1,747
Supplies & Services			
Books & Pamphlets			
- Reference	2,780	9	25
- Adult Fiction	126,829	397	313
- Adult Non-Fiction	60,918	191	135
- Children's Fiction	38,309	120	166
- Children's Non-Fiction	8,527	27	43
Newspapers, Periodicals & Magazines	22,555	71	46
Sound Recordings			
- Adult Talking Books	30,806	96	75
- Children's Talking Books	70	0	6
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	14,942	47	28
Electronic Products			
- eBooks (lending and reference)	596	2	66
- eNewspapers, eMagazines & eComics	17,193	54	30
- eAudio & eAudiovisual	6,646	21	25
- Music Streaming	0	0	0
- Hardware	0	0	0
Online/Electronic (Internet etc.)	6,478	20	75
Other Acquisitions	0	0	17
Bookbinding	0	0	0
Total Materials	336,649	1,054	1,051
Computing Costs	161,650	506	254
Other Supplies & Services	1,535,749	4,808	1,091
Transport	42,813	134	66
Third Party Payments	0	0	71
Support Service Costs	272,092	852	1,793
Total Revenue Expenditure	4,832,262	15,129	12,363

Revenue Income	£	per 1,000 pop	Average
Overdue Charges	(13,231)	(41)	(67)
Reservation Fees	(45)	(0)	(5)
Lettings	(24,423)	(76)	(67)
Hire of Audio & Visual Materials	(12,871)	(40)	(44)
Electronic Revenue	(1,000)	(3)	(15)
Specific Grants	(72,270)	(226)	(43)
Provision of Library Services to other Local Authorities	(82,000)	(257)	(78)
Miscellaneous - receipts from the public	(58,037)	(182)	(172)
Miscellaneous - corporate income	(31,865)	(100)	(26)
Total Revenue Income	(295,742)	(926)	(517)

	£	per 1,000 pop	Average
Net Expenditure (excluding Capital Charges)	4,536,520	14,203	11,846
Capital Charges	316,762	992	2,031
Total Net Expenditure (including Capital Charges)	4,853,282	15,195	13,877

Financial Information 2017-18 (Actuals - Continued)

Capital Expenditure	£	per 1,000 pop	Average
New Buildings	0	0	1,918
Refurbishment of Premises	14,684	46	405
IT Investment, Networks etc.	86,728	272	34
Books and Pamphlets	0	0	0
Other Library Materials	0	0	0
Other Capital Expenditure (please specify	0	0	2
Total Capital Expenditure	101,413	318	*2,360*

Financial Information 2018-19 (Estimates)

Revenue Expenditure	£	per 1,000 pop	Average
Employees	2,358,259	7,383	*5,686*
Premises	269,504	844	*1,732*
Supplies & Services - Materials	42,600	133	*929*
Other Expenditure	561,212	1,757	*2,050*
Total Revenue Expenditure	3,231,575	10,118	*10,397*

Revenue Income	(303,600)	(951)	*(594)*
Net Expenditure (excluding Capital Charges)	2,927,975	9,167	*9,804*
Capital Charges	207,162	649	*640*
Total Net Expenditure (including Capital Charges)	3,135,137	9,816	*10,443*

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 TISonline Leisure and Culture Services Stream

TISonline is CIPFA's online information resource which supports financial managers in the public services. TISonline provides over 30 information streams of guidance on the financial and service functions of local authorities and other bodies, supported by news updates, discussion forums and e-alert services.

www.cipfa.org/services/tisonline/tisonline-leisure-and-cultural-services

APPENDIX 5 - Contact Us!

We hope you have found the profile interesting and informative.

This is the eighth year of the profile and we aim for this 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.