CIPFA performance in public services

London Borough of Sutton

CIPFAstats Comparative Profile

public libraries

2018-19 Actuals and
2019-20 Estimates

Comparison Group:

(n)	Sutton
(m)	Bexley
(e)	Merton
(z)	Kingston-upon-Thames
(t)	Redbridge
(f)	Havering
(s)	Harrow
(r)	Hounslow
(a)	Croydon
(h)	Barnet
(k)	Enfield
(d)	Bromley
(w)	Richmond-upon-Thames
(x)	Ealing
(u)	Wandsworth

FOREWORD

I am pleased to be able to present the ninth 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,

I. Wat

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 2019 CIPFAstats collection with the group of authorities specified on the title page.

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

INDEX

Executive Summary Page 4

Section A - Libraries & Library Users Page 7

Section B - Resourcing Page 15

Section C - Workload Page 25

Section D - Stock Page 31

Section E - Performance Page 41

Appendices Page 43

Approach to missing data

81.4% of UK Library Authorities provided data for the 2019 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

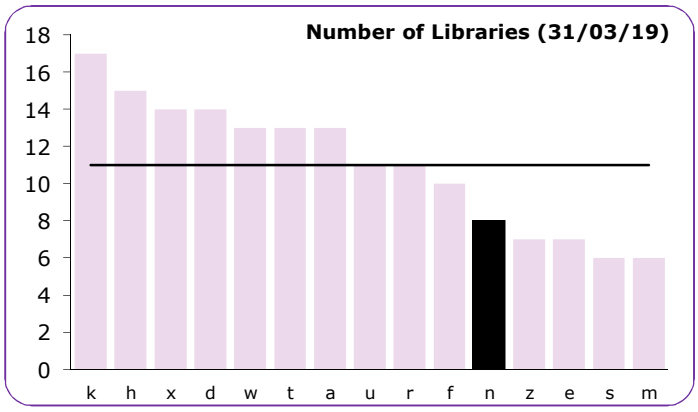
Please note that for 2019, Bournemouth & Poole provided a joint return. Resulting from this, some of the averages for the 5 year trend tables and charts may differ slightly from previous years.

EXECUTIVE SUMMARY

Comparing Sutton with 14 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 2018-19 Actuals.

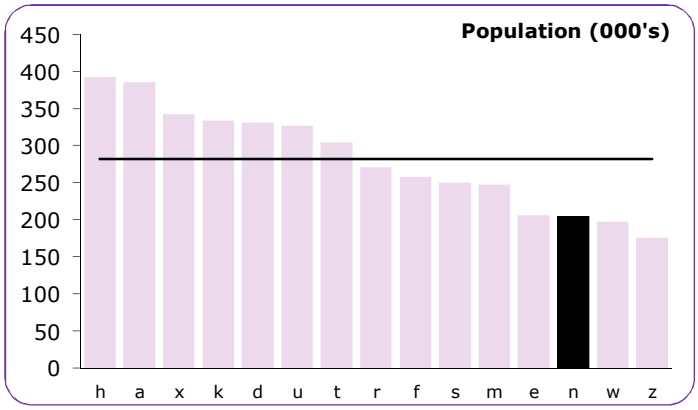
A: Libraries and Library Users



The chart on the left compares the number of libraries your authority has with the other authorities in the comparison. Sutton has 8 libraries (the bar highlighted in black) compared to an average of 11 libraries (as shown by the horizontal line). Each pale bar represents one of the authorities in the comparator group.

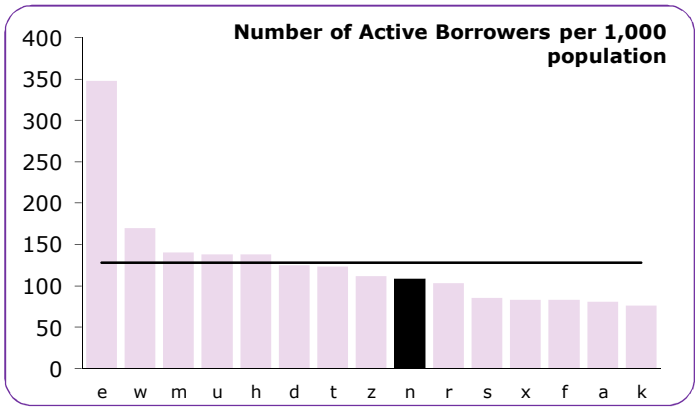
Sutton has close to the average number of libraries within the group giving an indication of the scale of the library service.

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).

Sutton is the 3rd smallest of the 15 authorities compared here (in terms of population).

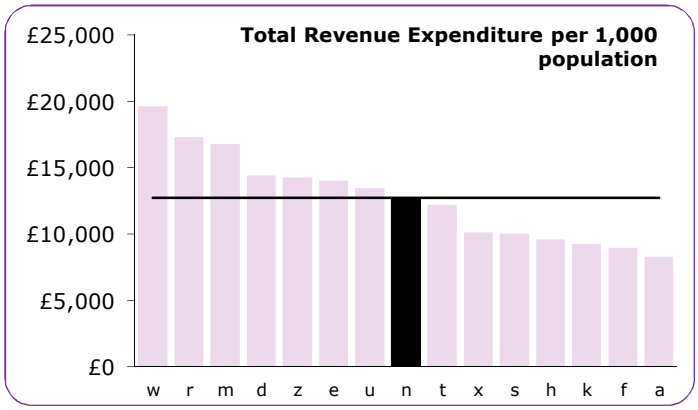


The number of active borrowers per 1,000 population is a key indication of how well the library service engages with the public.

Sutton is within the lower quartiles suggesting that the library service does not engage as well with the population when compared to the other authorities.

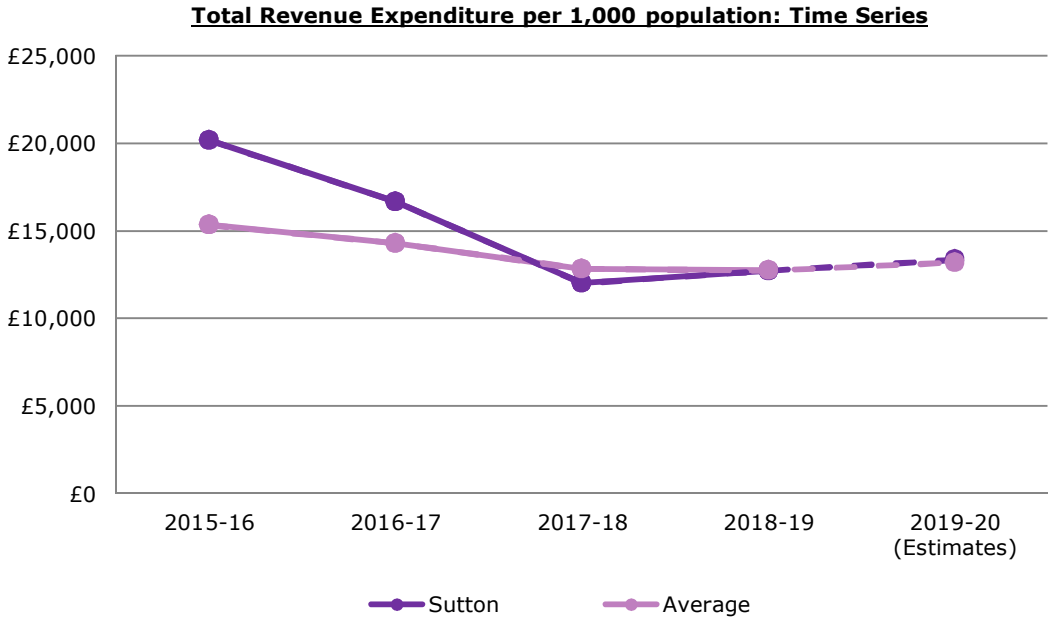
Please see appendix 1 for further details on quartiles.

B: Resourcing



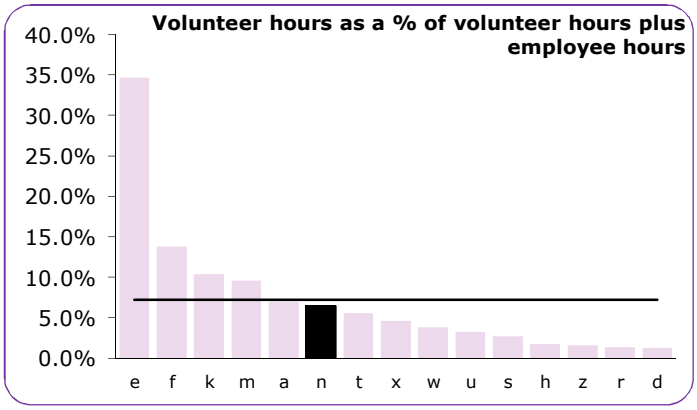
Total revenue expenditure per 1,000 population is a key cost indicator. Figures in the graph opposite are 2018-19 actuals.

Sutton comes out as being at the middle of the comparison, which suggests that its costs are similar to the group as a whole. It may be worthwhile looking at the authorities who are cheaper to see if there is anything it can learn from their approaches.



The line chart plots the total revenue expenditure per 1,000 population over the last four years and shows the estimated figure for 2019-20. The population figure used for all years is the mid-year 2018 figure, so the changes in value relate to changes in expenditure only.

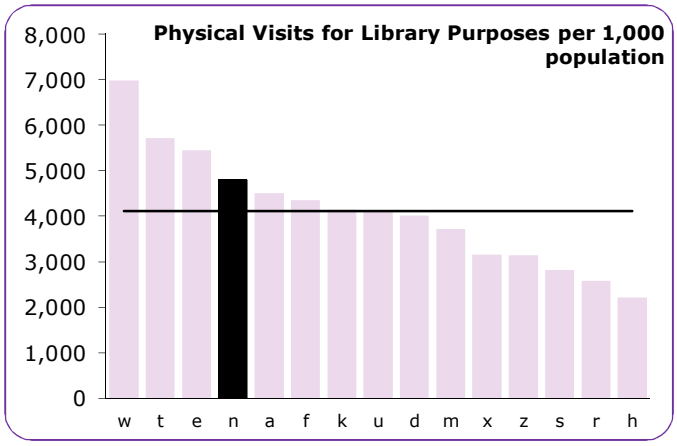
For most authorities an increase can be seen in the 2019-20 estimates.



One well publicised approach that library authorities are taking is using volunteers.

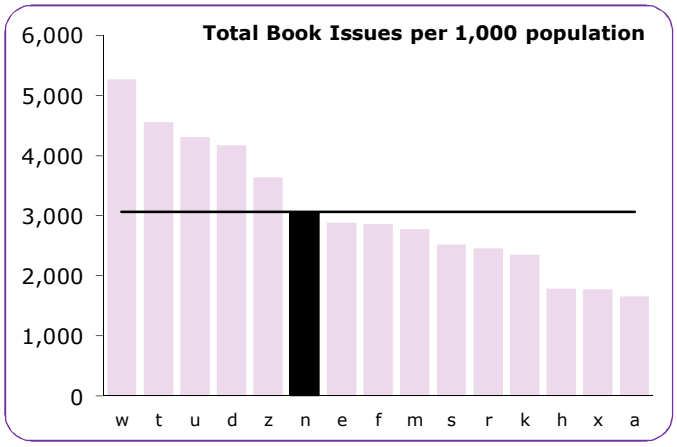
Sutton had 6.5% of 'worked hours' provided by volunteers in 2018-19 compared to an average of 7.2%.

C: Workload



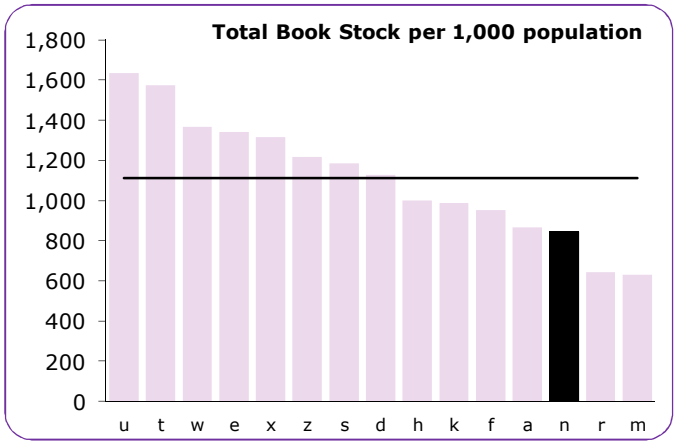
The number of visits per 1,000 population is a strong indicator of workload faced by the authority.

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.



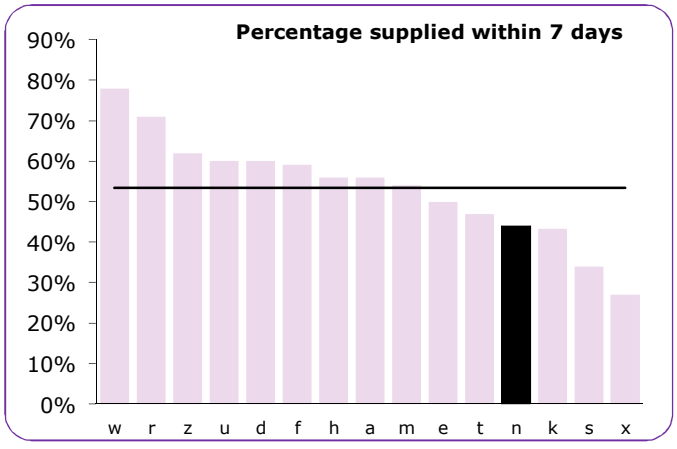
This chart compares another core library activity, providing an indicator for both workload and the demand placed on the library book stock.

D: Stock



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

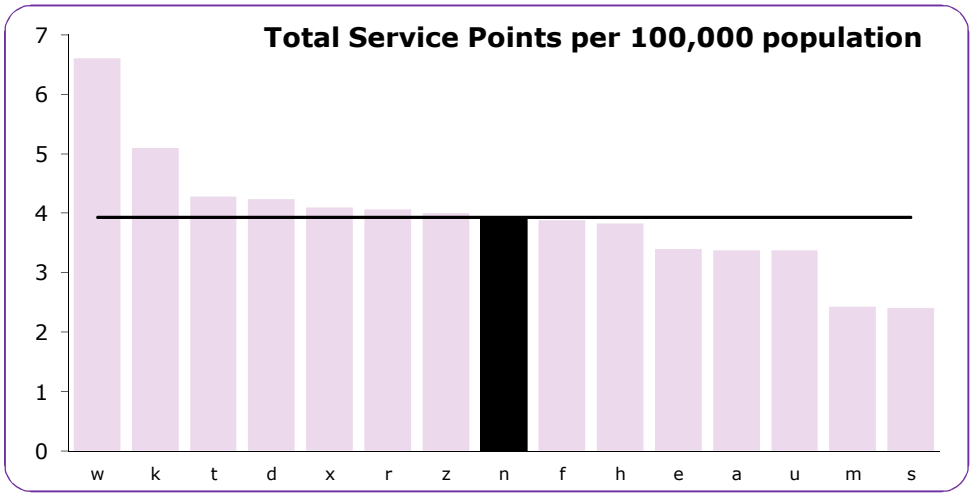
E: Performance



Sutton successfully supplied 44% of book requests within 7 days of request. This was at the low end of the 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)

Section Contents

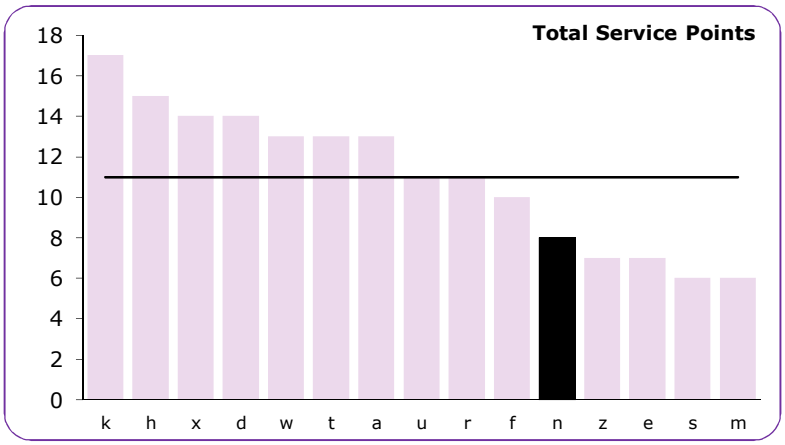
Page 8	**A1: Service Points**
	Number of service points
	Busiest service points
	Library opening hours staffed / unstaffed
	Libraries opened / closed
Page 10	**A2: Population Density**
	Comparisons for static & mobile libraries
	% authorities without mobile libraries
Page 11	**A3: Opening Hours**
	Distribution of opening hours
	Opening hours at busiest service points
Page 12	**A4: Library Users**
	Number of active borrowers
	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

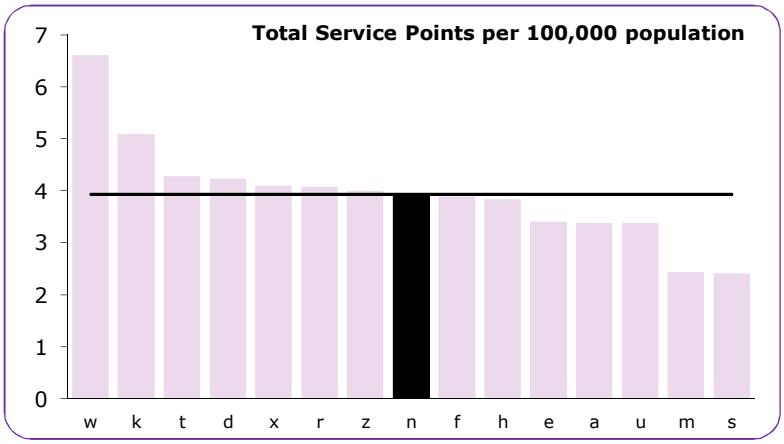
A1: Service Points

at 31 March 2019

	Number	/ 100k pop	*Average*
Mobile Libraries	0	0.0	*0.1*
Static Service Points	8	3.9	*4.1*
Total Service Points	8	3.9	*3.9*

	Authority	*Average*
Population	204,500	*281,593*





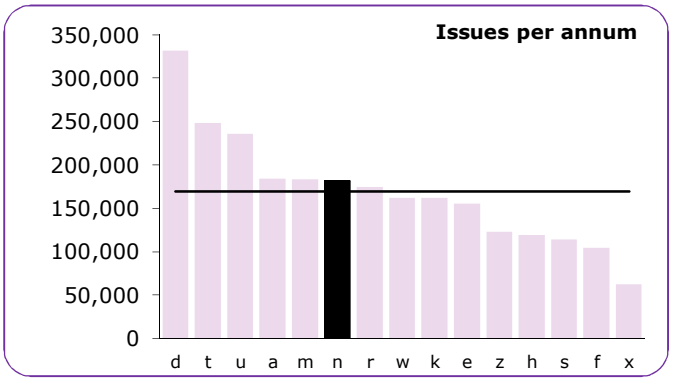
Source: CIPFA Public Library Statistics 2019 - Cells 1 to 45, ONS Population Estimates Mid 2018

Busiest Service Points

2018-19 Actuals

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

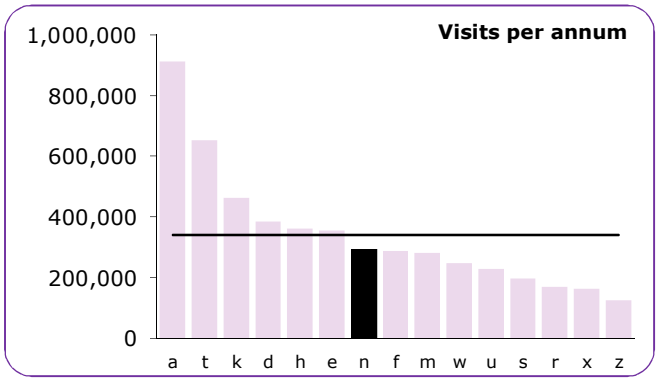
	Authority	*Average*
Issues per annum	181,836	*169,126*



Source: CIPFA Public Library Statistics 2019 - Cells 50 & 51

Busiest Service Point (Visits): **Sutton**

	Authority	*Average*
Visits per annum	292,657	*340,527*

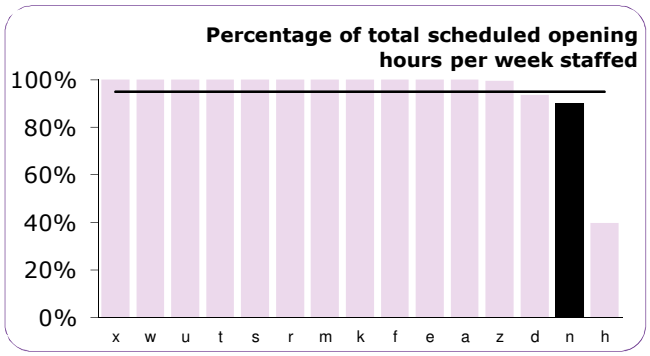


Source: CIPFA Public Library Statistics 2019 - Cells 52 & 53

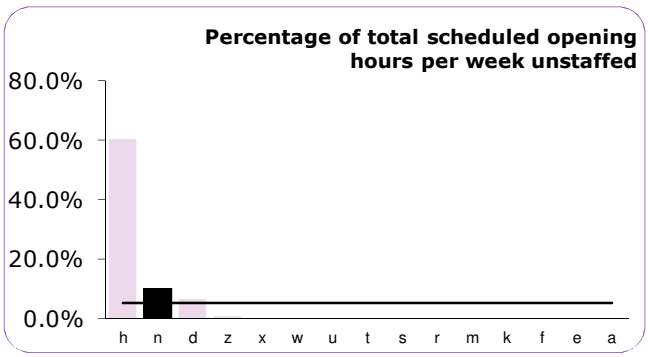
A1: Service Points (continued)

2018-19 Actuals

Percentage of Opening Hours Staffed / Unstaffed



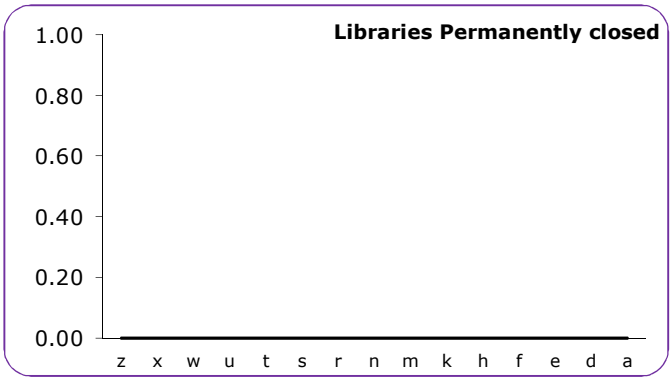
Source: CIPFA Public Library Statistics 2019 - Cell 46



Source: CIPFA Public Library Statistics 2019 - Cell 47

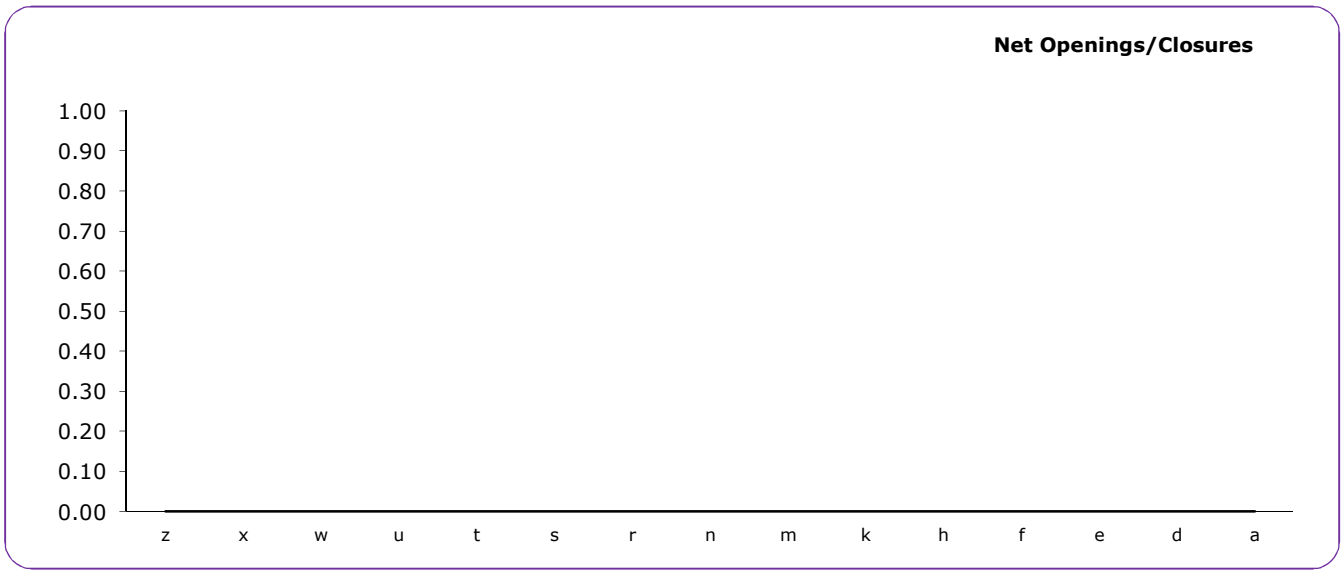
Library Opening/Closures

	Authority	/100,000 pop	*Avg*
Libraries Closed	0	0.0	*0.00*
Libraries Opened	0	0.0	*0.00*
Net Library Openings	0	0.0	*0.00*



Source: CIPFA Public Library Statistics 2019 - Cell 48

Source: CIPFA Public Library Statistics 2019 - Cell 49



A2: Population Density

2018-19 Actuals

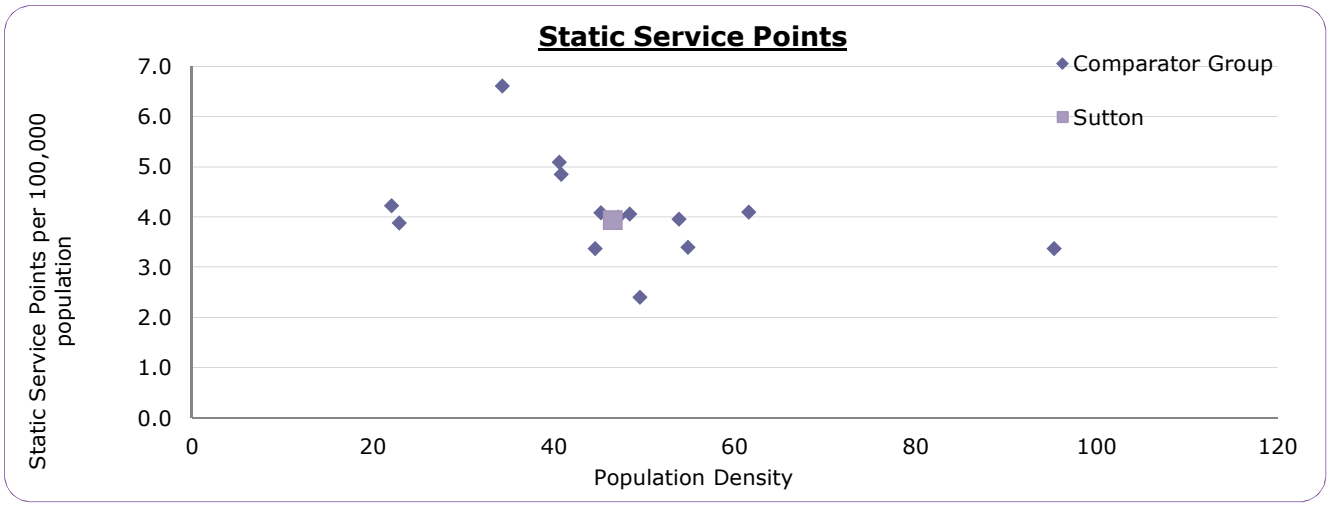
Population Density and Number of Service Points

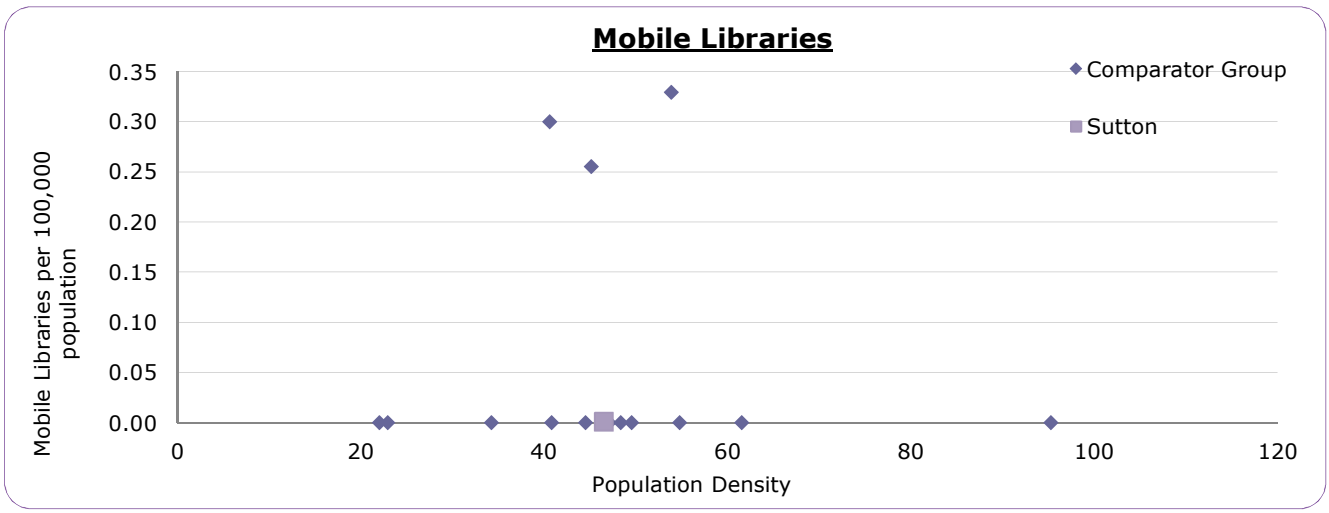
In urban areas of high population density a small number of service points will be able to provide service to a large population. In rural areas more service points will be required to enable the population to have easy access.

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.

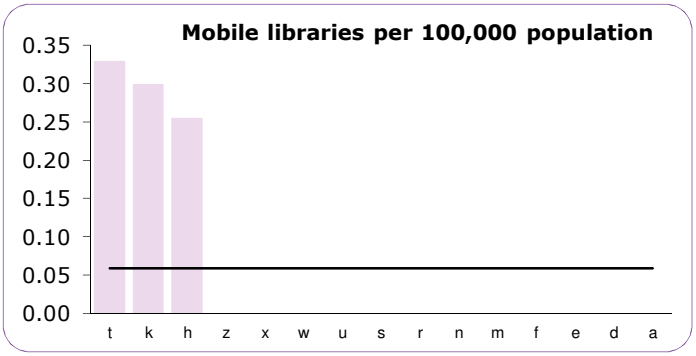
	Authority	*Median*
Population Density	46.6	*46.6*

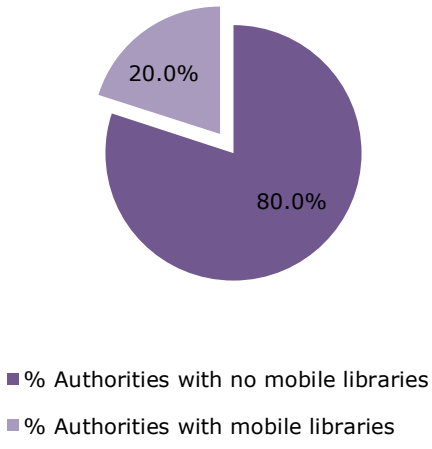




Mobile Libraries

	Number	/ 100k pop	*Average*
Mobile Libraries	0	0.0	*0.1*

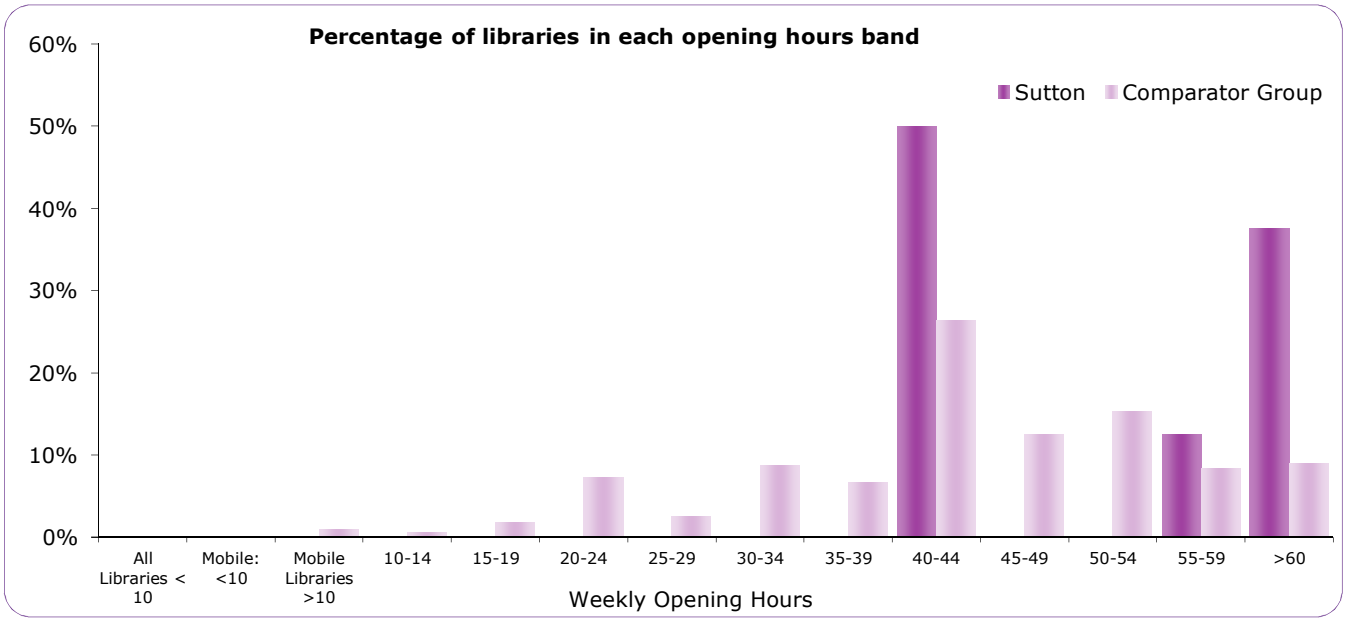




A3: Opening Hours

2018-19 Actuals

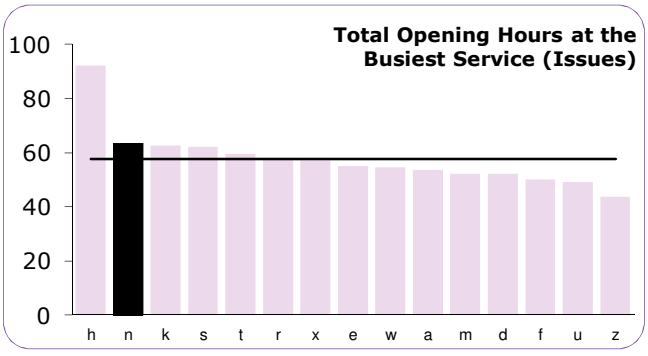
Hours Open	Service Points: Statutory Authority	Statutory Average	Non-Statutory Authority	Non-Statutory Average	Total Authority	Total Average	/ 100,000 population Authority	/ 100,000 population Average	% in Each Band Authority	% in Each Band Average
All Libraries: < 10	0	*0*	0	*0*	0	*0*	0.0	*0.0*	0.0%	*0.0%*
Mobile: <10	0	*0*	0	*0*	0	*0*	0.0	*0.0*	0.0%	*0.0%*
Mobile: >10	0	*0*	0	*0*	0	*0*	0.0	*0.0*	0.0%	*1.0%*
Static: 10-14	0	*0*	0	*0*	0	*0*	0.0	*0.0*	0.0%	*0.5%*
Static: 15-19	0	*0*	0	*0*	0	*0*	0.0	*0.0*	0.0%	*1.8%*
Static: 20-24	0	*1*	0	*0*	0	*1*	0.0	*0.3*	0.0%	*7.3%*
Static: 25-29	0	*0*	0	*0*	0	*1*	0.0	*0.1*	0.0%	*2.5%*
Static: 30-34	0	*1*	0	*0*	0	*1*	0.0	*0.3*	0.0%	*8.7%*
Static: 35-39	0	*1*	0	*0*	0	*1*	0.0	*0.3*	0.0%	*6.6%*
Static: 40-44	4	*3*	0	*0*	4	*3*	2.0	*1.0*	50.0%	*26.4%*
Static: 45-49	0	*1*	0	*0*	0	*1*	0.0	*0.4*	0.0%	*12.6%*
Static: 50-54	0	*2*	0	*0*	0	*2*	0.0	*0.6*	0.0%	*15.3%*
Static: 55-59	1	*1*	0	*0*	1	*1*	0.5	*0.3*	12.5%	*8.3%*
Static: >60	3	*1*	0	*0*	3	*1*	1.5	*0.3*	37.5%	*9.0%*
Total	8	*11*	0	*1*	8	*12*	3.9	*3.8*		



Source: CIPFA Public Library Statistics 2019 - Cells 1 to 45

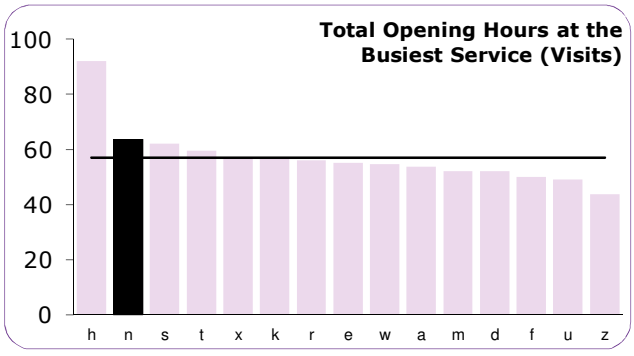
Opening Hours - Busiest Service Points

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



Sutton 63.5 *Average:* *57.6*

Busiest Service Point (Visits): **Sutton**



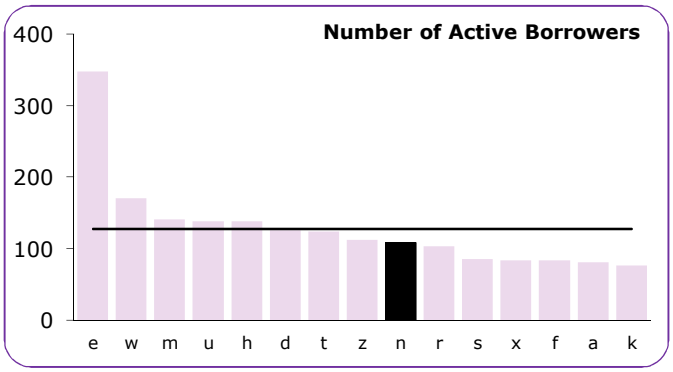
Sutton 63.5 *Average:* *57.1*

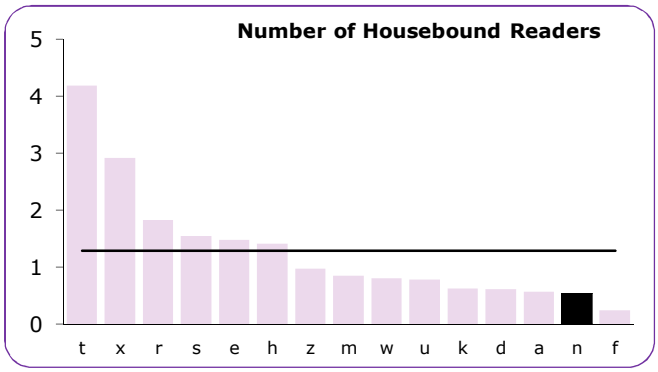
Source: CIPFA Public Library Statistics 2019 - Cells 50 to 53

A4: Library Users

2018-19 Actuals

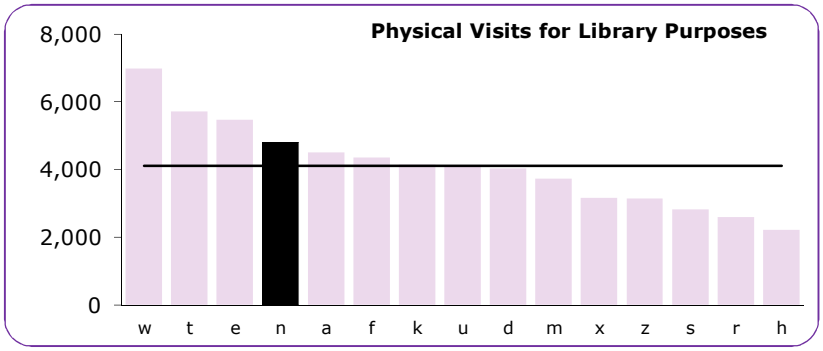
	Number	/1,000 pop	*Average*
Active Borrowers	22,129	108	*128*
Housebound Readers	110	0.5	*1.3*



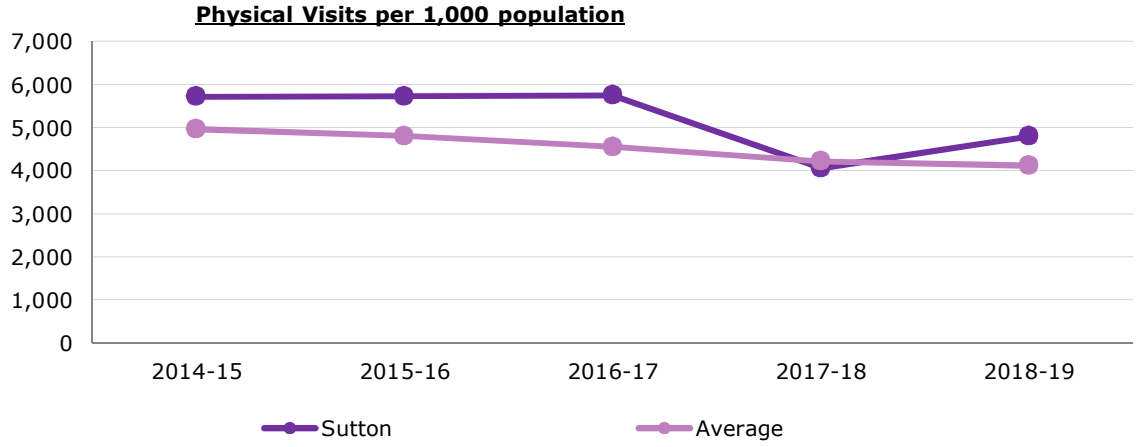


Source: CIPFA Public Library Statistics 2019 - Cells 122 & 123

Physical Visits for Library Purposes



Physical Visits	Number	per 1,000 pop	*Average*
2014-15	1,132,265	5,716	*4,963*
2015-16	1,145,633	5,725	*4,800*
2016-17	1,162,175	5,748	*4,549*
2017-18	824,473	4,057	*4,214*
2018-19	**981,337**	**4,799**	***4,114***



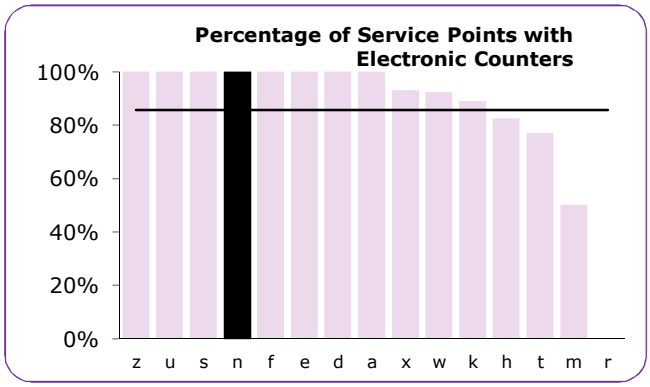
Source: CIPFA Public Library Statistics 2019 - Cell 124

A4: Library Users (continued)

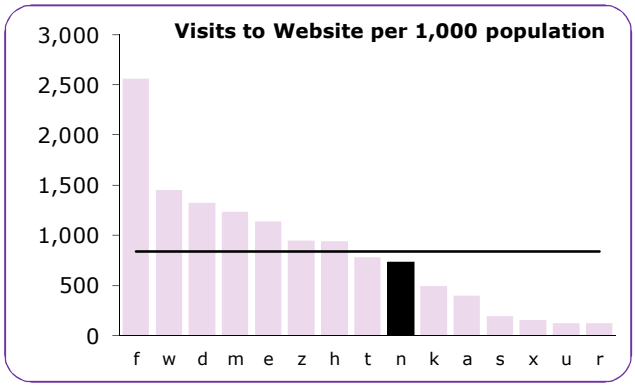
2018-19 Actuals

	Authority	*Average*
S.P. with Electronic Counters	100%	*86%*

	Number	per 1,000 pop	*Average*
Visits to Website	149,503	731	*837*

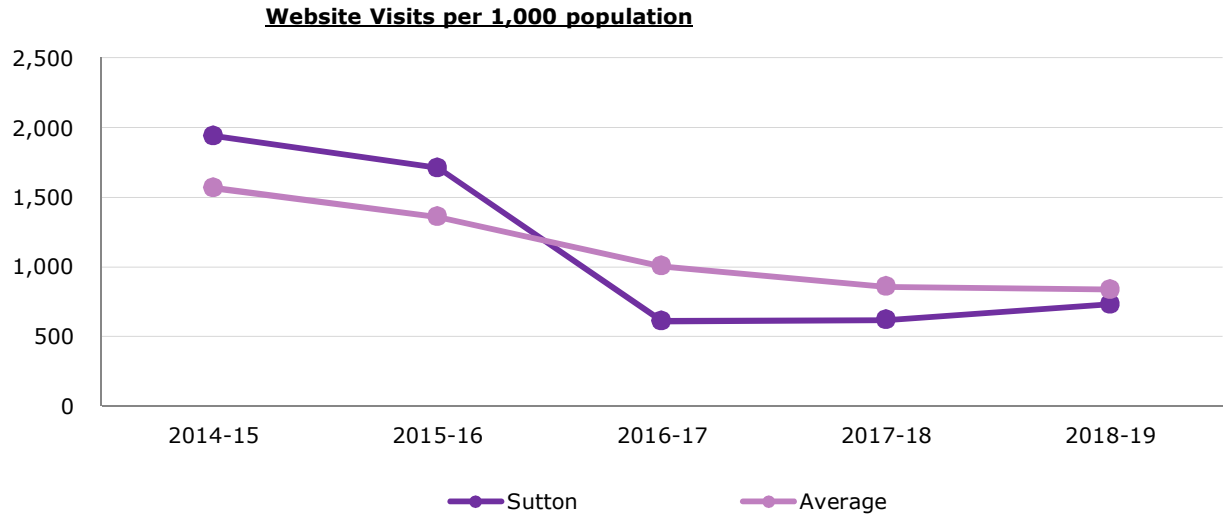


Source: CIPFA Public Library Statistics 2019 - Cell 127



Source: CIPFA Public Library Statistics 2019 - Cell 128

Website Visits	Number	per 1,000 pop	*Average*
2014-15	384,000	1,938	*1,564*
2015-16	342,000	1,709	*1,358*
2016-17	123,142	609	*1,003*
2017-18	125,605	618	*857*
2018-19	**149,503**	**731**	***837***

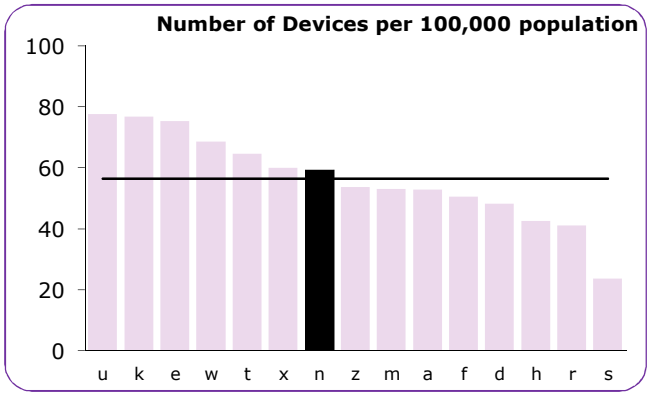


Source: CIPFA Public Library Statistics 2019 - Cell 128 and equivalent for previous years

A5: Electronic Workstations

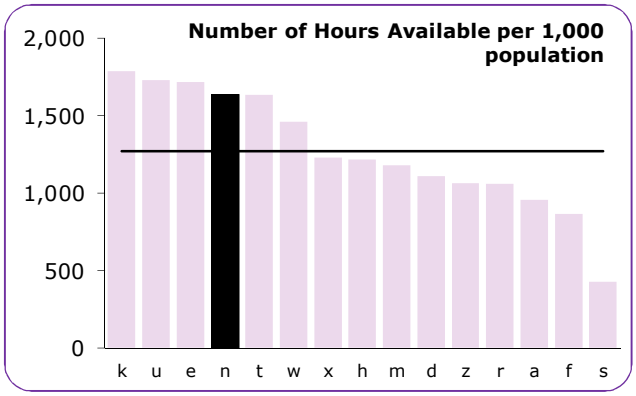
2018-19 Actuals

	Number	per 100,000 pop	*Average*
Terminals	121	59.2	*56.4*



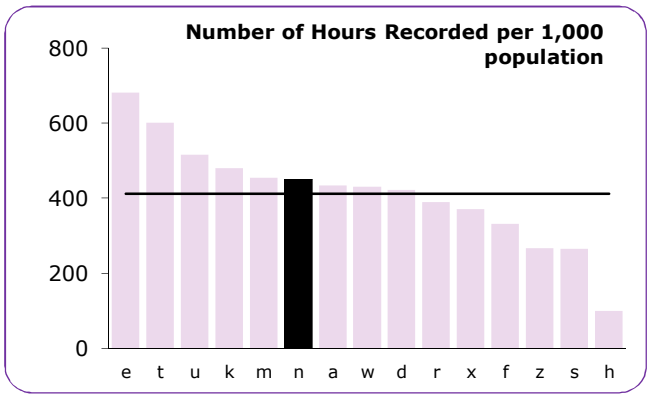
Source: CIPFA Public Library Statistics 2019 - Cell 54

	Number	per 1,000 pop	*Average*
Hours Available	334,742	1,637	*1,269*



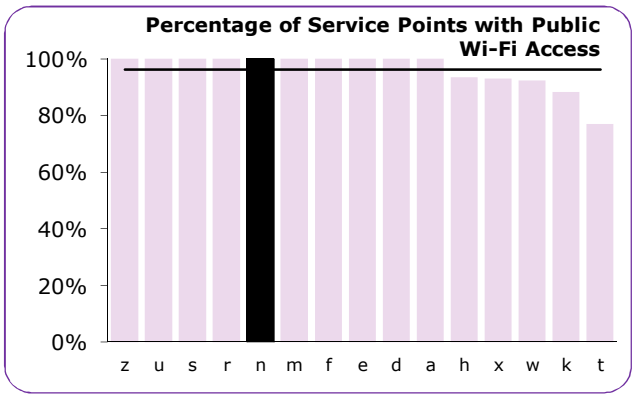
Source: CIPFA Public Library Statistics 2019 - Cell 55

	Number	per 1,000 pop	*Average*
Hrs Recorded	92,054	450	*412*



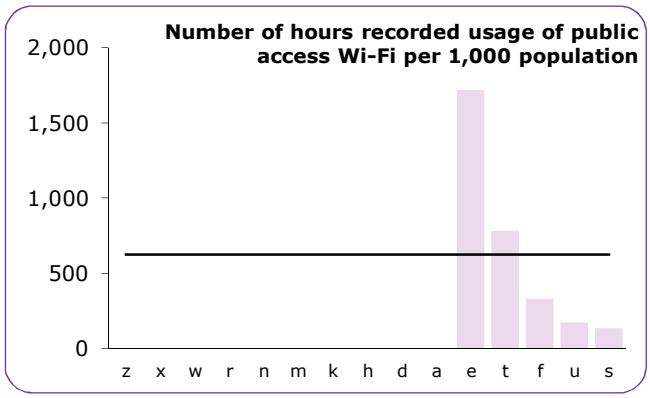
Source: CIPFA Public Library Statistics 2019 - Cell 56

	Authority	*Average*
Service Points with Wi-Fi Access	*100%*	*96%*



Source: CIPFA Public Library Statistics 2019 - Cell 57

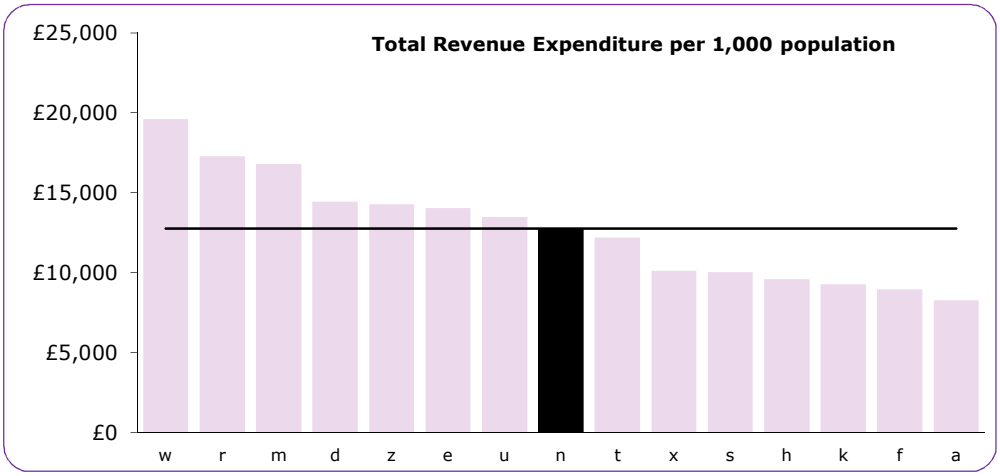
	Number	per 1,000 pop	*Average*
Hrs Recorded	na	na	*626*



Source: CIPFA Public Library Statistics 2019 - Cell 58

SECTION B: RESOURCING

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



(See page 16 for details)

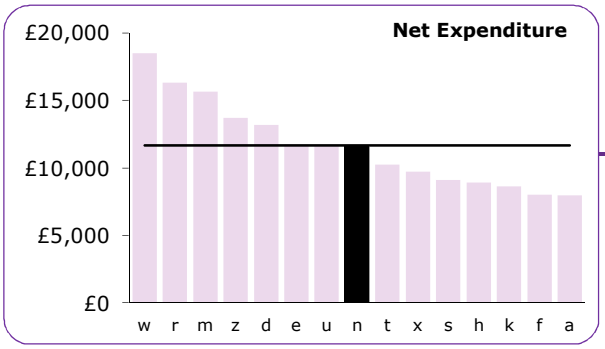
Section Contents

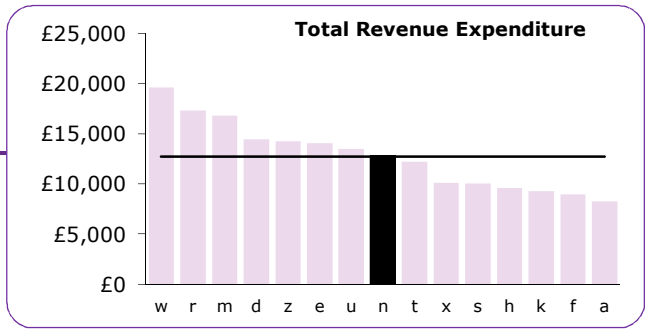
Page 16	**B1: Financial Information (Actuals)**
	Net expenditure, revenue expenditure & income
	Revenue expenditure breakdown
	Revenue income breakdown
Page 20	**B2: Cost Indicators**
	Various cost indicators
Page 21	**B3: Financial Information (Estimates)**
	Net expenditure, revenue expenditure & income
	% 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

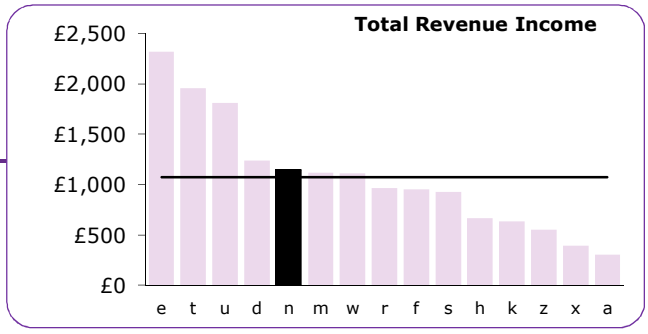
B1: Financial Information (Actuals)

2018-19 Actuals	£	per 1,000 pop	*Average*
Revenue Expenditure	2,602,420	12,726	*12,731*
Revenue Income	(234,431)	(1,146)	*(1,073)*
Net Expenditure	2,367,989	11,579	*11,658*

graphs shown per 1,000 population



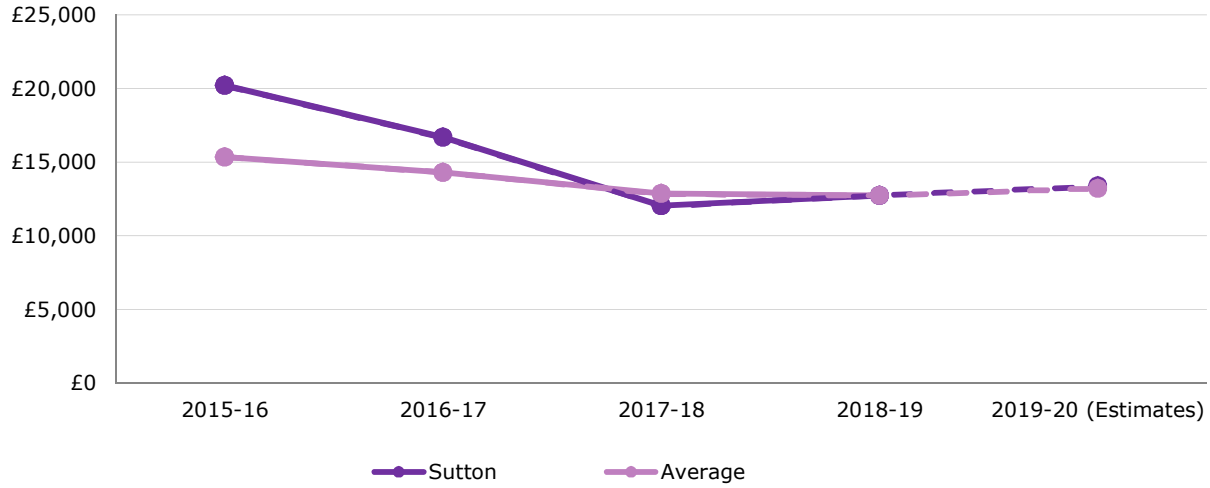




Source: CIPFA Public Library Statistics 2019 - Cells 157, 167 & 168

Revenue Expenditure	£	per 1,000 pop	*Average*
2015-16	4,039,994	20,190	*15,339*
2016-17	3,372,198	16,678	*14,299*
2017-18	2,439,921	12,007	*12,833*
2018-19	2,602,420	12,726	*12,731*
2019-20 (Estimates)	2,731,400	13,356	*13,202*

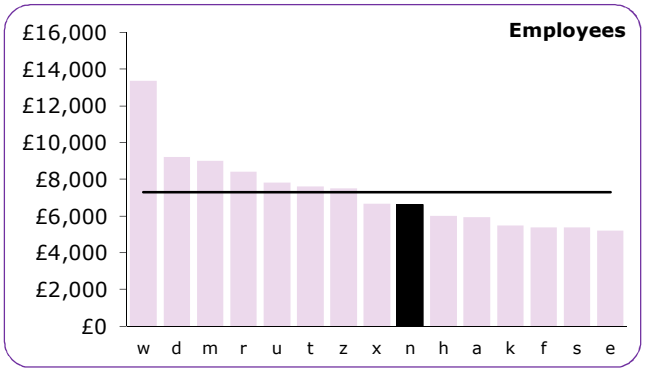
Revenue Expenditure per 1,000 population: Time Series

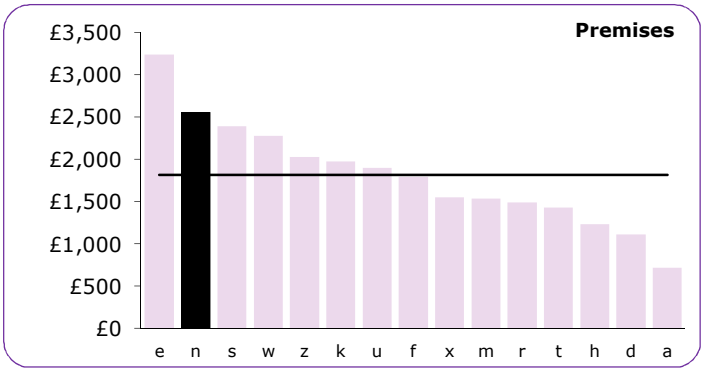


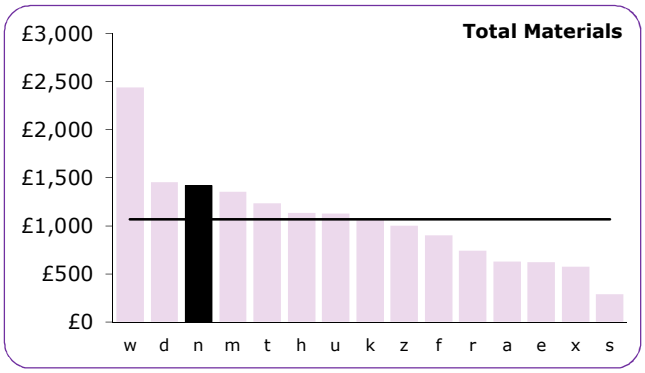
Source: CIPFA Public Library Statistics 2019 - Cell 157 and equivalent for previous years

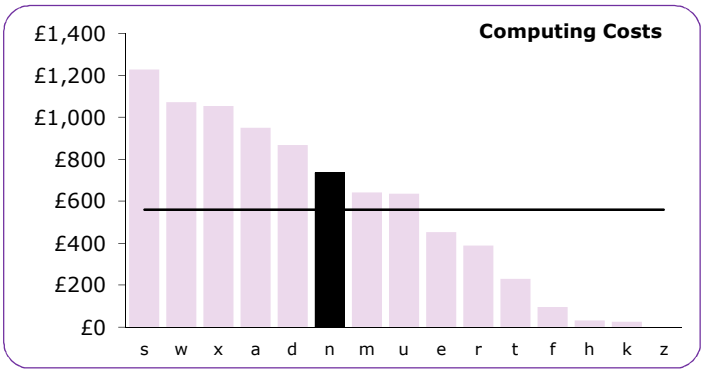
Revenue Expenditure (2018-19 Actuals)	£	per 1,000 pop	*Average*
Employees	1,350,315	6,603	*7,307*
Premises	522,753	2,556	*1,816*
Total Materials	289,200	1,414	*1,065*
Computing Costs	150,301	735	*560*
Other Supplies & Services	191,753	938	*536*
Transport	48,920	239	*64*
Third Party Payments	0	0	*384*
Support Service Costs	49,178	240	*1,000*
Total Revenue Expenditure	2,602,420	12,726	*12,731*

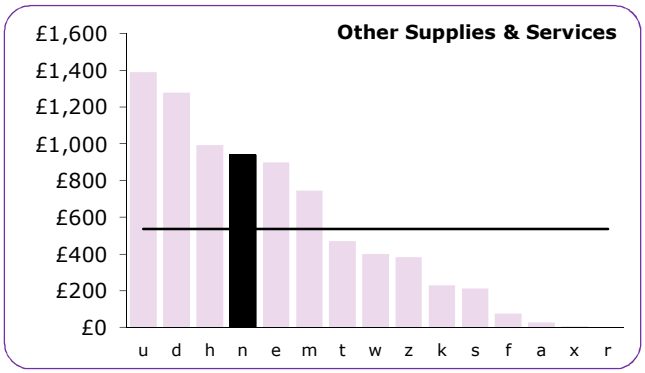
graphs show expenditure per 1,000 population

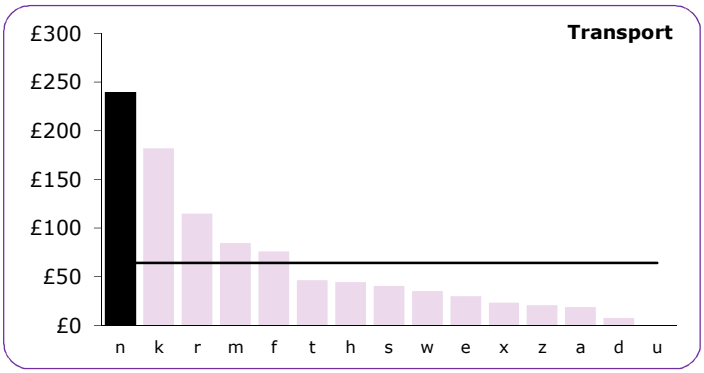


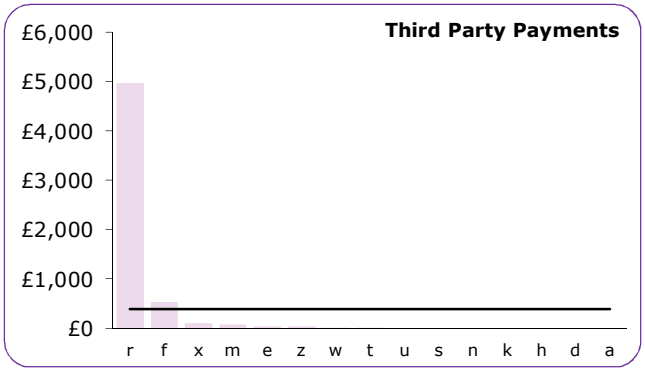


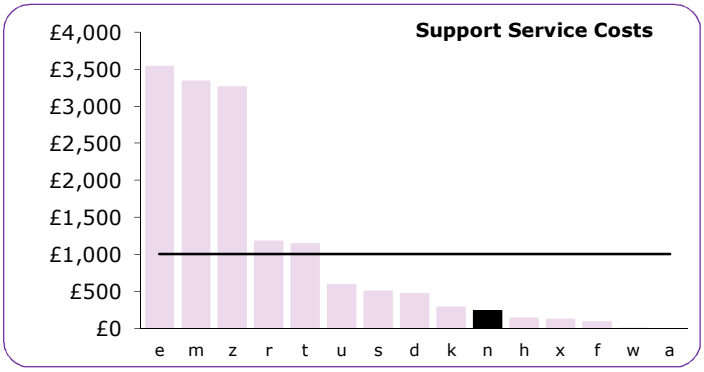








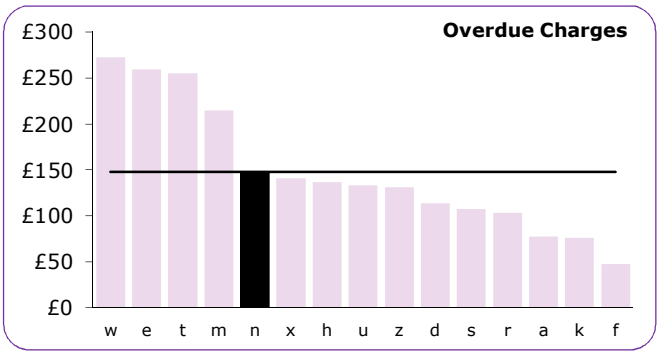


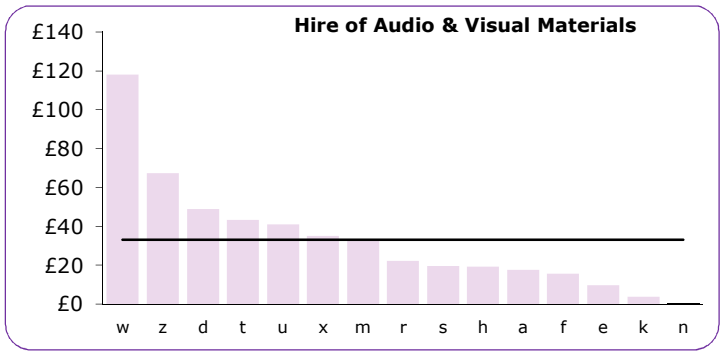


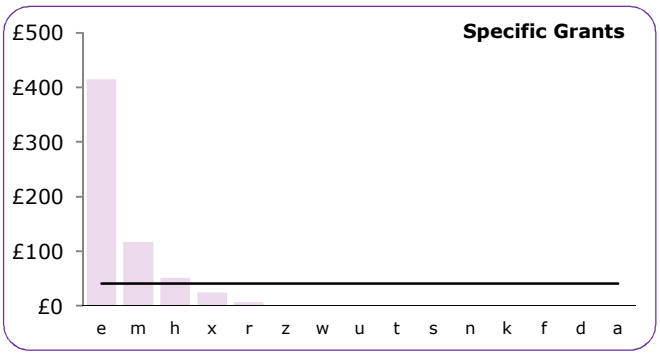
Source: CIPFA Public Library Statistics 2019 - Cells 131 to 157

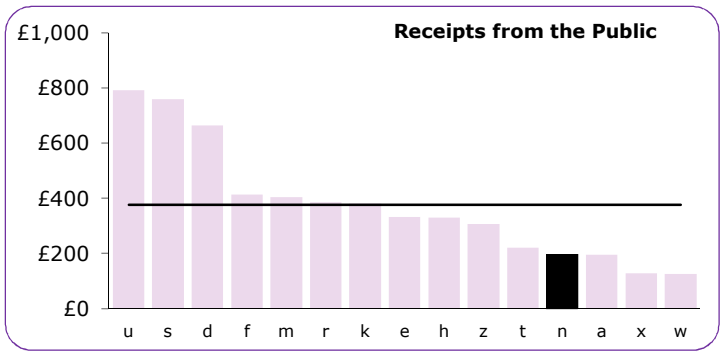
Revenue Income (2018-19 Actuals)	£	per 1,000 pop	Average
Overdue Charges	(29,922)	(146)	*(148)*
Hire of Audio & Visual Materials	(7)	(0)	*(33)*
Specific Grants	0	0	*(41)*
Receipts from the Public	(40,126)	(196)	*(376)*
Corporate Income	(111,452)	(545)	*(102)*
Other Income	(52,924)	(259)	*(374)*
Reservation Fees	(1,457)	(7)	*(11)*
Lettings	(48,378)	(237)	*(321)*
Electronic Revenue	(3,089)	(15)	*(12)*
Provision to other LAs	0	0	*(30)*
Total Revenue Income	(234,431)	(1,146)	*(1,073)*

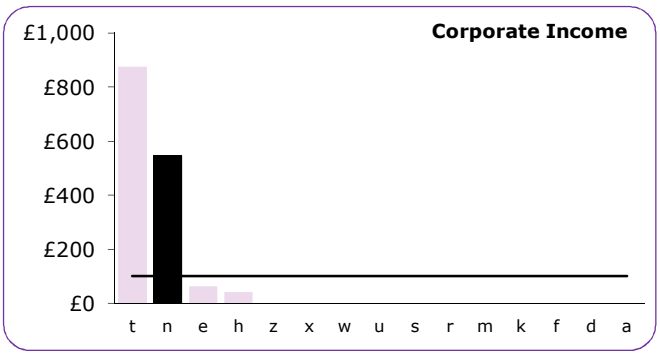
graphs shown per 1,000 population

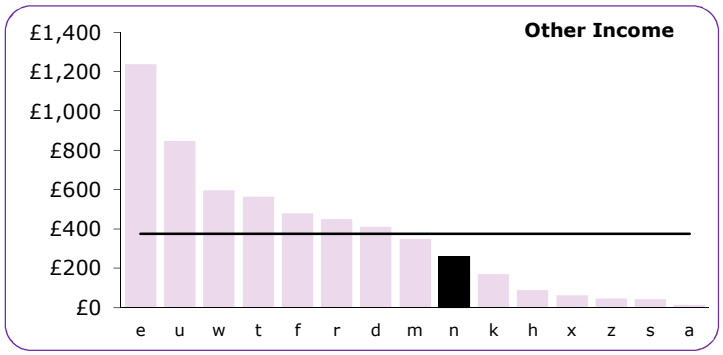






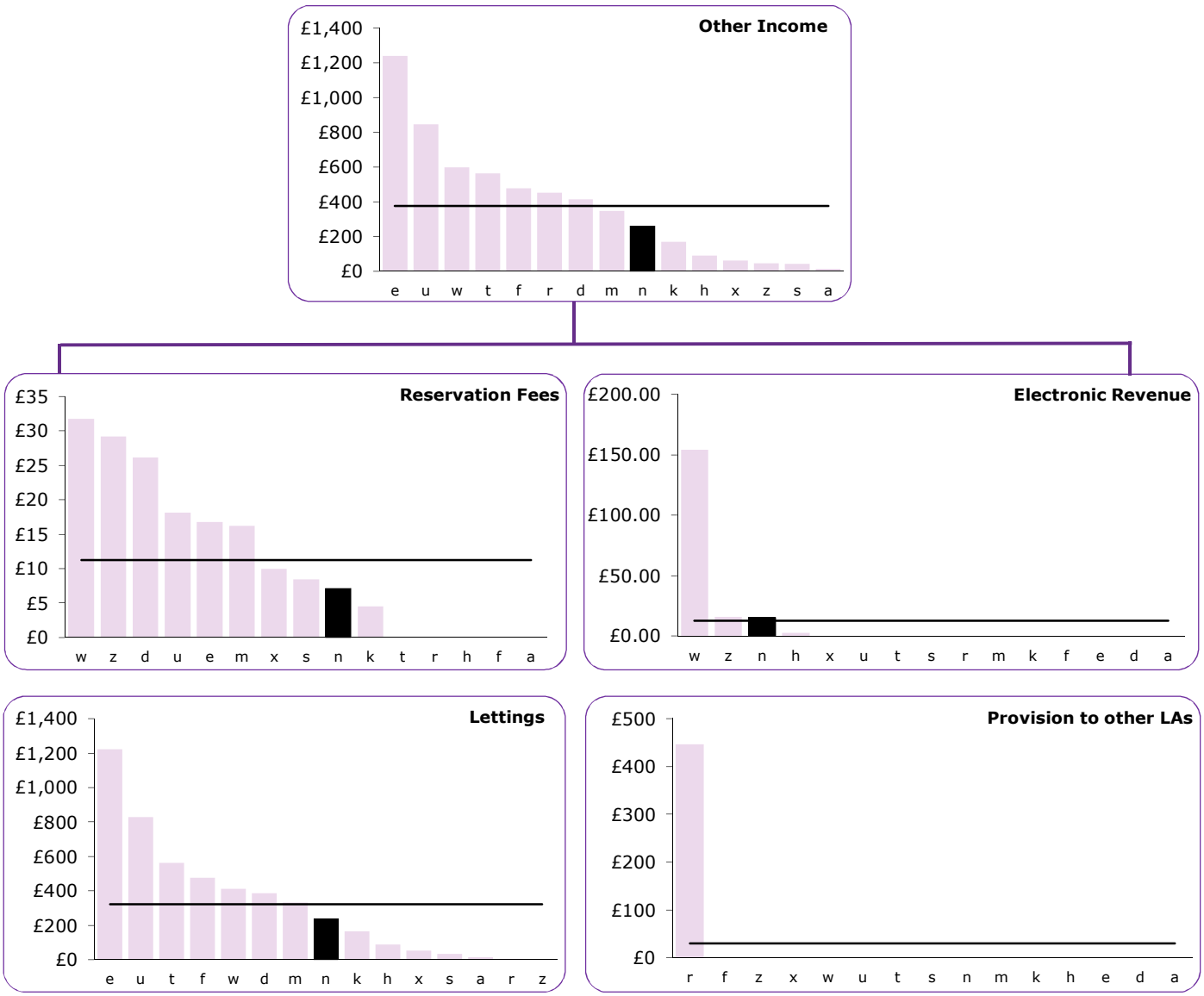






Source: CIPFA Public Library Statistics 2019 - Cells 158 to 167

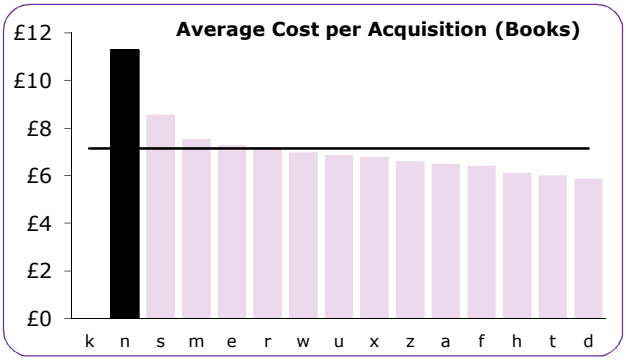
Total Other Income (2018-19 Actuals)	£	per 1,000 pop	Average
Reservation Fees	(1,457)	(7)	*(11)*
Lettings	(48,378)	(237)	*(321)*
Electronic Revenue	(3,089)	(15)	*(12)*
Provision to other LAs	0	0	*(30)*
Total Other Income	(52,924)	(259)	*(374)*



Source: CIPFA Public Library Statistics 2019 - Cells 159, 160, 162 & 164

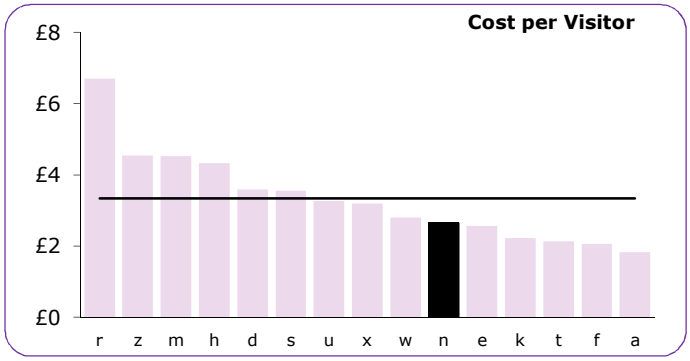
B2: Cost Indicators

	£ p	*Average*
Average Cost per Book	£11.28	*£7.14*



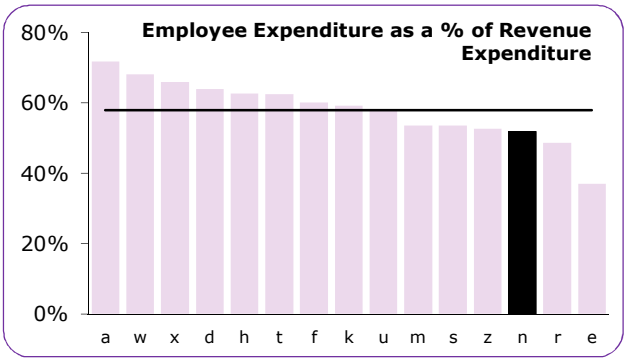
Source: CIPFA Public Library Statistics 2019 -
Sum of Cells 133 to 137 divided by Cell 74

	£ p	*Average*
Cost per Visitor	£2.65	*£3.33*



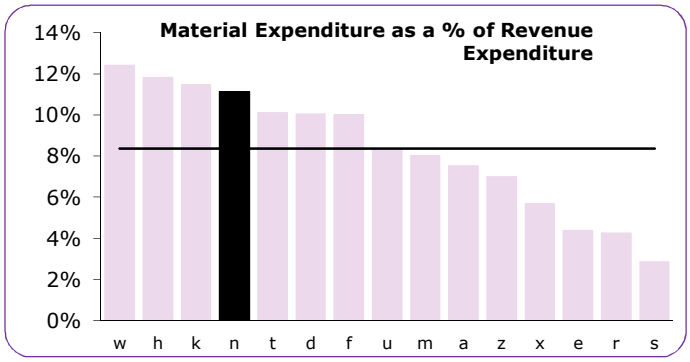
Source: CIPFA Public Library Statistics 2019 -
Cell 157 divided by Cell 124

	%	*Average*
% Employee Expenditure	52%	*58%*



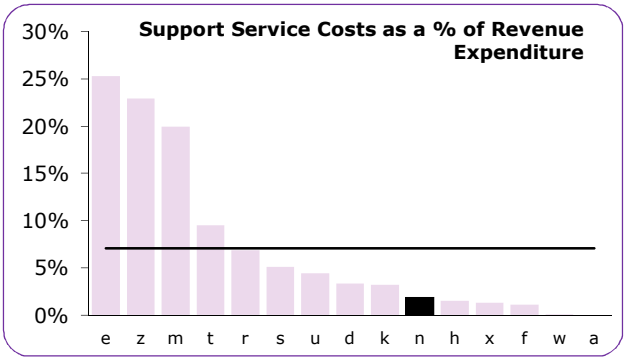
Source: CIPFA Public Library Statistics 2019 -
Cell 131 as a percentage of Cell 157

	%	*Average*
% Material Expenditure	11%	*8%*



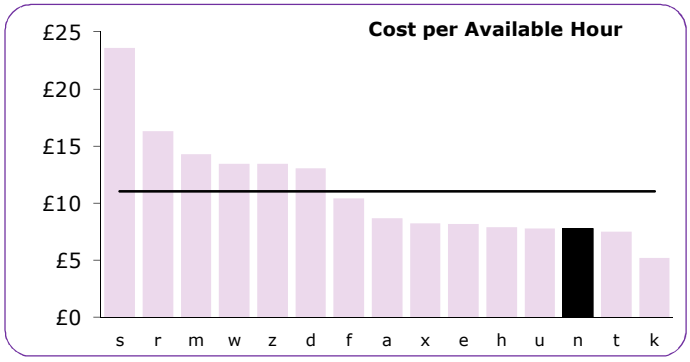
Source: CIPFA Public Library Statistics 2019 -
Cell 151 as a percentage of Cell 157

	%	*Average*
% Support Services	2%	*7%*



Source: CIPFA Public Library Statistics 2019 -
Cell 156 as a percentage of Cell 157

	£ p	*Average*
Cost per Available Hour	£7.77	*£11.05*

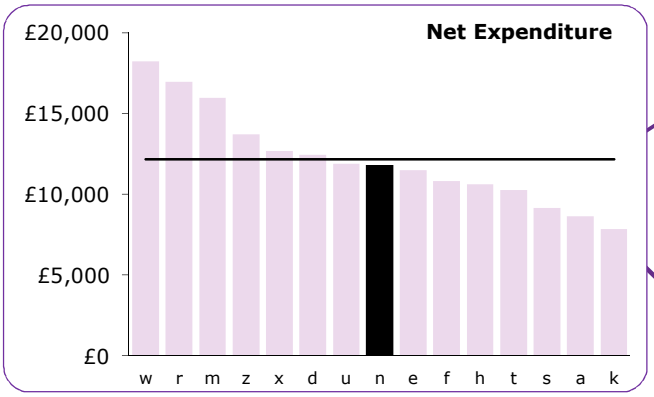


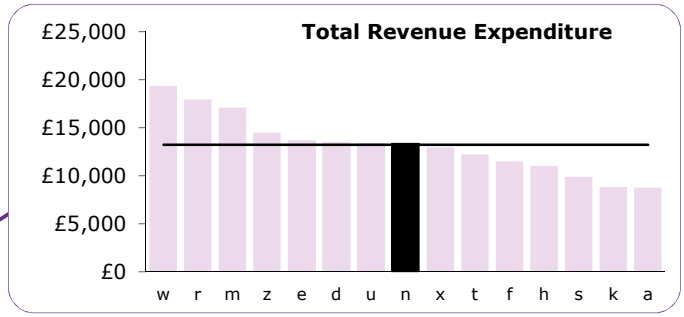
Source: CIPFA Public Library Statistics 2019 -
Cell 157 divided by Cell 55

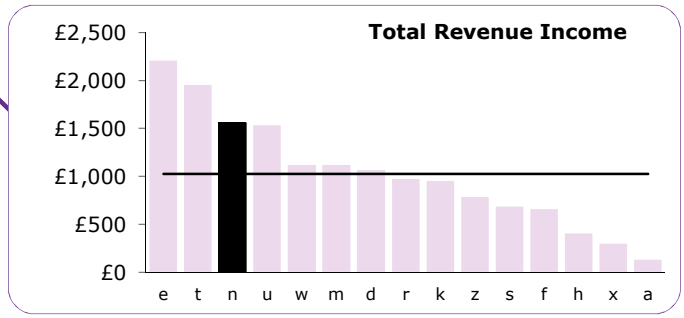
B3: Financial Information (2019-20 Estimates)

graphs shown per 1,000 population

Net Expenditure	£	per 1,000 pop	*Average*
Employees	1,611,300	7,879	*7,083*
Premises	459,000	2,244	*1,721*
Supplies & Services - Materials	345,500	1,689	*1,780*
Other Expenditure	315,600	1,543	*2,619*
Revenue Expenditure	2,731,400	13,356	*13,202*
Revenue Income	(317,800)	(1,554)	*(1,027)*
Net Expenditure	2,413,600	11,802	*12,175*

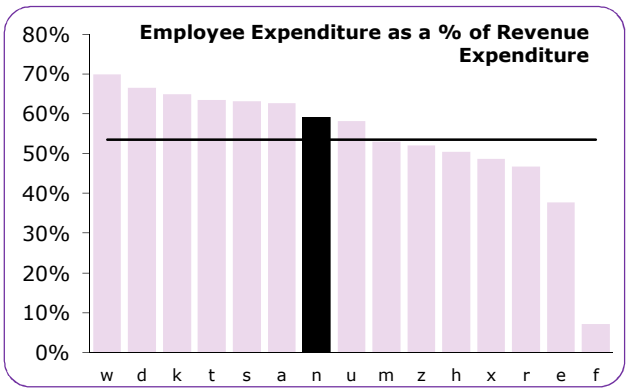






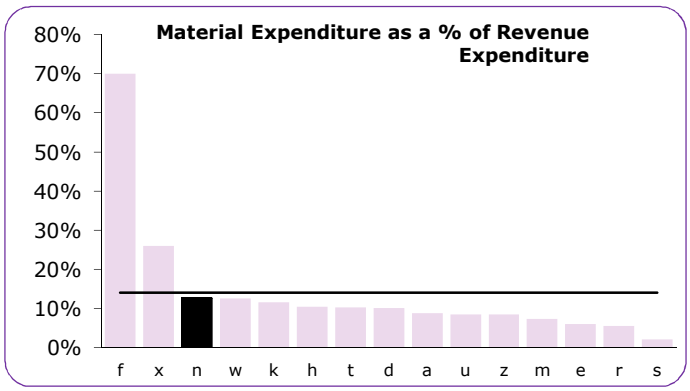
Source: CIPFA Public Library Statistics 2019 - Cell 170 to 176

2019-20 Estimates	%	*Average*
% Employee Expenditure	59%	*54%*



Source: CIPFA Public Library Statistics 2019 - Cell 170 as a percentage of Cell 174

2019-20 Estimates	%	*Average*
% Material Expenditure	13%	*14%*

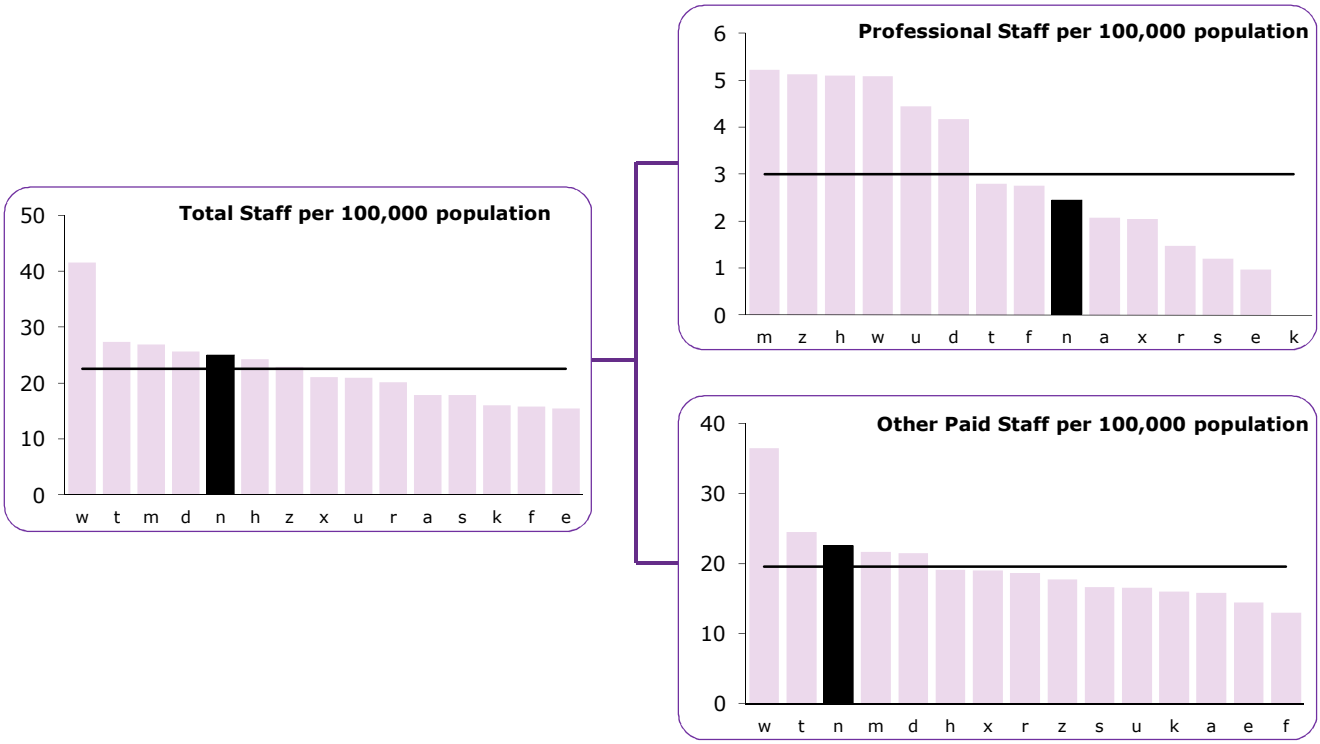


Source: CIPFA Public Library Statistics 2019 - Cell 172 as a percentage of Cell 174

B4: Staffing

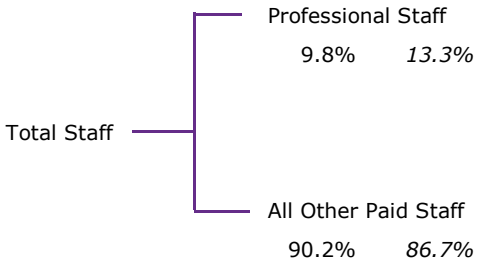
at 31 March 2019

	FTE	per 100,000 pop	*Average*
Professional Staff	5.0	2.4	*3.0*
All Other Staff	46.0	22.5	*19.6*
Total Staff	51.0	24.9	*22.6*

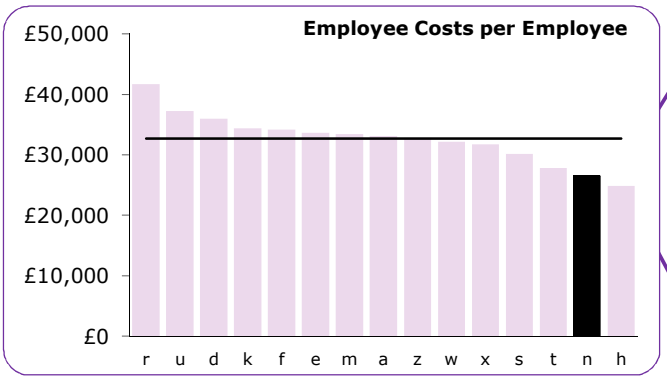


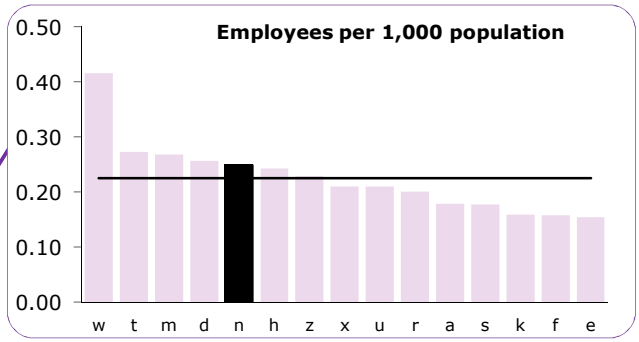
Source: CIPFA Public Library Statistics 2019 - Cells 94 to 96

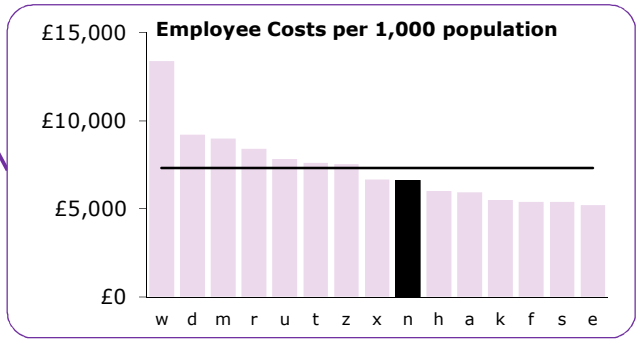
This tree diagram analyses professional and other staff as a percentage of total staff.
Your authority's value is followed by the average value in italics.



	£	*Average*
Employee Costs per Employee	26,477	*32,664*
Employees per 1,000 population	0.25	*0.23*
Employee Costs per 1,000 population	6,603	*7,307*





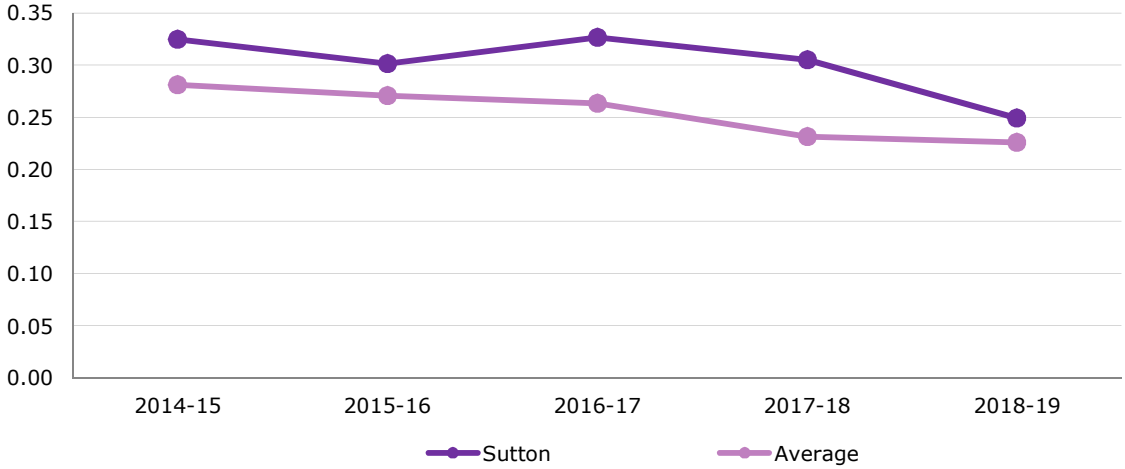


Source: CIPFA Public Library Statistics 2019 -

Cell 131 divided by Cell 96

All Staff	FTE	per 1,000 pop	*Average*
2014-15	64.3	0.32	*0.28*
2015-16	60.3	0.30	*0.27*
2016-17	66.0	0.33	*0.26*
2017-18	62.0	0.31	*0.23*
2018-19	51.0	0.25	*0.23*

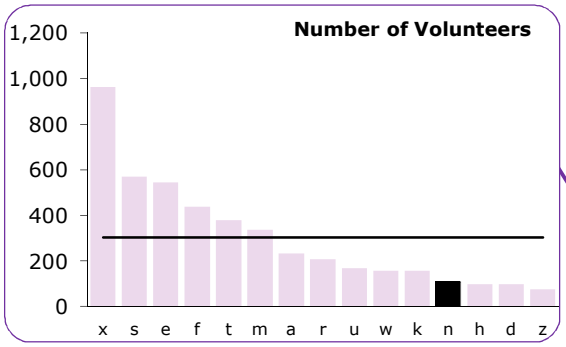
Employees per 1,000 population: Time Series

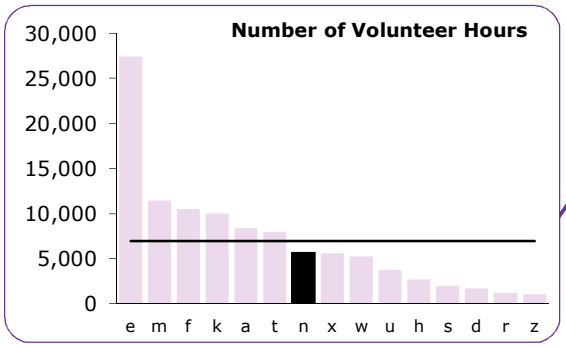


Source: CIPFA Public Library Statistics 2019 - Cell 96 and equivalent for previous years

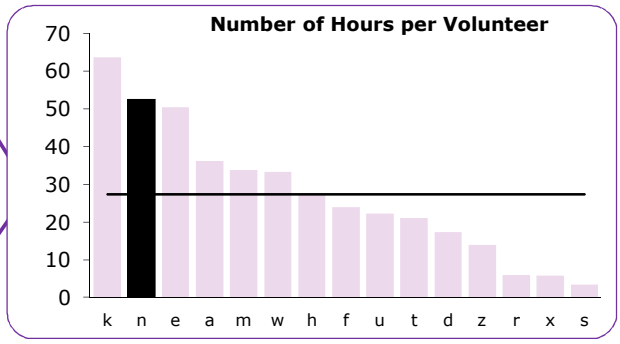
B5: Volunteers

2018-19 Actuals





	Number	Average
Volunteers	109	*303*
Volunteer Hours	5,734	*6,988*
Average Hours per Volunteer	52.6	*27.4*

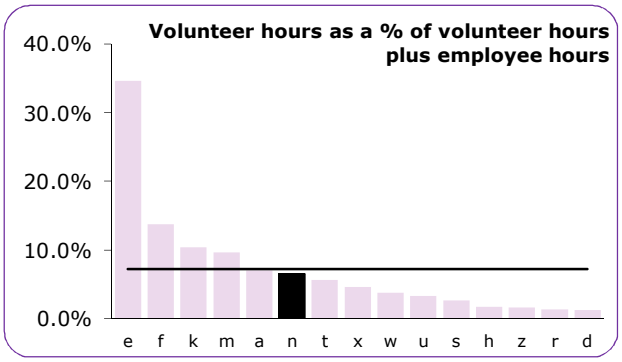


Source: CIPFA Public Library Statistics 2019 - Cells 97 & 98

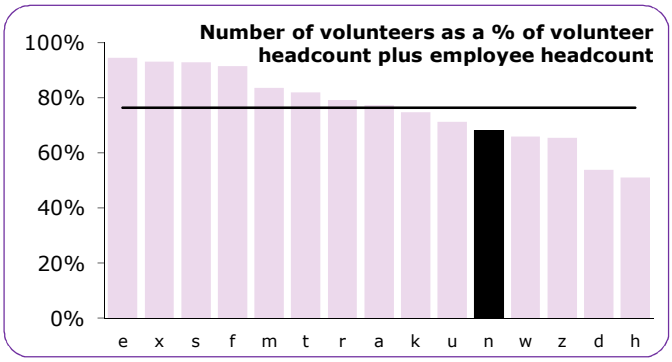
The section below uses 1,625 hours as the annual hours worked by a full-time member of staff.
We use this to compare hours provided by paid staff and volunteers.
The two charts below compare the volunteers to the total of paid staff and volunteers.

	FTE	*Average*
% Hours worked by volunteers	6.5%	*7.2%*

	%	*Average*
Volunteers as % headcount	68.1%	*76.3%*



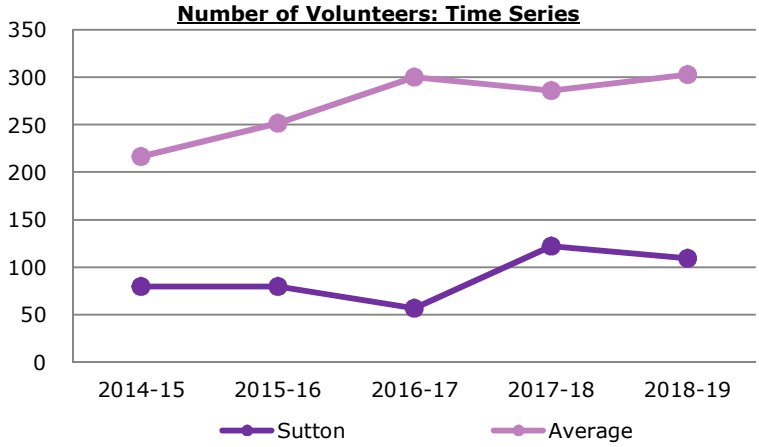
Source: CIPFA Public Library Statistics 2019 - Cells 96 and 98



Source: CIPFA Public Library Statistics 2019 - Cells 97 & 98

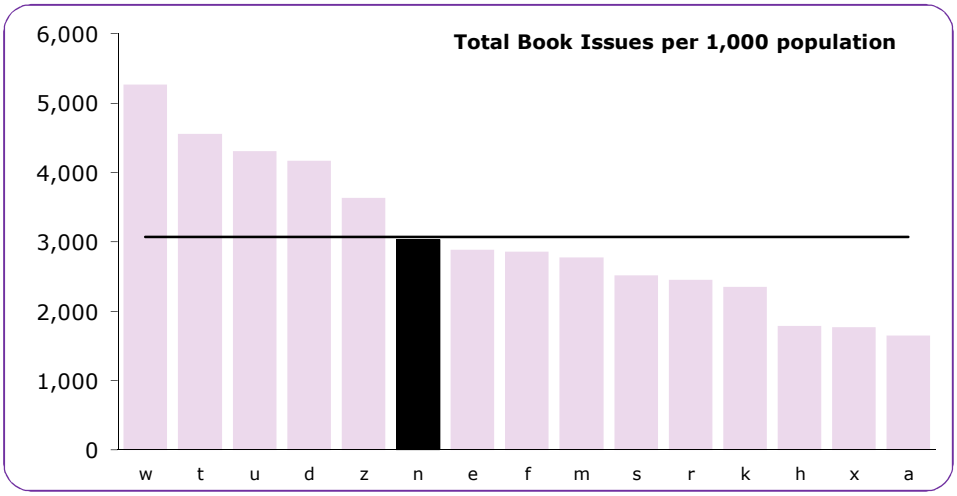
Volunteers	Number	*Average*
2014-15	80	*216*
2015-16	80	*251*
2016-17	57	*300*
2017-18	122	*286*
2018-19	109	*303*

Source: CIPFA Public Library Statistics 2019 -
Cell 97 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 26 for details)

Section Contents

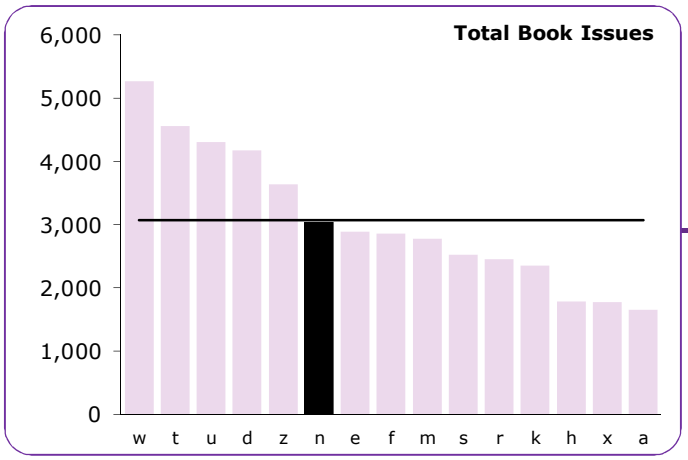
Page 26	**C1: Book Issues**
	Split by children/adult and fiction/non-fiction
Page 27	**C2: Stock Turn**
	Split by children/adult and fiction/non-fiction
Page 28	**C3: Audio, Visual & Other Issues**
	Split by various categories
Page 30	**C4: Request Service**
	Total and online
Page 30	**C5: Enquiries**
	Total and online
Page 30	**C6: Inter-Library Loans**
	Supplied and received

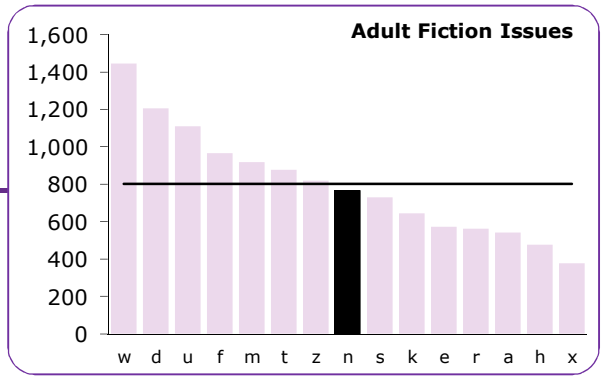
C1: Book Issues

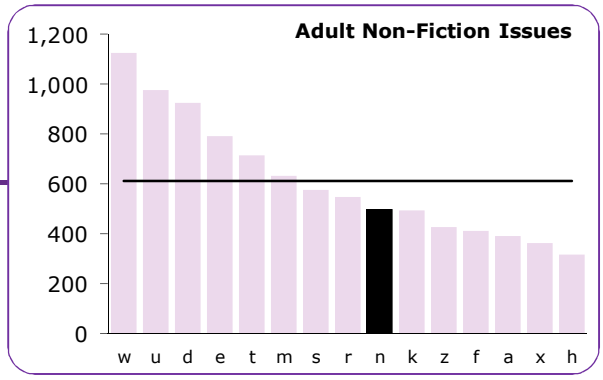
2018-19 Actuals

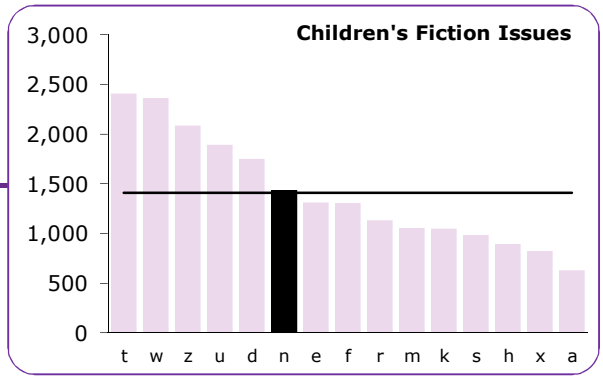
	Number	/1,000 pop	*Average*
Adult Fiction	156,437	765	*800*
Adult Non-Fiction	101,848	498	*612*
Children's Fiction	292,902	1,432	*1,407*
Children's Non-Fiction	69,438	340	*249*
Total Book Issues	620,625	3,035	*3,068*

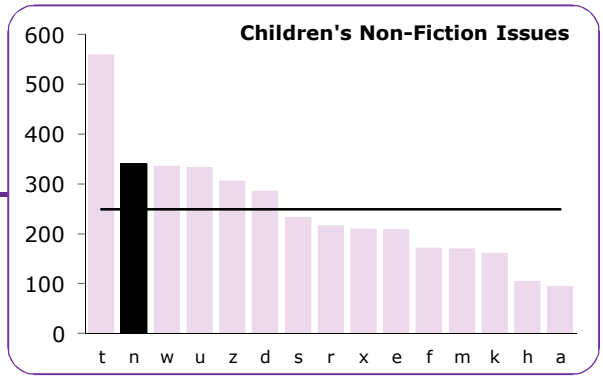
graphs shown per 1,000 population











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

Book Issues

- Adult Fiction: 25.2% *26.1%*
- Adult Non-Fiction: 16.4% *19.9%*
- Children's Fiction: 47.2% *45.9%*
- Children's Non-Fiction: 11.2% *8.1%*

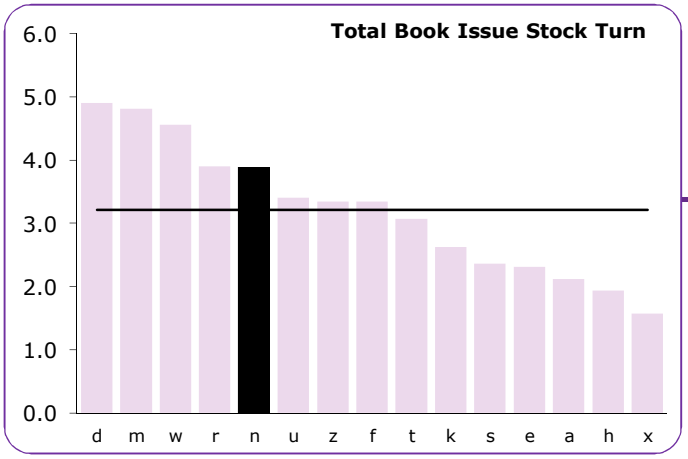
Source: CIPFA Public Library Statistics 2019 - Cells 99 to 103

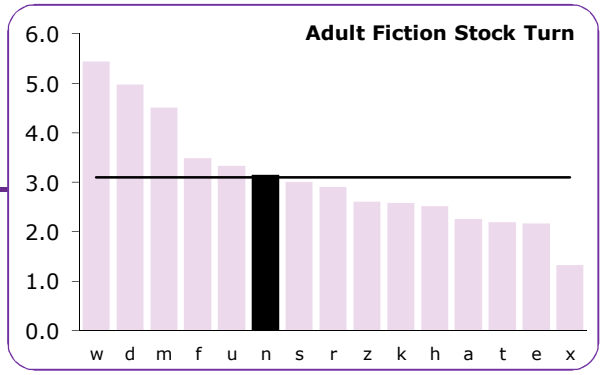
C2: Stock Turn

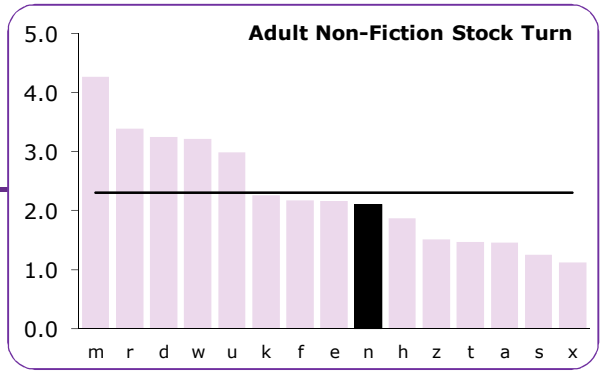
2018-19 Actuals

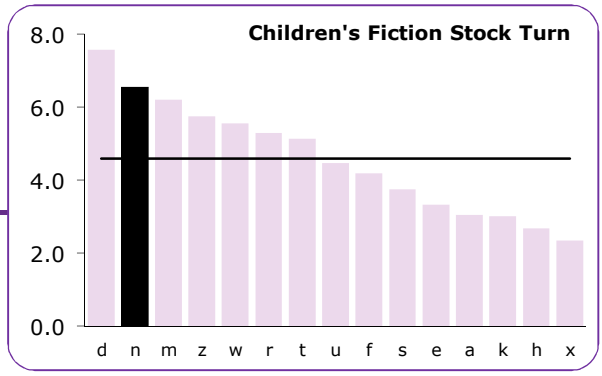
	Number	*Average*
Adult Fiction	3.1	*3.1*
Adult Non-Fiction	2.1	*2.3*
Children's Fiction	6.5	*4.6*
Children's Non-Fiction	4.1	*2.4*
Total Book Issues	3.9	*3.2*

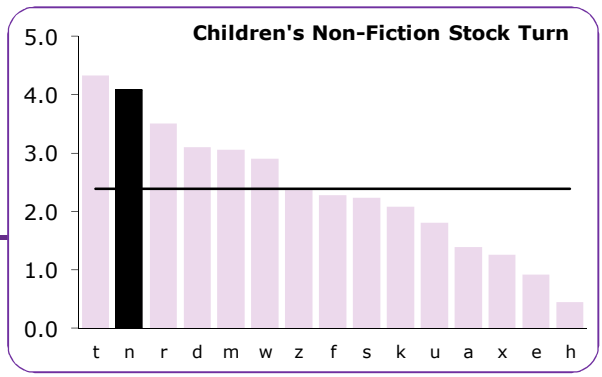
Number of books issued divided by the book stock (i.e. the average number of times each book was issued during the year).











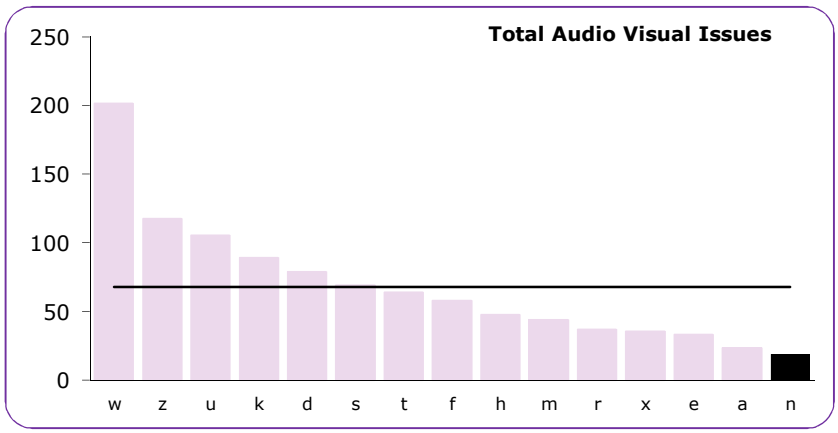
Source: CIPFA Public Library Statistics 2019 - Cells 99 to 103 divided by Cells 60 to 64 respectively

C3: Audio, Visual & Other Issues

2018-19 Actuals

	Number	/1,000 pop	*Avg*
Sound Recordings			
Adult Talking Books	2,937	14.4	*28.7*
Children's Talking Books	384	1.9	*8.7*
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	519	2.5	*30.5*
Total Audio Visual Issues	3,840	18.8	*68.0*

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.

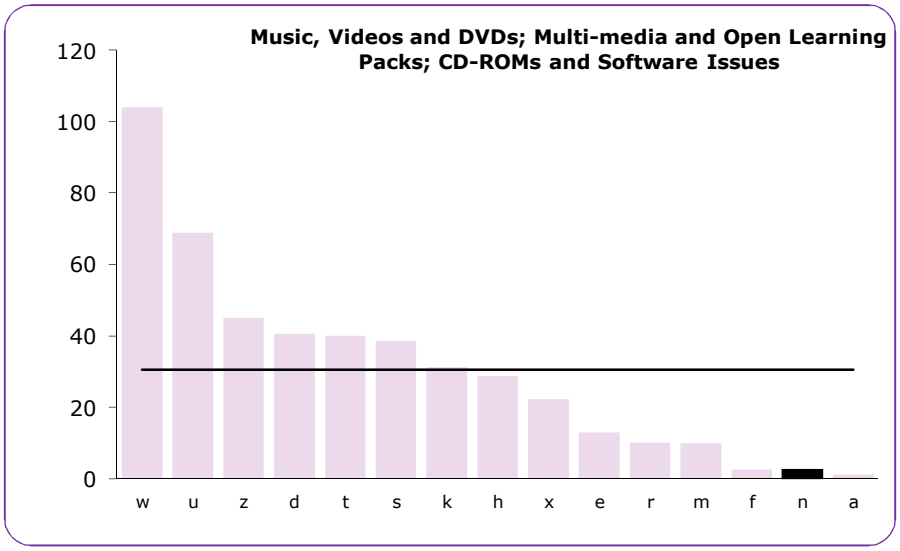
Audio Visual Issues

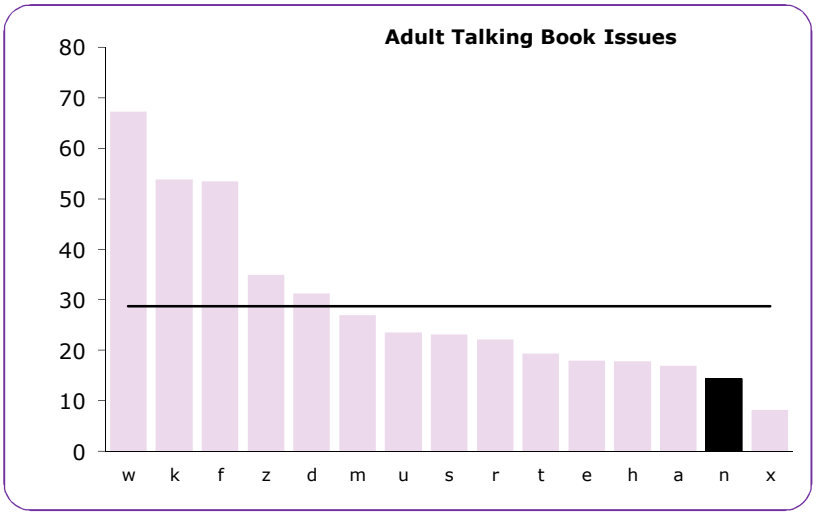
- Adult Talking Books
  - 76.5% *42.3%*
- Children's Talking Books
  - 10.0% *12.8%*
- Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software
  - 13.5% *44.9%*

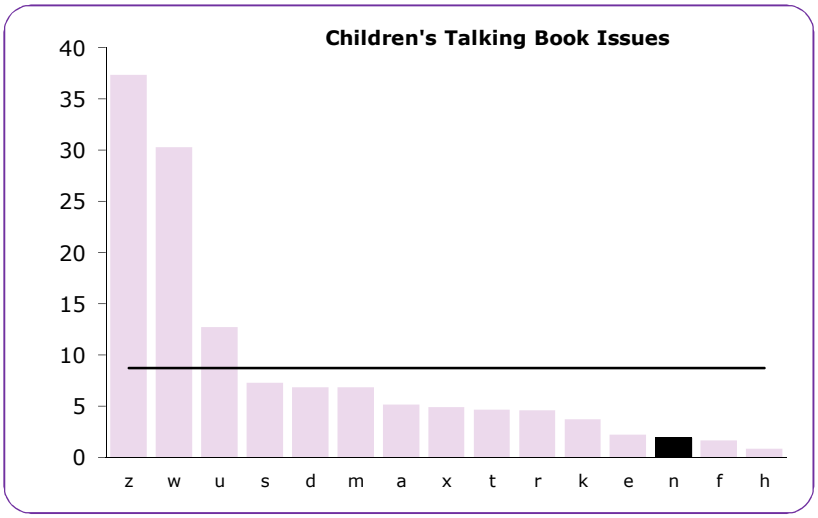
Source: CIPFA Public Library Statistics 2019 - Cells 104 to 106

C3: Audio, Visual & Other Issues (continued)

graphs shown per 1,000 population







Source: CIPFA Public Library Statistics 2019 - Cells 104 to 106

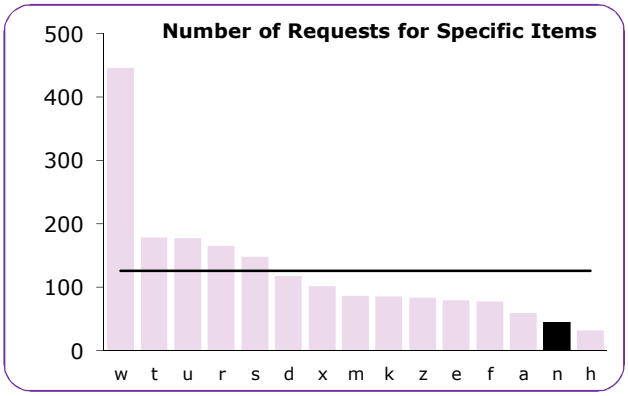
C4: Request Service

2018-19 Actuals

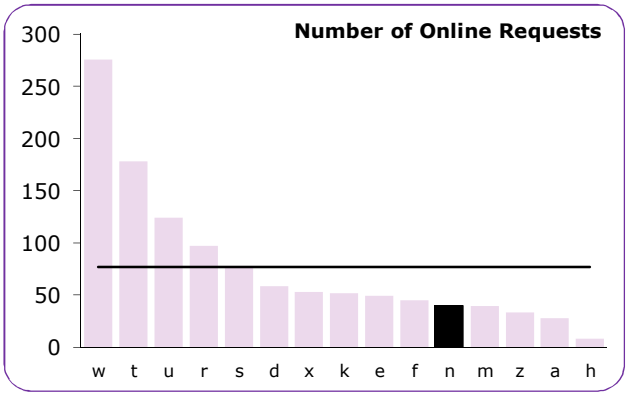
	Number	per 1,000 pop	*Average*
Requests	8,939	44	*125*

	Number	per 1,000 pop	*Average*
Online Requests	8,103	40	*77*

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cell 114



Source: CIPFA Public Library Statistics 2019 - Cell 115

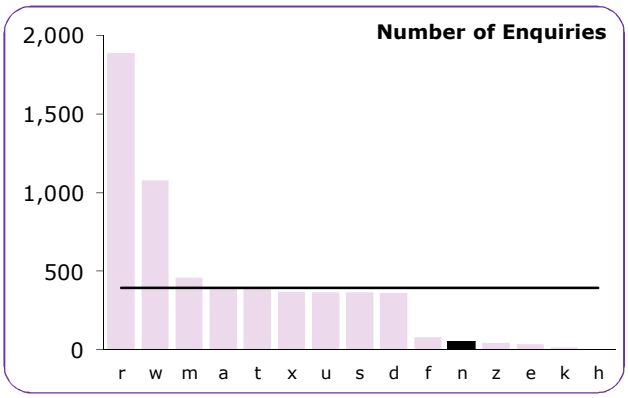
C5: Enquiries

2018-19 Actuals

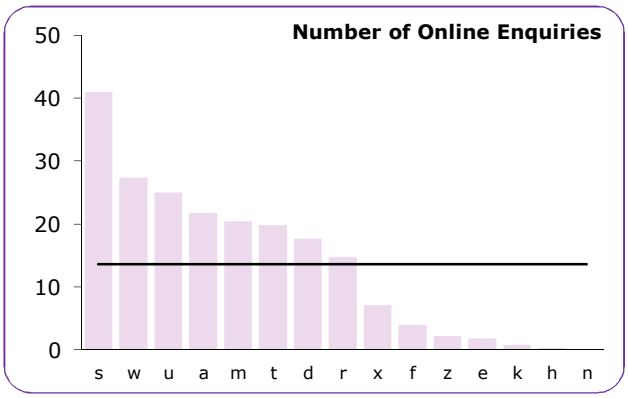
	Number	per 1,000 pop	*Average*
Enquiries	10,743	53	*394*

	Number	per 1,000 pop	*Average*
Online Enquiries	0	0.0	*13.6*

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cell 119



Source: CIPFA Public Library Statistics 2019 - Cell 120

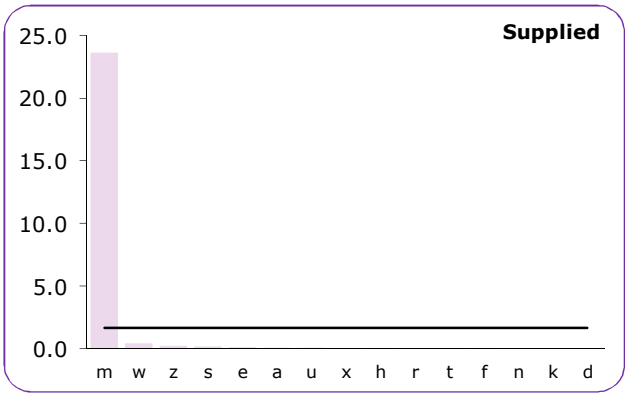
C6: Inter-Library Loans

2018-19 Actuals

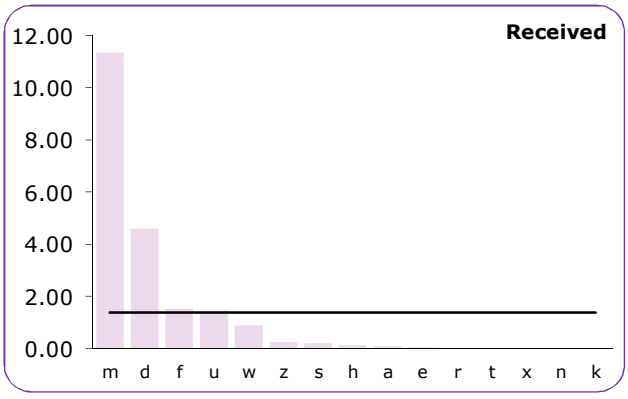
	Number	per 1,000 pop	*Average*
Loans Supplied	0	0.0	*1.7*

	Number	per 1,000 pop	*Average*
Loans Received	0	0.00	*1.38*

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cell 129



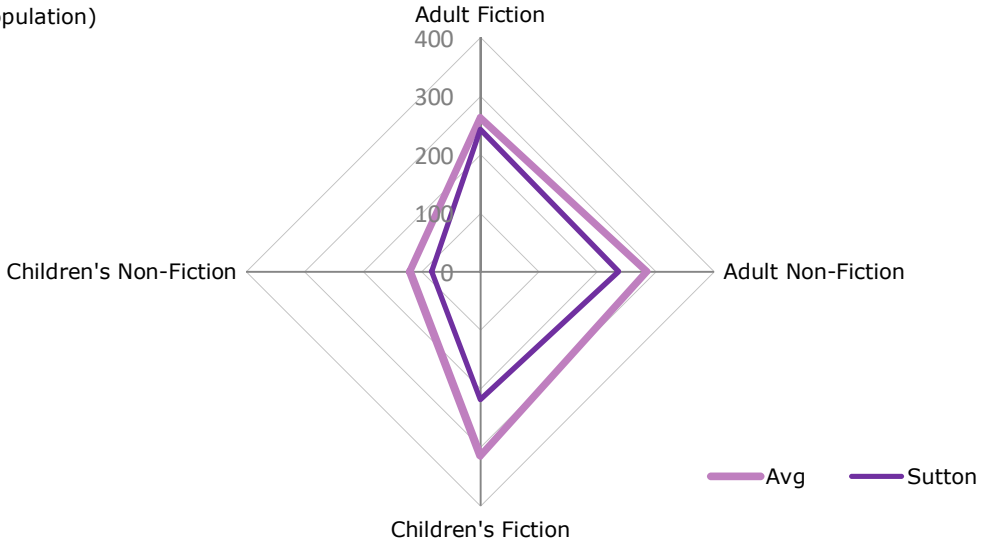
Source: CIPFA Public Library Statistics 2019 - Cell 130

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 2019

(Stock per 1,000 population)



(See page 32 for details)

Section Contents

Page 32	**D1: Book Stock**
	Split by children/adult and fiction/non-fiction
Page 34	**D2: Audio, Visual & Other Stock**
	Split by various categories
Page 37	**D3: Book Acquisitions**
	Split by children/adult and fiction/non-fiction
Page 38	**D4: Audio, Visual & Other Acquisitions**
	Split by various categories
Page 39	**D5: All Acquisitions (Books & Audio Visual)**
	Trendline
Page 40	**D6: Lending Stock Replenishment Rate**
	Overall replenishment rate

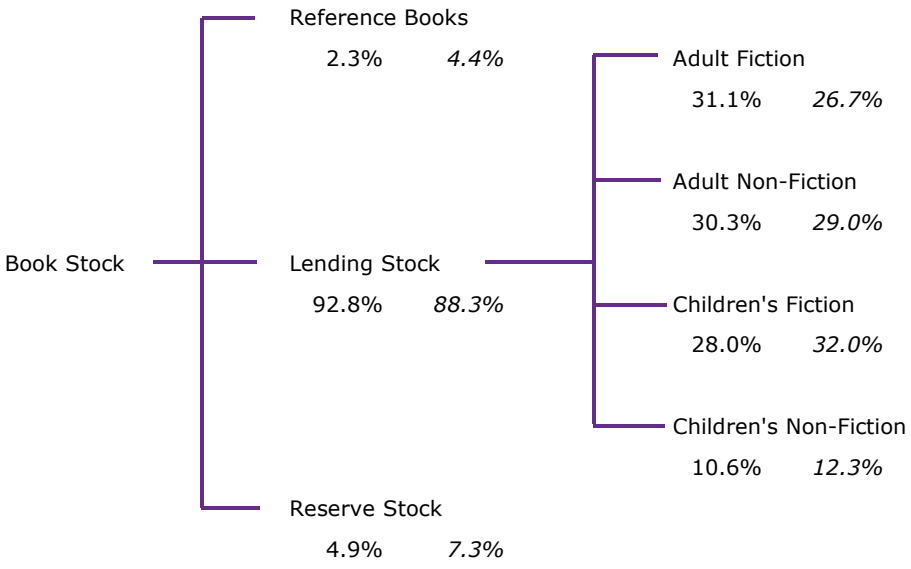
D1: Book Stock

Summary

Book Stock at 31 March 2019

- 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.



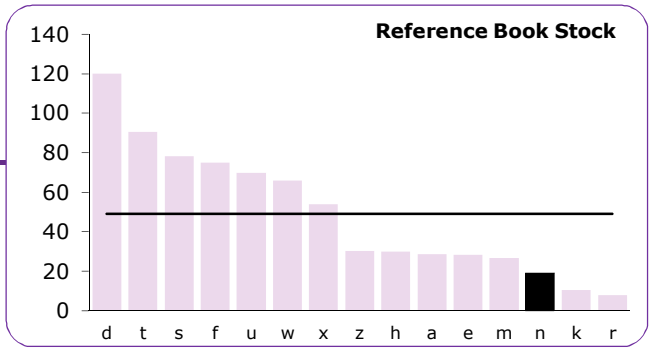
Source: CIPFA Public Library Statistics 2019 - Cells 60 to 67

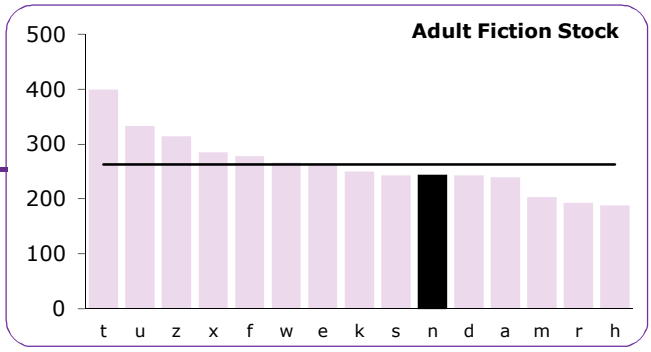
D1: Book Stock (continued)

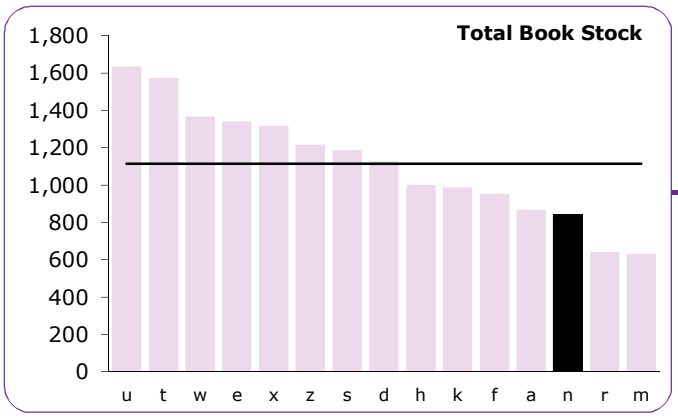
at 31 March 2019

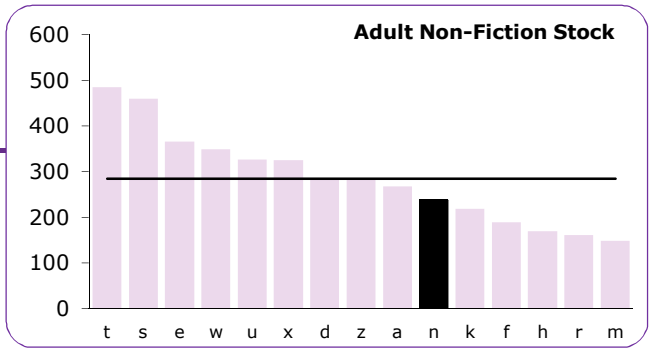
	No.	/1,000 pop	*Avg*
Reference Books	3,918	19	*49*
Lending Stock			
Adult Fiction	49,732	243	*263*
Adult Non-Fiction	48,432	237	*284*
Children's Fiction	44,744	219	*315*
Children's Non-Fiction	17,000	83	*120*
Reserve Stock	8,464	41	*81*
Total Book Stock	172,290	842	*1,112*

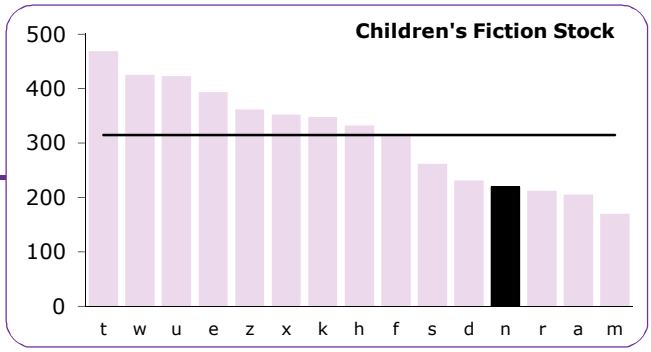
graphs shown per 1,000 population

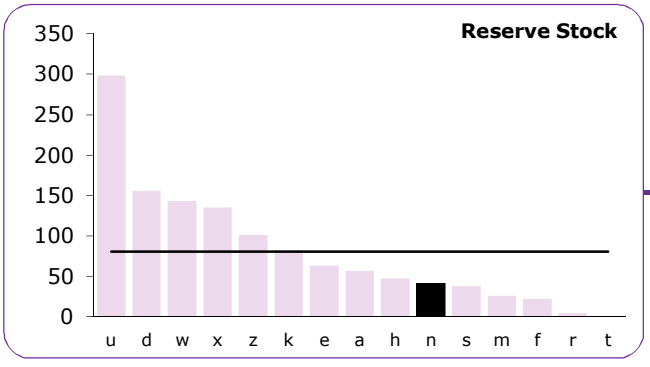


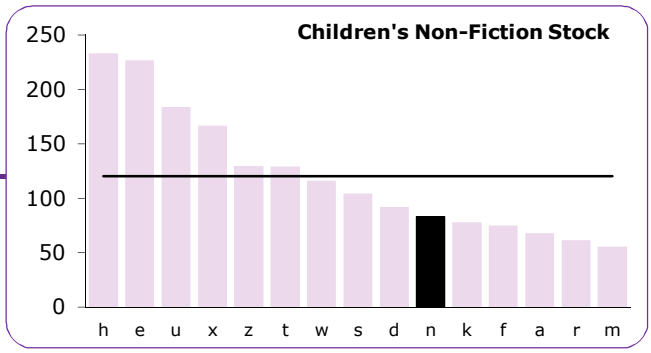








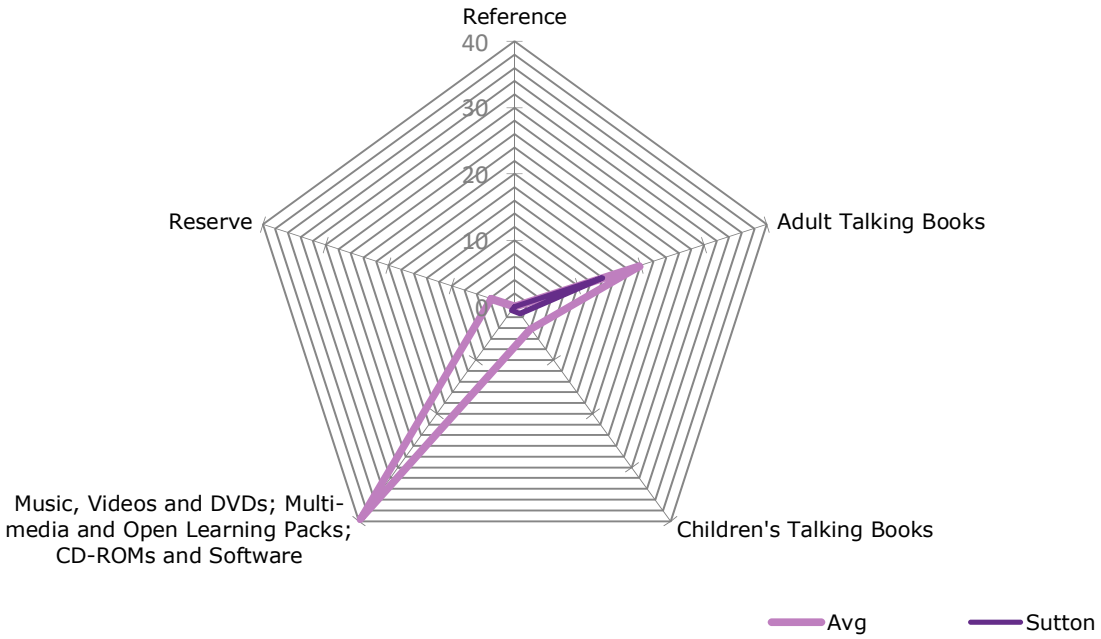




Source: CIPFA Public Library Statistics 2019 - Cells 60 to 67

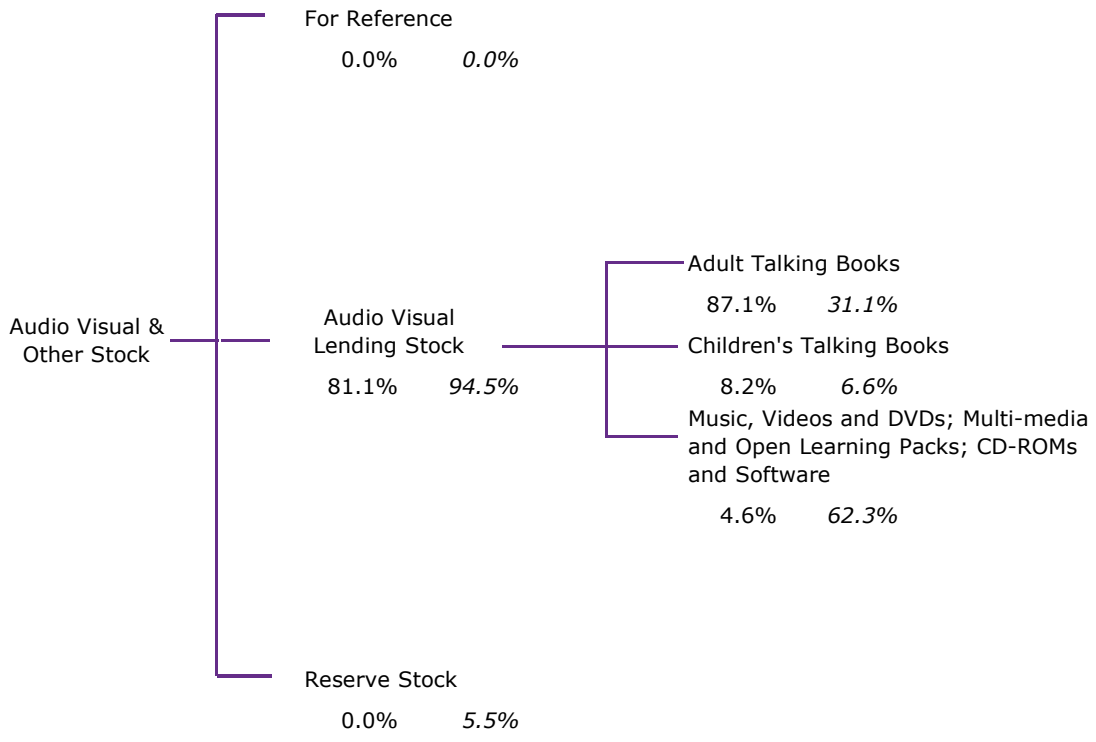
D2: Audio, Visual & Other Stock

Stock at 31 March 2019



- 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.



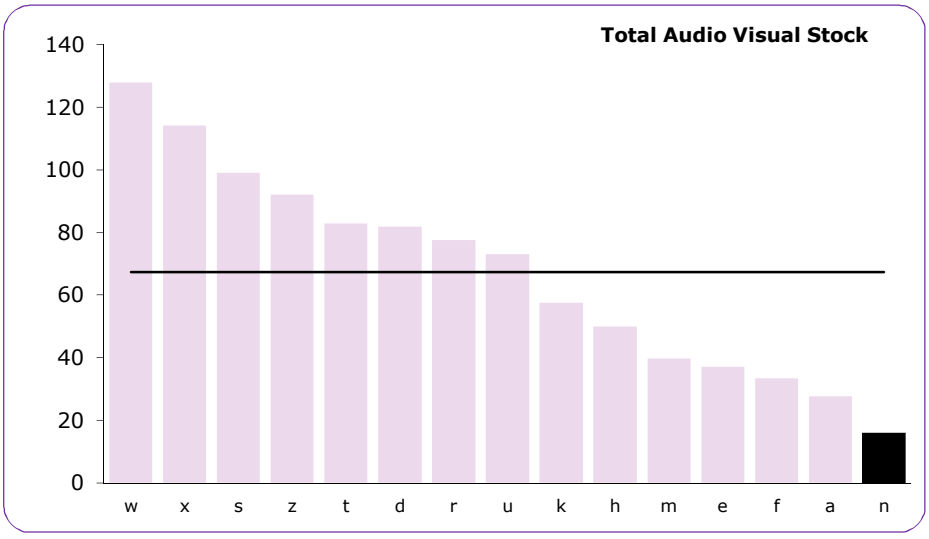
Source: CIPFA Public Library Statistics 2019 - Cells 75 to 81

D2: Audio, Visual & Other Stock (continued)

at 31 March 2019

	Number	per 1,000 pop	*Avg*
Reserve Stock	0	0.0	*3.7*
For Reference	0	0.0	*0.0*
Sound - Adult Talking Books	2,841	13.9	*19.8*
Sound - Children's Talking Books	269	1.3	*4.2*
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	151	0.7	*39.6*
Total Audio Visual Lending Stock	3,261	15.9	*67.3*

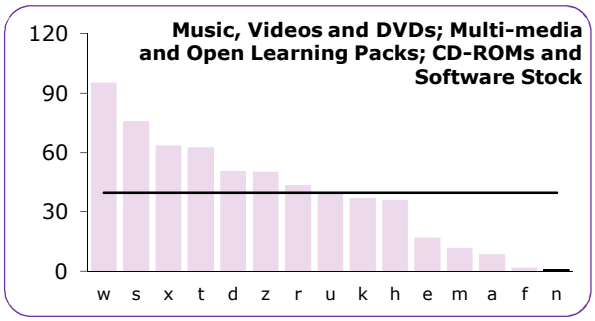
graph shown per 1,000 population

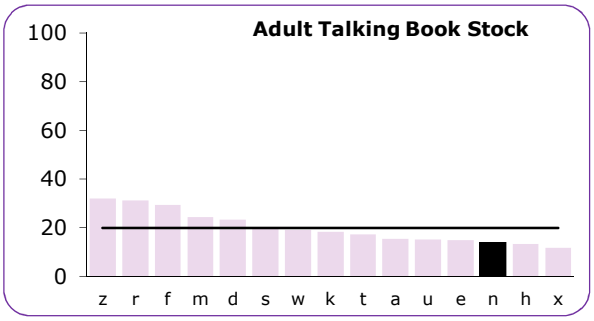


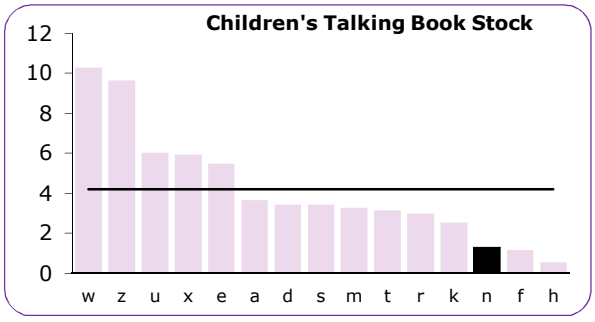
Source: CIPFA Public Library Statistics 2019 - Cells 75 to 81

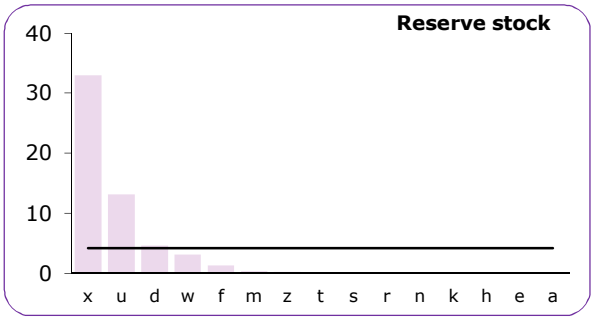
D2: Audio, Visual & Other Stock (continued)

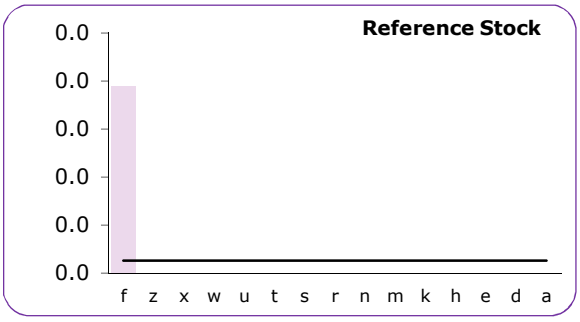
graphs shown per 1,000 population









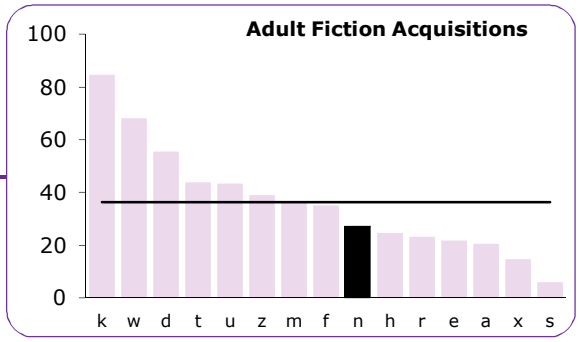


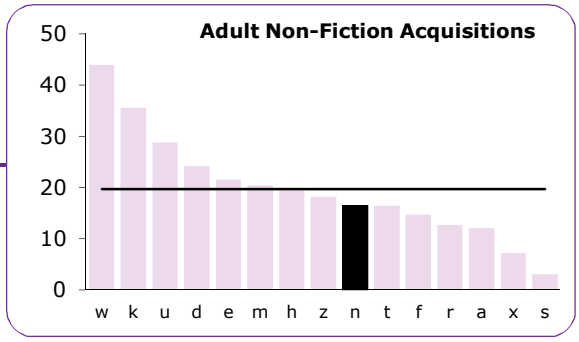
Source: CIPFA Public Library Statistics 2019 - Cells 75 to 81

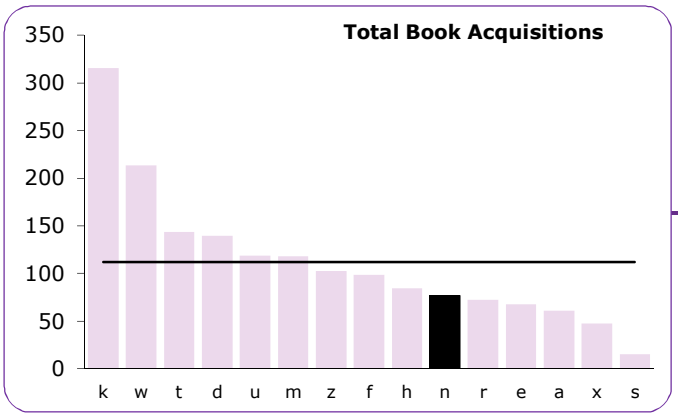
D3: Book Acquisitions

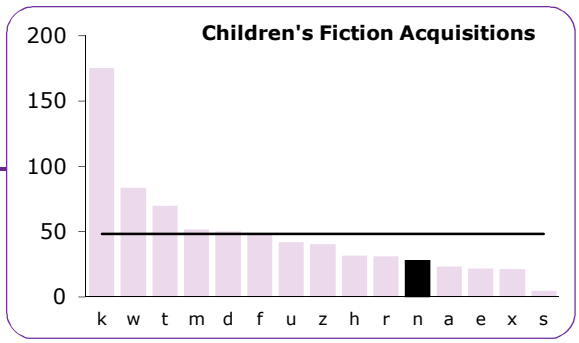
2018-19 Actuals graphs shown per 1,000 population

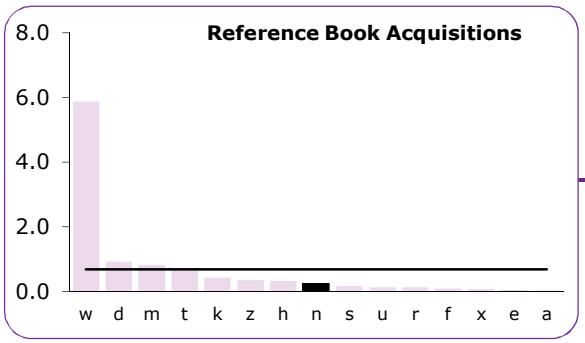
	Number	per 1,000 pop	*Average*
Reference Books	47	0.2	*0.7*
Lending Stock			
Adult Fiction	5,582	27.3	*36.3*
Adult Non-Fiction	3,379	16.5	*19.7*
Children's Fiction	5,701	27.9	*48.3*
Children's Non-Fiction	1,027	5.0	*6.8*
Total Book Acquisitions	15,736	76.9	*111.7*

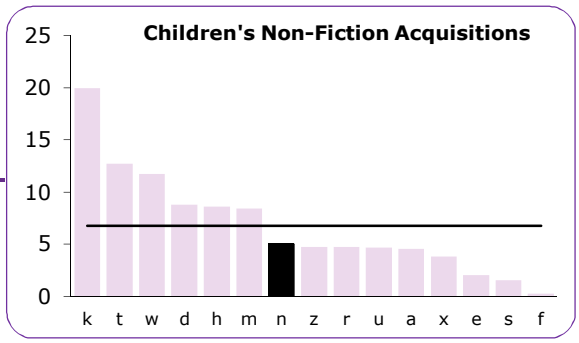












This tree diagram analyses each type of stock as a percentage of total book acquisitions.
Your authority's value is followed by the average value in italics.

- Book Acquisitions
  - Reference Books — 0.3% *0.6%*
  - Lending Stock — 99.7% *99.4%*
    - Adult Fiction — 35.6% *32.7%*
    - Adult Non-Fiction — 21.5% *17.7%*
    - Children's Fiction — 36.3% *43.5%*
    - Children's Non-Fiction — 6.5% *6.1%*

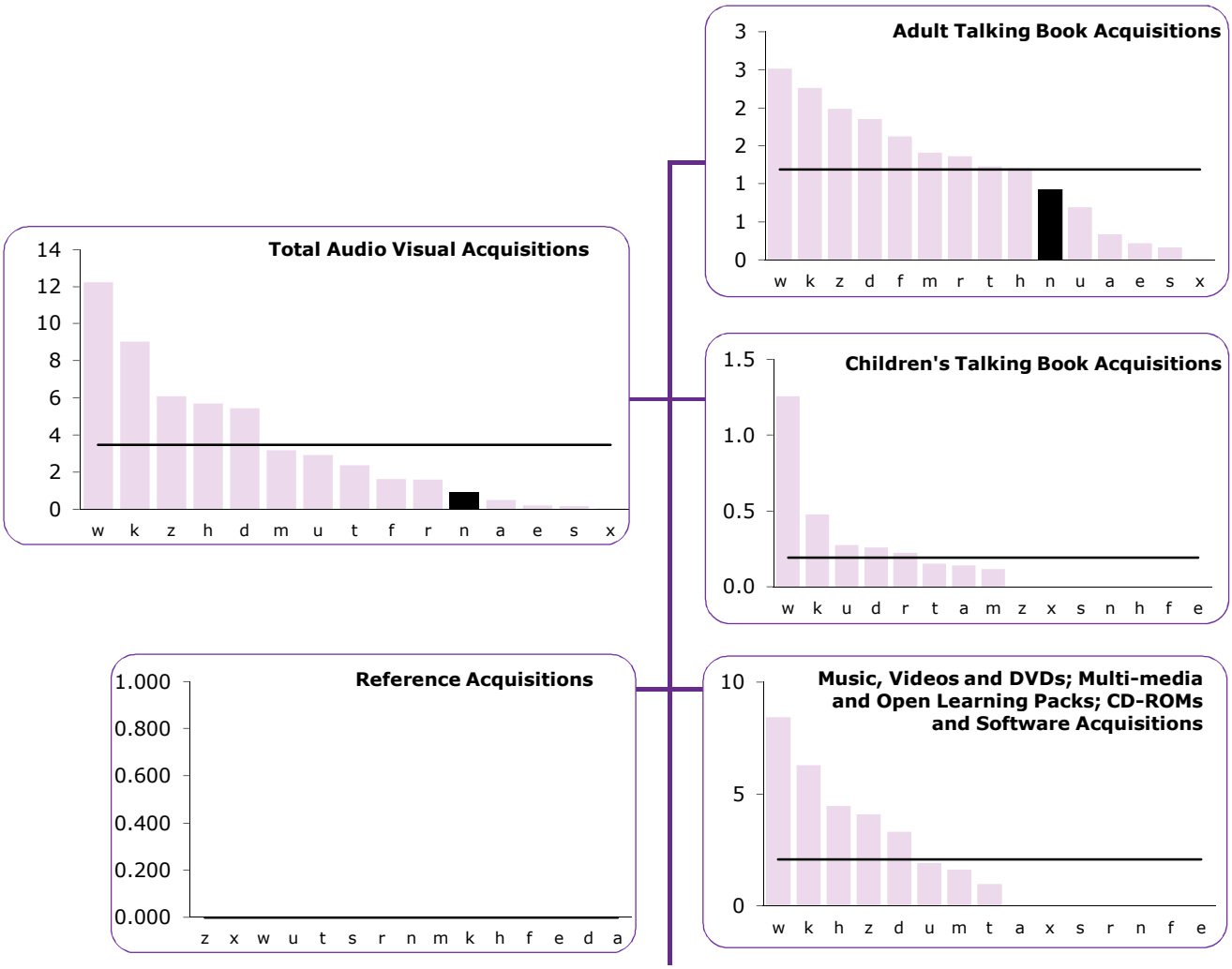
Source: CIPFA Public Library Statistics 2019 - Cells 68 to 74

D4: Audio, Visual & Other Acquisitions

2018-19 Actuals

graphs shown per 1,000 population

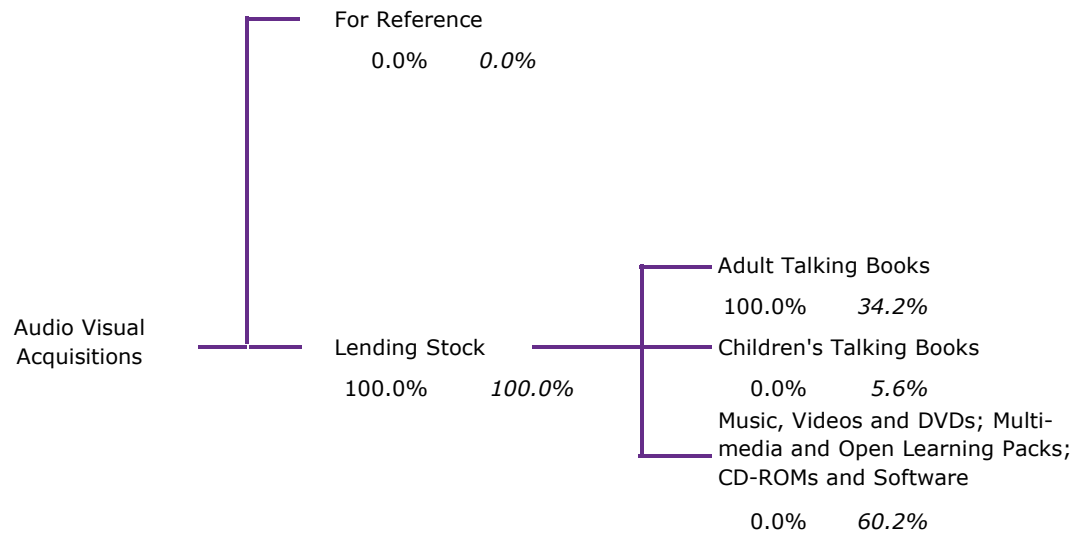
	Number	per 1,000 pop	Avg
For Reference	0	0.0	*0.0*
Lending Stock			
Sound - Adult Talking Books	189	0.9	*1.2*
Sound - Children's Talking Books	0	0.0	*0.2*
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	0	0.0	*2.1*
Total Audio Visual Acquisitions	189	0.9	*3.5*



Source: CIPFA Public Library Statistics 2019 - Cells 82 to 87

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.



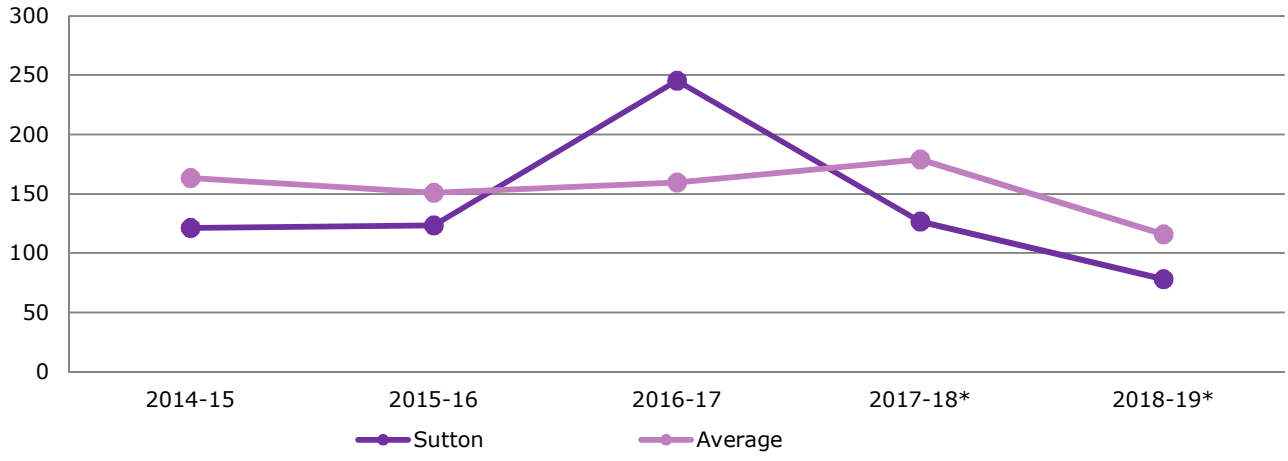
Source: CIPFA Public Library Statistics 2019 - Cells 82 to 87

D5: All Acquisitions (Books and Audio Visual)

Acquisitions	Number	per 1,000 pop	*Average*
2014-15	23,962	121	*164*
2015-16	24,645	123	*151*
2016-17	49,575	245	*159*
2017-18*	25,726	127	*179*
2018-19*	15,925	78	*116*

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

Acquisitions per 1,000 population: Time Series

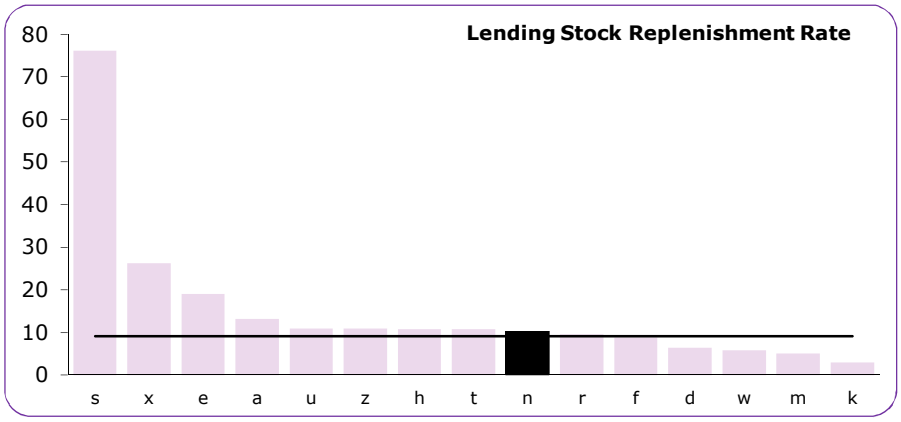


Source: CIPFA Public Library Statistics 2019 - Cells 74 & 87

D6: Lending Stock Replenishment Rate

Lending Stock	Years	*Average*
Replenishment Rate	10.3	*9.2*

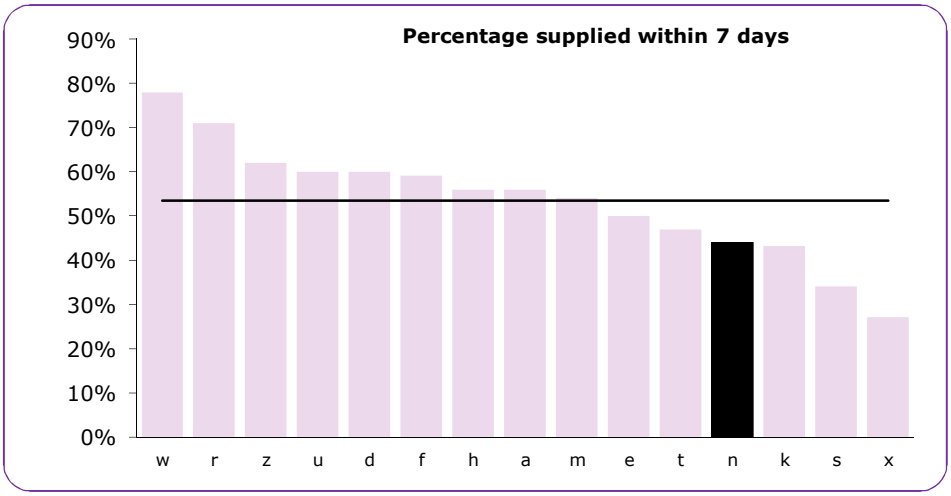
- Time taken in years to replenish the lending stock (not including electronic products) on open access or available on loan at 2018-19 rate.



Source: CIPFA Public Library Statistics 2019 - (Cell 65 + Cell 79) / (Cell 73 + Cell 86)

SECTION E: PERFORMANCE

The CIPFAstats Public Library Statistics primarily collect cost and quantity figures. Here we analyse the performance data included.



(See page 42 for details)

Section Contents

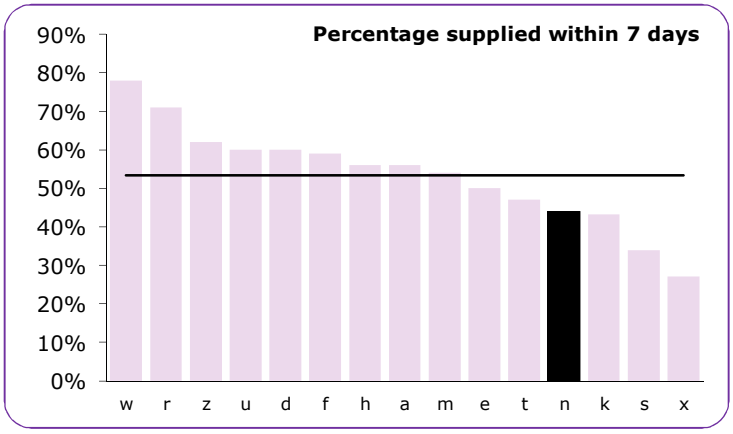
Page 42 **E1: Requests**

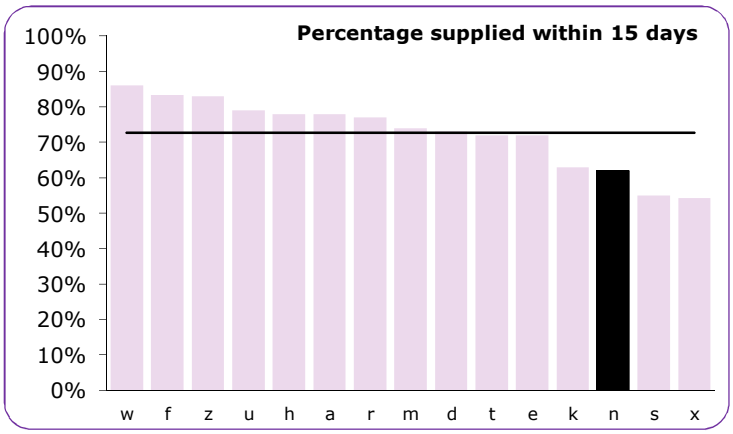
% supplied in 7, 15 and 30 days

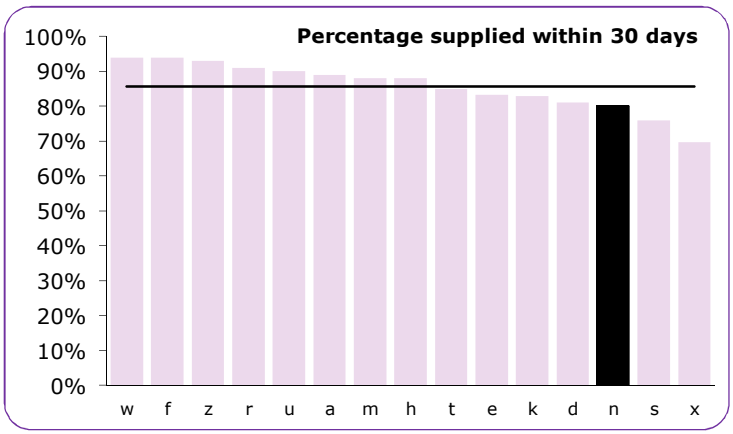
E1: Requests

2018-19 Actuals

Percentage Supplied	Authority	*Average*
within 7 days	44%	*53%*
within 15 days	62%	*73%*
within 30 days	80%	*86%*







Source: CIPFA Public Library Statistics 2019 - Cells 116 to 118

APPENDICES

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

APPENDIX 1 - Comparative Bar Charts Page 44

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 47

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 49

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

APPENDIX 4 - Other CIPFA Libraries Services Page 51

Links to other services that CIPFA provides for library authorities.

APPENDIX 5 - Contact Us! Page 51

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

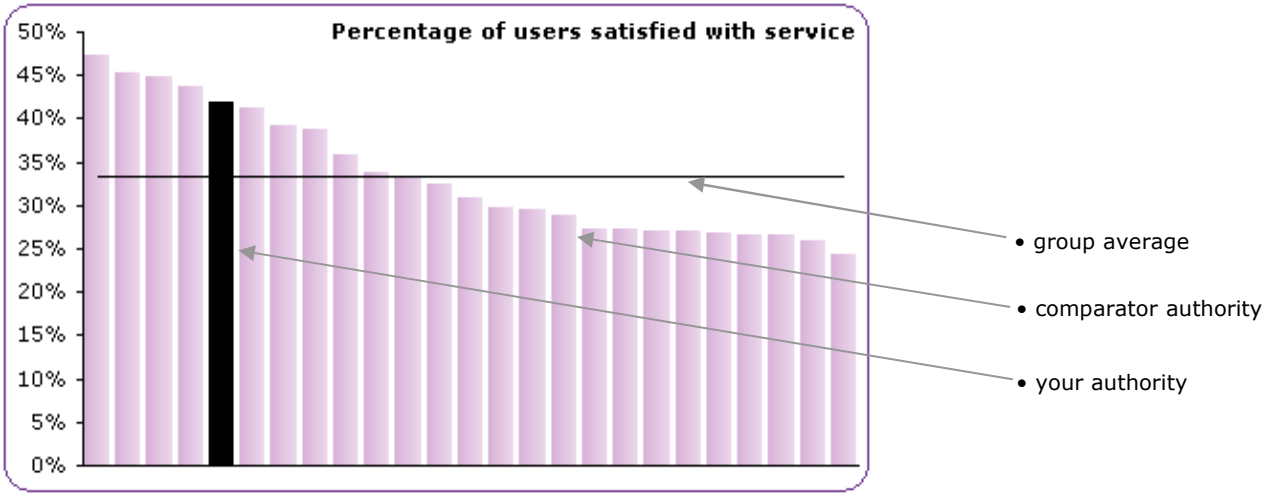
This chart displays fictional user satisfaction data for 25 authorities. Each bar represents an individual authority and the bar for the reader's authority highlights in black.

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.

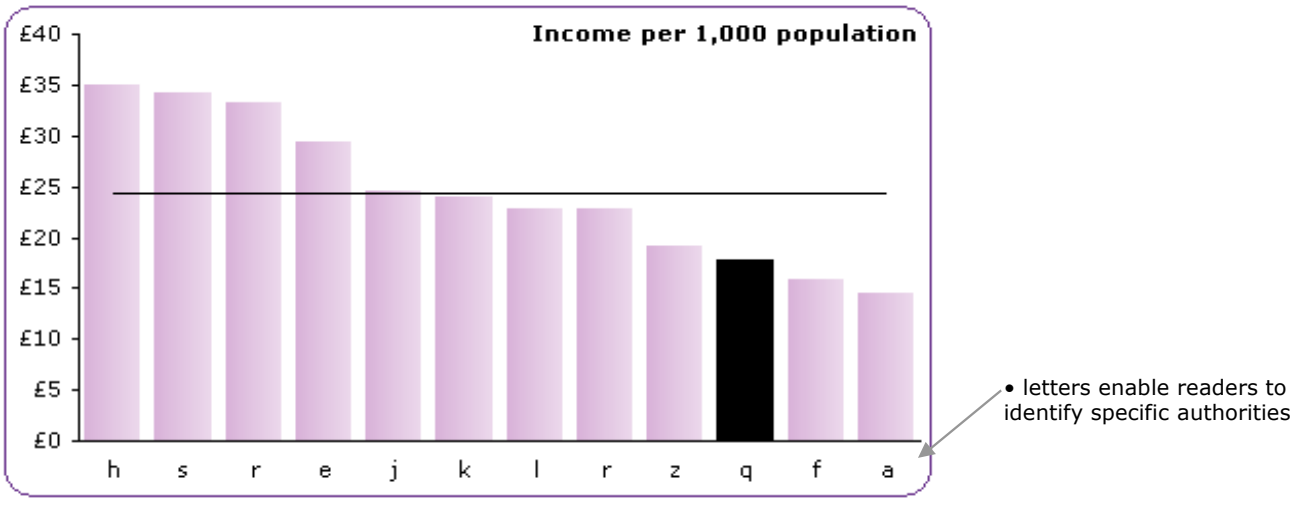


Example 2: Comparative bar charts for reports with small numbers of authorities

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

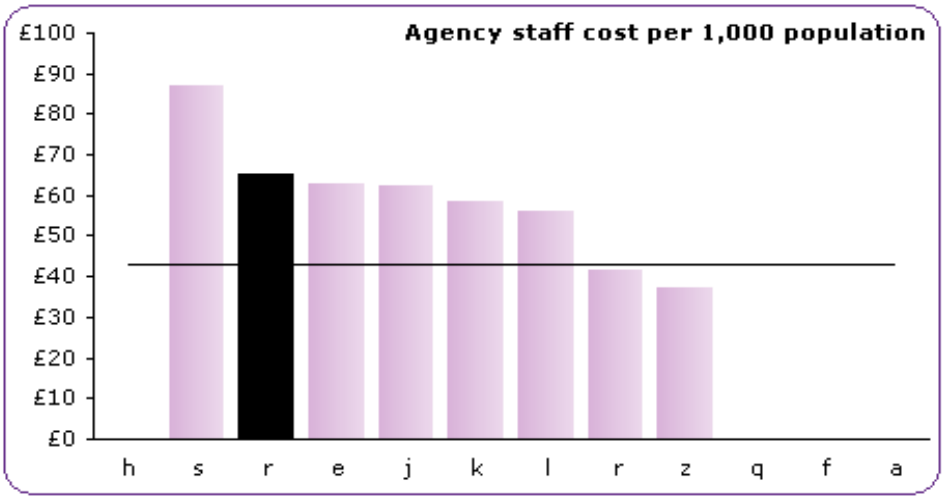
Zero values: In some cases the value for any authority might be zero, in this case the value 'displays' as a bar of zero height (i.e. no bar) on the right of the distribution (which follows the pattern of lowest values to the right of the chart).

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.

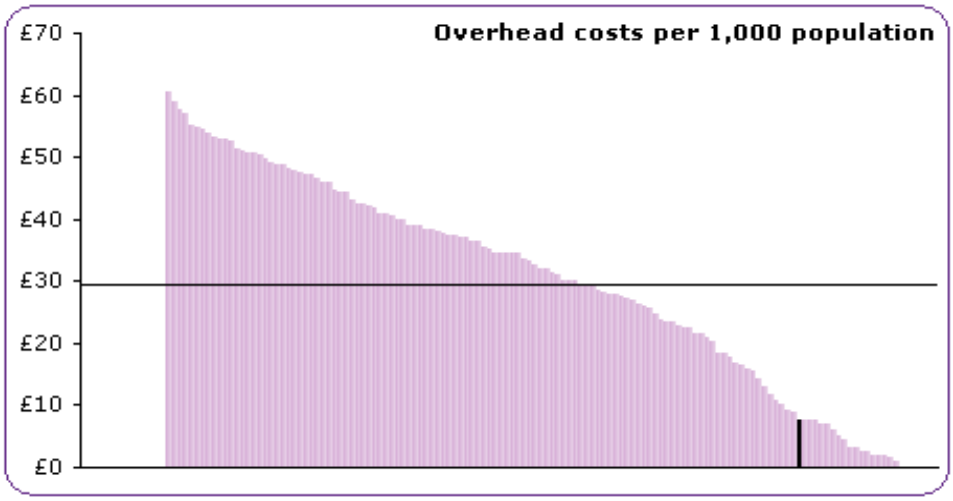


Example 4: Comparisons with large numbers of authorities

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.

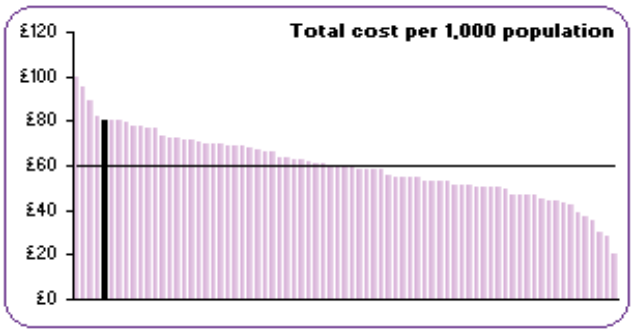
This chart shows fictional overhead costs for 150 authorities. By looking at the shape of the graph and position of the black bar and average line the following information can be observed.

- 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.

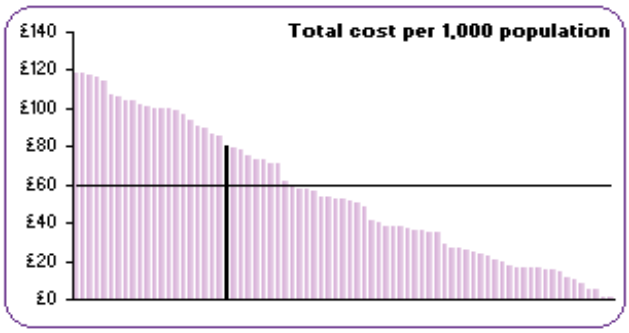


Examples 5-8: Example distributions and help in interpreting them

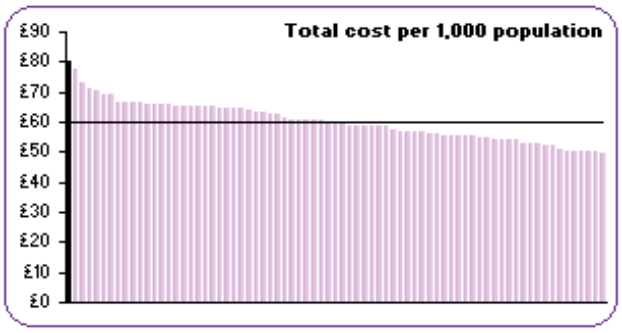
The distributions of values shown on the charts can vary greatly. Here we show some examples to help readers understand how the distributions can vary. In each case we will keep the black bar authority's value the same and the group average the same, however the shape of the graph and distribution of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



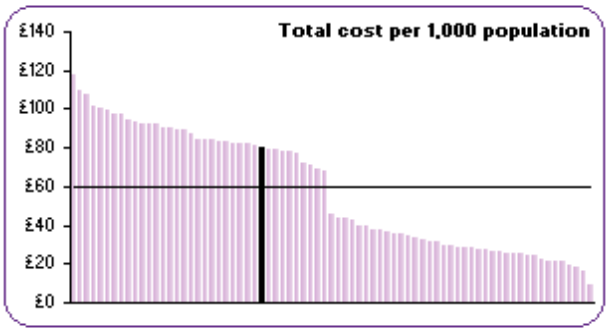
- This chart shows a very common distribution (which a statistician would appropriately call the 'normal' distribution).
- While there is a wide range of values (20-100) the majority of authorities are in a much tighter range (about half are between 50 and 70).
- In this particular case the highlighted 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.

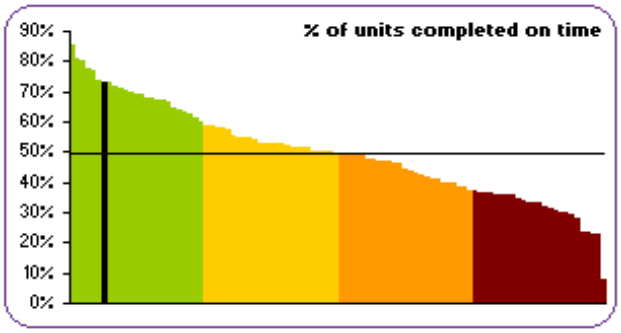
Quartiles are produced by splitting the distribution into four quarters, as presented on the right.

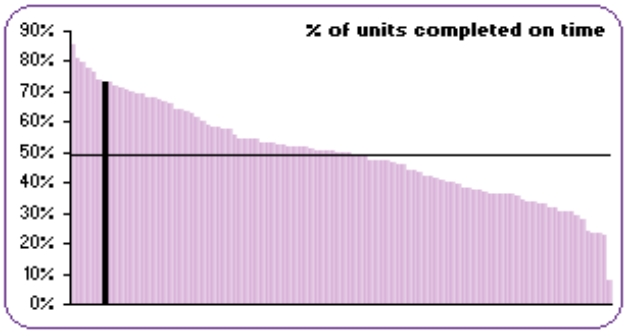
Mathmatically the word quartile refers to the boundaries between the quarters (called the lower quartile, median and upper quartile).

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

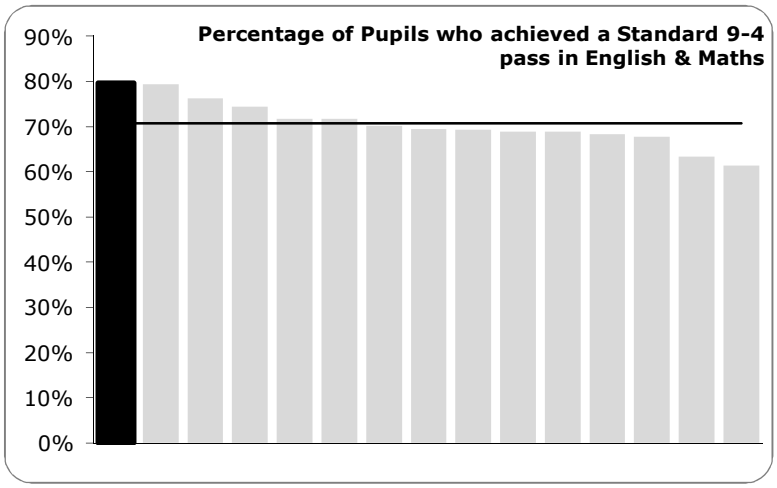




APPENDIX 2 - Background Information

Educational Attainment

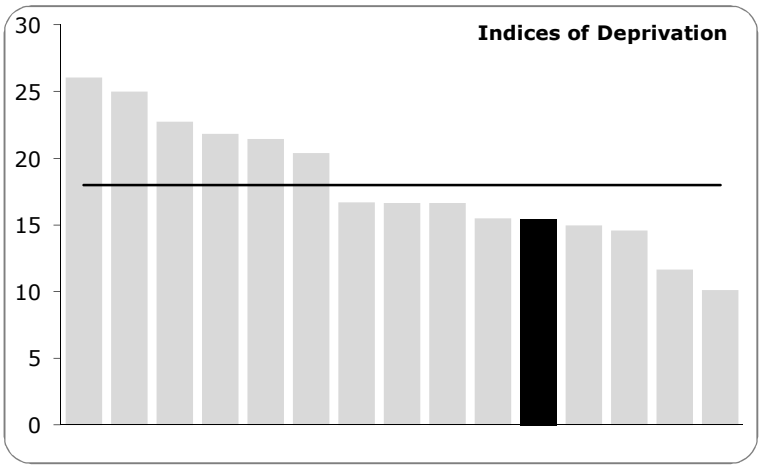
		Average
Educational Attainment	79.7%	*70.7%*



Source: CIPFA Children's Services Actuals Statistics 2017-18 - Column 305

Deprivation

		Average
Index of Deprivation	15.4	*18.0*

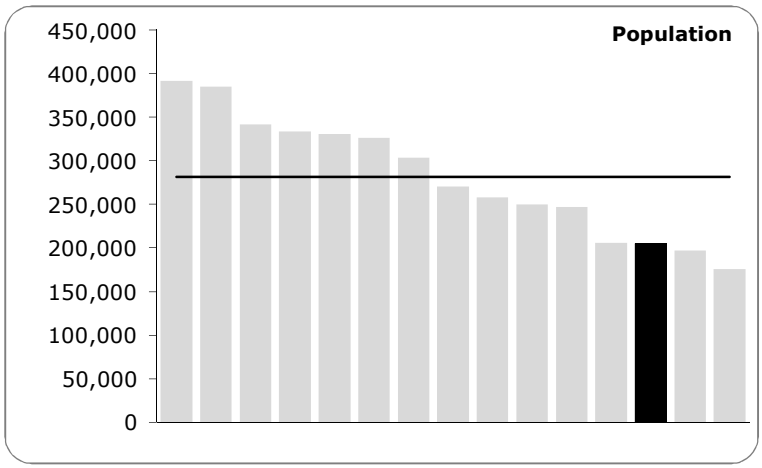


The higher the index, the more deprived the authority is.

Source: DCLG Indices of Deprivation 2010

Population

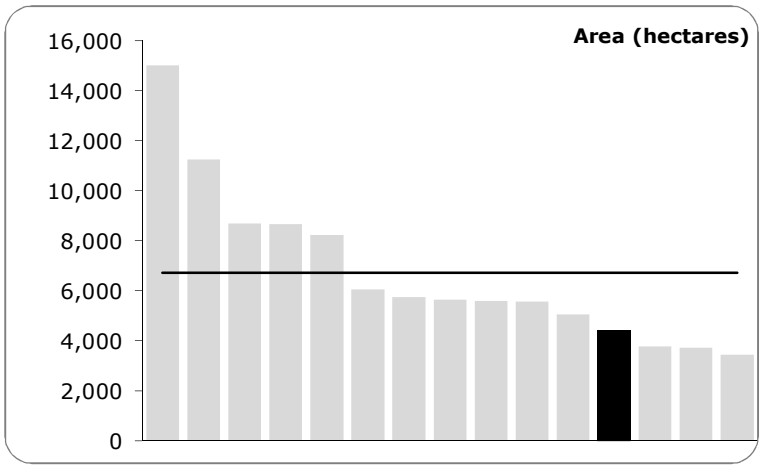
		Average
Population	204,500	*281,593*



Source: ONS Mid 2018 Population Estimates

Area

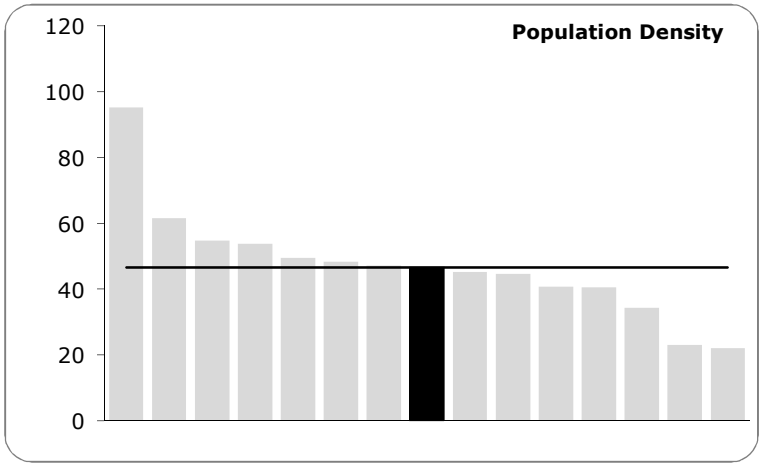
		Average
Area (hectares)	4,385	*6,715*



Source: ONS Area 2018

Population Density

		Median
Population Density	46.6	*46.6*



APPENDIX 3 - Financial Information

For London Borough of Sutton

Financial Information 2018-19 (Actuals)

Revenue Expenditure	£	per 1,000 pop	*Average*
Employees	1,350,315	6,603	*7,307*
Premises	522,753	2,556	*1,816*
Supplies & Services			
Books & Pamphlets			
- Reference	24,000	117	*25*
- Adult Fiction	74,000	362	*263*
- Adult Non-Fiction	40,000	196	*160*
- Children's Fiction	31,000	152	*196*
- Children's Non-Fiction	8,500	42	*42*
Newspapers, Periodicals & Magazines	32,000	156	*84*
Sound Recordings			
- Adult Talking Books	14,000	68	*45*
- Children's Talking Books	0	0	*5*
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	0	0	*24*
Electronic Products			
- eBooks (lending and reference)	5,500	27	*46*
- eNewspapers, eMagazines & eComics	11,500	56	*29*
- eAudio & eAudiovisual	13,700	67	*24*
- Music Streaming	0	0	*2*
- Film Streaming	0	0	*0*
- Hardware	0	0	*0*
Online/Electronic (Internet etc.)	30,000	147	*106*
Other Acquisitions	5,000	24	*14*
Bookbinding	0	0	*1*
Total Materials	289,200	1,414	*1,065*
Computing Costs	150,301	735	*560*
Other Supplies & Services	191,753	938	*536*
Transport	48,920	239	*64*
Third Party Payments	0	0	*384*
Support Service Costs	49,178	240	*1,000*
Total Revenue Expenditure	2,602,420	12,726	*12,731*

Revenue Income	£	per 1,000 pop	*Average*
Overdue Charges	(29,922)	(146)	*(148)*
Reservation Fees	(1,457)	(7)	*(11)*
Lettings	(48,378)	(237)	*(321)*
Hire of Audio & Visual Materials	(7)	(0)	*(33)*
Electronic Revenue	(3,089)	(15)	*(12)*
Specific Grants	0	0	*(41)*
Provision of Library Services to other Local Authorities	0	0	*(30)*
Miscellaneous - receipts from the public	(40,126)	(196)	*(376)*
Miscellaneous - corporate income	(111,452)	(545)	*(102)*
Total Revenue Income	(234,431)	(1,146)	*(1,073)*

Net Expenditure (excluding Capital Charges)	2,367,989	11,579	*11,658*
Capital Charges	507,670	2,482	*1,768*
Total Net Expenditure (including Capital Charges)	2,875,659	14,062	*13,426*

Financial Information 2018-19 (Actuals - Continued)

Capital Expenditure	£	per 1,000 pop	*Average*
New Buildings	0	0	52
Refurbishment of Premises	169,965	831	188
IT Investment, Networks etc.	324,559	1,587	171
Books and Pamphlets	0	0	0
Other Library Materials	0	0	0
Other Capital Expenditure (please specify	0	0	13
Total Capital Expenditure	494,524	2,418	*424*

Financial Information 2019-20 (Estimates)

Revenue Expenditure	£	per 1,000 pop	*Average*
Employees	1,611,300	7,879	*7,083*
Premises	459,000	2,244	*1,721*
Supplies & Services - Materials	345,500	1,689	*1,780*
Other Expenditure	315,600	1,543	*2,619*
Total Revenue Expenditure	2,731,400	13,356	*13,202*

Revenue Income	(317,800)	(1,554)	*(1,027)*
Net Expenditure (excluding Capital Charges)	2,413,600	11,802	*12,175*
Capital Charges	453,600	2,218	*1,349*
Total Net Expenditure (including Capital Charges)	2,867,200	14,021	*13,524*

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 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 ninth 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.