

London Borough of Hillingdon

CIPFAstats Comparative Profile

public libraries

2015-16 Actuals and
2016-17 Estimates

Comparison Group:

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



FOREWORD

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

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

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

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

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

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

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

Kind regards,



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



INTRODUCTION

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

This profile compares your authority's library service figures from the 2016 CIPFAstats collection with the group of authorities specified on the title page.

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

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Approach to missing data

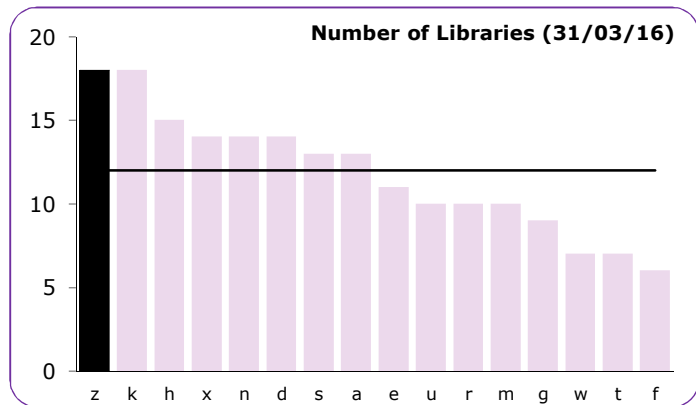
- 93% of UK Library Authorities provided data for the 2016 CIPFAstats Public Library Statistics. Authorities who did not provide data are excluded from these comparisons completely.
- In a small number of cases authorities have provided totals (e.g. for costs), but not a complete breakdown. In such cases 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 comparison.
- 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 Hillingdon with 15 Other Library Authorities

This summary provides an overview of the key indicators from the main report along with a few points of current interest, showing how your authority's library service compares against other authorities. Unless specified otherwise all data relates to 2015-16 Actuals.

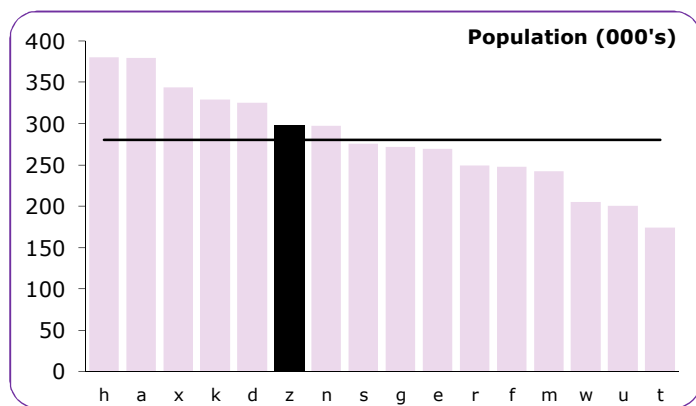
A: Libraries and Library Users



- The chart on the left compares the number of libraries your authority has with the other authorities in the comparison. Hillingdon has 18 libraries (the bar highlighted in black) compared to an average of 12 libraries (as shown by the horizontal line). Each pale bar represents one of the authorities in the comparator group.

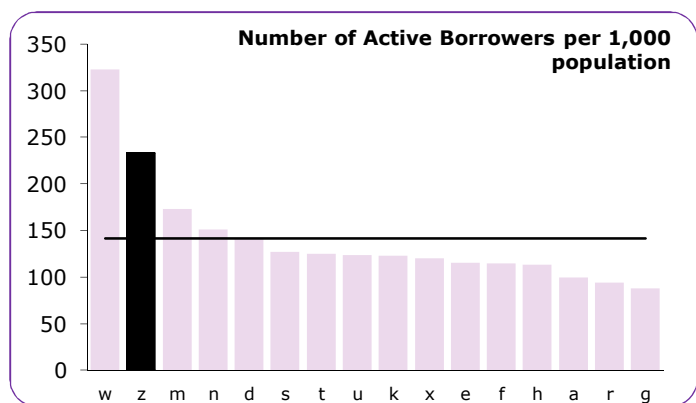
- Hillingdon has one of the highest numbers of libraries within the group giving an indication of the scale of the library service.

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).

- Hillingdon is the 6th largest of the 16 authorities compared here (in terms of population).

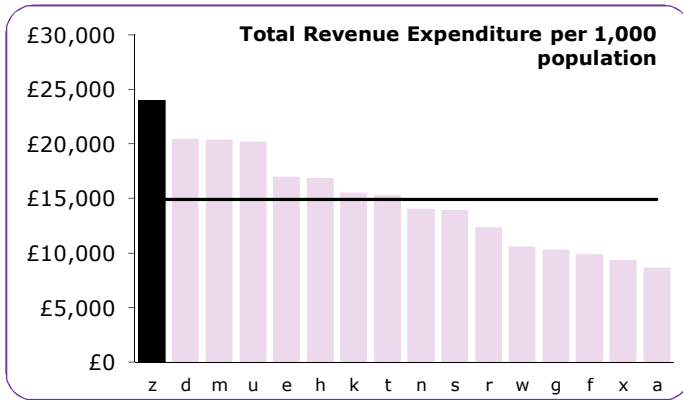


- The number of active borrowers per 1,000 population is a key indication of how well the library service engages with the public.

- Hillingdon is in the top quartile suggesting that the library service engages well with the population when compared to the other authorities.

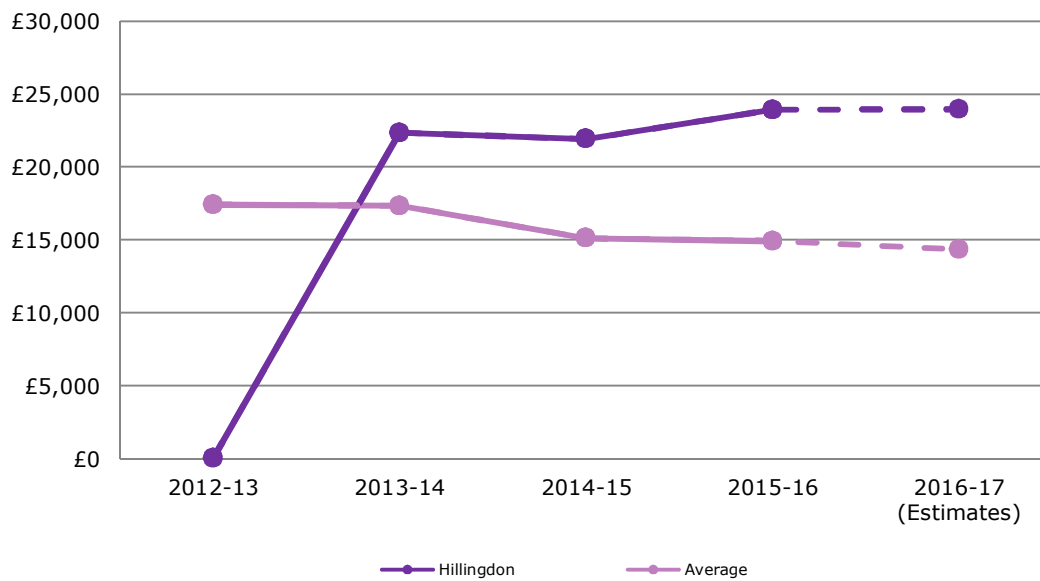
Please see appendix 1 for further details on quartiles.

B: Resourcing

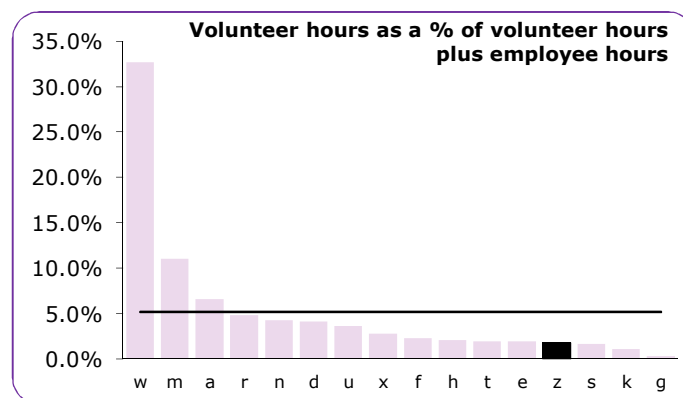


- Total revenue expenditure per 1,000 population is a key cost indicator. Figures in the graph opposite are 2015-16 actuals.
- Hillingdon comes out as being at the higher end of the comparison, which suggests that it should compare its costs to other authorities to see if there are any ways it could learn from their approaches.

Total Revenue Expenditure per 1,000 population: Time Series

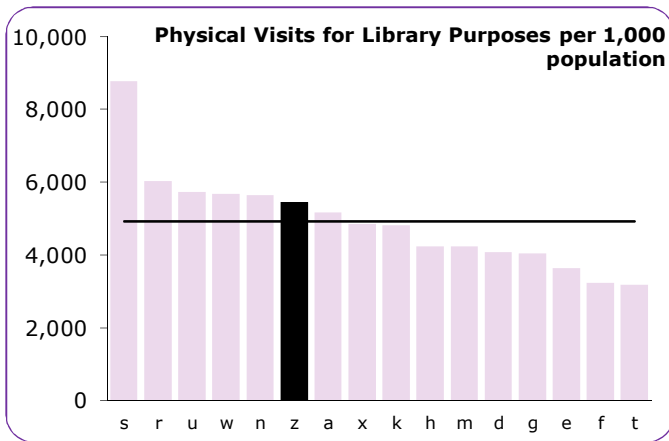


- The line chart plots the total revenue expenditure per 1,000 population over the last four years and shows the estimated figure for 2016-17. The population figure used for all years is the mid-year 2016 figure, so the changes in value relate to changes in expenditure only.
- For most authorities a drop can be seen in the 2016-17 estimates.

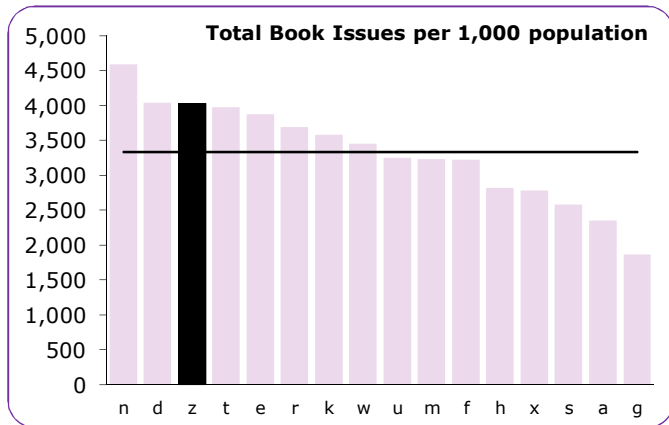


- One well publicised approach that library authorities are taking is using volunteers.
- Hillingdon had 1.7% of 'worked hours' provided by volunteers in 2015-16 compared to an average of 5.1%.

C: Workload

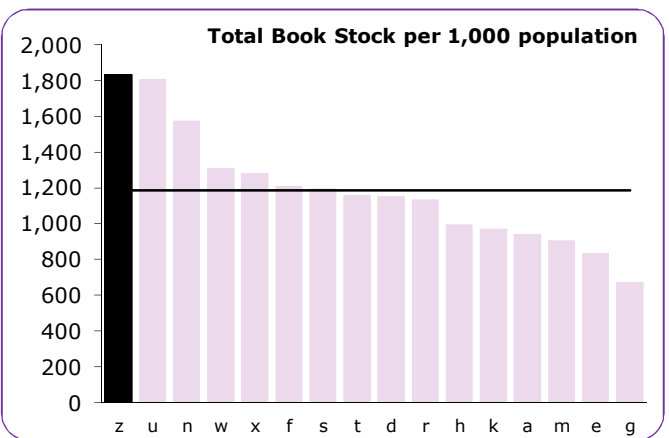


- The number of visits per 1,000 population is a strong indicator of workload faced by the authority.
- It is also another measure of engagement and offers a more complete picture as it will include other reasons for visiting the library as well as borrowing.



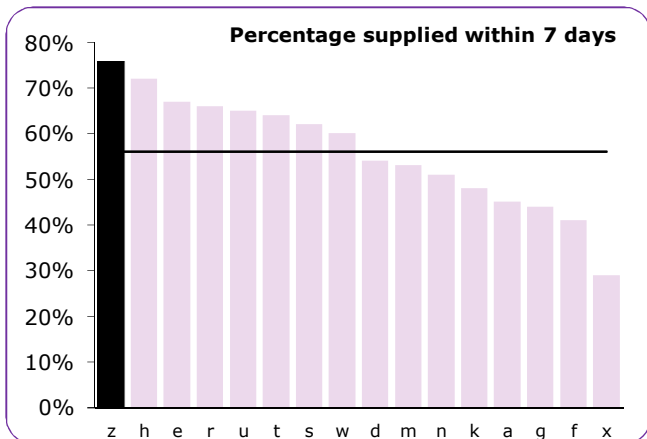
- This chart compares another core library activity, providing an indicator for both workload and the demand placed on the library book stock.

D: Stock



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

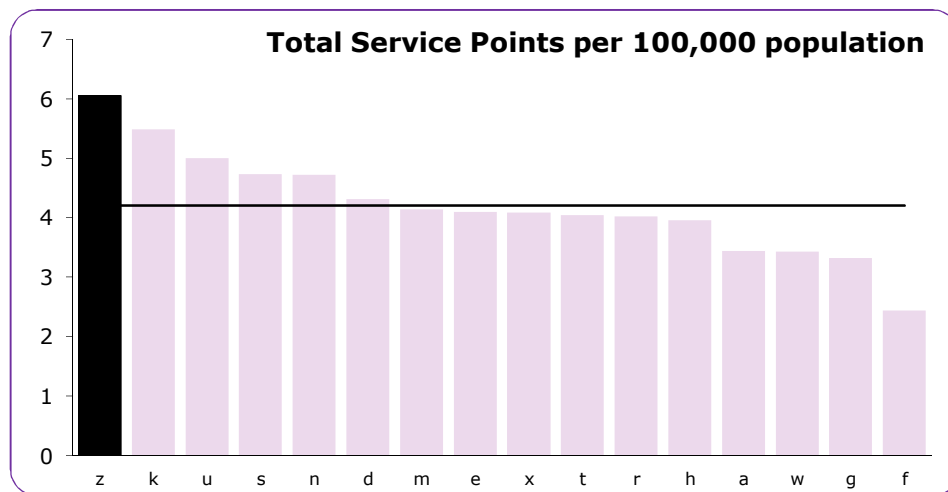
E: Performance



- Hillingdon successfully supplied 75.8% 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.



(See page 8 for details)

Section Contents

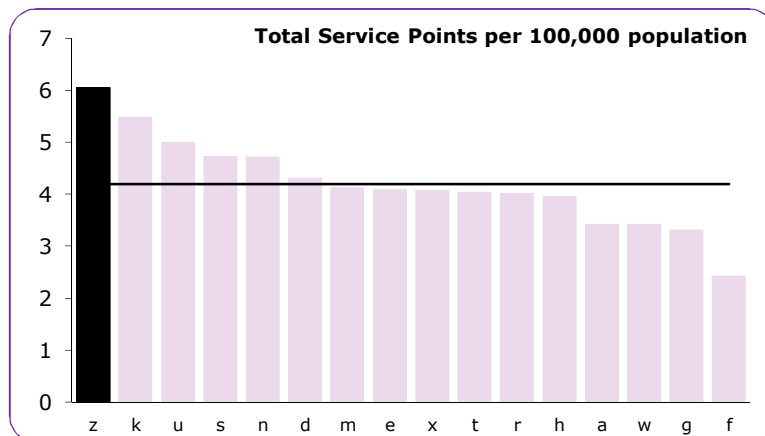
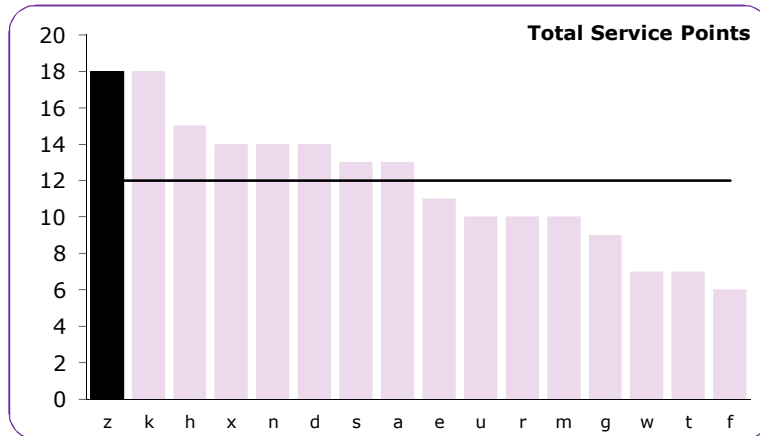
Page 8	A1: Service Points Number of service points Busiest service points
Page 10	A2: Population Density Comparisons for static & mobile libraries % authorities without mobile libraries
Page 11	A3: Opening Hours Distribution of opening hours Opening hours at busiest service points
Page 12	A4: Library 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

at 31 March 2016

	Number	/ 100k pop	Average
Mobile Libraries	1	0.3	0.1
Static Service Points	17	5.7	4.2
Total Service Points	18	6.0	4.2

	Authority	Average
Population	297,700	280,056



Source: CIPFA Public Library Statistics 2016 - Cells 1 to 45, ONS Population Estimates Mid 2016

Busiest Service Points

2015-16 Actuals

Busiest Service Point (Issues):

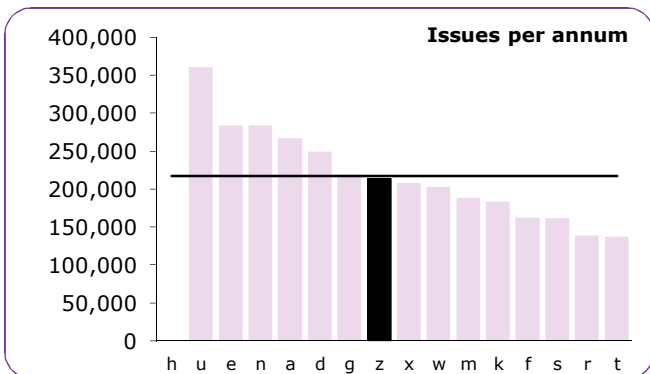
Uxbridge

Busiest Service Point (Visits):

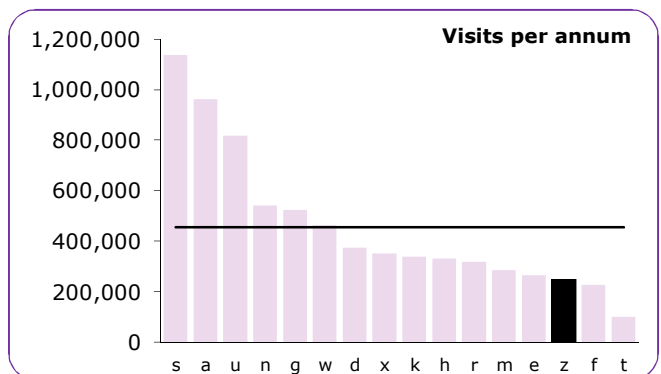
Botwell Green

	Authority	Average
Issues per annum	213,571	216,925

	Authority	Average
Visits per annum	248,299	454,302



Source: CIPFA Public Library Statistics 2016 - Cells 48 & 49



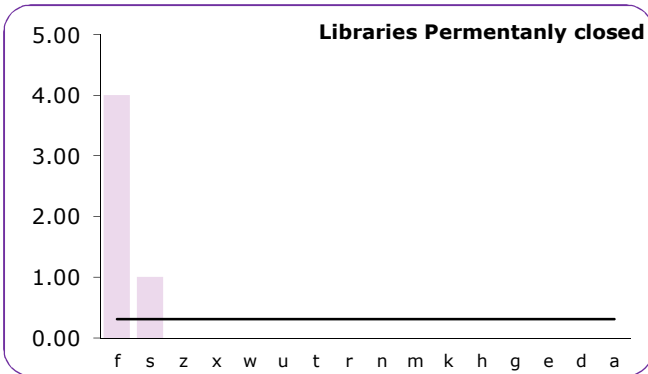
Source: CIPFA Public Library Statistics 2016 - Cells 50 & 51

A1: Service Points (continued)

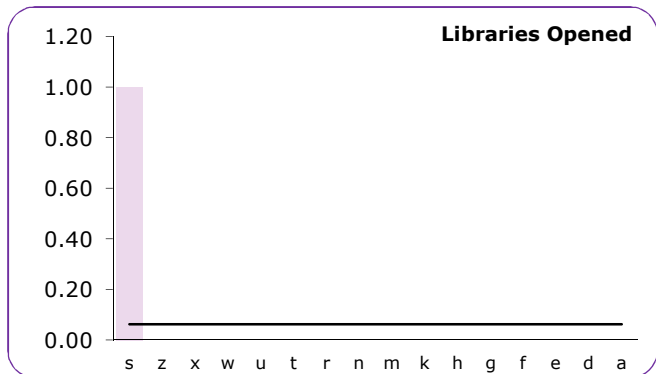
2015-16 Actuals

Library Opening/Closures

	Authority	/100,000 pop	Avg
Libraries closed	0	0.0	0.31
Libraries Opened	0	0.0	0.06
Net Library openings	0	0.0	-0.25



Source: CIPFA Public Library Statistics 2016 - Cell 46



Source: CIPFA Public Library Statistics 2016 - Cell 47



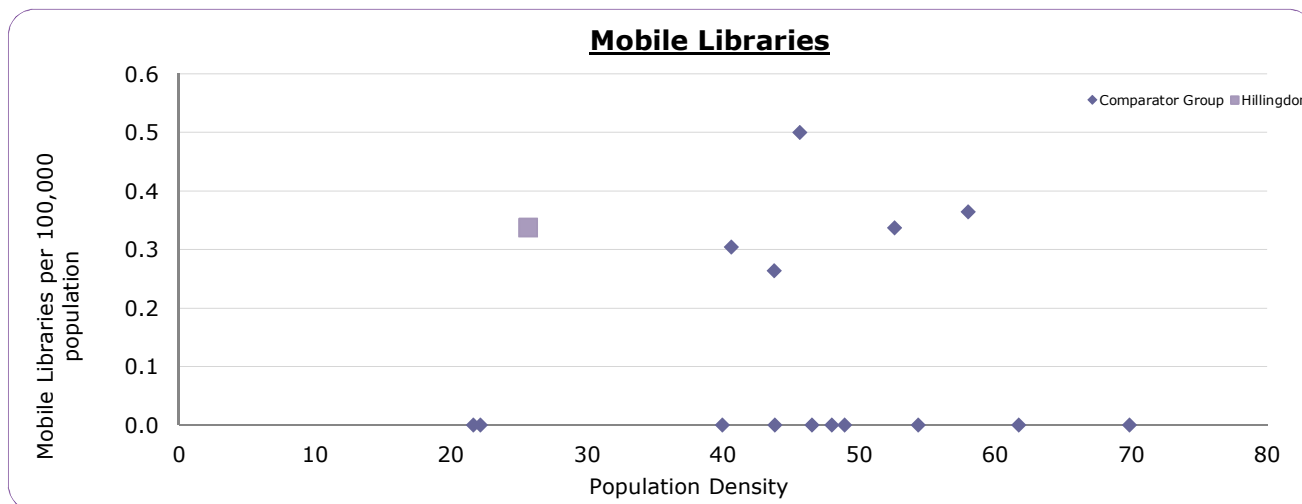
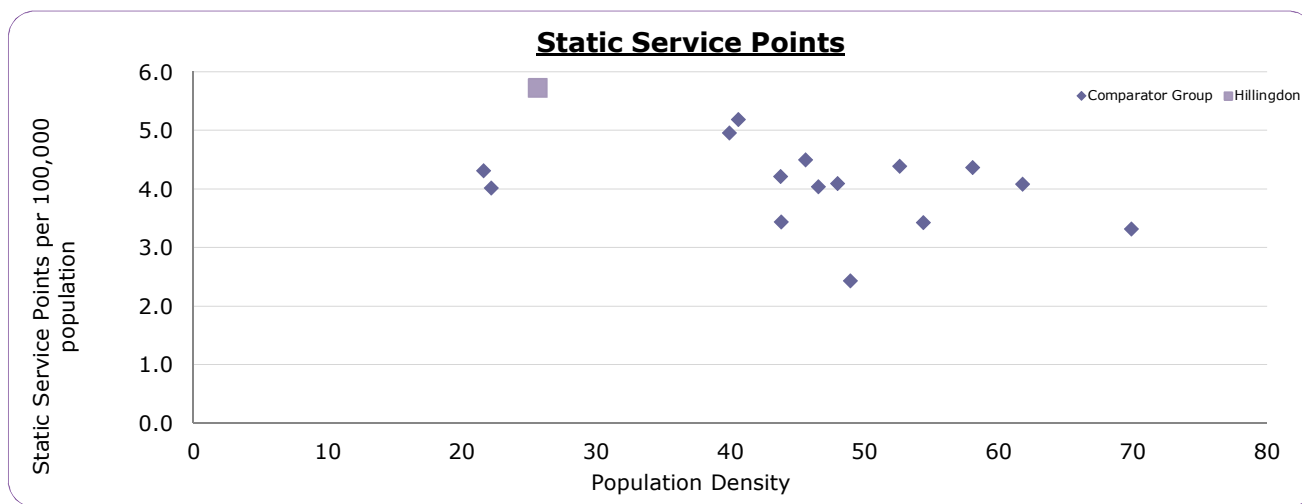
A2: Population Density

2015-16 Actuals

Population Density and Number of Service Points

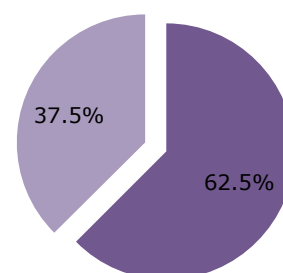
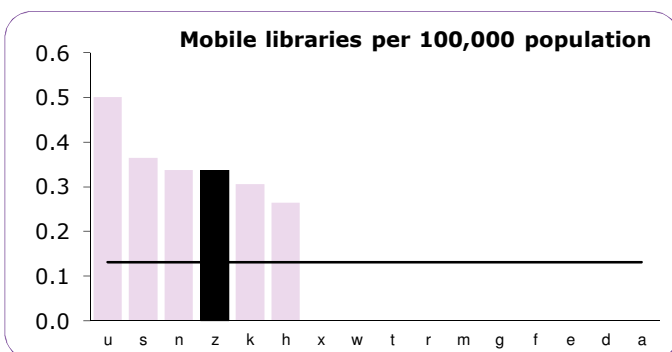
- In urban areas of high population density a small number of service points will be able to provide service to a large population. In rural areas more service points will be required to enable the population to have easy access.
- The scatter plots below compare these two factors. For all UK library 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	25.7 46.1



Mobile Libraries

Authority	Number	/ 100k pop	Average
Mobile Libraries	1	0.3	0.1

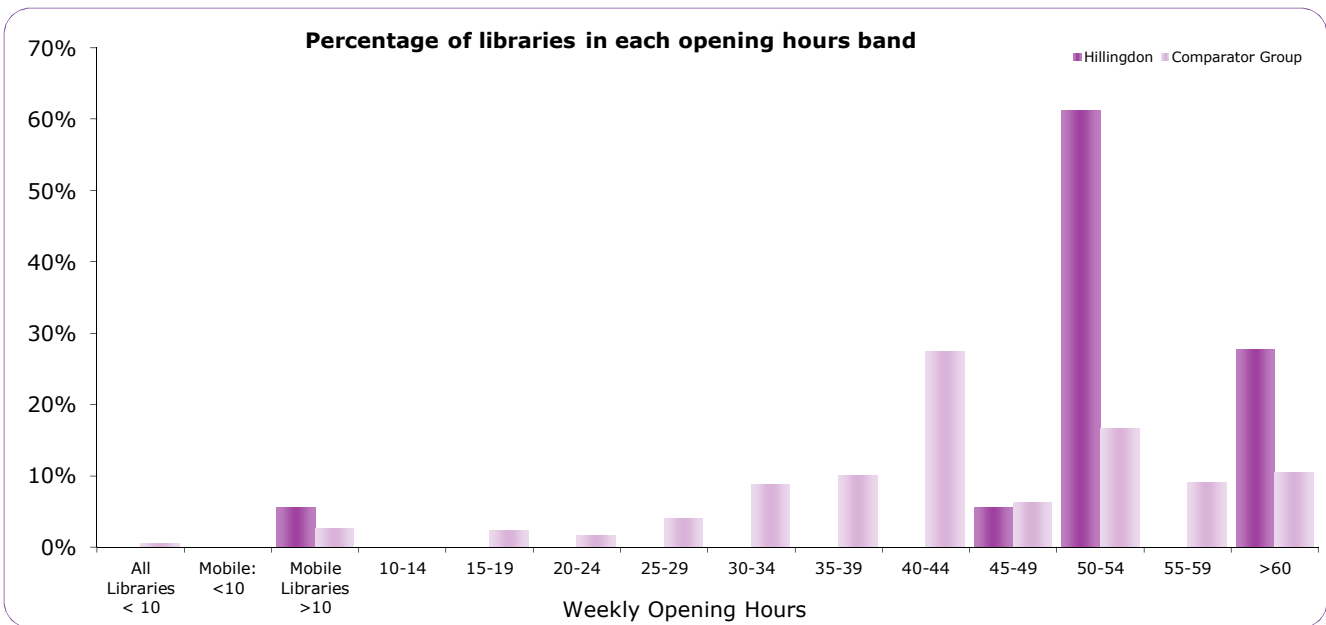


- % Authorities with no mobile libraries
- % Authorities with mobile libraries

A3: Opening Hours

2015-16 Actuals

Hours Open	Statutory		Service Points Non-Statutory		Total		/ 100,000 population		% in Each Band	
	Authority	Average	Authority	Average	Authority	Average	Authority	Average	Authority	Average
All Libraries: < 10	0	0	0	0	0	0	0.0	0.0	0.0%	0.4%
Mobile: <10	0	0	0	0	0	0	0.0	0.0	0.0%	0.0%
Mobile: >10	1	0	0	0	1	0	0.3	0.1	5.6%	2.7%
Static: 10-14	0	0	0	0	0	0	0.0	0.0	0.0%	0.0%
Static: 15-19	0	0	0	0	0	0	0.0	0.0	0.0%	2.4%
Static: 20-24	0	0	0	0	0	0	0.0	0.1	0.0%	1.7%
Static: 25-29	0	1	0	0	0	1	0.0	0.2	0.0%	4.1%
Static: 30-34	0	1	0	0	0	1	0.0	0.4	0.0%	8.9%
Static: 35-39	0	1	0	0	0	1	0.0	0.4	0.0%	10.1%
Static: 40-44	0	3	0	0	0	3	0.0	1.0	0.0%	27.4%
Static: 45-49	1	1	0	0	1	1	0.3	0.3	5.6%	6.3%
Static: 50-54	11	2	0	0	11	2	3.7	0.8	61.1%	16.6%
Static: 55-59	0	1	0	0	0	1	0.0	0.4	0.0%	9.1%
Static: >60	5	1	0	0	5	1	1.7	0.5	27.8%	10.4%
Total	18	12	0	0	18	12	6.1	4.1		

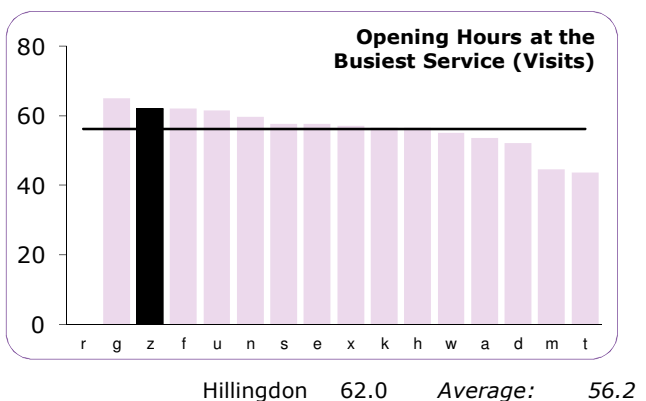
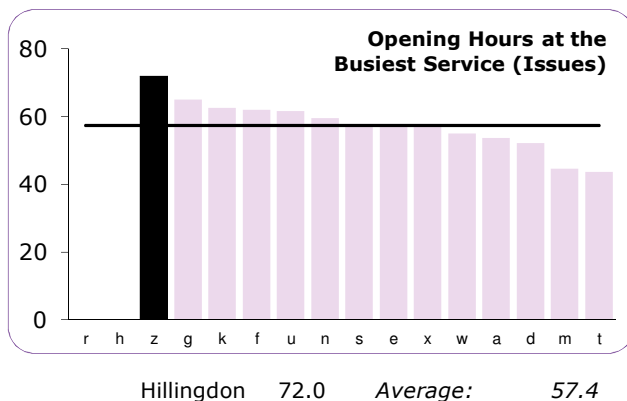


Source: CIPFA Public Library Statistics 2016 - Cells 1 to 45

Opening Hours - Busiest Service Points

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

Busiest Service Point (Visits): **Botwell Green**

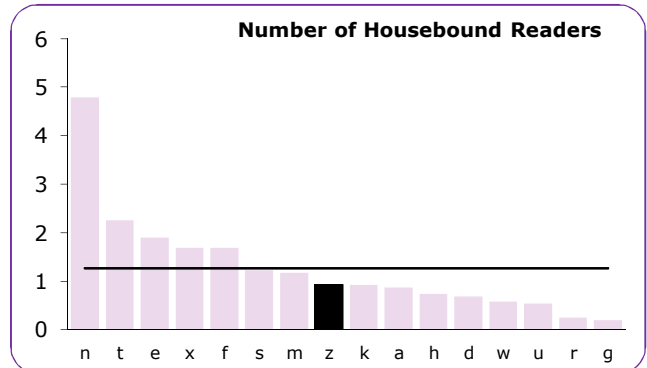
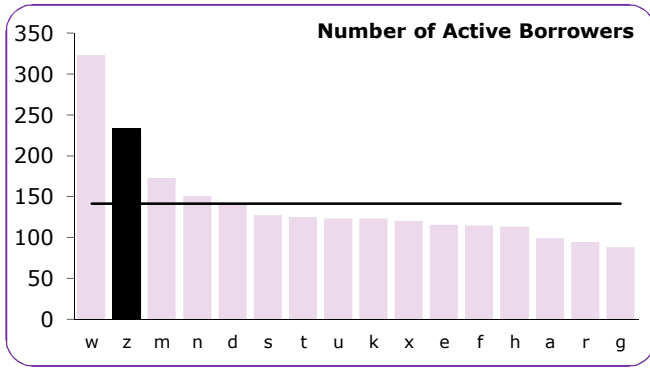


Source: CIPFA Public Library Statistics 2016 - Cells 48 to 51

A4: Library Users

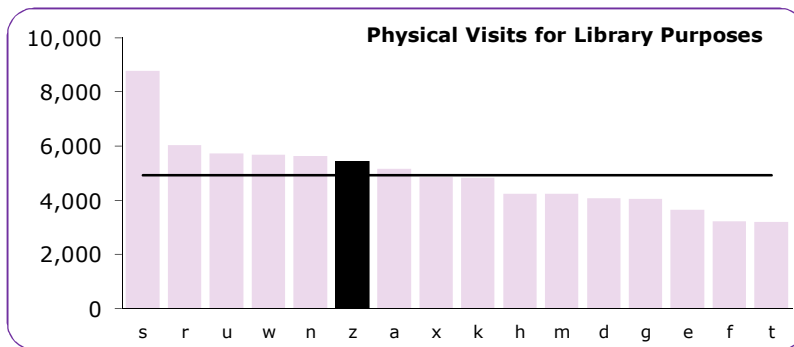
2015-16 Actuals

	Number	/1,000 pop	Average
Active Borrowers	69,418	233	141
Housebound Readers	276	0.9	1.3

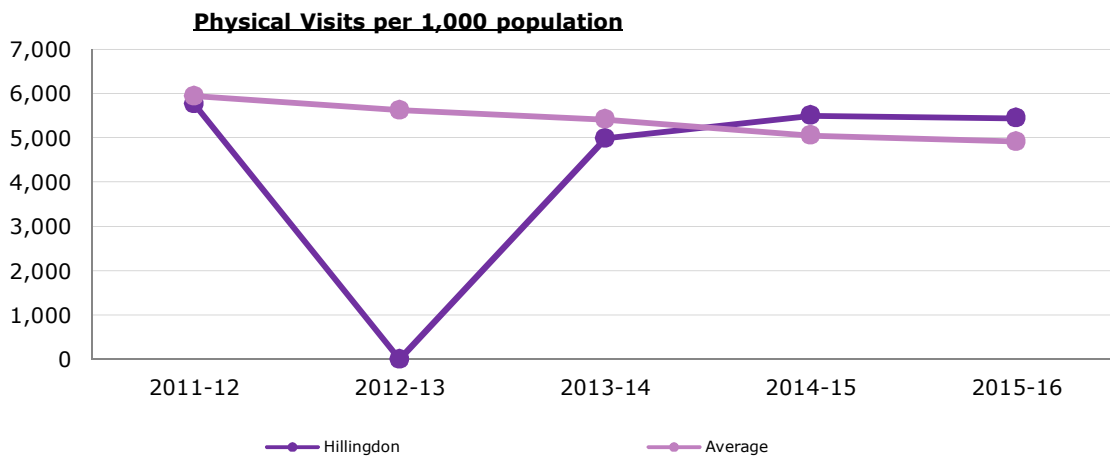


Source: CIPFA Public Library Statistics 2016 - Cells 122 & 123

Physical Visits for Library Purposes



Physical Visits	Number	per 1,000 pop	Average
2011-12	1,687,208	5,764	5,942
2012-13	na	na	5,621
2013-14	1,405,595	4,988	5,414
2014-15	1,576,889	5,498	5,052
2015-16	1,620,094	5,442	4,915

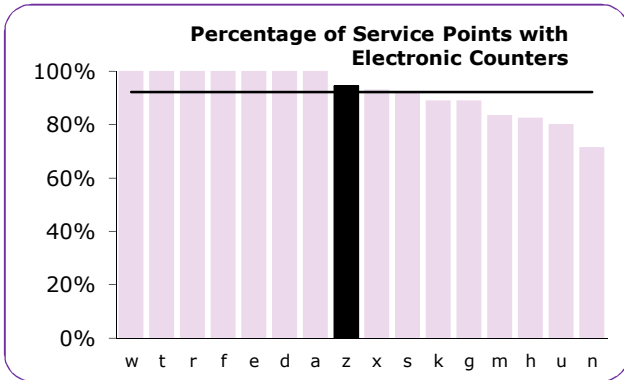


Source: CIPFA Public Library Statistics 2016 - Cell 124

A4: Library Users (continued)

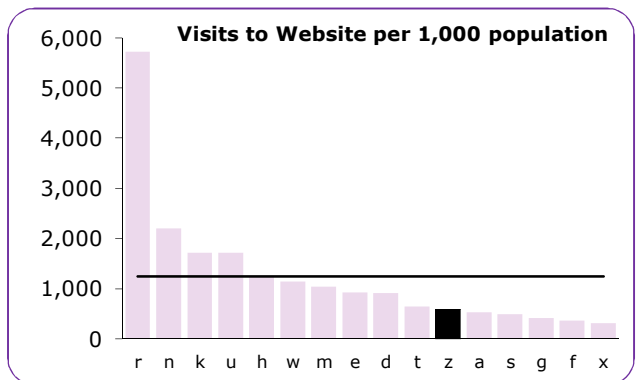
2015-16 Actuals

	Authority	Average
S.P. with Electronic Counters	94%	92%



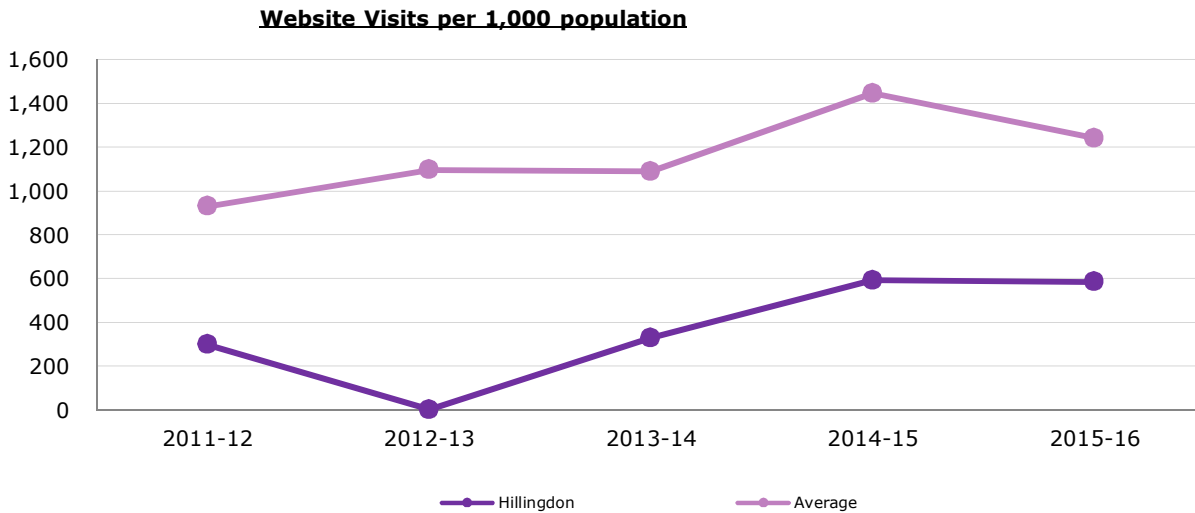
Source: CIPFA Public Library Statistics 2016 - Cell 127

	Number	per 1,000 pop	Average
Visits to Website	174,024	585	1,241



Source: CIPFA Public Library Statistics 2016 - Cell 128

Website Visits	Number	per 1,000 pop	Average
2011-12	86,878	297	929
2012-13	na	na	1,096
2013-14	92,366	328	1,089
2014-15	169,598	591	1,446
2015-16	174,024	585	1,241

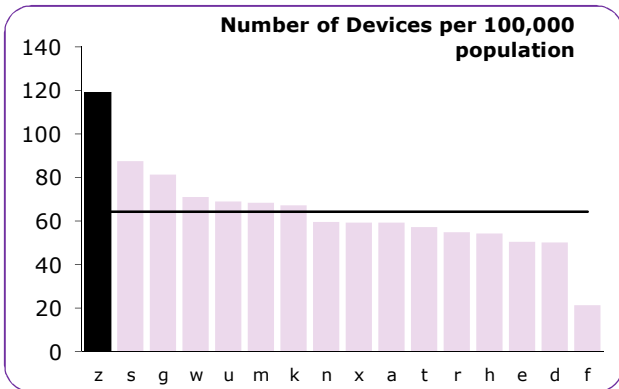


Source: CIPFA Public Library Statistics 2016 - Cell 128 and equivalent for previous years

A5: Electronic Workstations

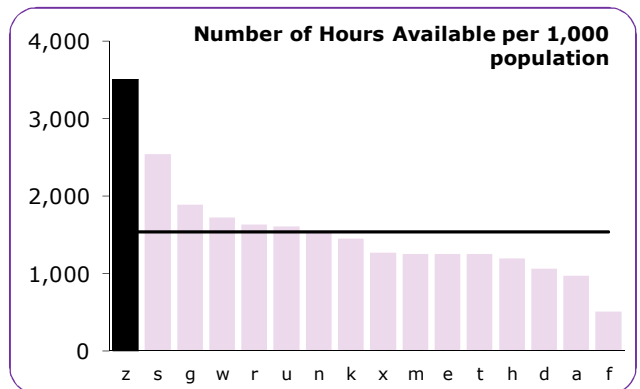
2015-16 Actuals

	Number	per 100,000 pop	Average
Terminals	355	119.2	64.2



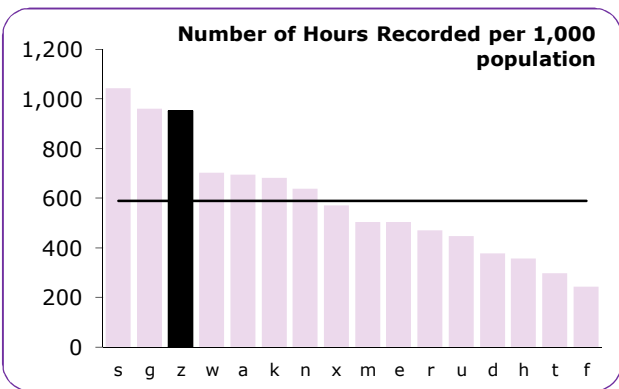
Source: CIPFA Public Library Statistics 2016 - Cell 52

	Number	per 1,000 pop	Average
Hours Available	1,043,096	3,504	1,535



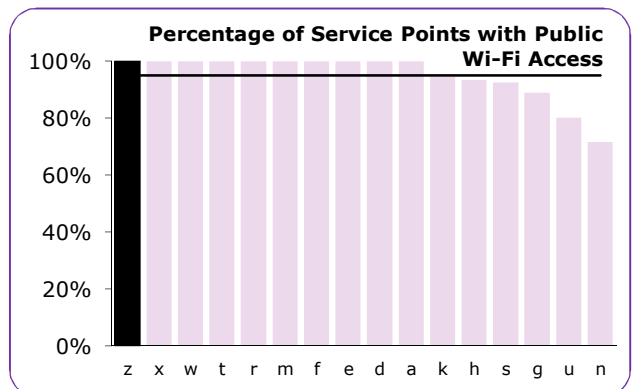
Source: CIPFA Public Library Statistics 2016 - Cell 53

	Number	per 1,000 pop	Average
Hrs Recorded	283,177	951	589



Source: CIPFA Public Library Statistics 2016 - Cell 54

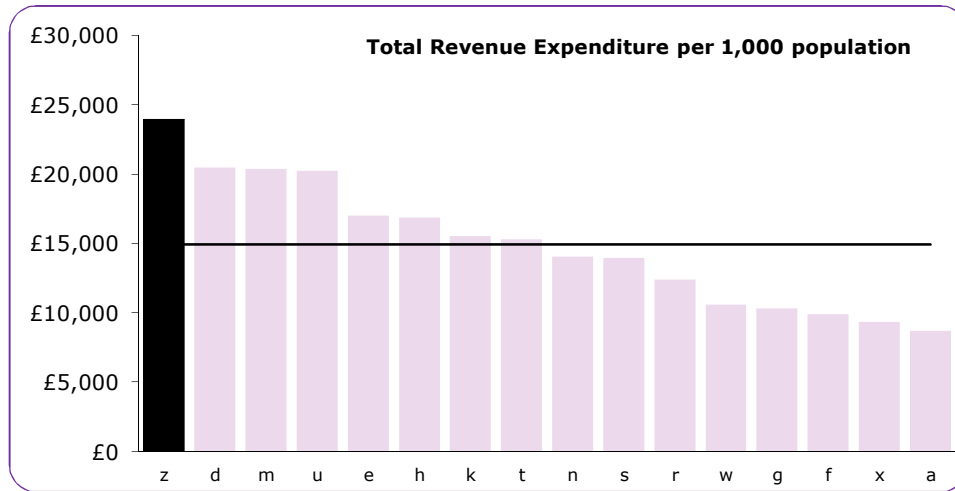
	Authority	Average
Service Points with Wi-Fi Access	100%	95%



Source: CIPFA Public Library Statistics 2016 - Cell 55

SECTION B: RESOURCING

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

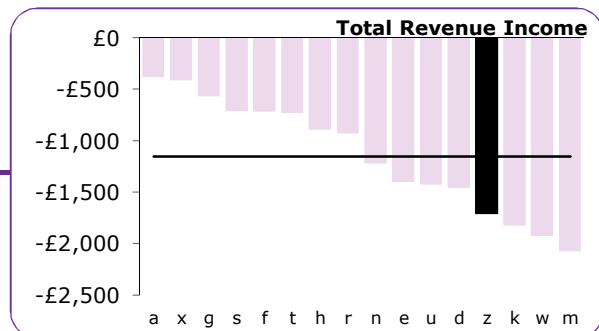
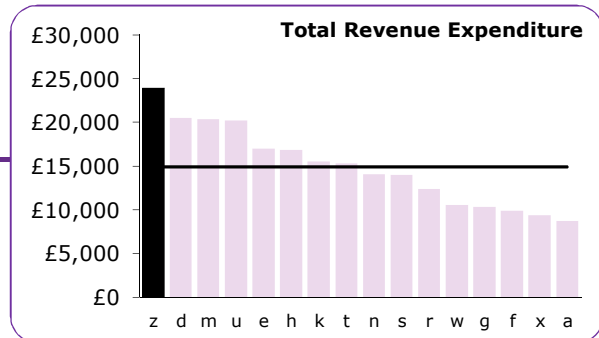
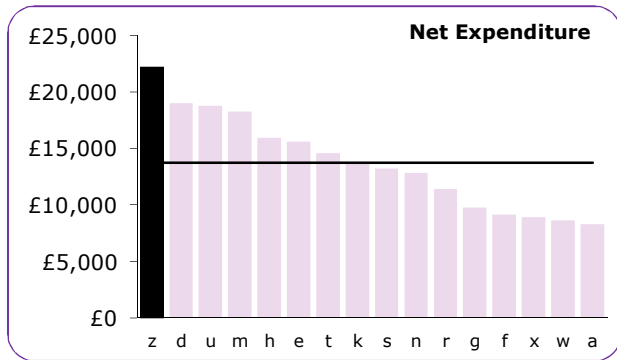


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Page 20	B2: Cost Indicators Various cost indicators
Page 21	B3: Financial Information (Estimates) Net expenditure, revenue expenditure & income % expenditure on staff and materials
Page 22	B4: Staffing Staff per 100k population Professional & other paid staff Staff costs per employee
Page 24	B5: Volunteers Analysis of numbers and hours

B1: Financial Information (Actuals)

2015-16 Actuals	£	per 1,000 pop	Average
Revenue Expenditure	7,123,901	23,930	14,904
Revenue Income	508,733	1,709	1,154
Net Expenditure	6,615,168	22,221	13,750

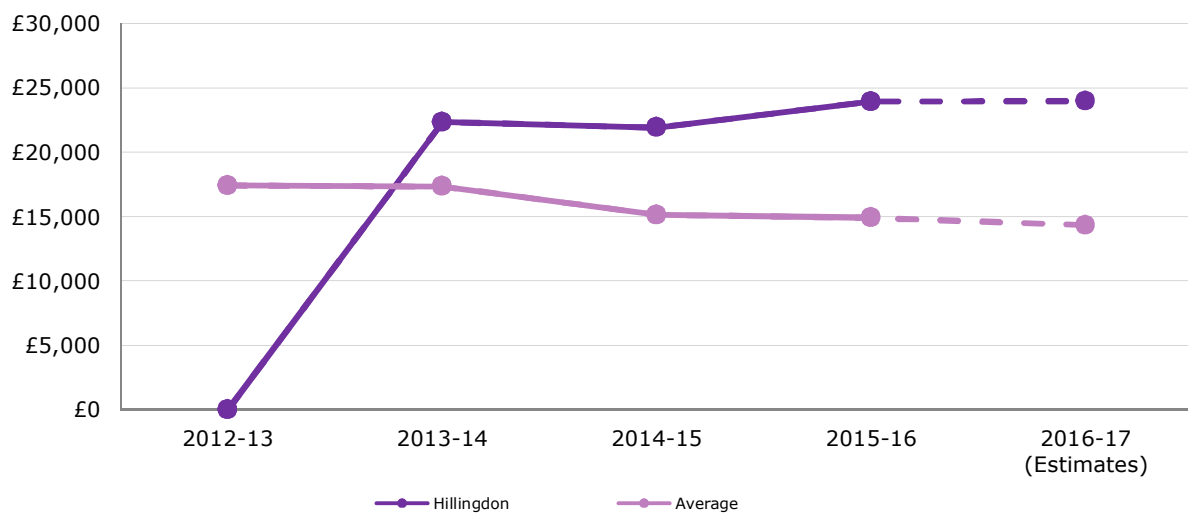
graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2016 - Cells 157, 167 & 168

Revenue Expenditure	£	per 1,000 pop	Average
2012-13	na	na	17,407
2013-14	6,293,732	22,334	17,331
2014-15	6,286,188	21,918	15,111
2015-16	7,123,901	23,930	14,904
2016-17 (Estimates)	7,133,000	23,960	14,336

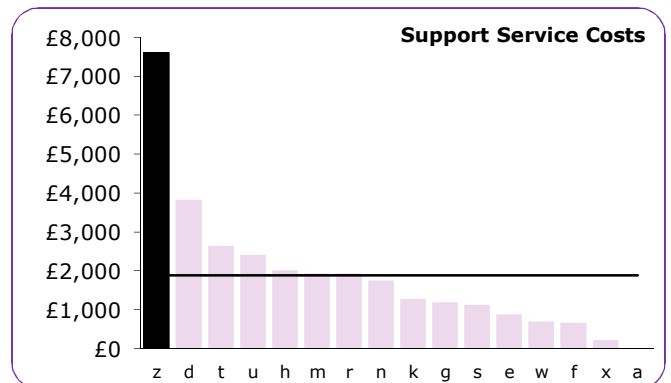
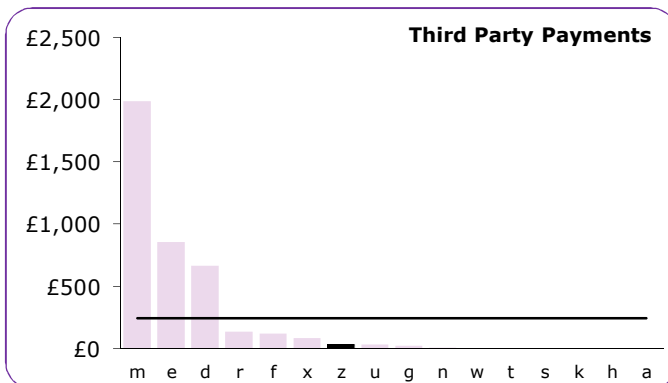
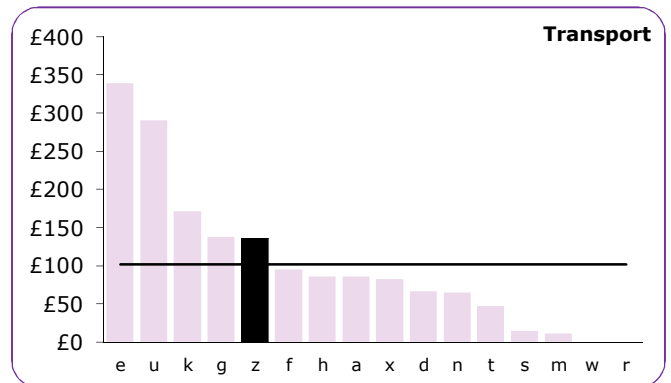
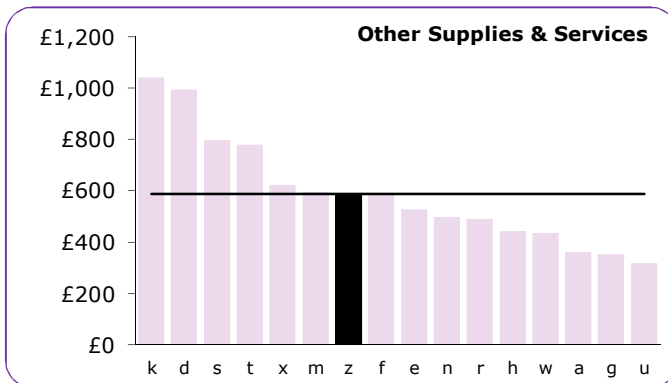
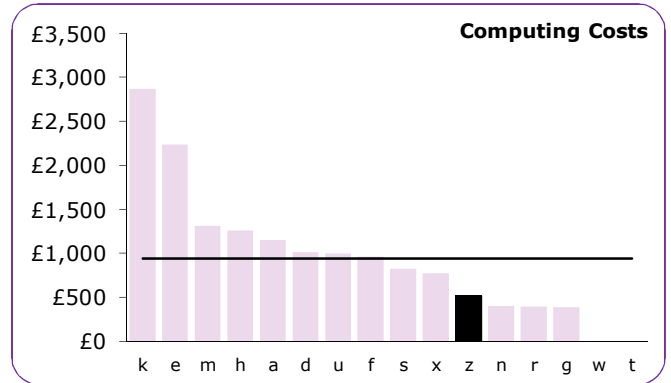
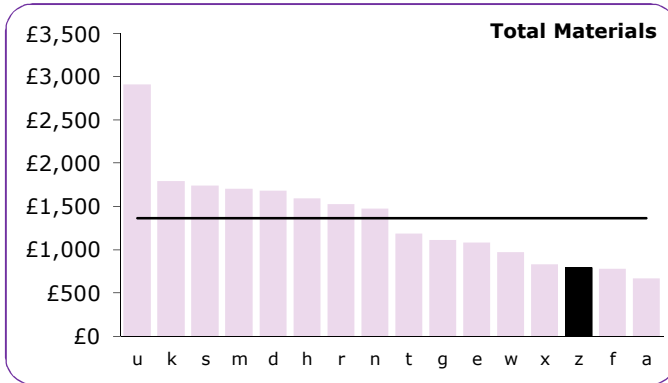
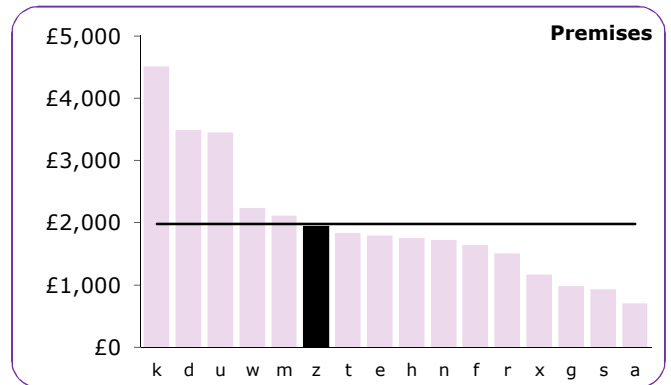
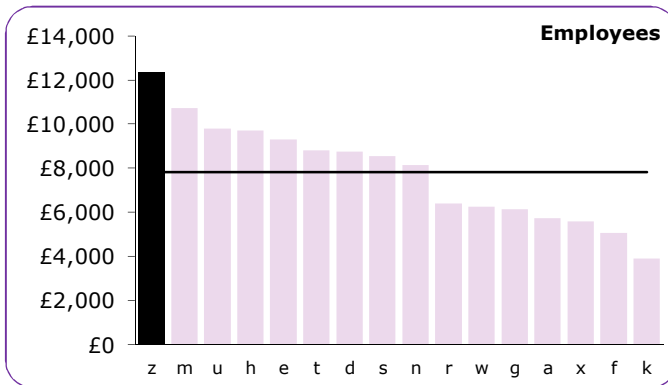
Revenue Expenditure per 1,000 population: Time Series



Source: CIPFA Public Library Statistics 2016 - Cell 157 and equivalent for previous years

Revenue Expenditure (2015-16 Actuals)	£	per 1,000 pop	Average
Employees	3,673,622	12,340	7,811
Premises	577,048	1,938	1,979
Total Materials	234,653	788	1,361
Computing Costs	153,952	517	940
Other Supplies & Services	173,968	584	587
Transport	40,349	136	101
Third Party Payments	9,619	32	245
Support Service Costs	2,260,690	7,594	1,879
Total Revenue Expenditure	7,123,901	23,930	14,904

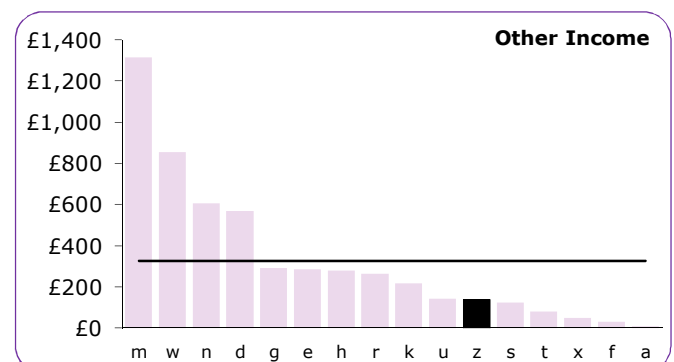
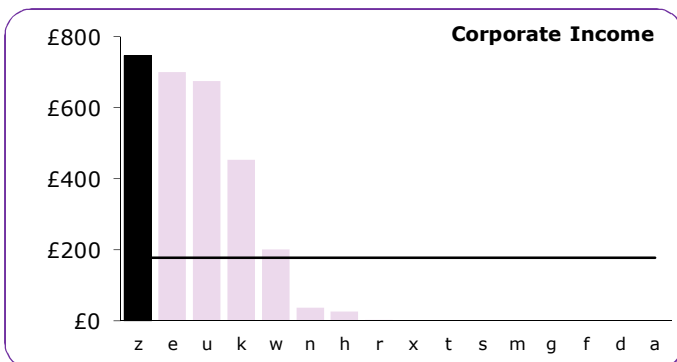
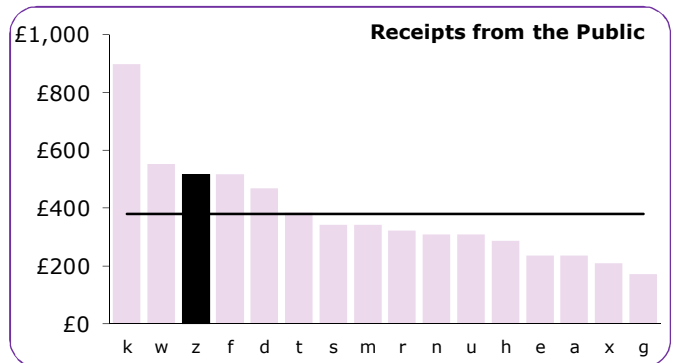
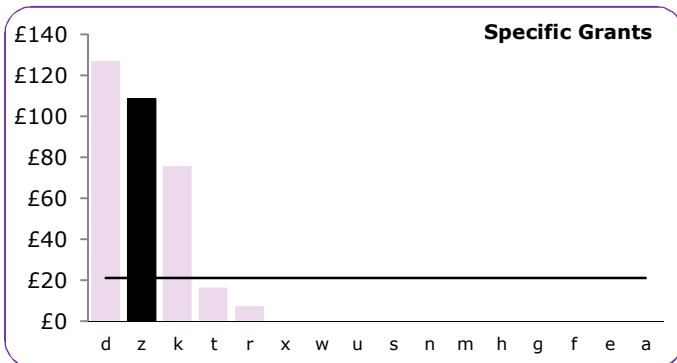
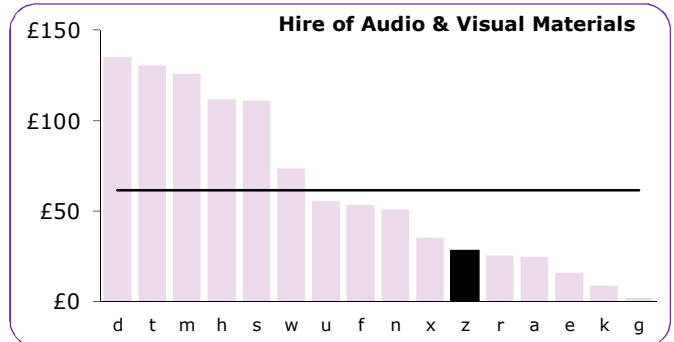
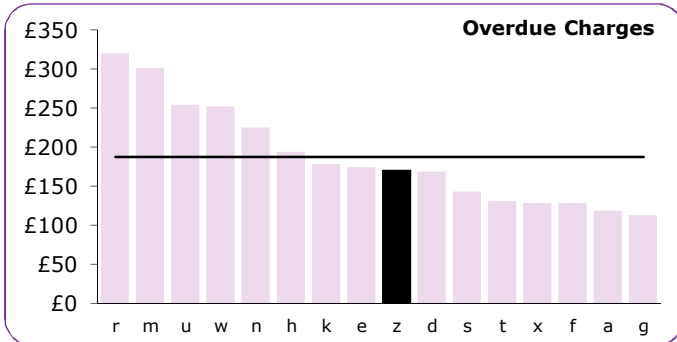
graphs show expenditure per 1,000 population



Source: CIPFA Public Library Statistics 2016 - Cells 131 to 157

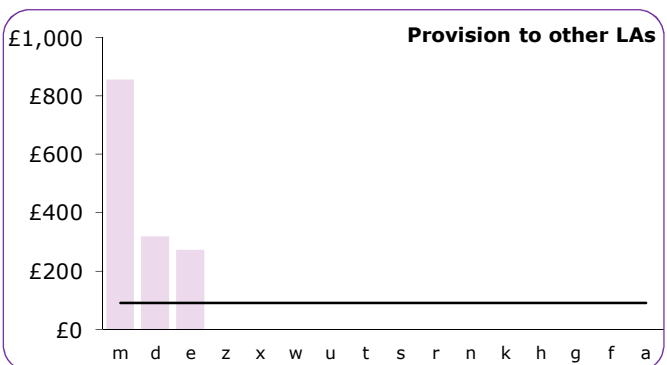
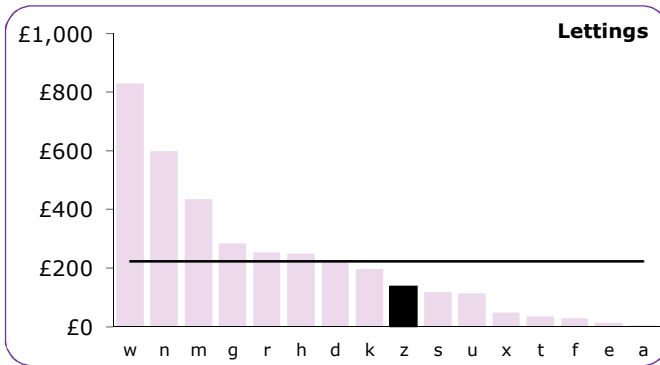
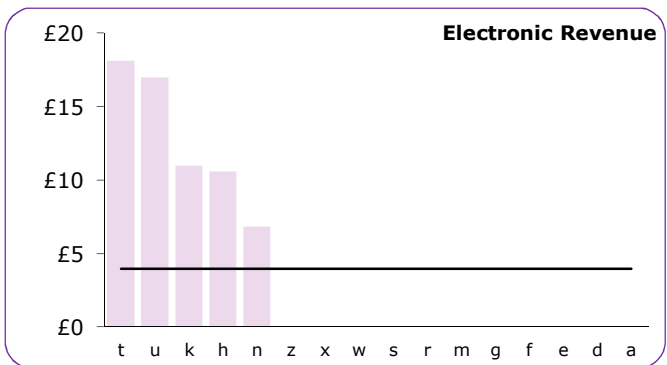
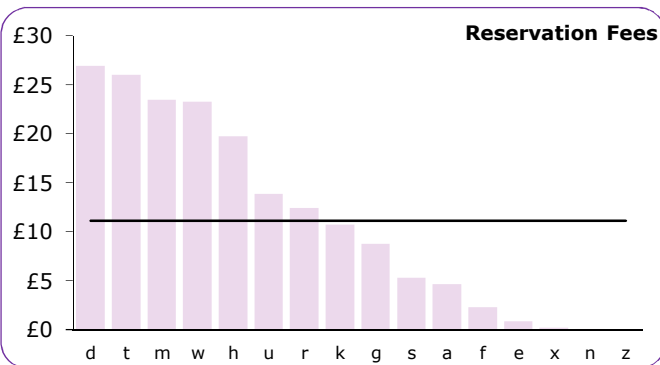
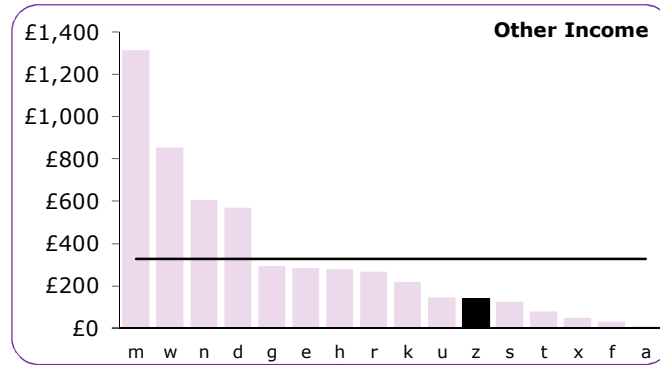
Revenue Income (2015-16 Actuals)	£	per 1,000 pop	Average
Overdue Charges	50,842	171	187
Hire of Audio & Visual Materials	8,434	28	62
Specific Grants	32,265	108	21
Receipts from the Public	153,745	516	380
Corporate Income	222,204	746	177
Other Income	41,243	139	327
Reservation Fees	0	0	11
Lettings	41,243	139	222
Electronic Revenue	0	0	4
Provision to other LAs	0	0	90
Total Revenue Income	508,733	1,709	1,154

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2016 - Cells 158 to 167

Total Other Income (2015-16 Actuals)	£	per 1,000 pop	Average
Reservation Fees	0	0	11
Lettings	41,243	139	222
Electronic Revenue	0	0	4
Provision to other LAs	0	0	90
Total Other Income	41,243	139	327

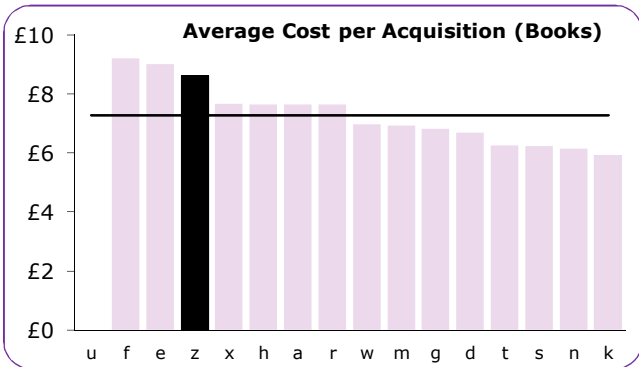


Source: CIPFA Public Library Statistics 2016 - Cells 159, 160, 162 & 164

B2: Cost Indicators

	£ p	Average
Average Cost per Book	£8.61	£7.28

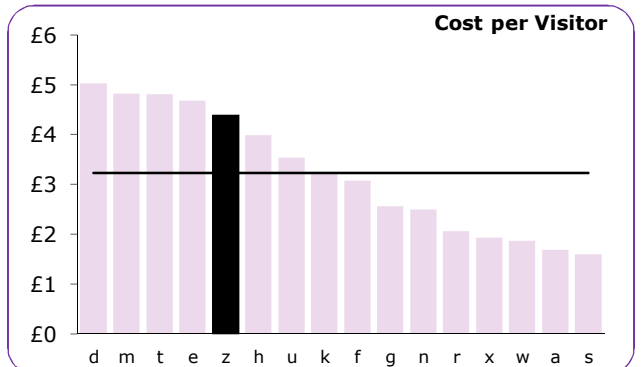
- Average cost per book acquisition.



Source: CIPFA Public Library Statistics 2016 -
Sum of Cells 133 to 137 divided by Cell 71

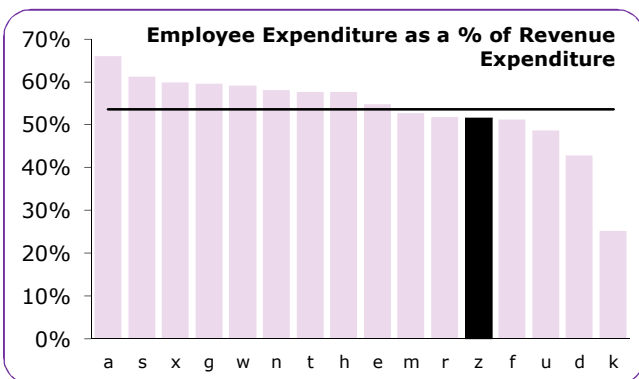
	£ p	Average
Cost per Visitor	£4.40	£3.23

- Revenue expenditure divided by visitor number.



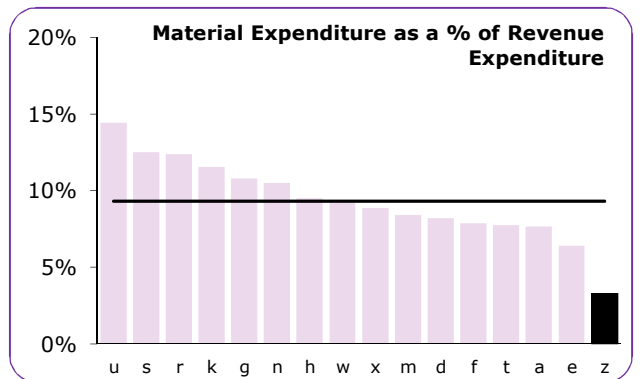
Source: CIPFA Public Library Statistics 2016 -
Cell 157 divided by Cell 124

	%	Average
% Employee Expenditure	52%	54%



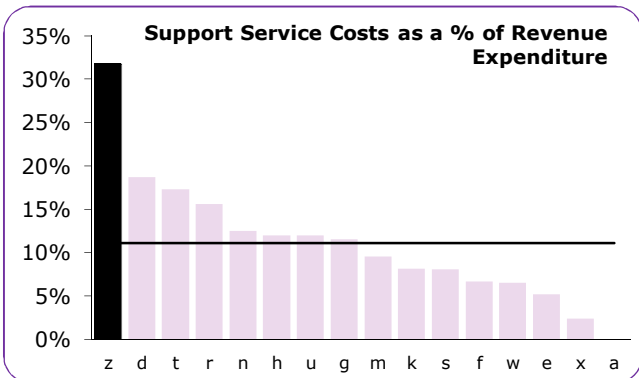
Source: CIPFA Public Library Statistics 2016 -
Cell 131 as a percentage of Cell 157

	%	Average
% Material Expenditure	3%	9%



Source: CIPFA Public Library Statistics 2016 -
Cell 151 as a percentage of Cell 157

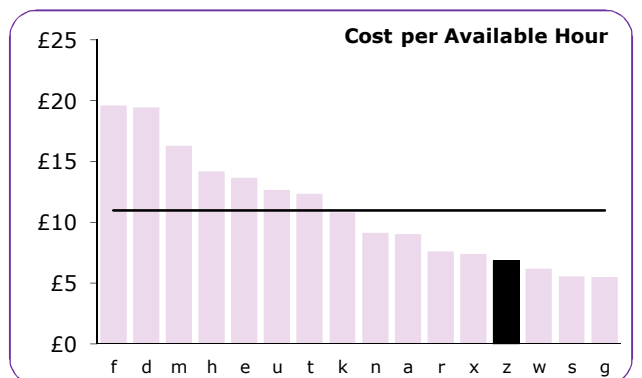
	%	Average
% Support Services	32%	11%



Source: CIPFA Public Library Statistics 2016 -
Cell 156 as a percentage of Cell 157

	£ p	Average
Cost per Available Hour	£6.83	£10.98

- Cost per Available Hour

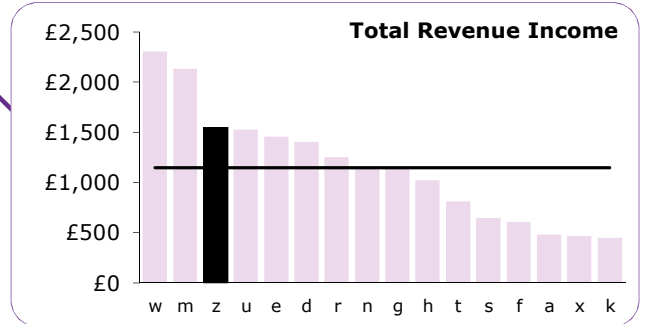
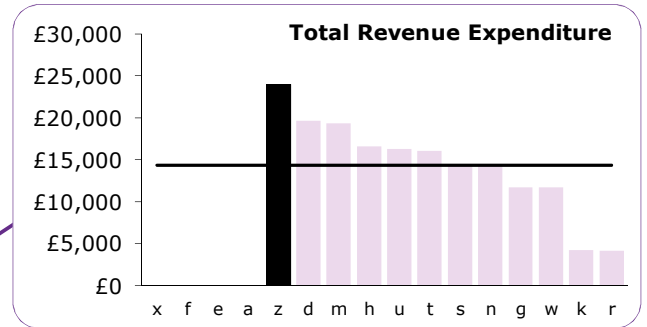
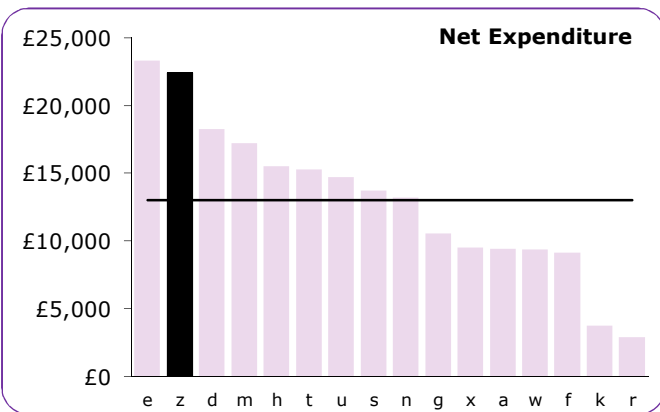


Source: CIPFA Public Library Statistics 2016 -
Cell 157 divided by Cell 53

B3: Financial Information (2016-17 Estimates)

graphs shown per 1,000 population

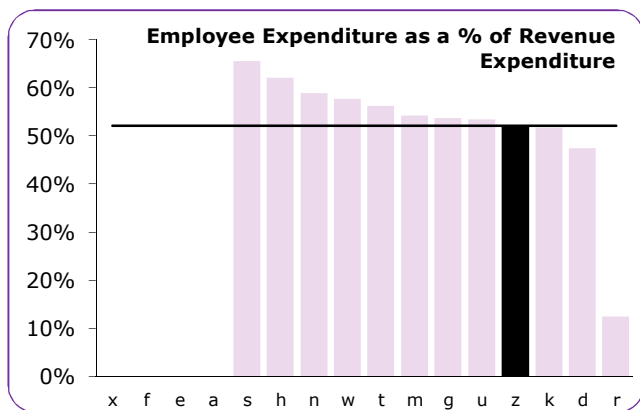
Net Expenditure	£	per 1,000 pop	Average
Employees	3,721,800	12,502	7,500
Premises	570,000	1,915	1,766
Supplies & Services - Materials	575,300	1,932	1,361
Other Expenditure	2,265,900	7,611	2,757
Revenue Expenditure	7,133,000	23,960	14,336
Revenue Income	(461,400)	(1,550)	(1,146)
Net Expenditure	6,671,600	22,410	13,190



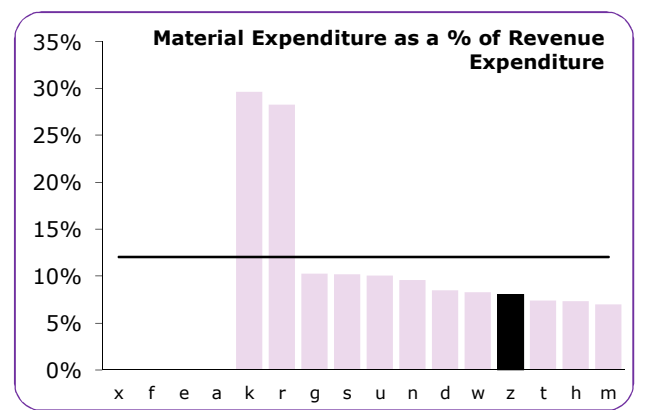
Source: CIPFA Public Library Statistics 2016 - Cell 170 to 174

2016-17 Estimates	%	Average
% Employee Expenditure	52%	52%

2016-17 Estimates	%	Average
% Material Expenditure	8%	12%



Source: CIPFA Public Library Statistics 2016 - Cell 170 as a percentage of Cell 174

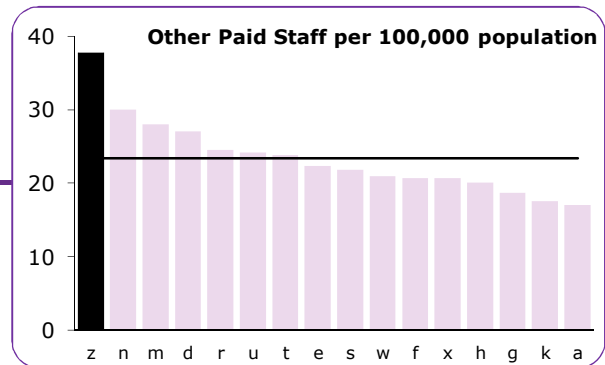
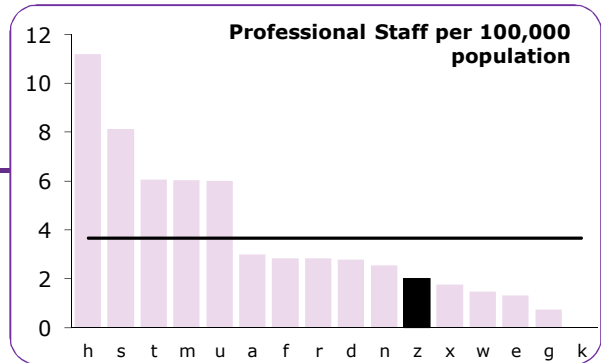
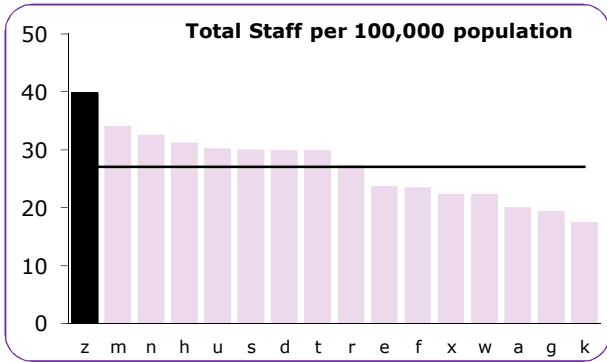


Source: CIPFA Public Library Statistics 2016 - Cell 172 as a percentage of Cell 174

B4: Staffing

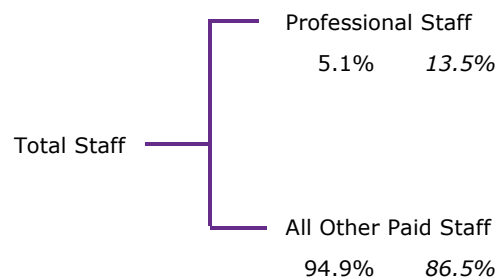
at 31 March 2016

	FTE	per 100,000 pop	Average
Professional Staff	6.0	2.0	3.7
All Other Staff	112.4	37.7	23.4
Total Staff	118.4	39.8	27.1



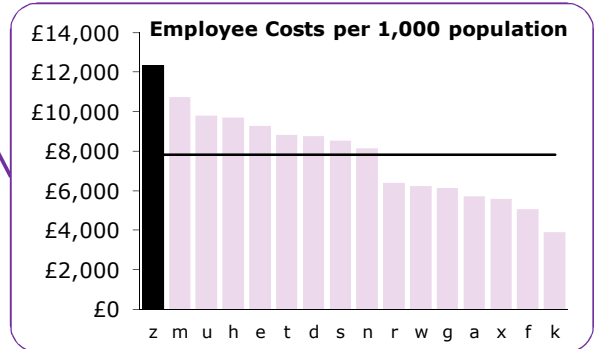
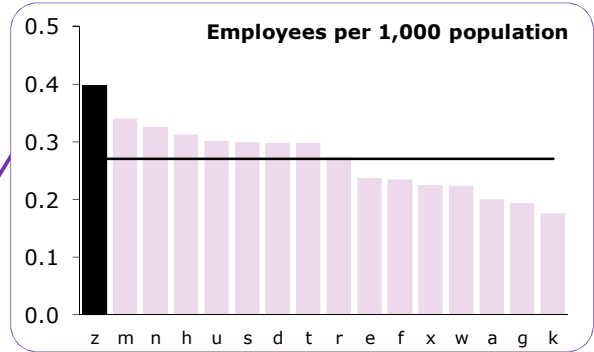
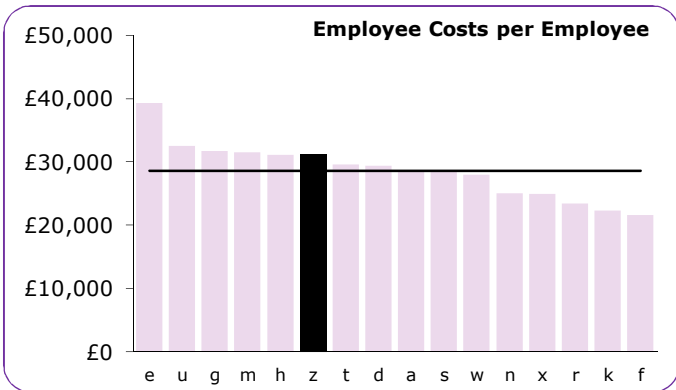
Source: CIPFA Public Library Statistics 2016 - Cells 95 to 97

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.



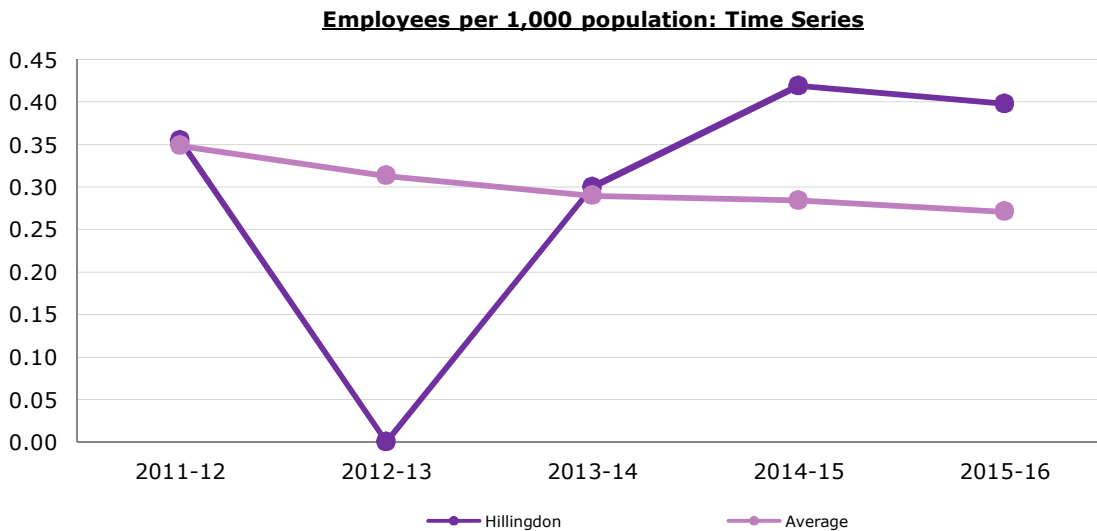
B4: Staffing (continued)

	£	Average
Employee Costs per Employee	31,035	28,612
Employees per 1,000 population	0.40	0.27
Employee Costs per 1,000 population	12,340	7,811



Source: CIPFA Public Library Statistics 2016 - Cell 131 divided by Cell 97

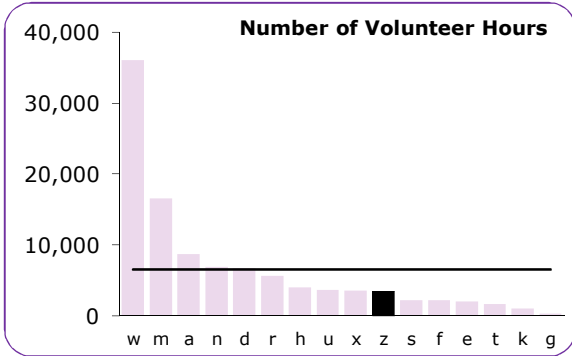
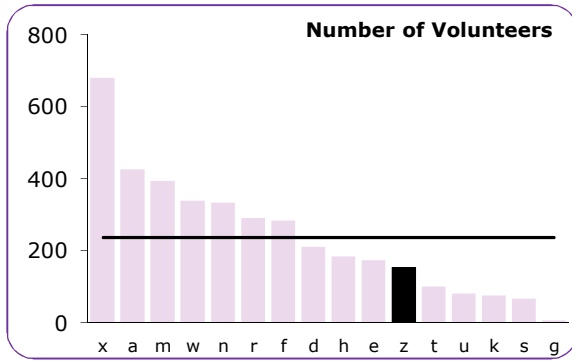
All Staff	FTE	per 1,000 pop	Average
2011-12	97.6	0.35	0.35
2012-13	na	na	0.31
2013-14	86.0	0.30	0.29
2014-15	122.6	0.42	0.28
2015-16	118.4	0.40	0.27



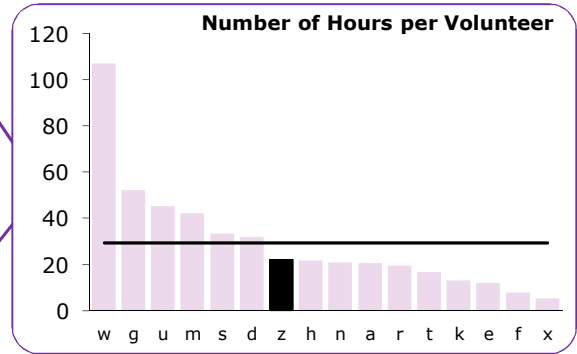
Source: CIPFA Public Library Statistics 2016 - Cell 97 and equivalent for previous years

B5: Volunteers

2015-16 Actuals



	Number	Average
Volunteers	153	236
Volunteer Hours	3,388	6,501
Average Hours per Volunteer	22.1	29.3

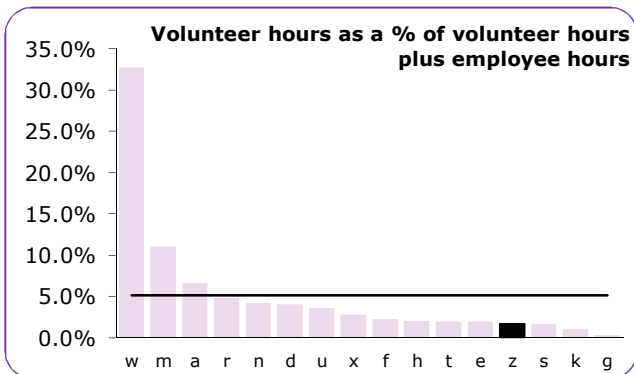


Source: CIPFA Public Library Statistics 2016 - Cells 98 & 99

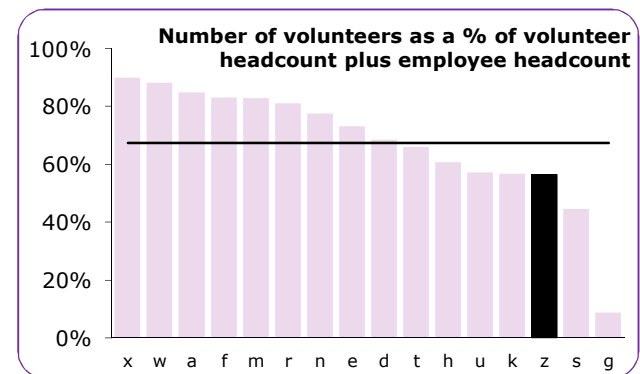
- The section below uses 1,625 hours as the annual hours worked by a full-time member of staff.
- We use this to compare hours provided by paid staff and volunteers.
- The two charts below compare the volunteers to the total of paid staff and volunteers.

	FTE	Average
% Hours worked by volunteers	1.7%	5.1%

	%	Average
Volunteers as % headcount	56.4%	67.4%



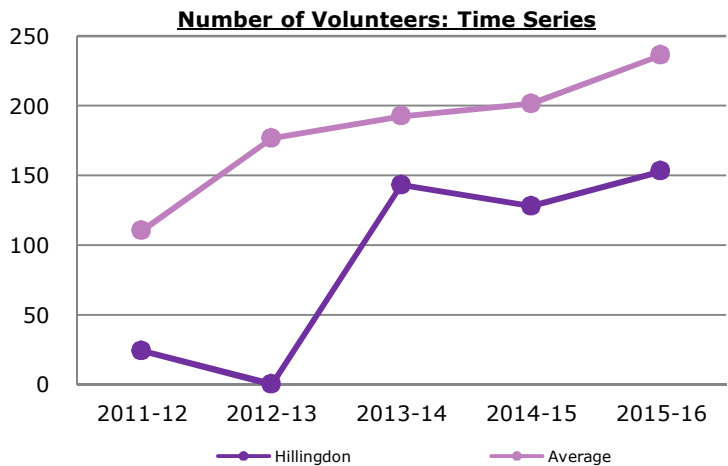
Source: CIPFA Public Library Statistics 2016 - Cells 98 & 99



Source: CIPFA Public Library Statistics 2016 - Cells 98 & 99

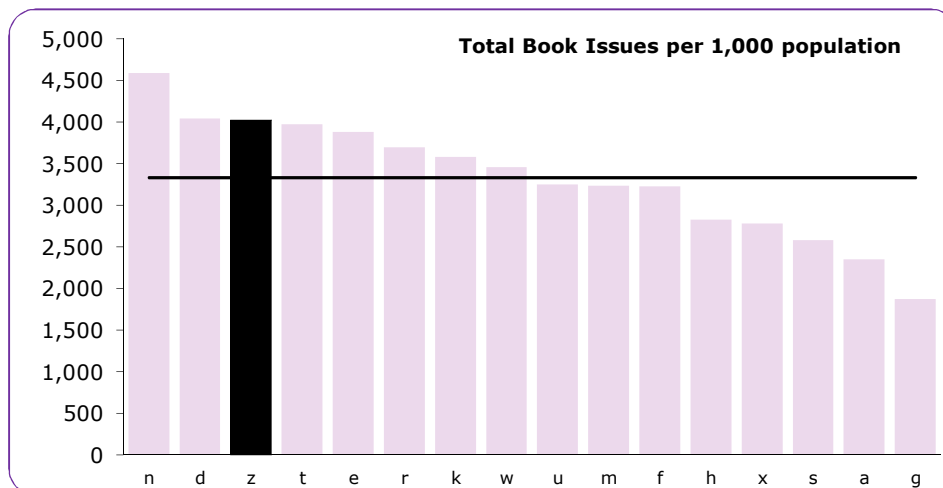
Volunteers	Number	Average
2011-12	24	110
2012-13	na	177
2013-14	143	193
2014-15	128	201
2015-16	153	236

Source: CIPFA Public Library Statistics 2016 - Cell 98 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)

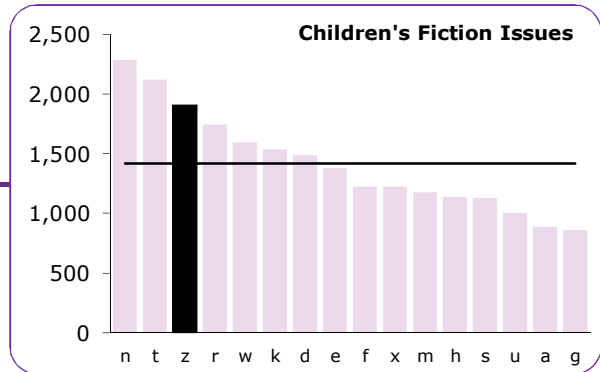
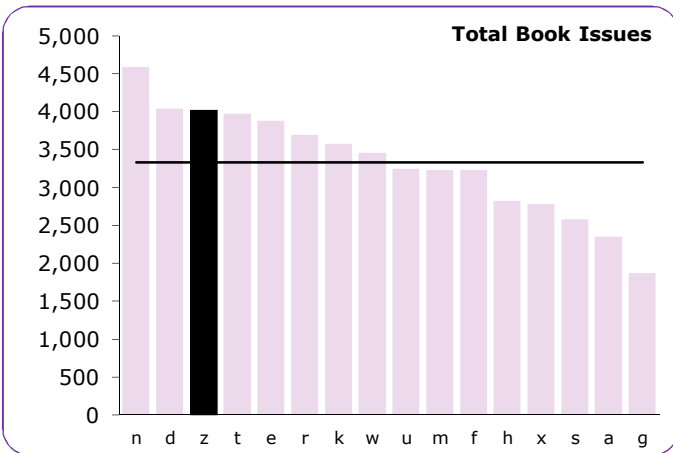
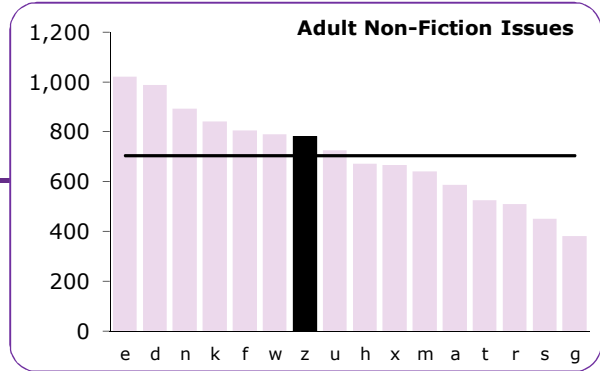
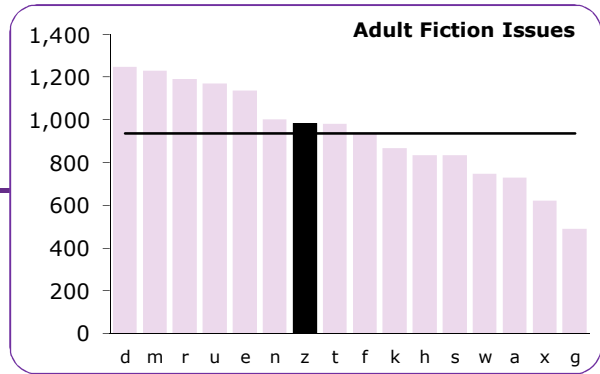
Section Contents	
Page 26	C1: Book Issues Split by children/adult and fiction/non-fiction
Page 27	C2: Stock Turn Split by children/adult and fiction/non-fiction
Page 28	C3: Audio, Visual, Electronic & Other Issues Split by various categories
Page 30	C4: Request Service Total and online
Page 30	C5: Enquiries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

C1: Book Issues

2015-16 Actuals

	Number	/1,000 pop	Average
Adult Fiction	292,767	983	<i>936</i>
Adult Non-Fiction	232,380	781	<i>704</i>
Children's Fiction	568,753	1,910	<i>1,417</i>
Children's Non-Fiction	103,072	346	<i>273</i>
Total Book Issues	1,196,972	4,021	<i>3,330</i>

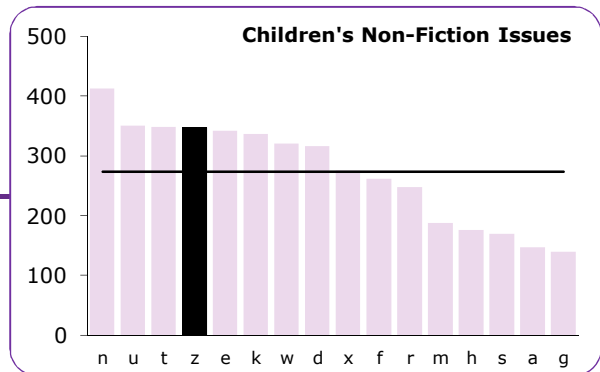
graphs shown per 1,000 population



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

Book Issues	Your Authority	Average
Adult Fiction	24.5%	<i>28.1%</i>
Adult Non-Fiction	19.4%	<i>21.1%</i>
Children's Fiction	47.5%	<i>42.6%</i>
Children's Non-Fiction	8.6%	<i>8.2%</i>

Source: CIPFA Public Library Statistics 2016 - Cells 100 to 103

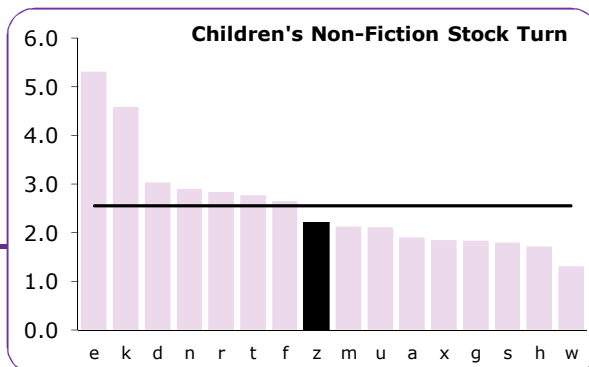
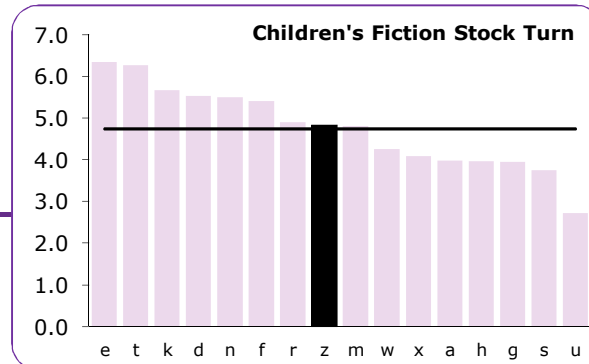
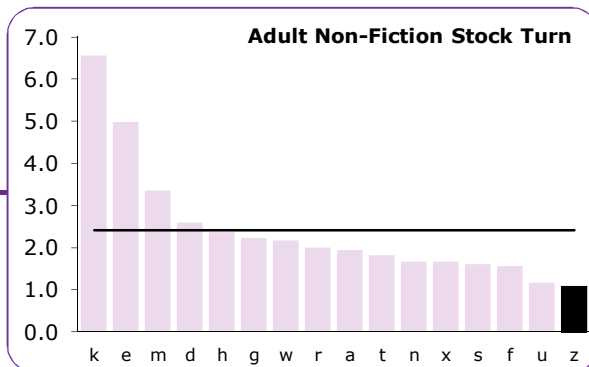
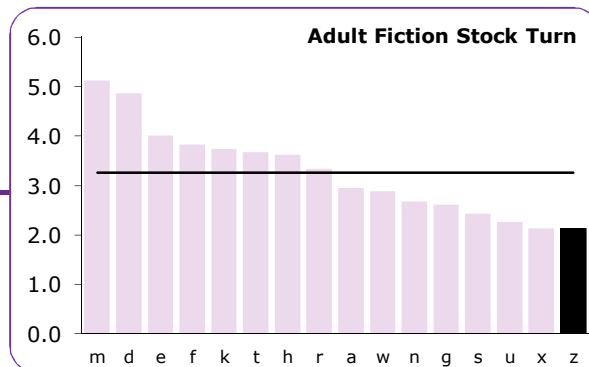
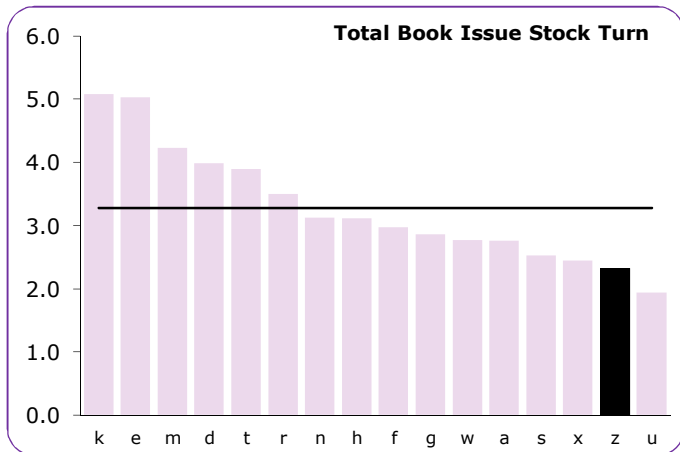


C2: Stock Turn

2015-16 Actuals

	Number	Average
Adult Fiction	2.1	3.3
Adult Non-Fiction	1.1	2.4
Children's Fiction	4.8	4.7
Children's Non-Fiction	2.2	2.5
Total Book Issues	2.3	3.3

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



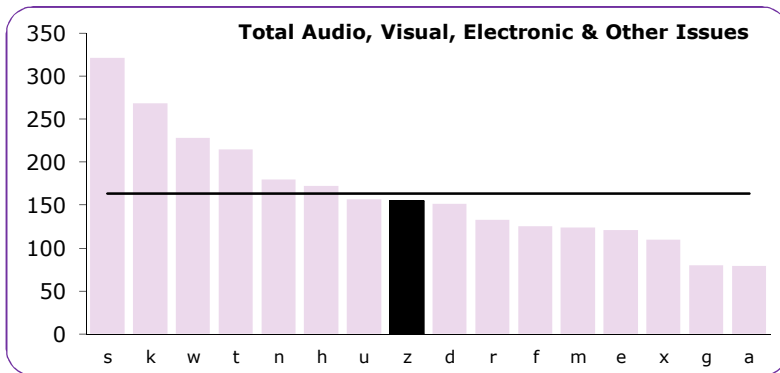
Source: CIPFA Public Library Statistics 2016 - Cells 100 to 104 divided by Cells 58 to 62 respectively

C3: Audio, Visual, Electronic & Other Issues

2015-16 Actuals

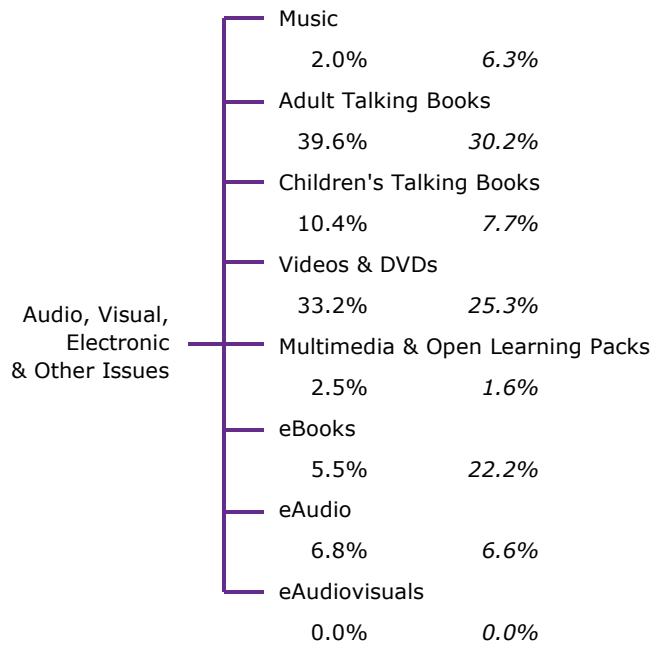
	Number	/1,000 pop	Avg
Sound Recordings			
Music	911	3.1	<i>10.4</i>
Adult Talking Books	18,252	61.3	<i>49.3</i>
Children's Talking Books	4,770	16.0	<i>12.7</i>
Video & DVDs	15,310	51.4	<i>41.4</i>
Multimedia & Open Learning Packs	1,152	3.9	<i>2.6</i>
Electronic Products			
eBooks	2,556	8.6	<i>36.3</i>
eAudio	3,126	10.5	<i>10.7</i>
eAudiovisuals	0	0.0	<i>0.0</i>
Total Audio Visual Issues	46,077	154.8	163.3

graph shown per 1,000 population



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

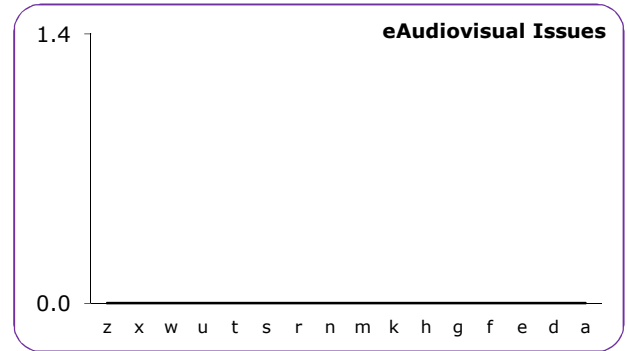
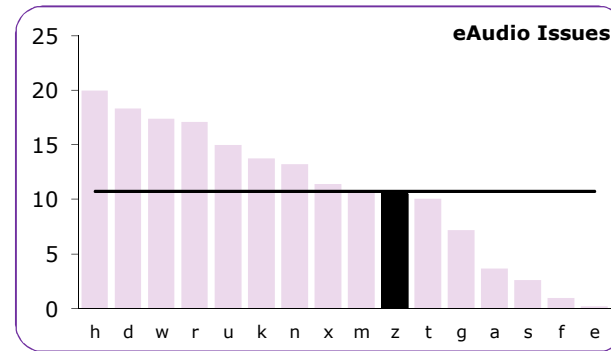
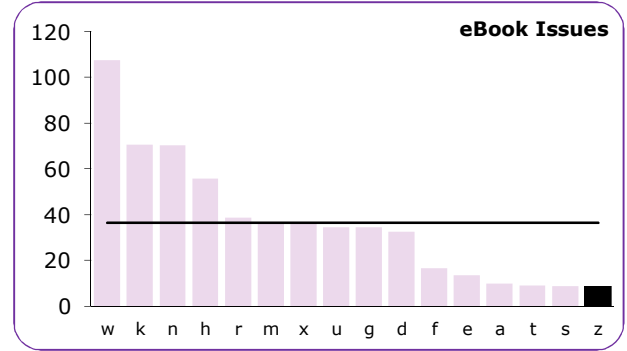
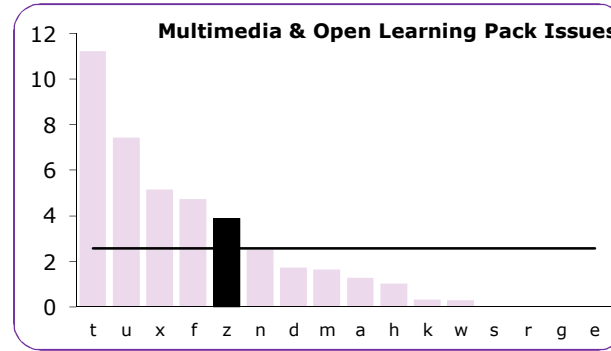
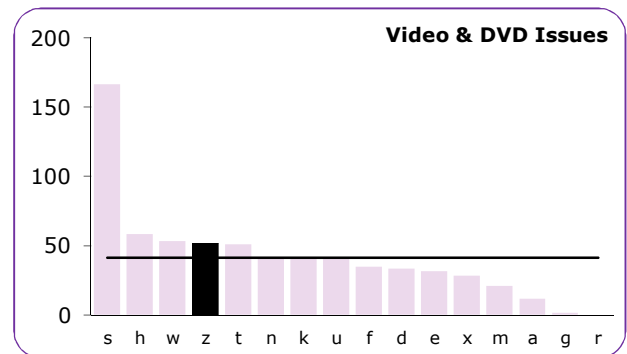
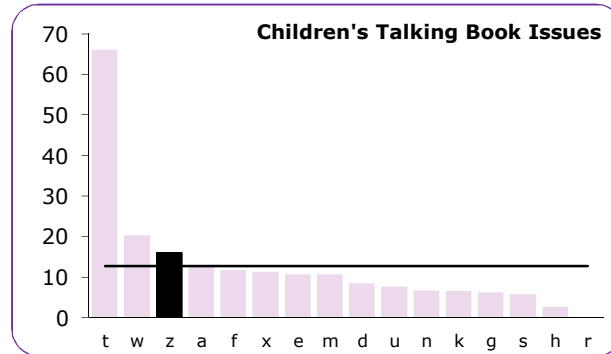
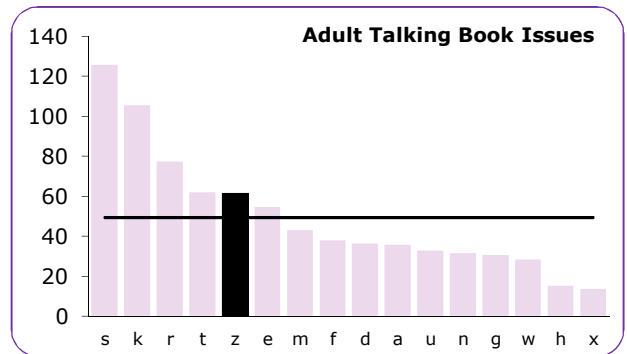
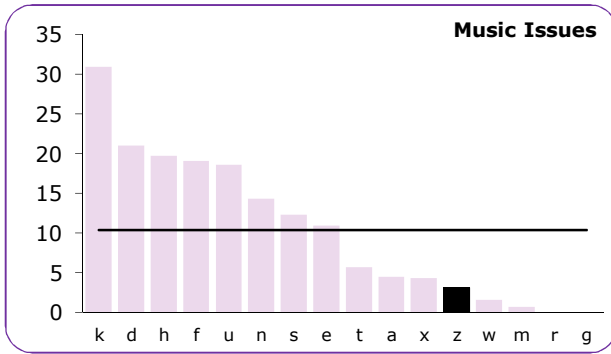
Your authority's value is followed by the average value in italics.



Source: CIPFA Public Library Statistics 2016 - Cells 105 to 113

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

graphs shown per 1,000 population



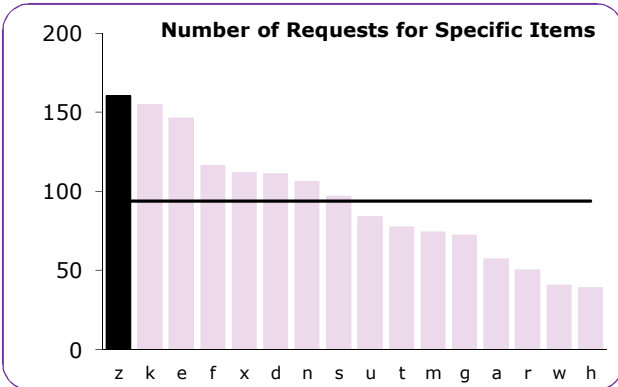
Source: CIPFA Public Library Statistics 2016 - Cells 105 to 113

C4: Request Service

2015-16 Actuals

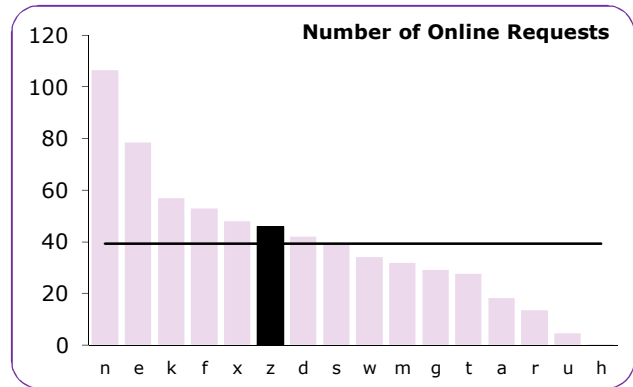
	Number	per 1,000 pop	Average
Requests	47,672	160	94

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2016 - Cell 114

	Number	per 1,000 pop	Average
Online Requests	13,623	46	39



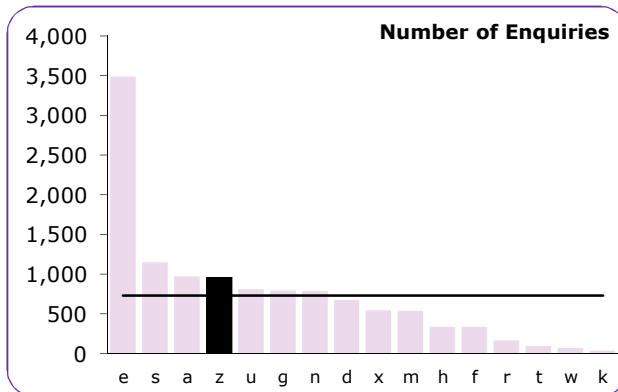
Source: CIPFA Public Library Statistics 2016 - Cell 115

C5: Enquiries

2015-16 Actuals

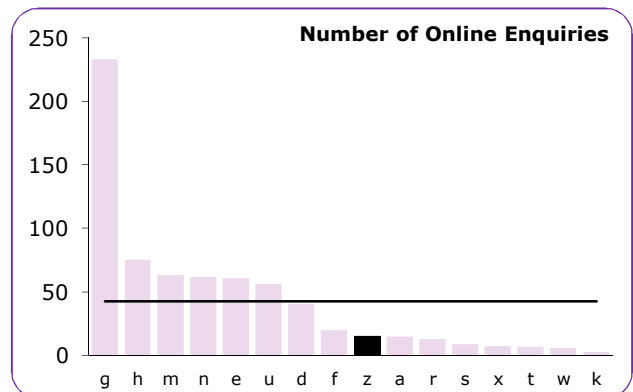
	Number	per 1,000 pop	Average
Enquiries	285,621	959	729

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2016 - Cell 119

	Number	per 1,000 pop	Average
Online Enquiries	4,554	15.3	42.5



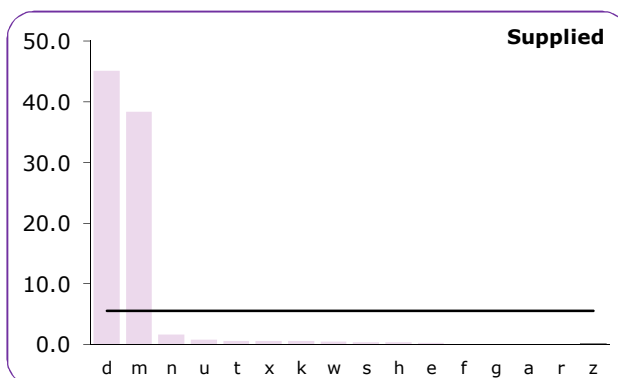
Source: CIPFA Public Library Statistics 2016 - Cell 120

C6: Inter-Library Loans

2015-16 Actuals

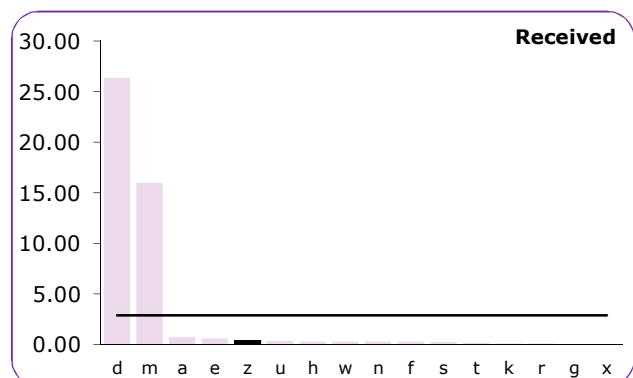
	Number	per 1,000 pop	Average
Loans Supplied	2	0.0	5.6

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2016 - Cell 129

	Number	per 1,000 pop	Average
Loans Received	126	0.42	2.88



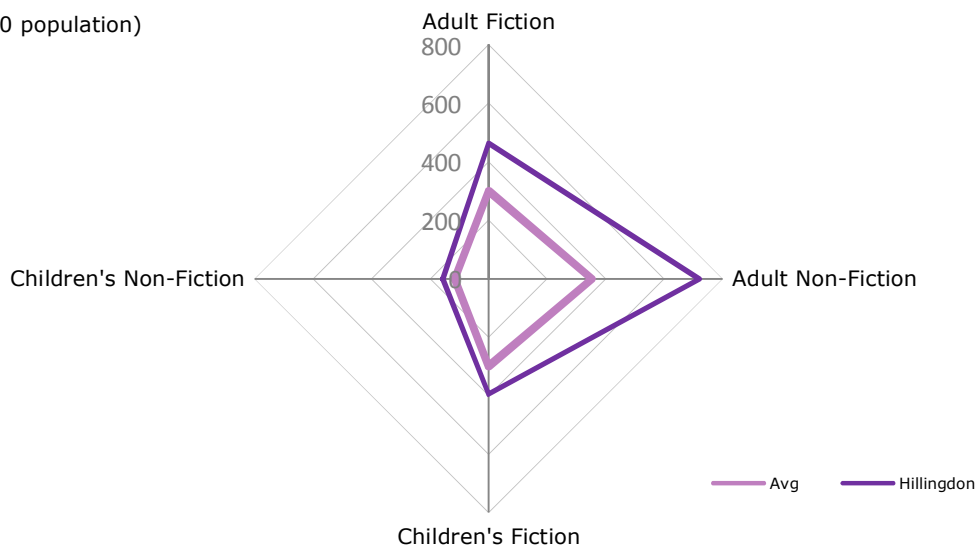
Source: CIPFA Public Library Statistics 2016 - Cell 130

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 2016

(Stock per 1,000 population)



(See page 32 for details)

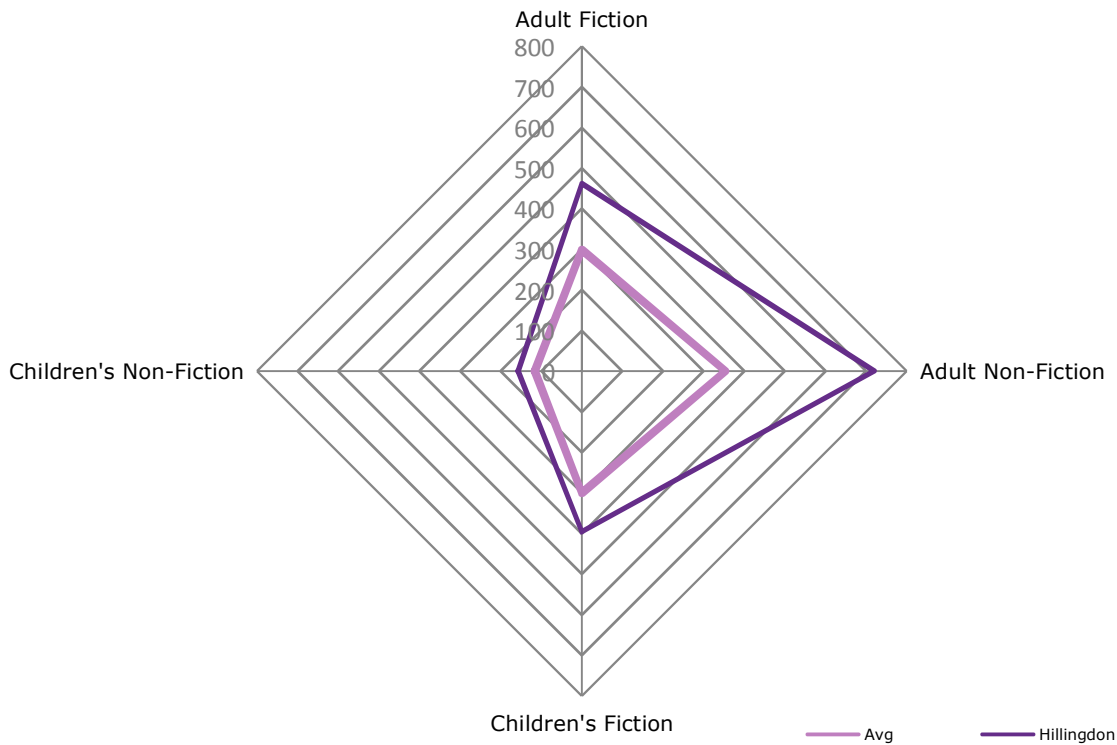
Section Contents

Page 32	D1: Book Stock Split by children/adult and fiction/non-fiction
Page 34	D2: Audio, Visual, Electronic & Other Stock Split by various categories
Page 37	D3: Book Acquisitions Split by children/adult and fiction/non-fiction
Page 38	D4: Audio, Visual, Electronic & 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

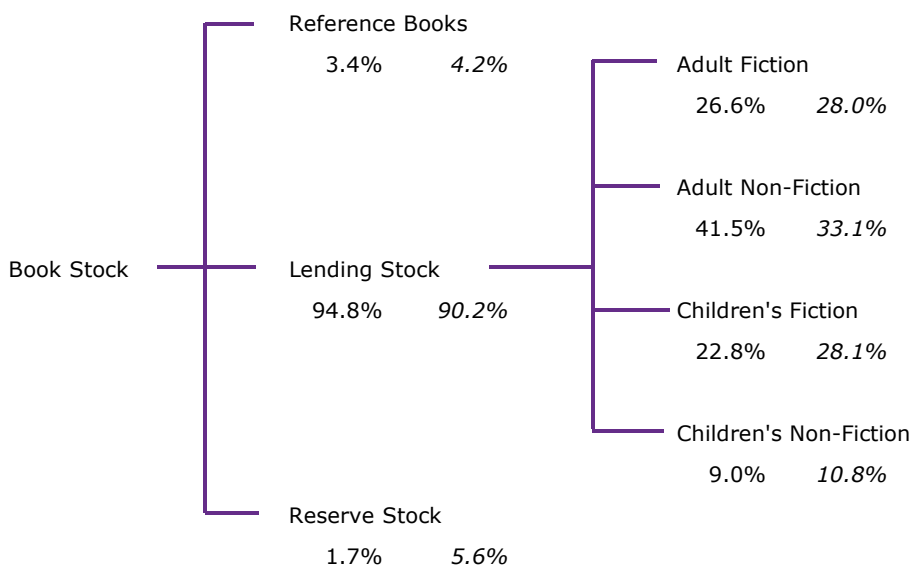
Summary

Book Stock at 31 March 2016



- 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.



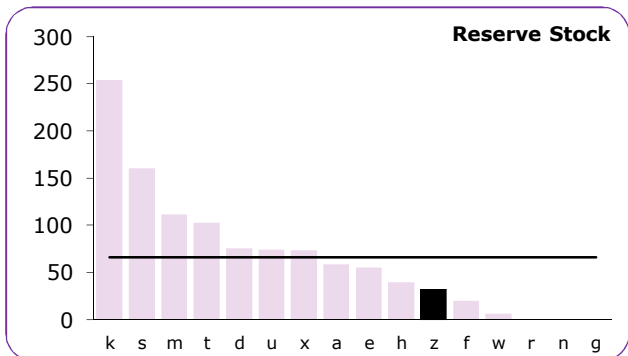
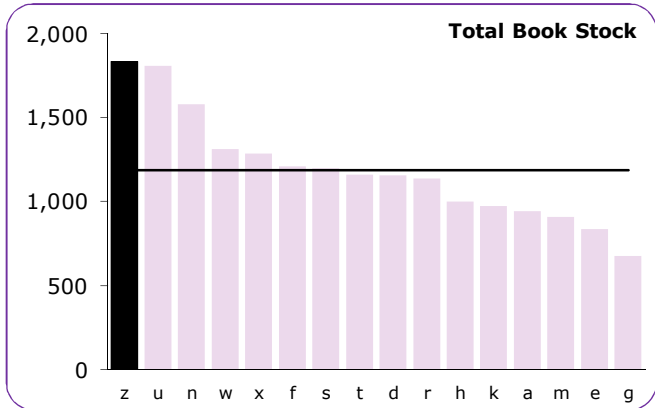
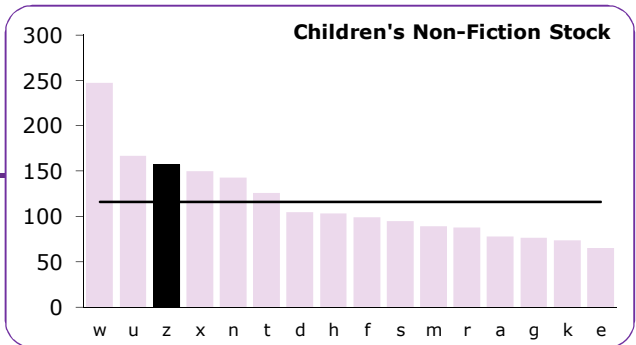
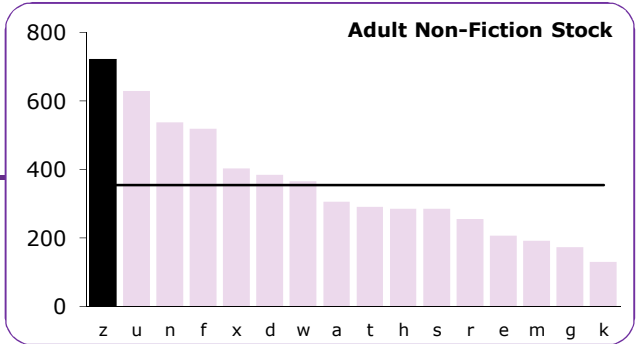
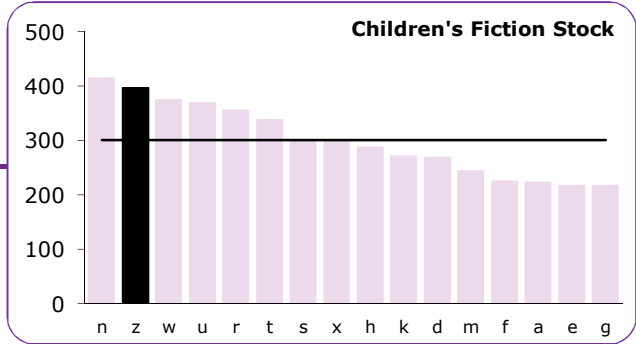
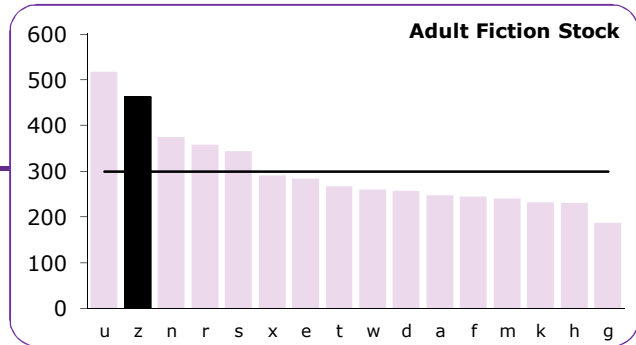
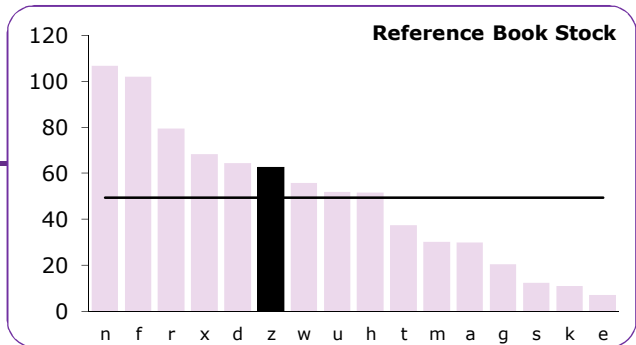
Source: CIPFA Public Library Statistics 2016 - Cells 57 to 64

D1: Book Stock (continued)

at 31 March 2016

	No.	/1,000 pop	Avg
Reference Books	18,653	63	49
Lending Stock			
Adult Fiction	137,614	462	299
Adult Non-Fiction	214,465	720	354
Children's Fiction	117,829	396	301
Children's Non-Fiction	46,711	157	116
Reserve Stock	9,514	32	66
Total Book Stock	544,786	1,830	1,185

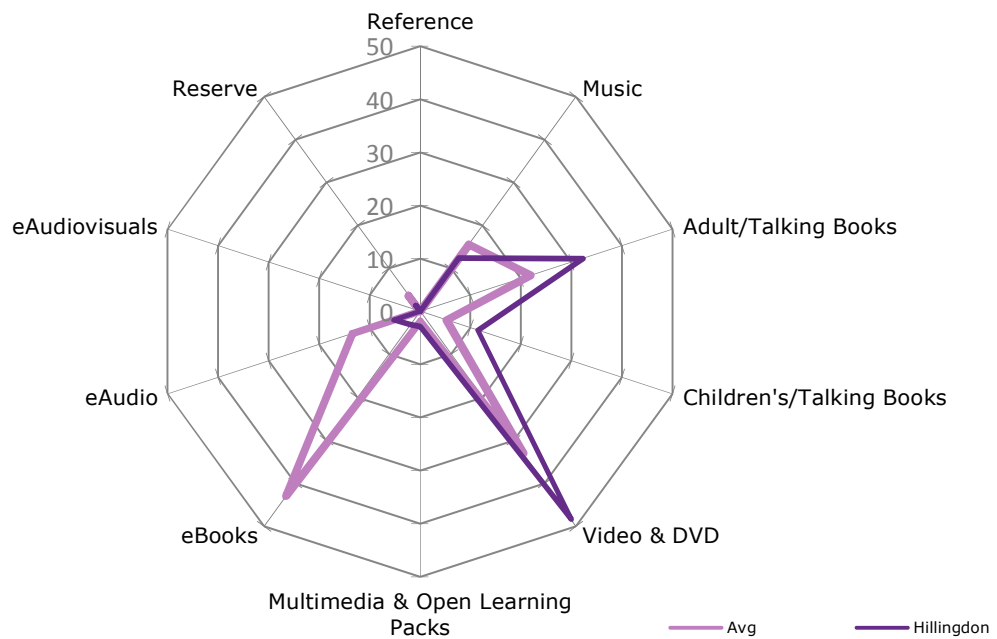
graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2016 - Cells 57 to 64

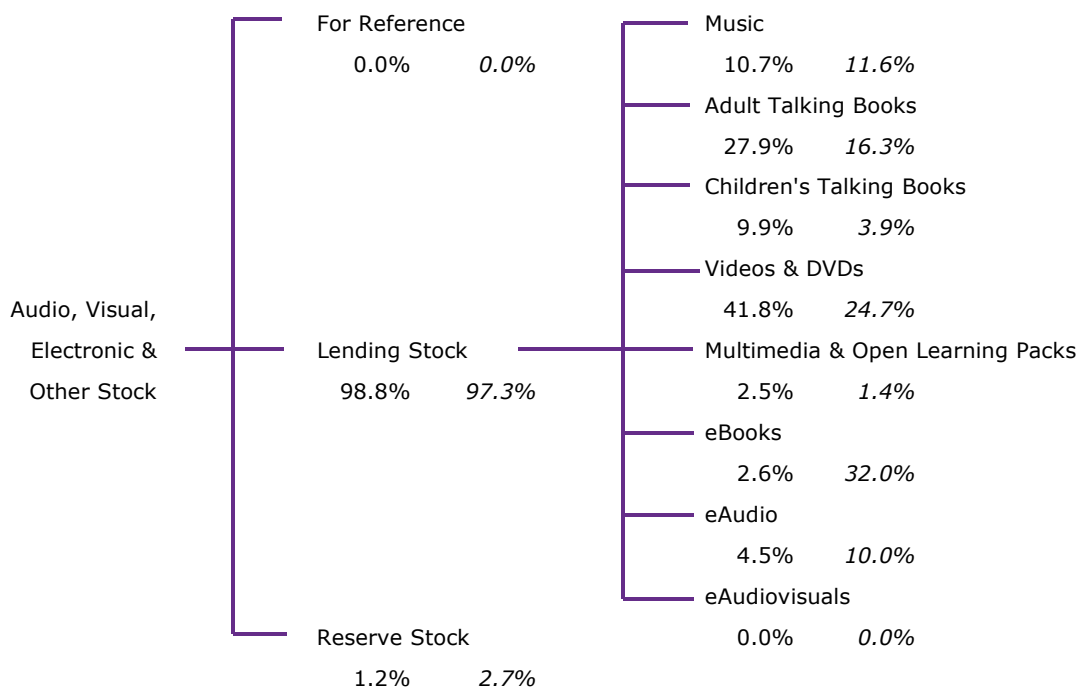
D2: Audio, Visual, Electronic & Other Stock

Stock at 31 March 2016



- 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.



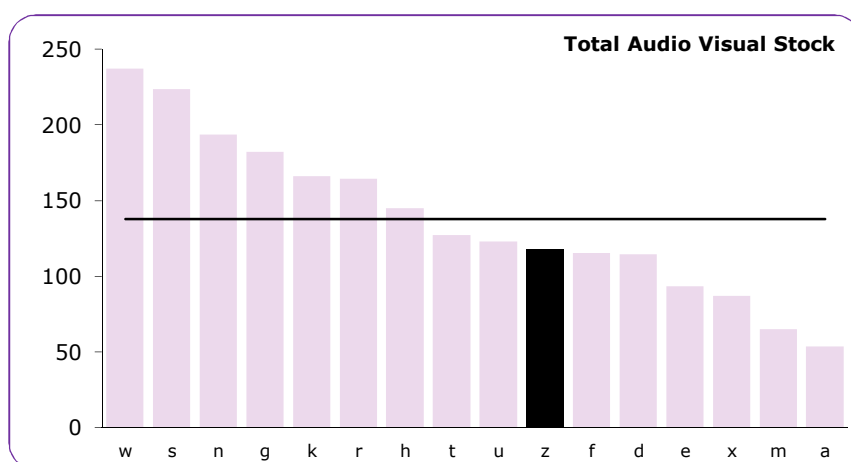
Source: CIPFA Public Library Statistics 2016 - Cells 72 to 83

D2: Audio, Visual, Electronic & Other Stock (continued)

at 31 March 2016

	Number	per 1,000 pop	Avg
For Reference	0	0.0	0.0
Lending Stock			
Sound - Music	3,706	12.4	15.6
Sound - Adult Talking Books	9,619	32.3	21.9
Sound - Children's Talking Books	3,433	11.5	5.3
Video & DVDs	14,419	48.4	33.1
Multimedia & Open Learning Packs	862	2.9	1.9
Electronic - eBooks	914	3.1	43.0
Electronic - eAudio	1,560	5.2	13.4
Electronic - eAudiovisuals	0	0.0	0.0
Reserve Stock	402	1.4	3.7
Total Audio Visual Stock	34,915	117.3	137.9

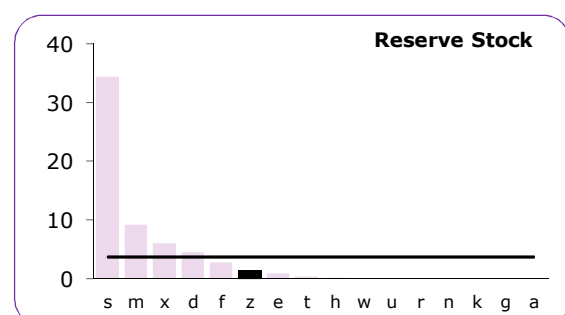
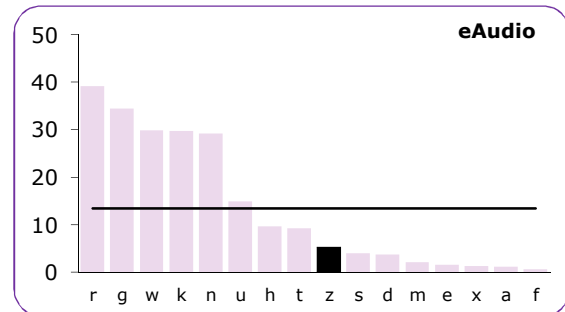
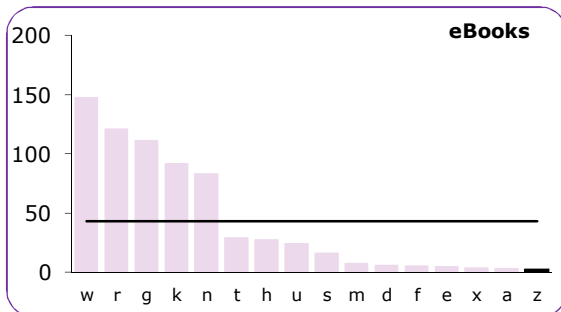
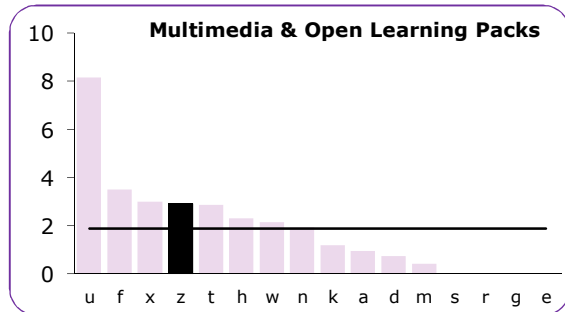
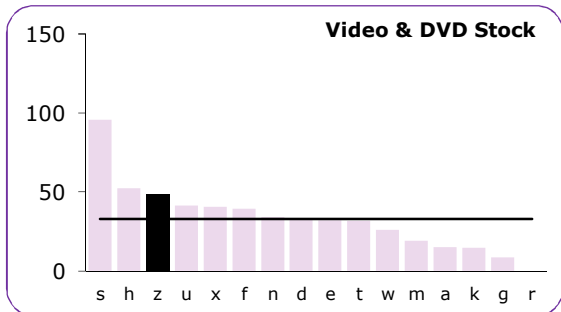
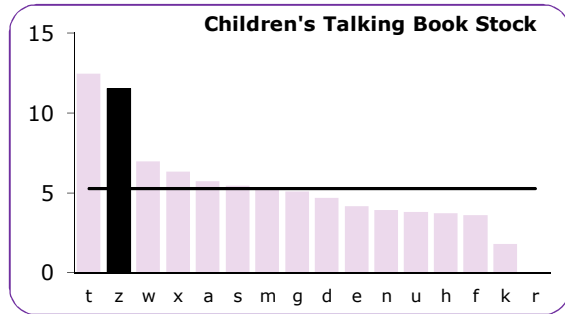
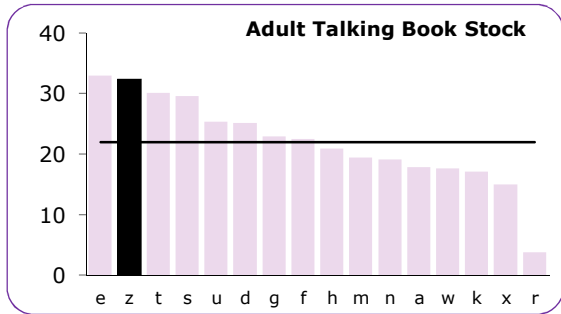
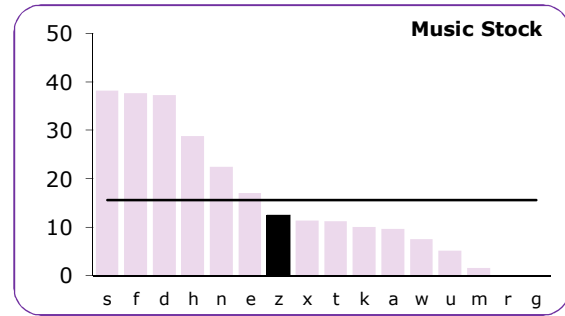
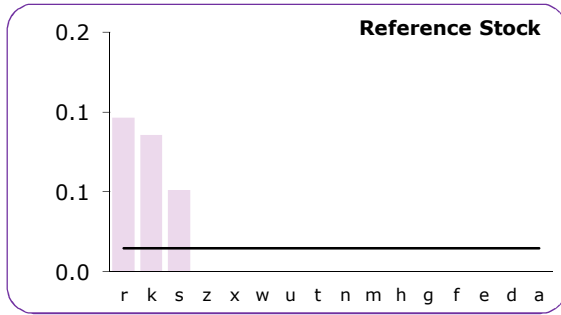
graph shown per 1,000 population



Source: CIPFA Public Library Statistics 2016 - Cells 72 to 83

D2: Audio, Visual, Electronic & Other Stock (continued)

graphs shown per 1,000 population



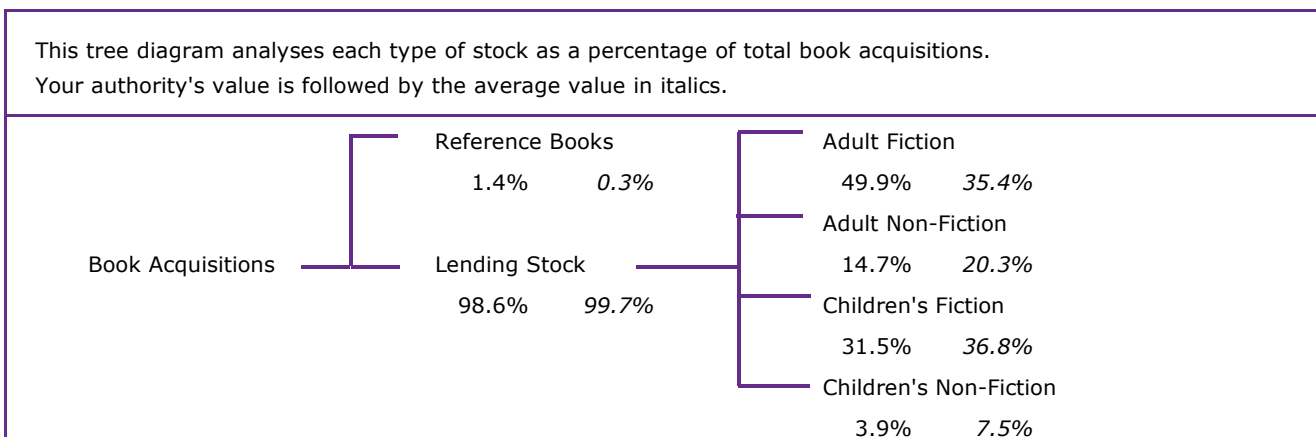
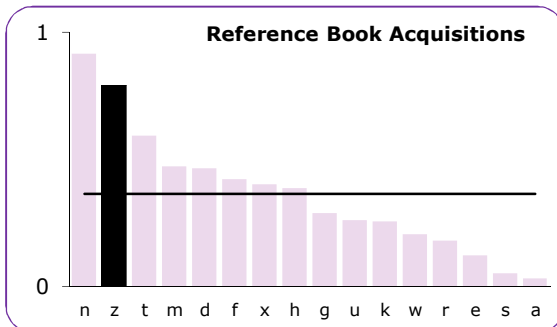
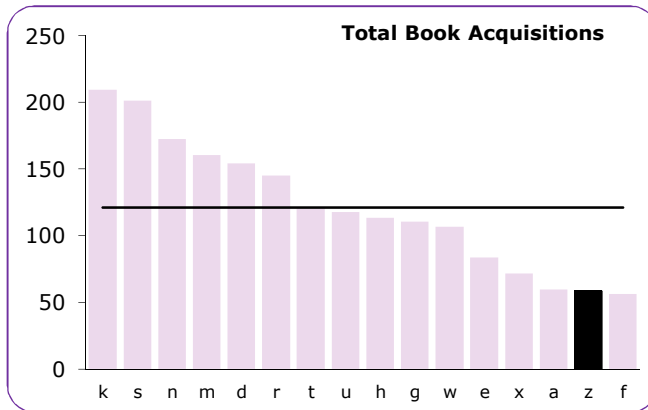
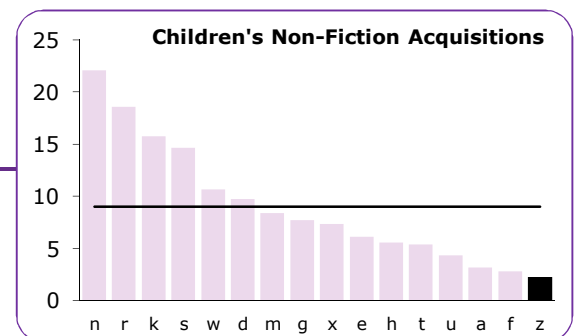
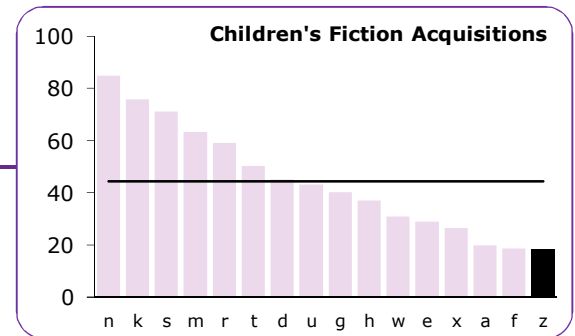
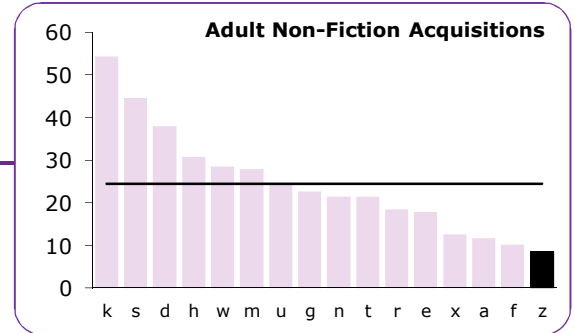
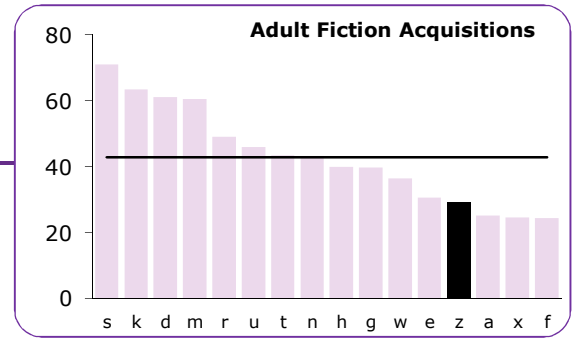
Source: CIPFA Public Library Statistics 2016 - Cells 72 to 83

D3: Book Acquisitions

2015-16 Actuals

graphs shown per 1,000 population

	Number	per 1,000 pop	Average
Reference Books	236	0.8	<i>0.4</i>
Lending Stock			
Adult Fiction	8,590	28.9	<i>42.8</i>
Adult Non-Fiction	2,527	8.5	<i>24.5</i>
Children's Fiction	5,412	18.2	<i>44.4</i>
Children's Non-Fiction	670	2.3	<i>9.0</i>
Total Book Acquisitions	17,435	58.6	<i>121.1</i>



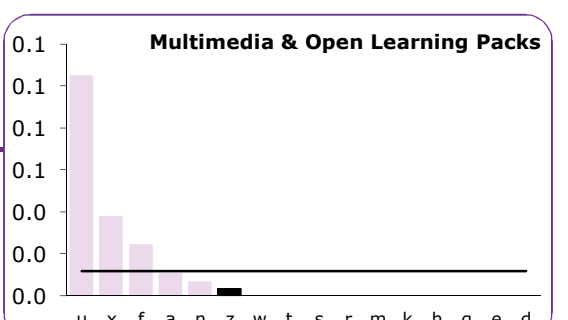
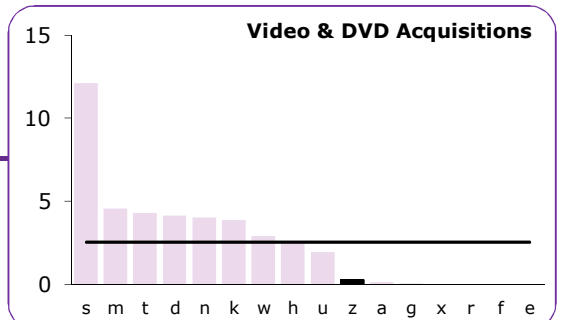
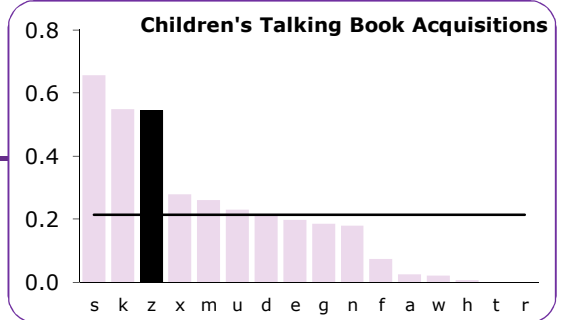
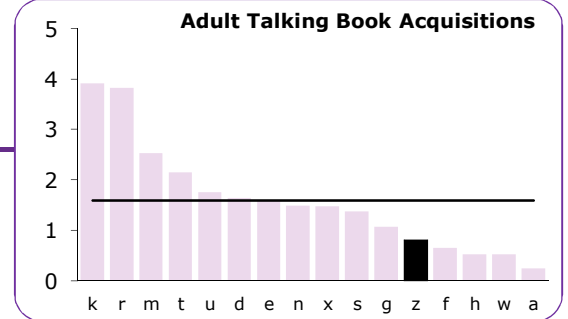
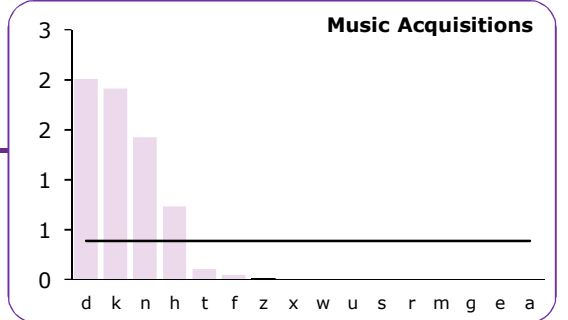
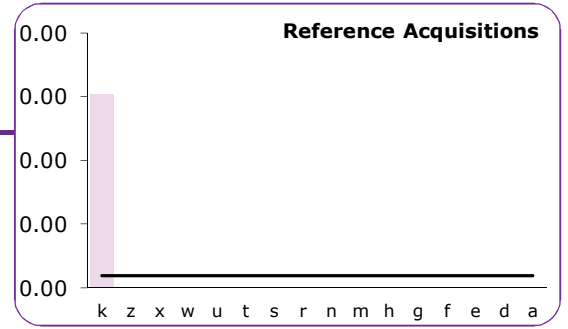
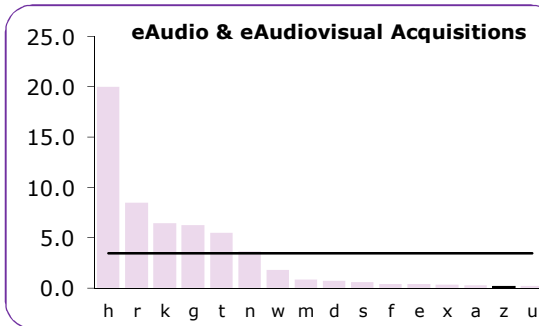
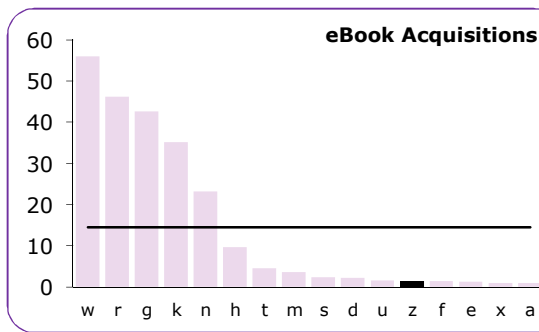
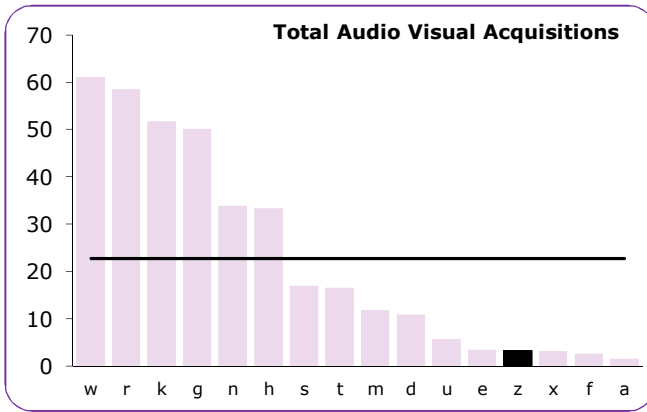
Source: CIPFA Public Library Statistics 2016 - Cells 65 to 71

D4: Audio, Visual, Electronic & Other Acquisitions

2015-16 Actuals

graphs shown per 1,000 population

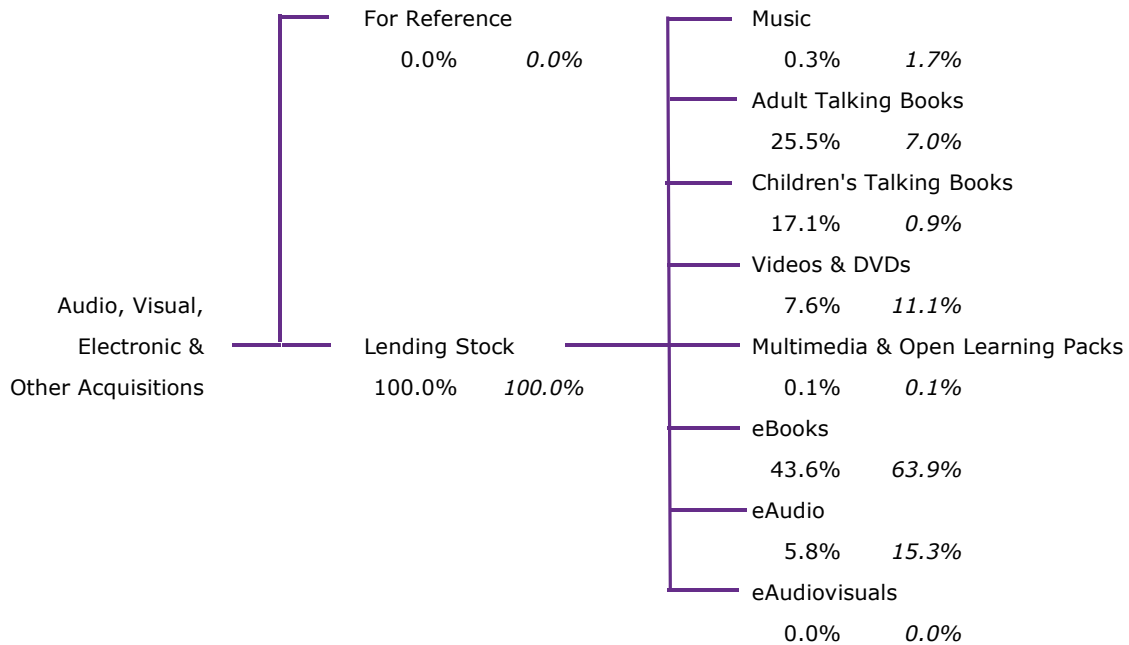
	Number	per 1,000 pop	Avg
For Reference	0	0.0	0.0
Lending Stock			
Sound - Music	3	0.0	0.4
Sound - Adult Talking Books	242	0.8	1.6
Sound - Children's Talking Books	162	0.5	0.2
Video & DVDs	72	0.2	2.5
Multimedia & Open Learning Packs	1	0.0	0.0
eBooks	414	1.4	14.5
eAudio	55	0.2	3.5
eAudiovisuals	0	0.0	0.0
Total Audio Visual Acquisitions	949	3.2	22.7



Source: CIPFA Public Library Statistics 2016 - Cells 84 to 94

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

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

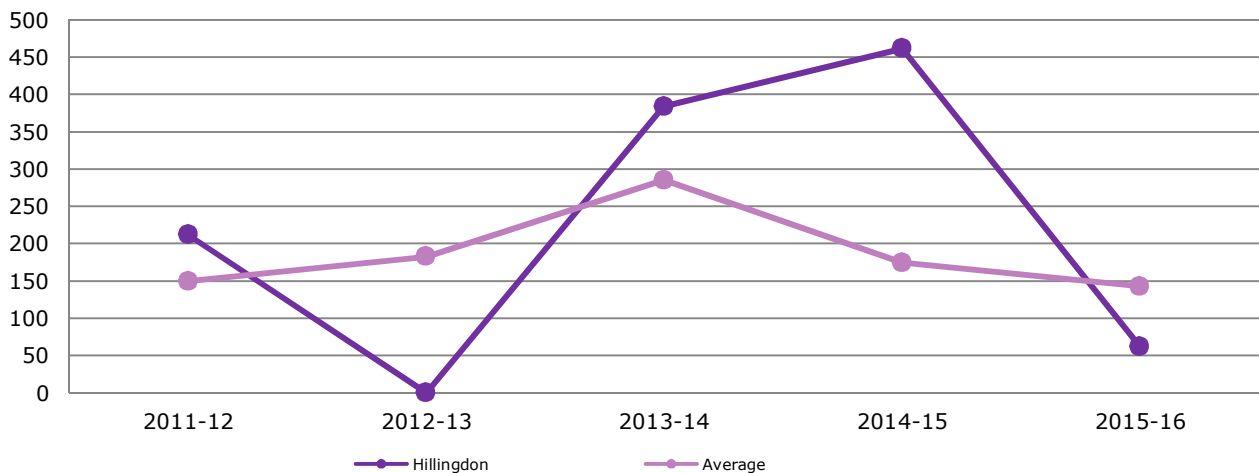


Source: CIPFA Public Library Statistics 2016 - Cells 84 to 93

D5: All Acquisitions (Books and Audio Visual)

Acquisitions	Number	per 1,000 pop	Average
2011-12	58,283	212	149
2012-13	na	na	182
2013-14	110,050	384	285
2014-15	135,104	462	174
2015-16	18,384	62	143

Acquisitions per 1,000 population: Time Series

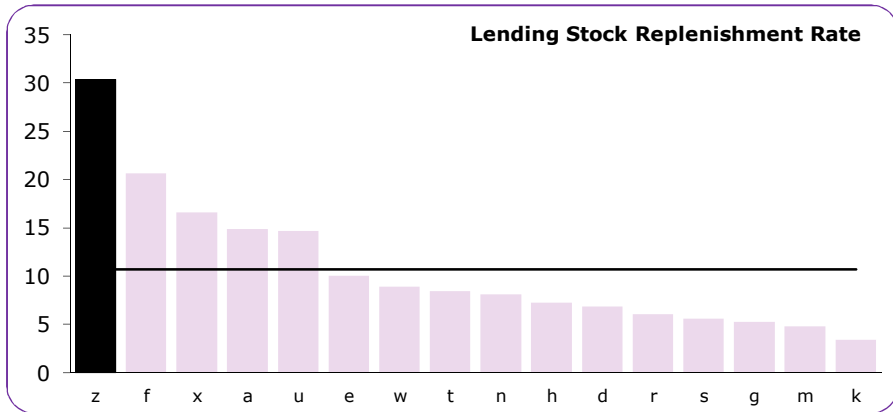


Source: CIPFA Public Library Statistics 2016 - Cells 71 & 94

D6: Lending Stock Replenishment Rate

Lending Stock	Years	Average
Replenishment Rate	30.4	10.7

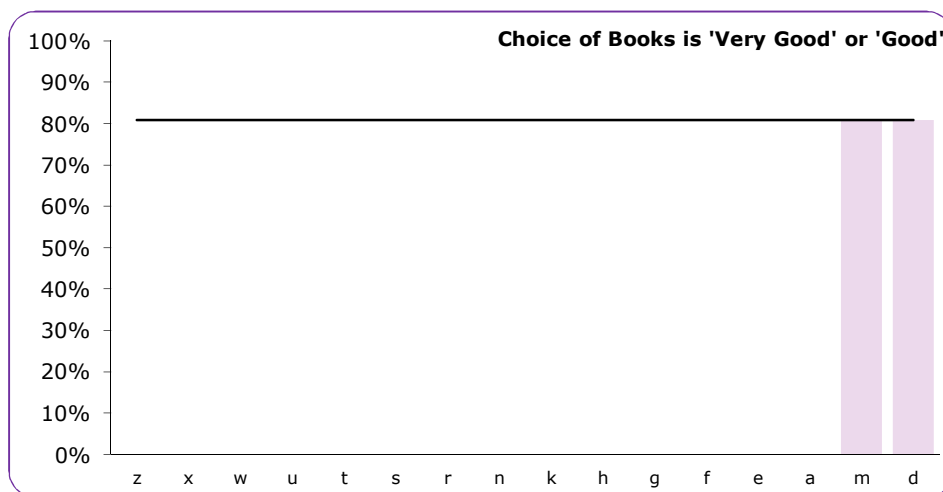
- Time taken in years to replenish the lending stock on open access or available on loan at 2015-16 rate.



Source: CIPFA Public Library Statistics 2016 - (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, in particular the results of the latest PLUS surveys*.



(See page 43 for details)

Section Contents	
Page 42	E1: Requests % supplied in 7, 15 and 30 days
Page 43	E2: Adults Public Library Users Survey (PLUS) Satisfaction Measures
Page 44	E3: Childrens Public Library Users Survey (PLUS) Satisfaction Measures Outcome Measures

*Public Library Users Survey (PLUS)

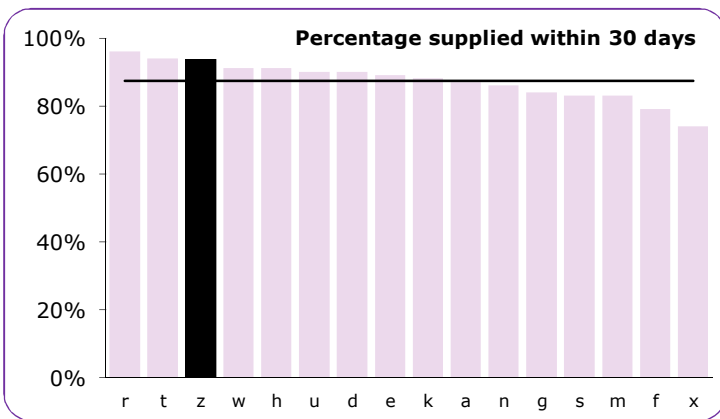
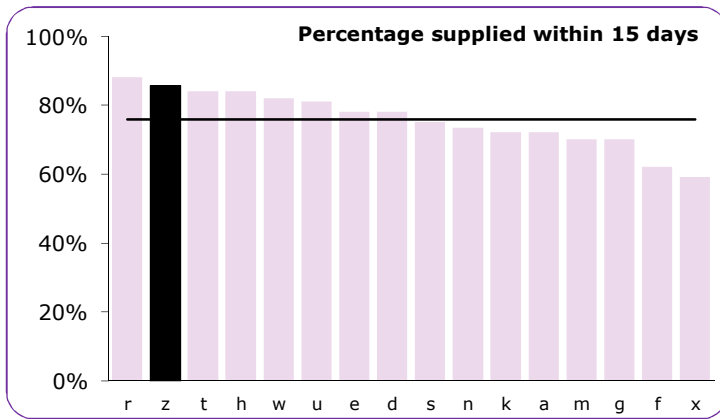
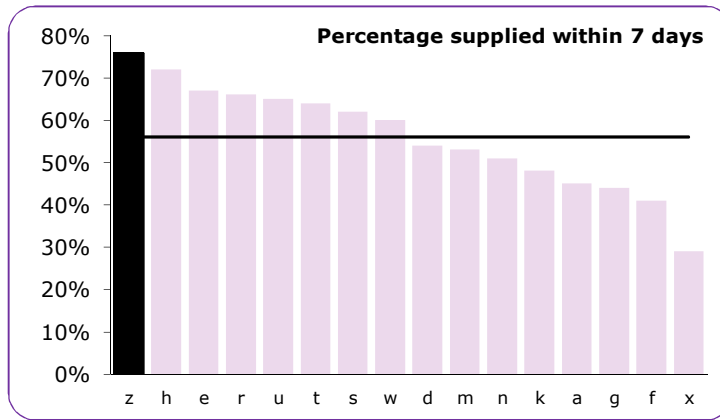
This PLUS data is the feedback from the individuals who makes use of library services. It contains the views of children, young people and adults from diverse neighbourhoods who have been surveyed on a variety of topics including books, homework and computers. Examples of the way the PLUS data is used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

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

E1: Requests

2015-16 Actuals

Percentage Supplied	Authority	Average
within 7 days	76%	56%
within 15 days	86%	76%
within 30 days	94%	87%

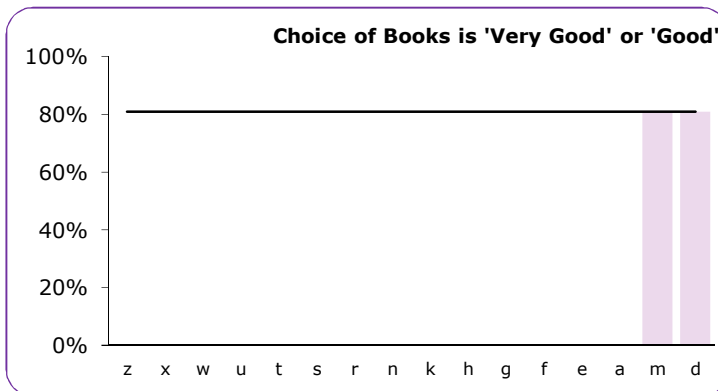
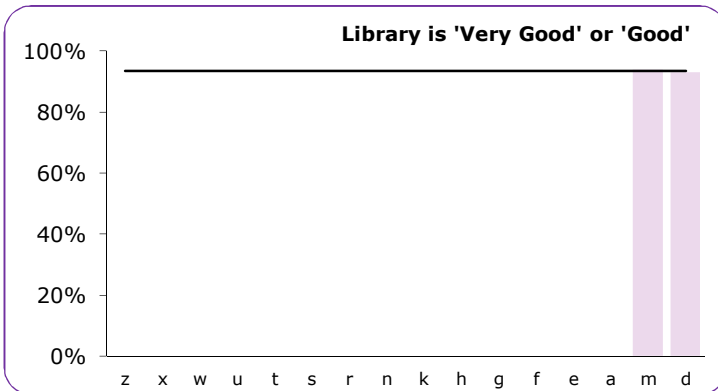
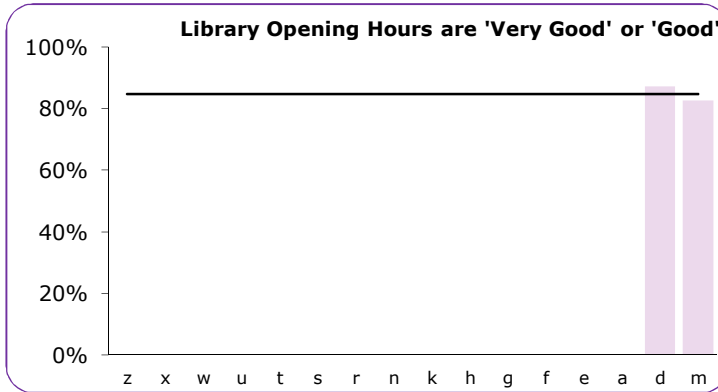


Source: CIPFA Public Library Statistics 2016 - Cells 116 to 118

E2: Public Library User Survey (PLUS)

Over 16

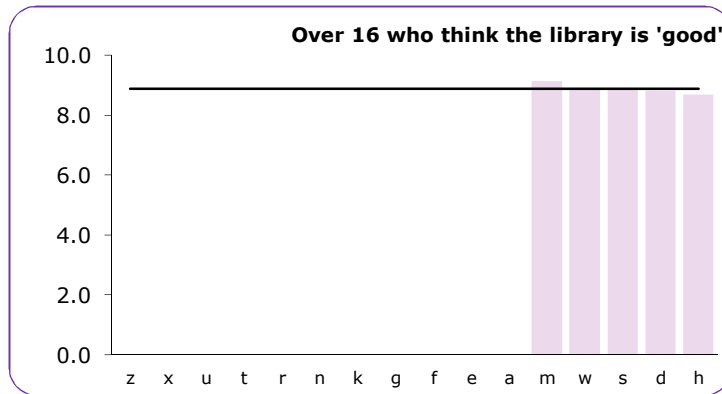
Survey Year: 2015-16	Authority	Average
Proportion who view their library opening hours as 'very good' or 'good'	na	85%
Proportion who view their library as 'very good' or 'good'	na	93%
Proportion who find the choice of books as 'very good' or 'good'	na	81%



E3: Public Library User Survey (PLUS)

Under 16

Survey Year:	2013-14	Authority	Average
Who think the library is 'good' (average score out of 10)		..	8.9



APPENDICES

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

APPENDIX 1 - Comparative Bar Charts

Page 46

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 simply 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 49

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

APPENDIX 3 - Financial Information

Page 51

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

APPENDIX 4 - Other CIPFA Libraries Services

Page 53

Links to other services that CIPFA provides for library authorities.

APPENDIX 5 - Contact Us!

Page 53

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

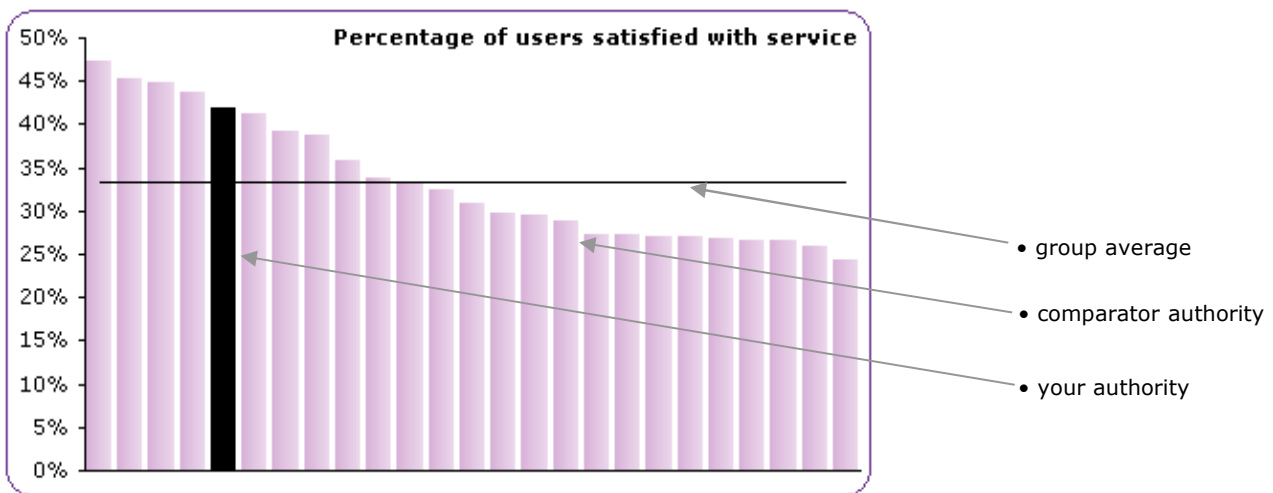
This chart displays fictional user satisfaction data for 25 authorities. Each bar represents an individual authority and the bar for the reader's authority highlights in black.

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 naturally 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.

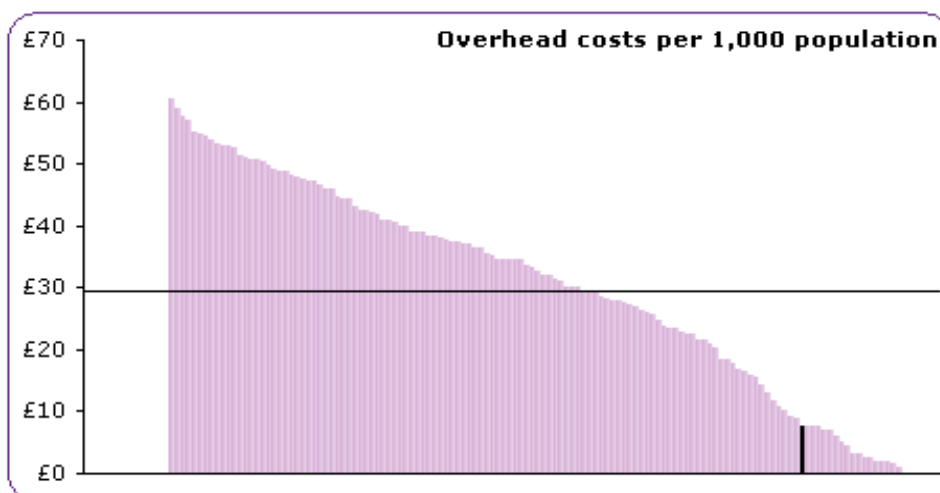


Example 4: Comparisons with large numbers of authorities

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.

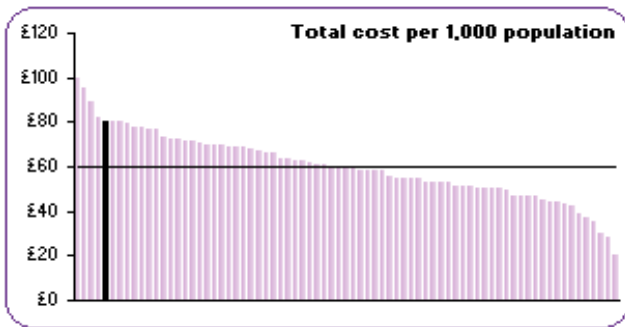
This chart shows fictional overhead costs for 150 authorities. By looking at the shape of the graph and position of the black bar and average line the following information can be observed.

- 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.

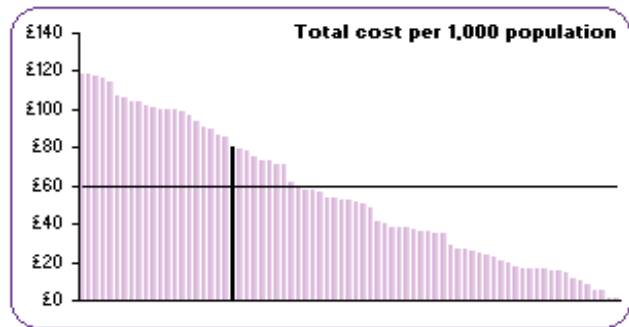


Examples 5-8: Example distributions and help in interpreting them

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 significantly 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.

Mathematically 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 describe 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.

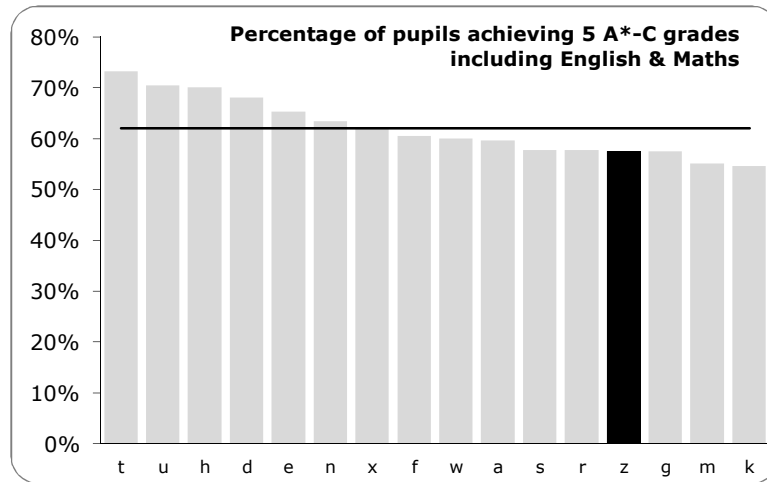
We do not show quartiles in this report, as this approach can be viewed as simplistic, and it does not fit in with the purpose of the report, which is to inform rather than judge. The reader should however compare the top and bottom charts and note how easy it is to quarter the distribution with the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



APPENDIX 2 - Background Information

Educational Attainment

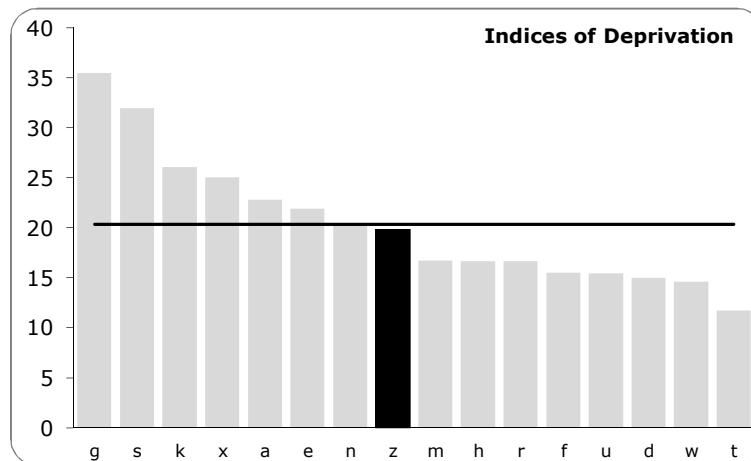
		Average
Educational Attainment	57.5%	62.0%



Source: CIPFA Children's Services Actuals Statistics 2013-14 - Column 316

Deprivation

		Average
Index of Deprivation	19.8	20.3

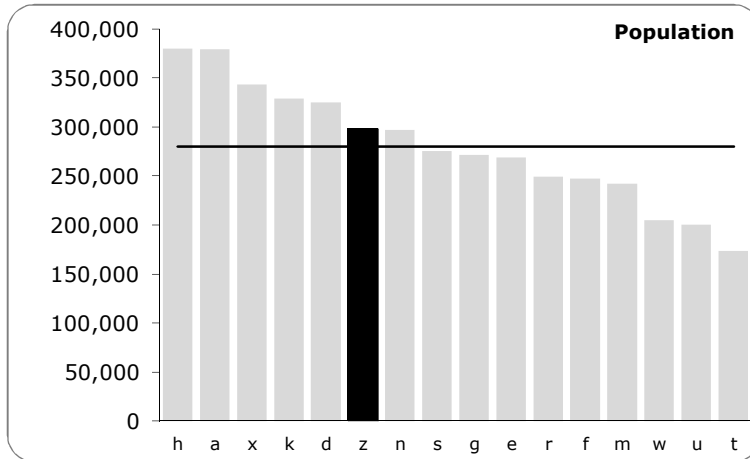


- The higher the index, the more deprived the authority is.

Source: CLG Indices of Deprivation 2010

Population

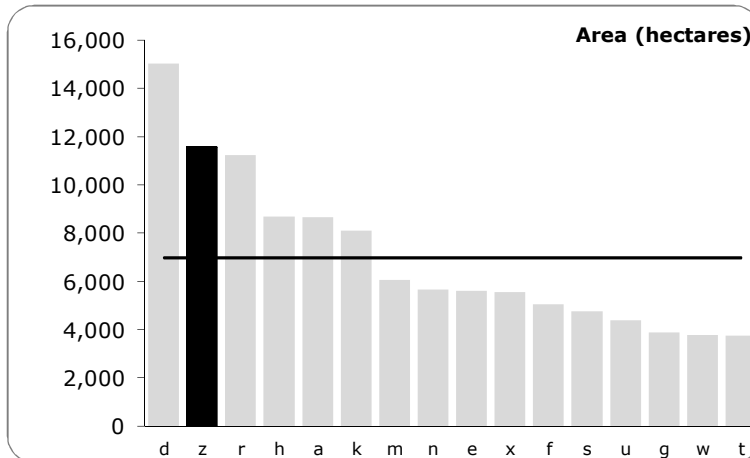
		Average
Population	297,700	280,056



Source: ONS Mid 2015 Population Estimates

Area

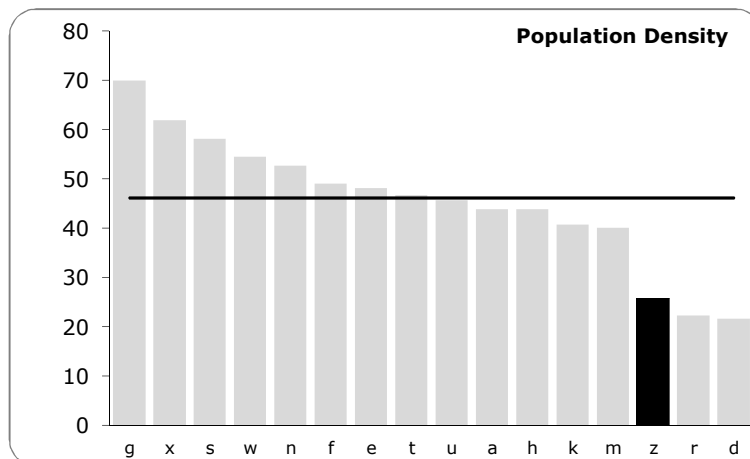
		Average
Area (hectares)	11,570	6,976



Source: ONS Area 2015

Population Density

		Median
Population Density	25.7	46.1



APPENDIX 3 - Financial Information

For London Borough of Hillingdon Financial Information 2015-16 (Actuals)

Revenue Expenditure	£	per 1,000 pop	Average
Employees	3,673,622	12,340	7,811
Premises	577,048	1,938	1,979
Supplies & Services			
Books & Pamphlets			
- Reference	5,251	18	119
- Adult Fiction	67,769	228	319
- Adult Non-Fiction	27,901	94	217
- Children's Fiction	34,464	116	228
- Children's Non-Fiction	14,795	50	58
Newspapers, Periodicals & Magazines	30,462	102	85
Sound Recordings ¹	5,806	20	64
DVDs, CD-ROMs, Software & Multimedia ²	0	0	35
Electronic & Online Products ³	40,556	136	209
Other Acquisitions	7,649	26	27
Bookbinding	0	0	0
Total Materials	234,653	788	1,361
Computing Costs	153,952	517	940
Other Supplies & Services	173,968	584	587
Transport	40,349	136	101
Third Party Payments	9,619	32	245
Support Service Costs	2,260,690	7,594	1,879
Total Revenue Expenditure	7,123,901	23,930	14,904

Revenue Income	£	per 1,000 pop	Average
Overdue Charges	(50,842)	(171)	(187)
Reservation Fees	0	0	(11)
Lettings	(41,243)	(139)	(222)
Hire of Audio & Visual Materials	(8,434)	(28)	(62)
Electronic Revenue	0	0	(4)
Specific Grants	(32,265)	(108)	(21)
Provision of Library Services to other Local Authorities	0	0	(90)
Miscellaneous - receipts from the public	(153,745)	(516)	(380)
Miscellaneous - corporate income	(222,204)	(746)	(177)
Total Revenue Income	(508,733)	(1,709)	(1,154)

Net Expenditure (excluding Capital Charges)	6,615,168	22,221	13,750
Capital Charges	639,385	2,148	1,823
Total Net Expenditure (including Capital Charges)	7,254,553	24,369	15,573

Total Capital Expenditure	736,821	2,475	1,355
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¹ Includes Music, Adult Talking Books and Children's Talking Books (Cells 139 to 141)

² Includes DVDs, Multimedia & Open Learning Packs and CD-ROMs & Software (Cells 142 & 143)

³ Includes eBooks, eAudio, eAudiovisual, Subscriptions and Online / Electronic Products (Cells 144 to Cell 148)

Financial Information 2016-17 (Estimates)

Revenue Expenditure	£	per 1,000 pop	<i>Average</i>
Employees	3,721,800	12,502	7,500
Premises	570,000	1,915	1,766
Supplies & Services - Materials	575,300	1,932	1,361
Other Expenditure	2,265,900	7,611	2,757
Total Revenue Expenditure	7,133,000	23,960	13,384
Revenue Income	(461,400)	(1,550)	(1,146)
Net Expenditure (excluding Capital Charges)	6,671,600	22,410	12,238
Capital Charges	639,100	2,147	2,175
Total Net Expenditure (including Capital Charges)	7,310,700	24,557	14,413

APPENDIX 4 - Other CIPFA Libraries Services

● CIPFA Public Library Statistics

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

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

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

www.cipfastats.net/leisure/publiclibrary

● CIPFA Public Library User Survey (PLUS)

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

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

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

www.cipfasocialresearch.net

APPENDIX 5 - Contact Us!

We hope you have found the profile interesting and informative.

This is the sixth 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.