CIPFA performance in public services

Bristol City Council

CIPFAstats Comparative Profile

public libraries

2013-14 Actuals and
2014-15 Estimates

Comparison Group:

(d)	Bristol
(n)	Southampton
(z)	Plymouth
(e)	Portsmouth
(w)	Sheffield
(m)	Brighton & Hove
(f)	Newcastle upon Tyne
(a)	Coventry
(g)	Swindon
(k)	Leeds
(r)	North Tyneside
(u)	Southend-on-Sea
(x)	Derby
(t)	Sefton
(h)	Bolton
(s)	Medway

FOREWORD

I am pleased to be able to present the fourth 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 2014 CIPFAstats collection with the group of authorities specified on the title page.

This is the fourth 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

• 91% of UK Library Authorities (92% in England) provided data for the 2014 CIPFAstats Public Library Statistics. Authorities who did not provide data are excluded from these comparisions completely.

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

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

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

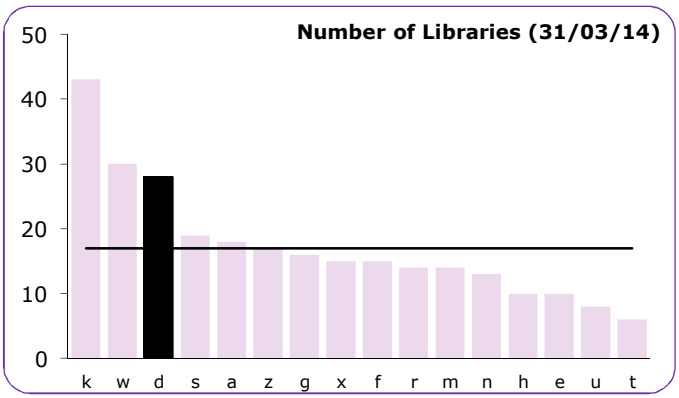
• If you have any queries about our approach please do not hesitate to contact us: libraries@cipfa.org

EXECUTIVE SUMMARY

Comparing Bristol with 15 Other Library Authorities

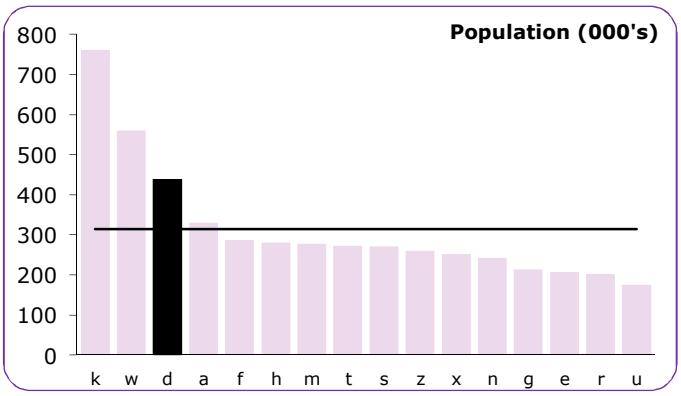
This summary provides an overview of the key indicators from the main report along with a few points of current interest, showing how your authority's library service compares against other authorities.
Unless specified otherwise all data relates to 2013-14 Actuals.

A: Libraries and Library Users

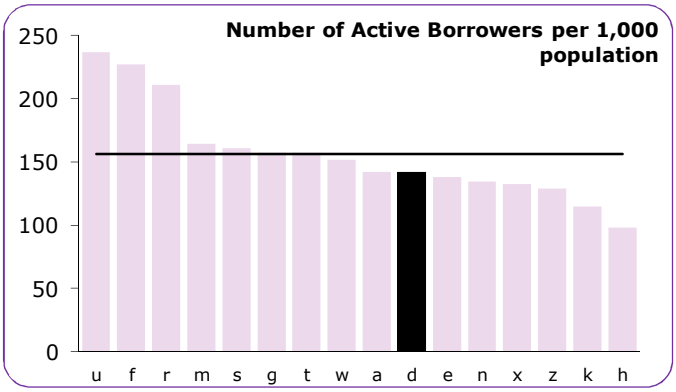


- The chart on the left compares the number of libraries your authority has with the other authorities in the comparison. Bristol has 28 libraries (the bar highlighted in black) compared to an average of 17 libraries (as shown by the horizontal line). Each pale bar represents one of the authorities in the comparator group.
- Bristol 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.



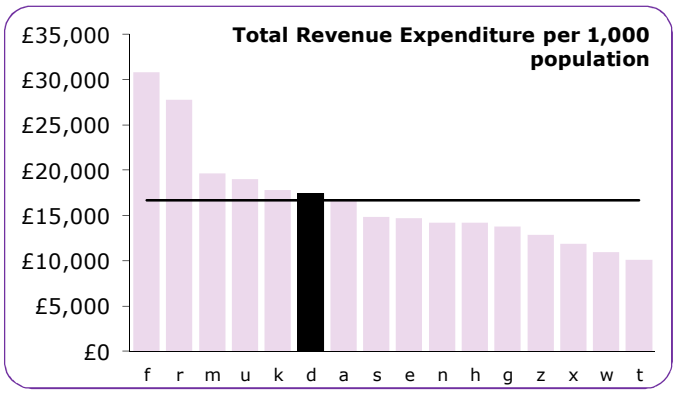
- Population is an important figure in this report as we use it as a denominator to adjust for the size of the authority (see next chart).
- Bristol is the 3rd largest of the 16 authorities compared here (in terms of population).



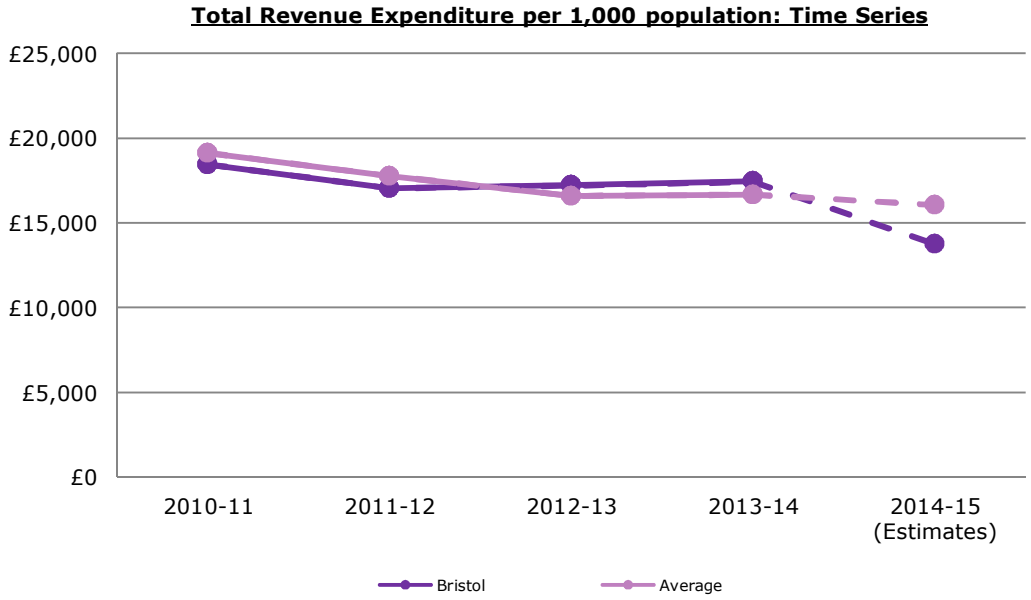
- The number of active borrowers per 1,000 population is a key indication of how well the library service engages with the public.
- Bristol is in a lower quartile suggesting that the library service does not engage as well with the population when compared to the other authorities.

  Please see appendix 1 for further details on quartiles.

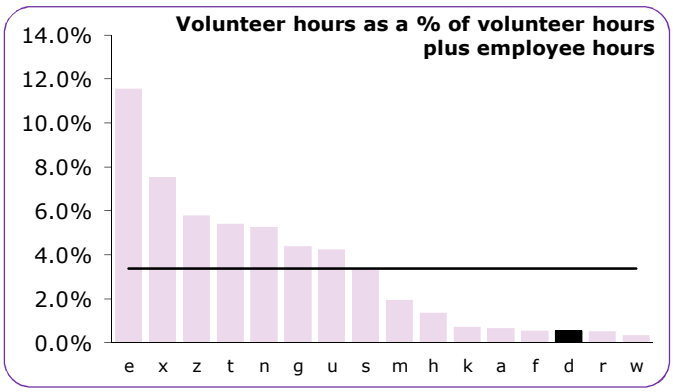
B: Resourcing



- Total revenue expenditure per 1,000 population is a key cost indicator. Figures in the graph opposite are 2013-14 actuals.
- Bristol 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.

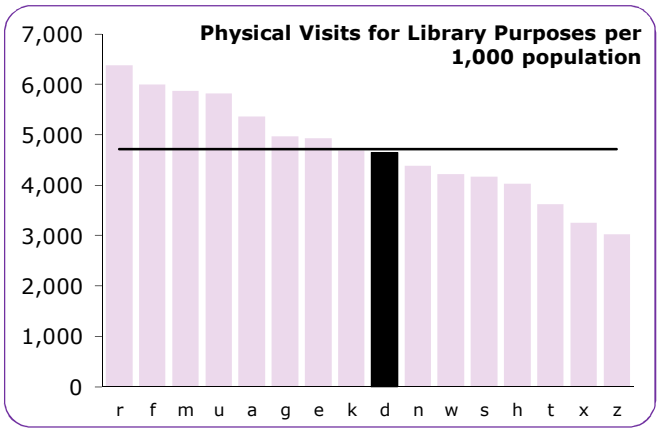


- The line chart plots the total revenue expenditure per 1,000 population over the last four years and shows the estimated figure for 2014-15. The population figure used for all years is the mid-year 2013 figure, so the changes in value relate to changes in expenditure only.
- For most authorities a drop can be seen in the 2014-15 estimates.

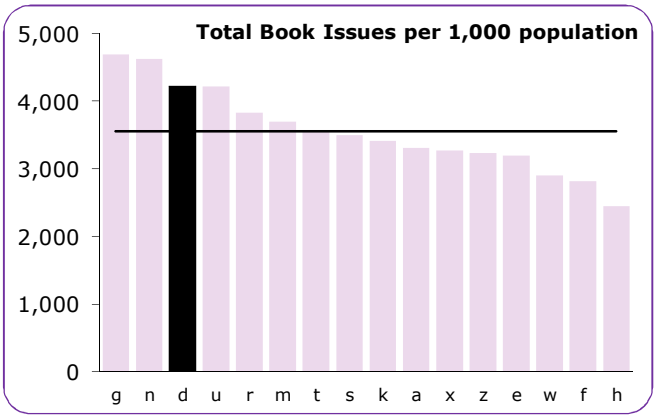


- One well publicised approach that library authorities are taking is using volunteers.
- Bristol had 0.5% of 'worked hours' provided by volunteers in 2013-14 compared to an average of 3.4%.

C: Workload

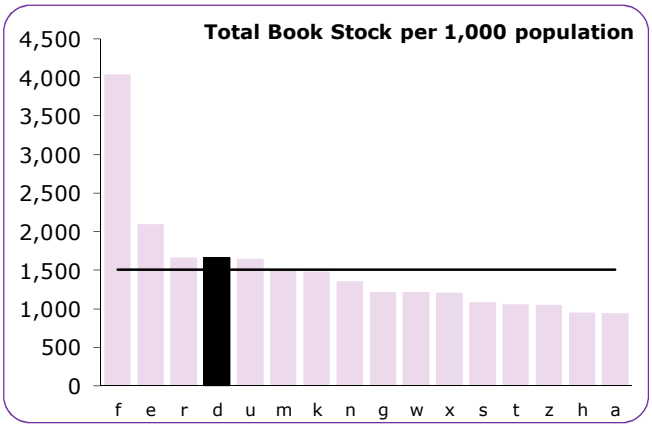


- The number of visits per 1,000 population is a strong indicator of workload faced by the authority.
- It is also another measure of engagement and offers a more complete picture as it will include other reasons for visiting the library as well as borrowing.



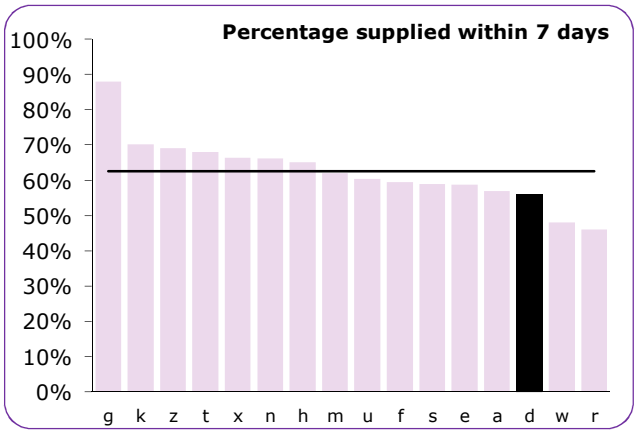
- This chart compares another core library activity, providing an indicator for both workload and the demand placed on the library book stock.

D: Stock



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

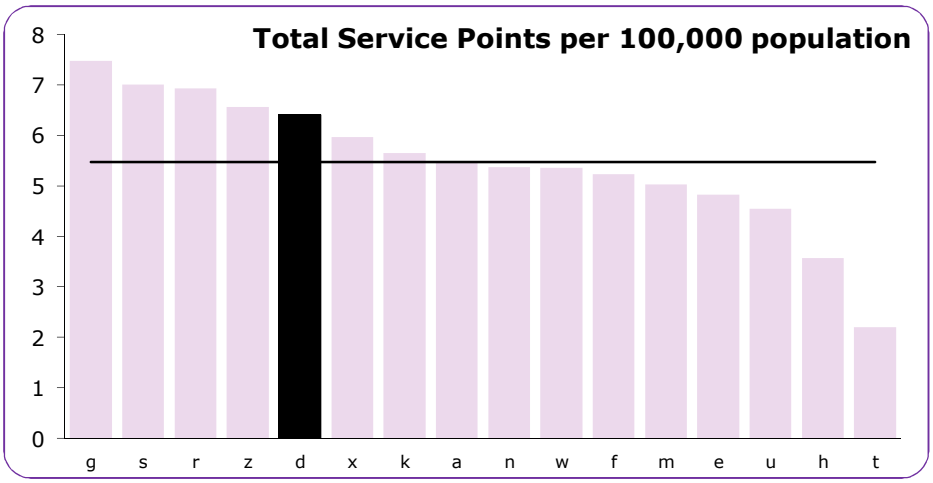
E: Performance



- Bristol successfully supplied 56% 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)

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	Number of visits
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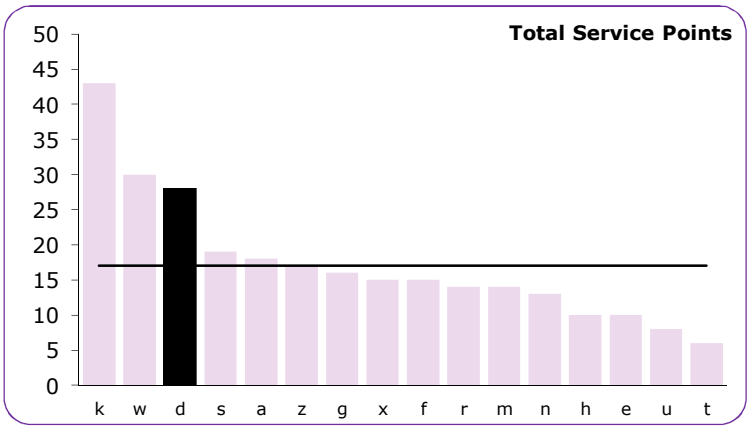
	Number of hours available & recorded
	Public wi-fi access

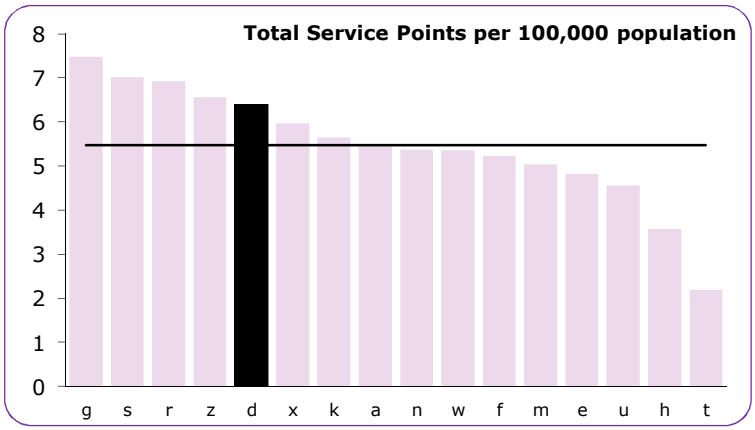
A1: Service Points

at 31 March 2014

	Number	/ 100k pop	*Average*
Mobile Libraries	0	0.0	*0.2*
Static Service Points	28	6.4	*5.2*
Total Service Points	28	6.4	*5.5*

	Authority	*Average*
Population	437,500	*314,400*





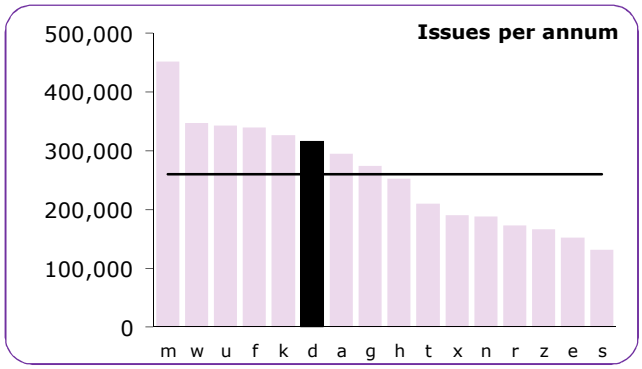
Source: CIPFA Public Library Statistics 2014 - Cells 1 to 14, ONS Population Estimates Mid 2013

Busiest Service Points

2013-14 Actuals

Busiest Service Point (Issues): **Central Library, College Green**

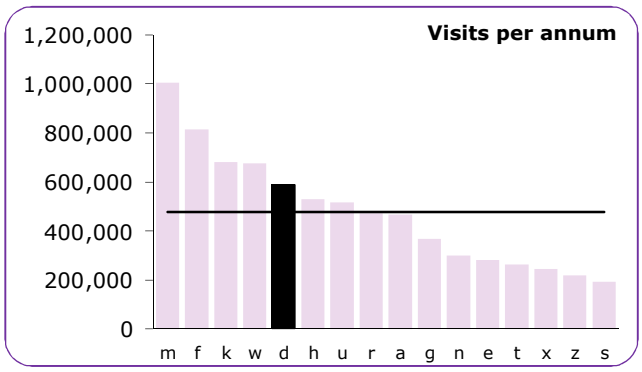
	Authority	*Average*
Issues per annum	315,972	*259,871*



Source: CIPFA Public Library Statistics 2014 - Cells 15 & 16

Busiest Service Point (Visits) **Central Library, College Green**

	Authority	*Average*
Visits per annum	588,482	*476,399*



Source: CIPFA Public Library Statistics 2014 - Cells 17 & 18

A2: Population Density

2013-14 Actuals

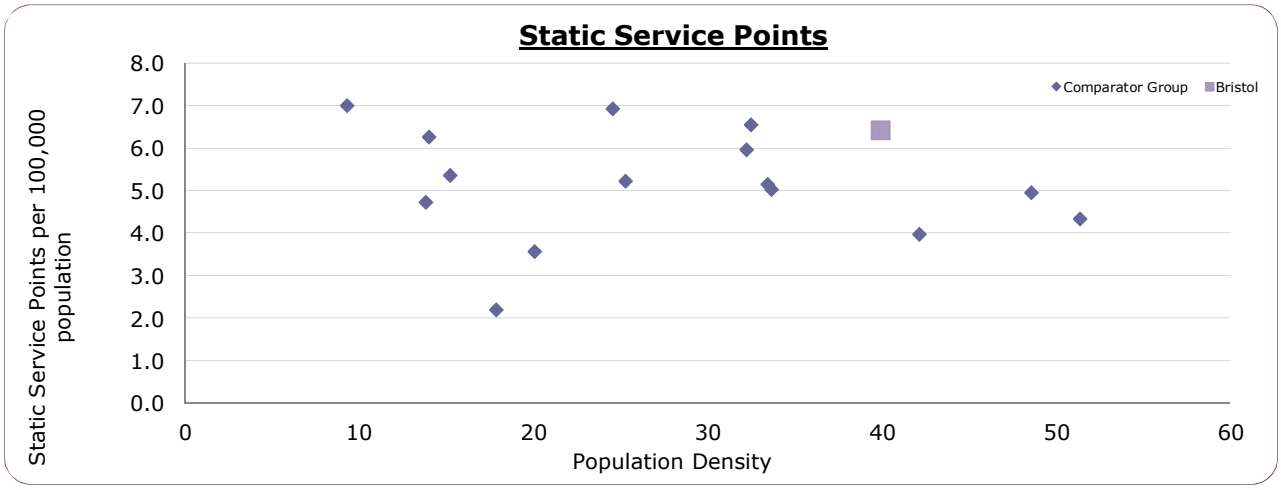
Population Density and Number of Service Points

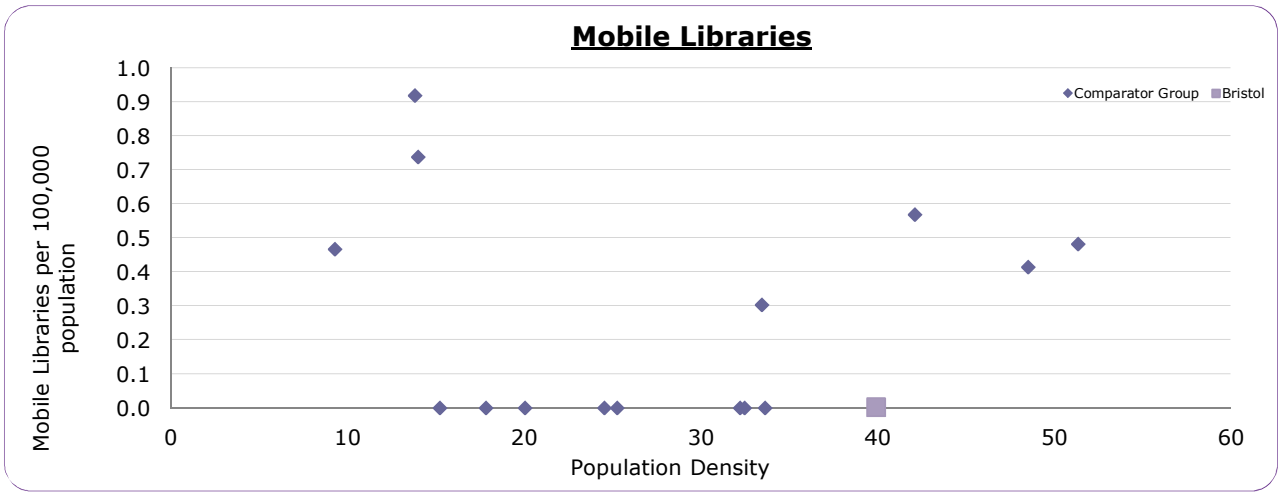
• In urban areas of high population density a small number of service points will be able to provide service to a large population. In rural areas more service points will be required to enable the population to have easy access.

• 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.

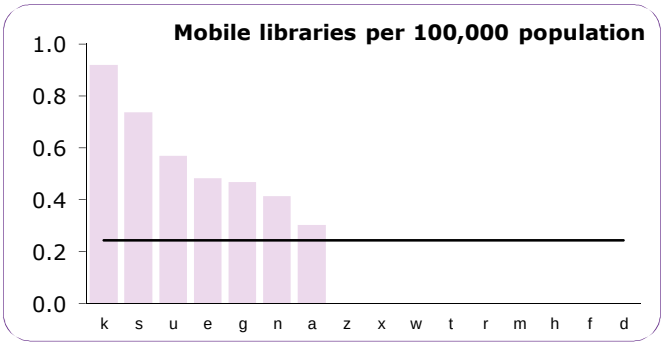
	Authority	*Median*
Population Density	39.9	*28.7*

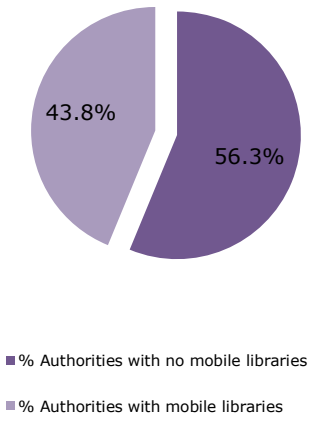




Mobile Libraries

	Number	/ 100k pop	*Average*
Mobile Libraries	0	0.0	*0.2*

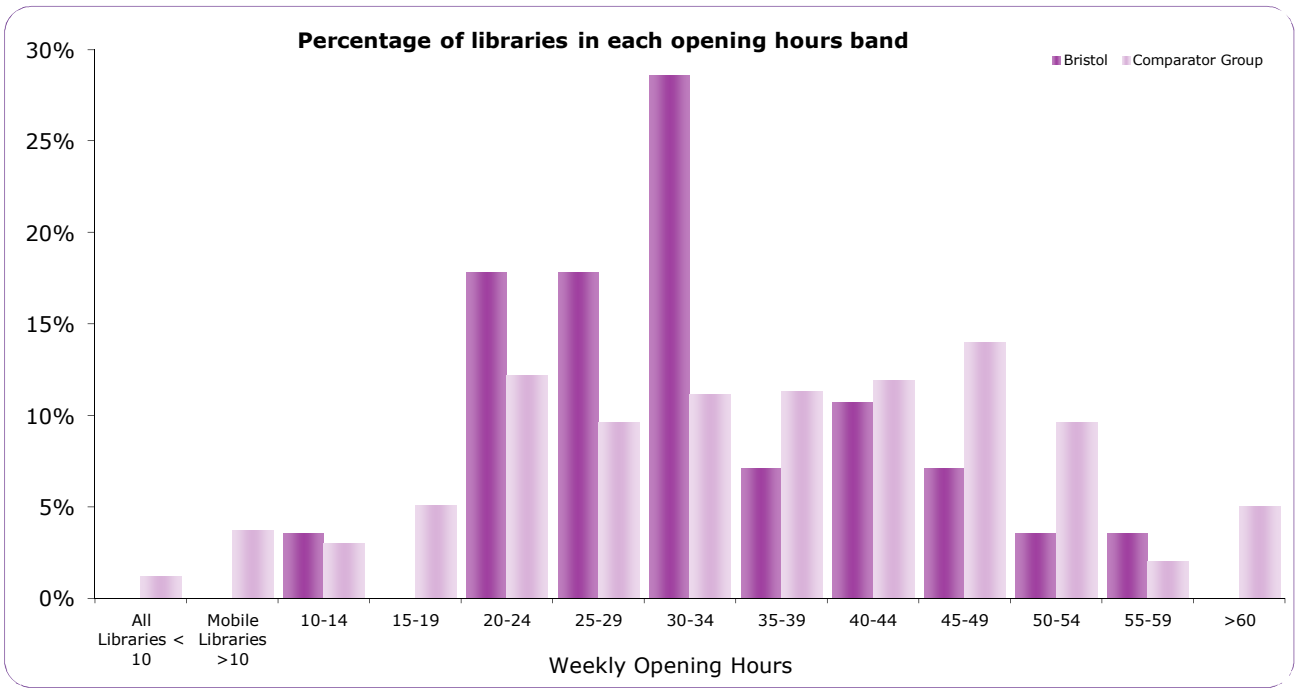




A3: Opening Hours

2013-14 Actuals

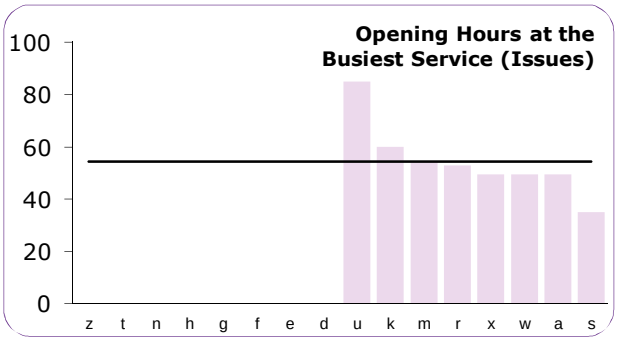
Hours Open	Service Points Authority	Service Points *Average*	/ 100,000 population Authority	/ 100,000 population *Average*	% in Each Band Authority	% in Each Band *Average*
All Libraries < 10	0	*0*	0.0	*0.1*	0.0%	*1.2%*
Mobile Libraries >10	0	*1*	0.0	*0.2*	0.0%	*3.7%*
Static: 10-14	1	*1*	0.2	*0.2*	3.6%	*3.0%*
Static: 15-19	0	*1*	0.0	*0.0*	0.0%	*5.1%*
Static: 20-24	5	*2*	1.1	*0.7*	17.9%	*12.2%*
Static: 25-29	5	*2*	1.1	*0.6*	17.9%	*9.6%*
Static: 30-34	8	*2*	1.8	*0.7*	28.6%	*11.1%*
Static: 35-39	2	*2*	0.5	*0.7*	7.1%	*11.3%*
Static: 40-44	3	*2*	0.7	*0.6*	10.7%	*11.9%*
Static: 45-49	2	*2*	0.5	*0.6*	7.1%	*14.0%*
Static: 50-54	1	*2*	0.2	*0.6*	3.6%	*9.7%*
Static: 55-59	1	*1*	0.2	*0.1*	3.6%	*2.0%*
Static: >60	0	*1*	0.0	*0.3*	0.0%	*5.0%*
Total	28					



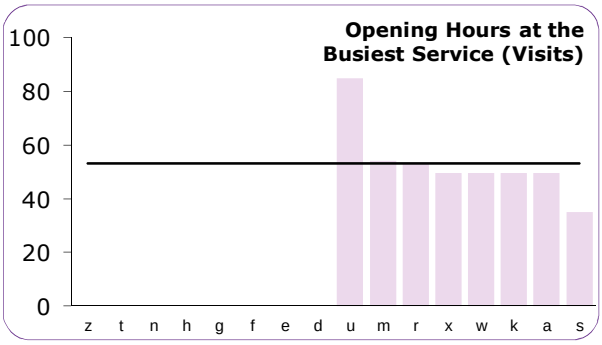
Source: CIPFA Public Library Statistics 2014 - Cells 1 to 14

Opening Hours - Busiest Service Points

Busiest Service Point (Issues): **Central Library, College Green** Busiest Service Point (Visits): **Central Library, College Green**



Bristol na *Average:* *54.4*



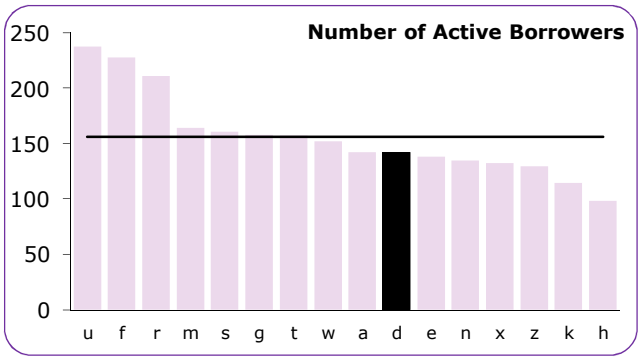
Bristol na *Average:* *53.1*

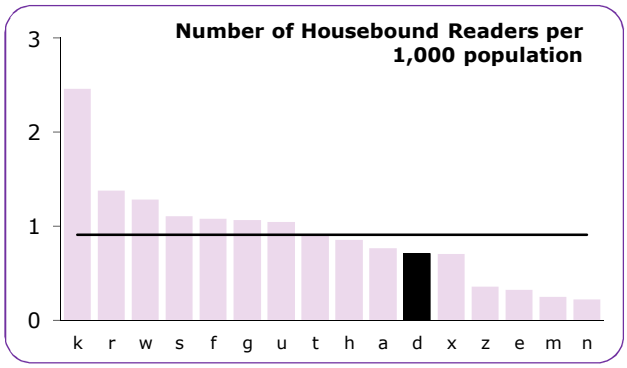
Source: CIPFA Public Library Statistics 2014 - Cells 15 to 18

A4: Library Users

2013-14 Actuals

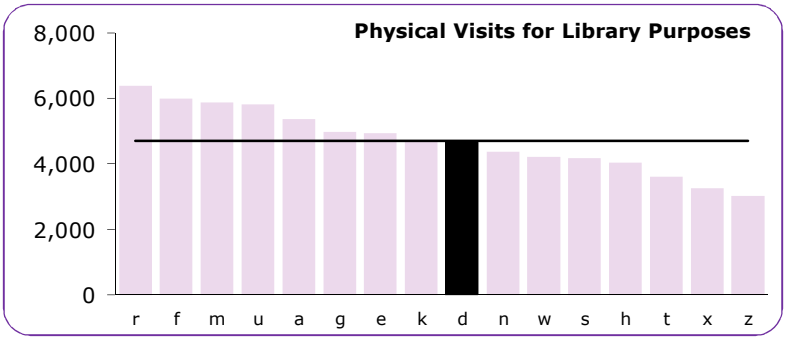
	Number	/1,000 pop	*Average*
Active Borrowers	61,970	142	*156*
Housebound Readers	309	0.7	*0.9*



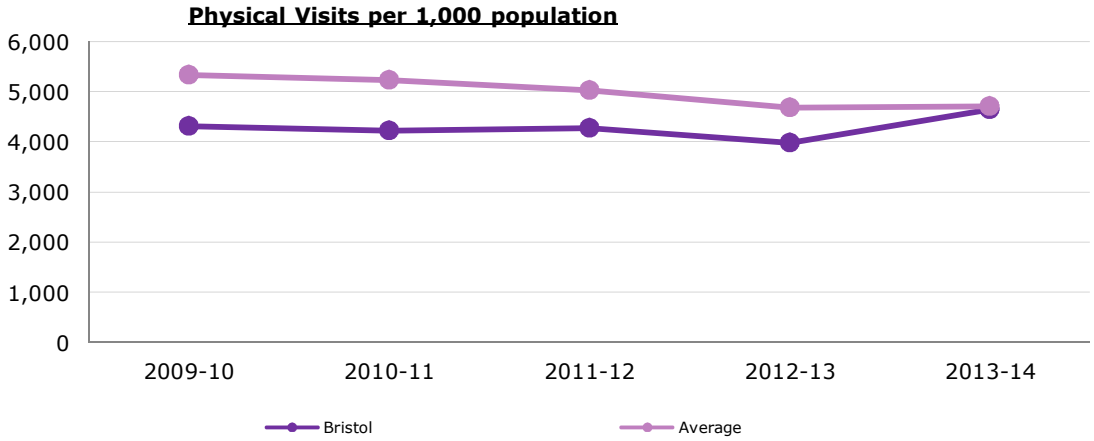


Source: CIPFA Public Library Statistics 2014 - Cells 89 & 90

Physical Visits for Library Purposes



Physical Visits	Number	per 1,000 pop	*Average*
2009-10	1,863,404	4,308	*5,328*
2010-11	1,825,642	4,215	*5,234*
2011-12	1,885,422	4,272	*5,032*
2012-13	1,704,055	3,981	*4,686*
2013-14	**2,032,635**	**4,646**	***4,710***



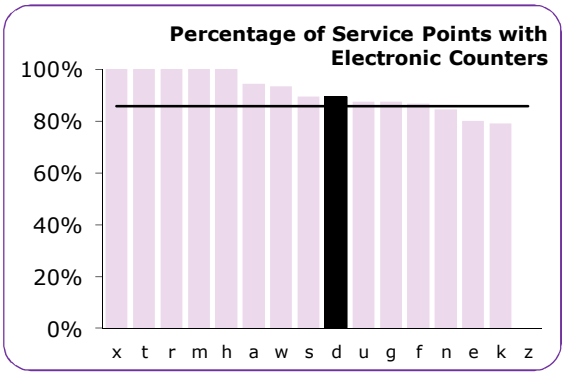
Source: CIPFA Public Library Statistics 2014 - Cell 91

A4: Library Users (continued)

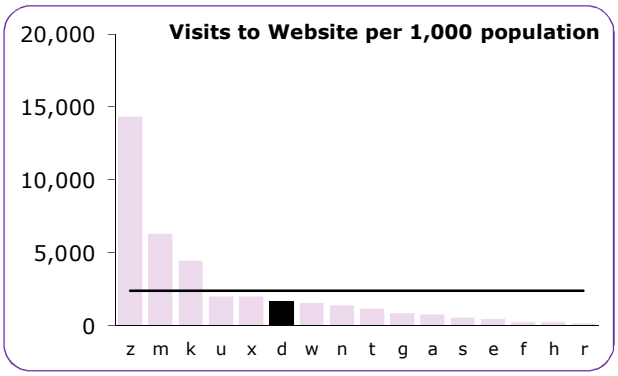
2013-14 Actuals

	Authority	*Average*
S.P. with Electronic Counters	89%	*86%*

	Number	per 1,000 pop	*Average*
Visits to Website	720,929	1,648	*2,393*

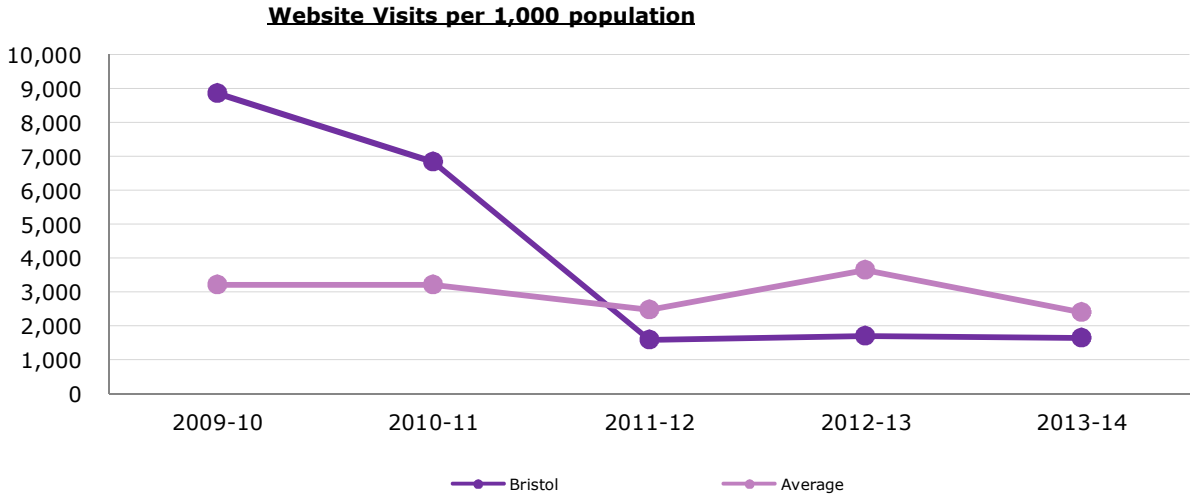


Source: CIPFA Public Library Statistics 2014 - Cell 94



Source: CIPFA Public Library Statistics 2014 - Cell 95

Website Visits	Number	per 1,000 pop	*Average*
2009-10	3,824,915	8,844	*3,210*
2010-11	2,957,422	6,828	*3,210*
2011-12	700,753	1,588	*2,472*
2012-13	729,812	1,705	*3,642*
2013-14	**720,929**	**1,648**	***2,393***

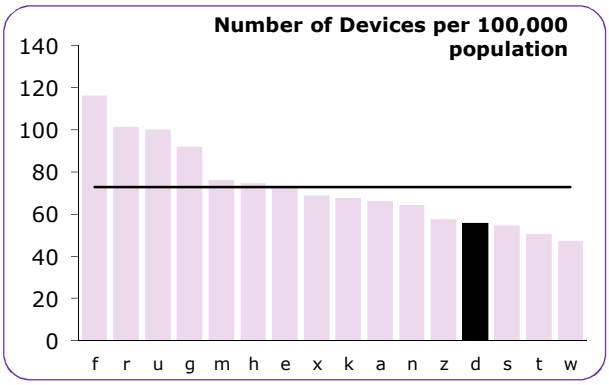


Source: CIPFA Public Library Statistics 2014 - Cell 95 and equivalent for previous years

A5: Electronic Workstations

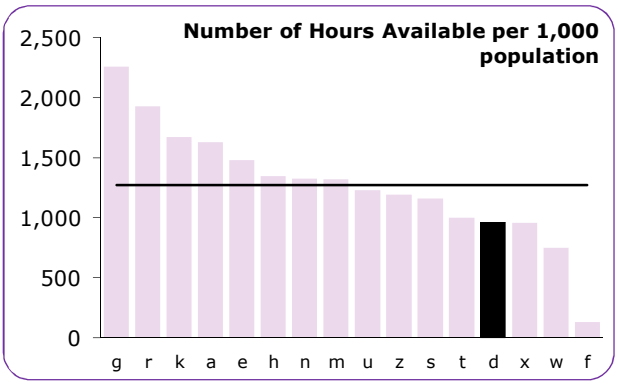
2013-14 Actuals

	Number	per 100,000 pop	*Average*
Terminals	244	55.8	*72.9*



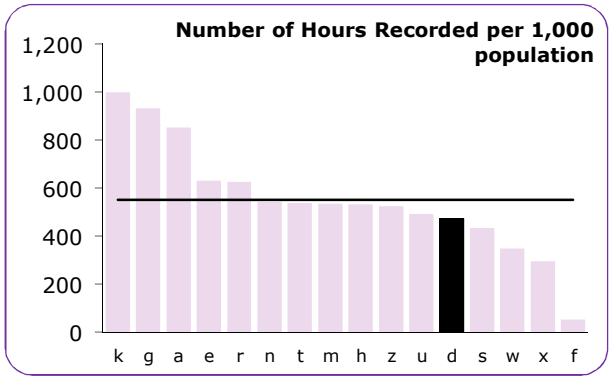
Source: CIPFA Public Library Statistics 2014 - Cell 19

	Number	per 1,000 pop	*Average*
Hours Available	419,258	958	*1,270*



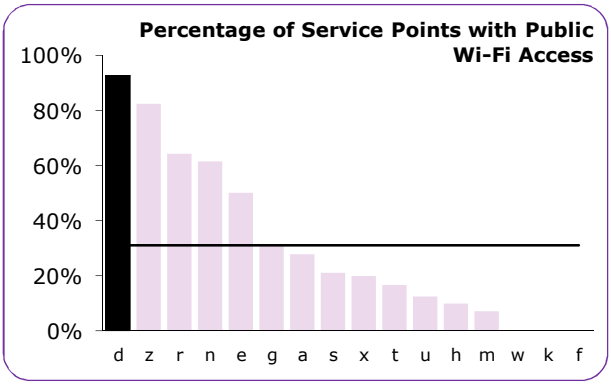
Source: CIPFA Public Library Statistics 2014 - Cell 20

	Number	per 1,000 pop	*Average*
Hrs Recorded	207,441	474	*551*



Source: CIPFA Public Library Statistics 2014 - Cell 21

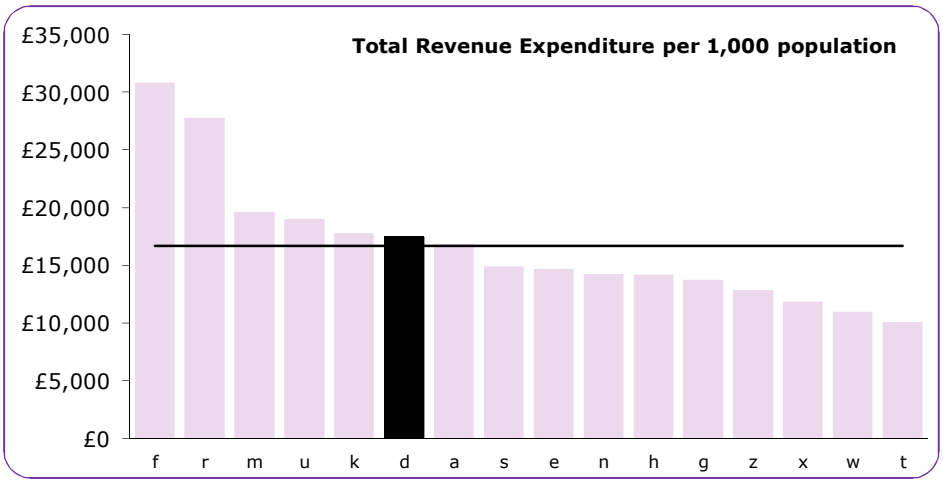
	Authority	*Average*
Service Points with Wi-Fi Access	*93%*	*31%*



Source: CIPFA Public Library Statistics 2014 - Cell 22

SECTION B: RESOURCING

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



(See page 15 for details)

Section Contents

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	Revenue income breakdown
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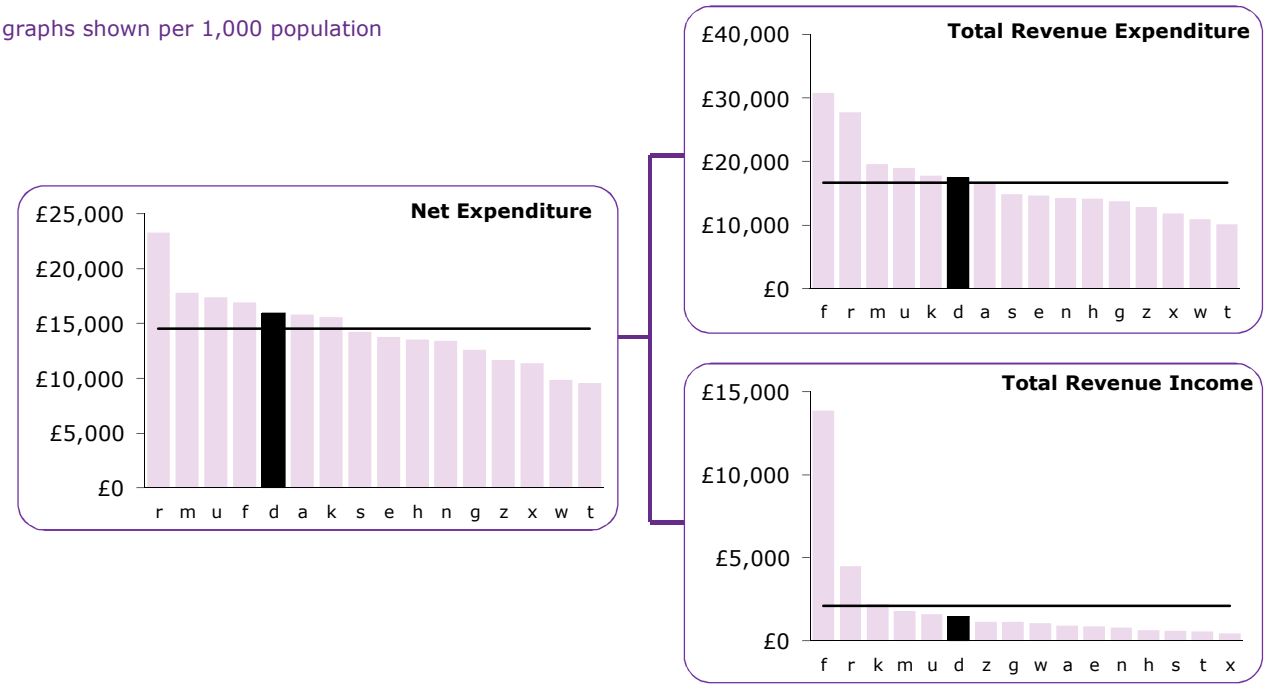
	Analysis of numbers and hours

B1: Financial Information (Actuals)

2013-14 Actuals	£	per 1,000 pop	*Average*
Revenue Expenditure	7,628,284	17,436	*16,661*
Revenue Income	(638,810)	(1,460)	*(2,102)*
Net Expenditure	6,989,474	15,976	*14,559*

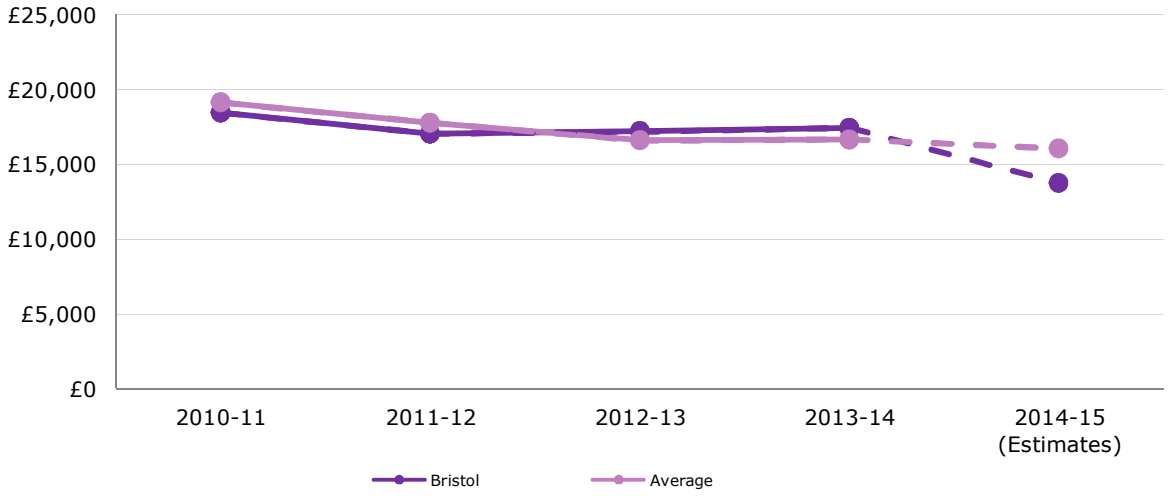
graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2014 - Cells 124, 134 & 135

Revenue Expenditure	£	per 1,000 pop	*Average*
2010-11	7,992,479	18,454	*19,132*
2011-12	7,525,404	17,053	*17,774*
2012-13	7,368,353	17,212	*16,603*
2013-14	7,628,284	17,436	*16,661*
2014-15 (Estimates)	6,018,921	13,758	*16,068*

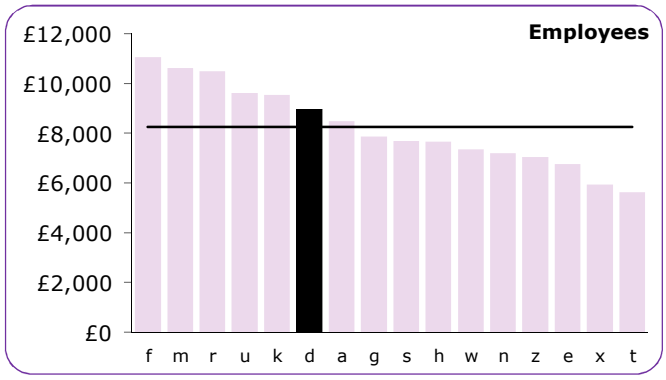
Revenue Expenditure per 1,000 population: Time Series

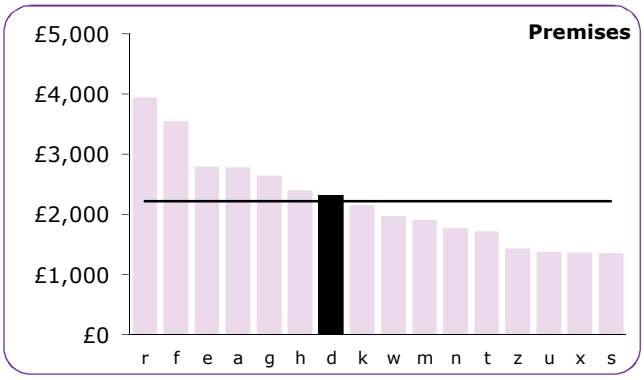


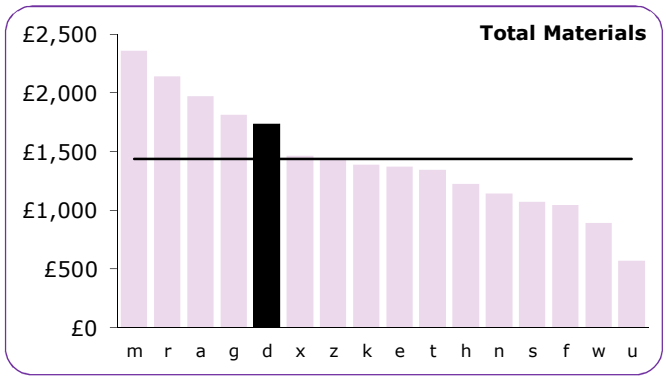
Source: CIPFA Public Library Statistics 2014 - Cell 124 and equivalent for previous years

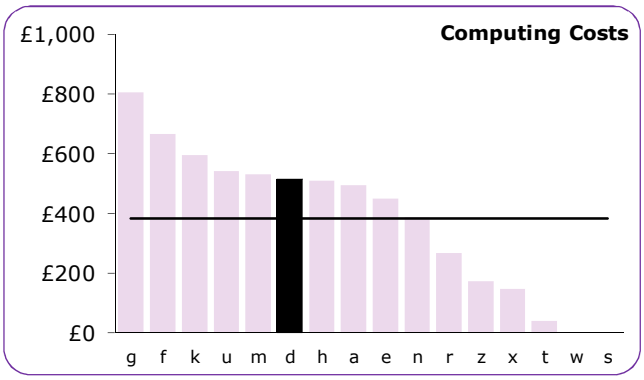
Revenue Expenditure (2013-14 Actuals)	£	per 1,000 pop	*Average*
Employees	3,924,231	8,970	*8,244*
Premises	1,009,172	2,307	*2,217*
Total Materials	759,098	1,735	*1,437*
Computing Costs	225,317	515	*383*
Other Supplies & Services	350,395	801	*1,690*
Transport	92,352	211	*106*
Third Party Payments	102,474	234	*720*
Support Service Costs	1,165,245	2,663	*1,864*
Total Revenue Expenditure	7,628,284	17,436	*16,661*

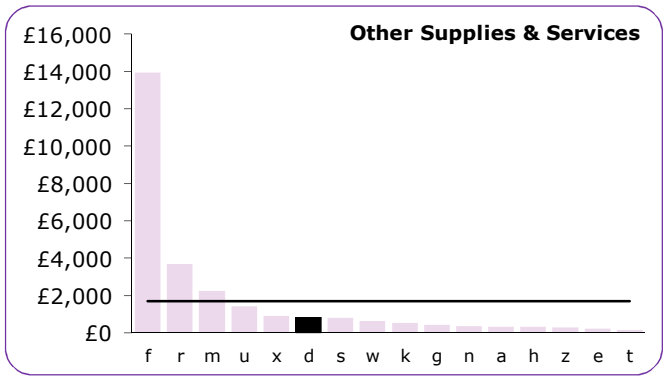
graphs show expenditure per 1,000 population

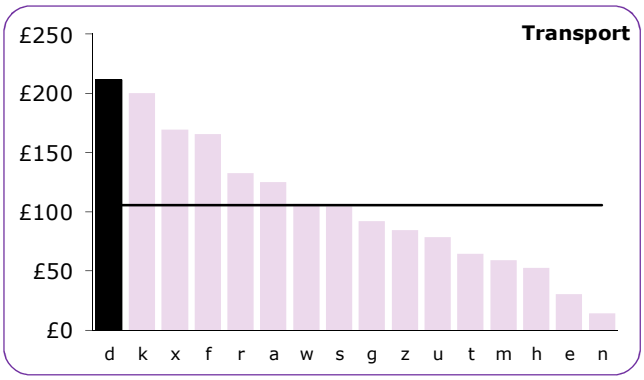


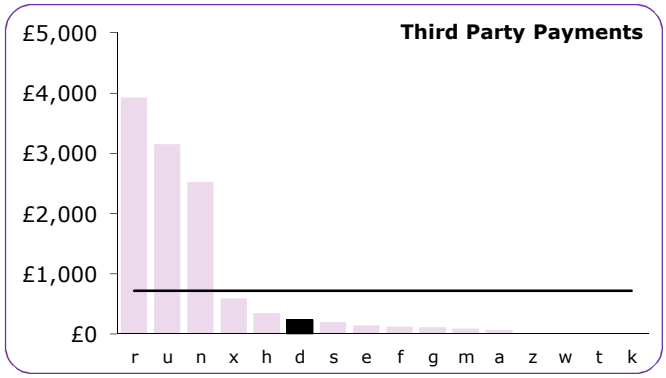


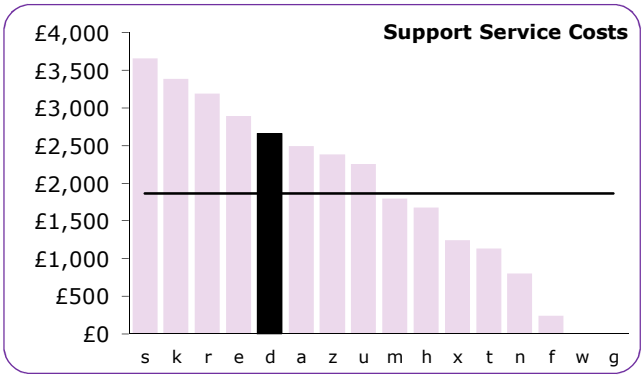








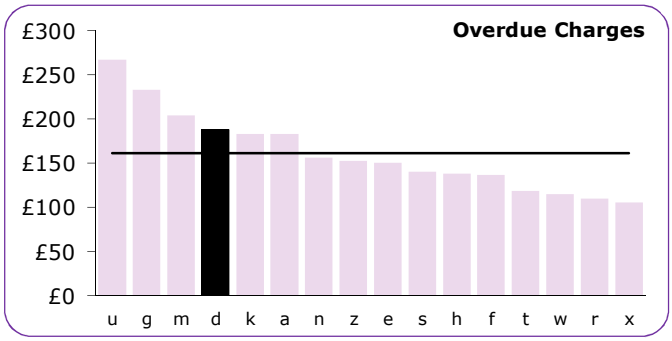


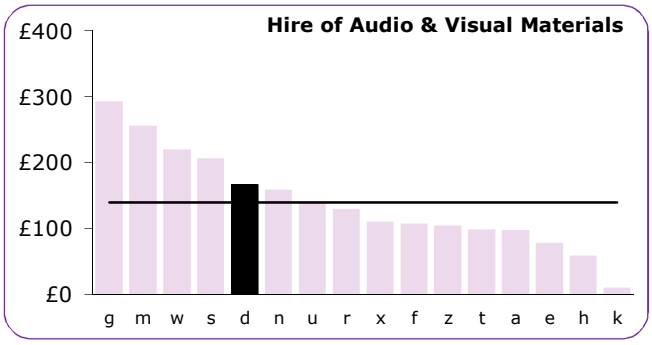


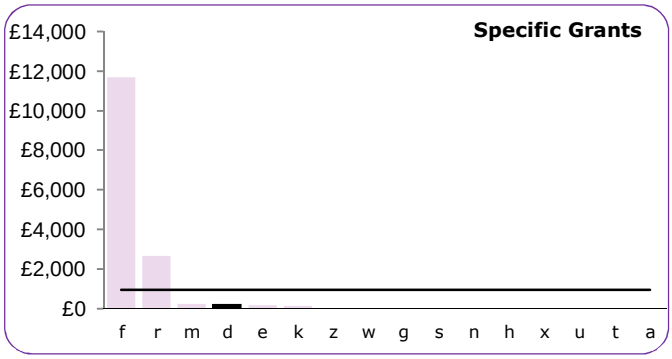
Source: CIPFA Public Library Statistics 2014 - Cells 98 to 124

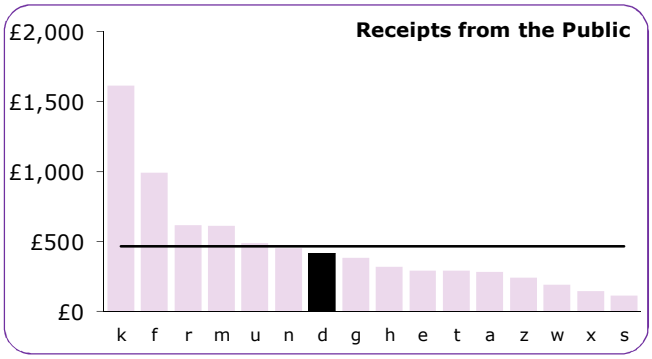
Revenue Income (2013-14 Actuals)	£	per 1,000 pop	*Average*
Overdue Charges	(81,981)	(187)	*(161)*
Hire of Audio & Visual Materials	(72,730)	(166)	*(140)*
Specific Grants	(102,841)	(235)	*(954)*
Receipts from the Public	(180,210)	(412)	*(465)*
Corporate Income	(94,468)	(216)	*(161)*
Other Income	(106,580)	(244)	*(221)*
Reservation Fees	(13,135)	(30)	*(19)*
Lettings	(49,302)	(113)	*(159)*
Electronic Revenue	(16,956)	(39)	*(27)*
Provision to other LAs	(27,187)	(62)	*(15)*
Total Revenue Income	(638,810)	(1,460)	*(2,102)*

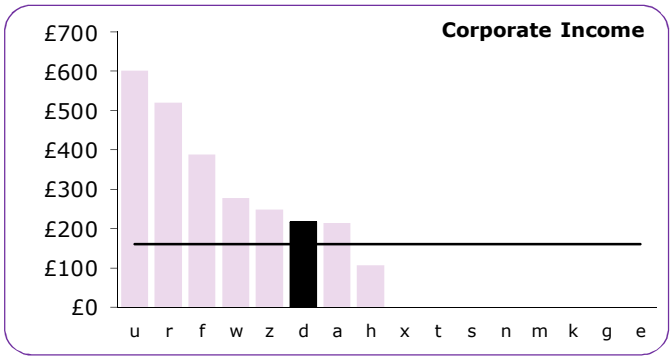
graphs shown per 1,000 population

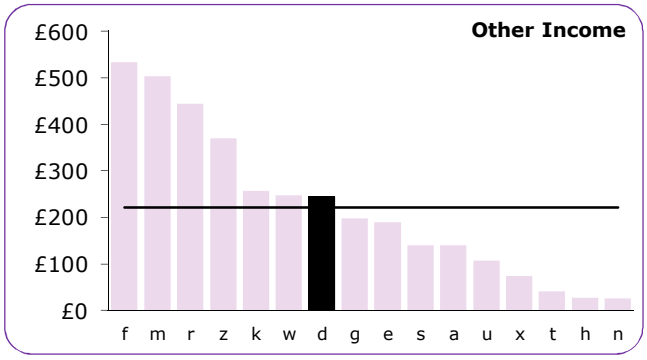






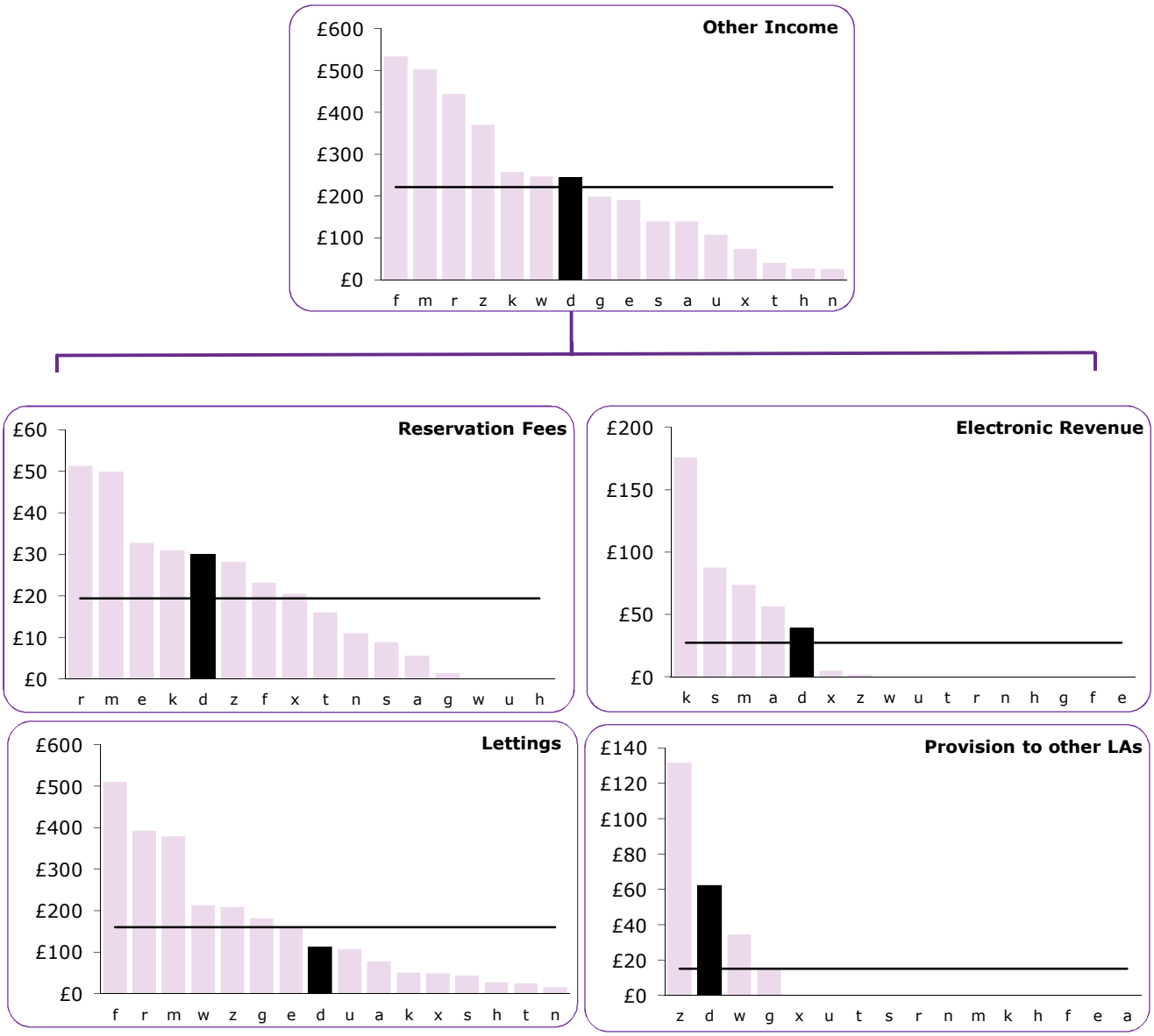






Source: CIPFA Public Library Statistics 2014 - Cells 125 to 134

Total Other Income (2013-14 Actuals)	£	per 1,000 pop	*Average*
Reservation Fees	(13,135)	(30)	*(19)*
Lettings	(49,302)	(113)	*(159)*
Electronic Revenue	(16,956)	(39)	*(27)*
Provision to other LAs	(27,187)	(62)	*(15)*
Total Other Income	(106,580)	(244)	*(221)*

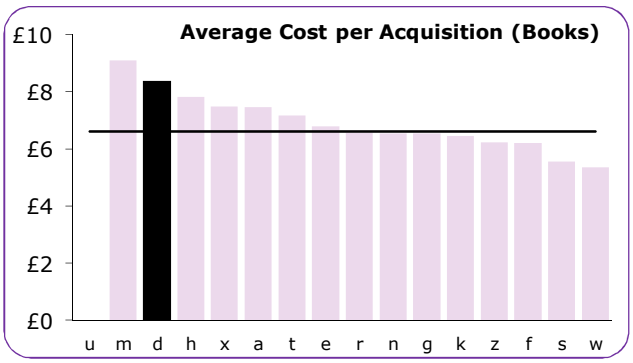


Source: CIPFA Public Library Statistics 2014 - Cells 126, 127, 129 & 131

B2: Cost Indicators

	£ p	*Average*
Average Cost per Book	£8.37	*£6.60*

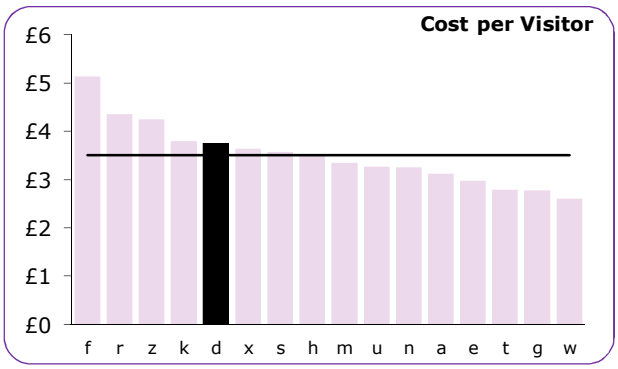
- Average cost per book acquisition.



Source: CIPFA Public Library Statistics 2014 -
Sum of Cells 100 to 104 divided by Cell 38

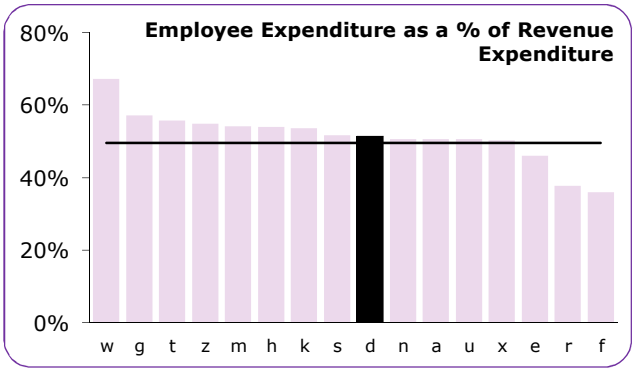
	£ p	*Average*
Cost per Visitor	£3.75	*£3.51*

- Revenue expenditure divided by visitor number.



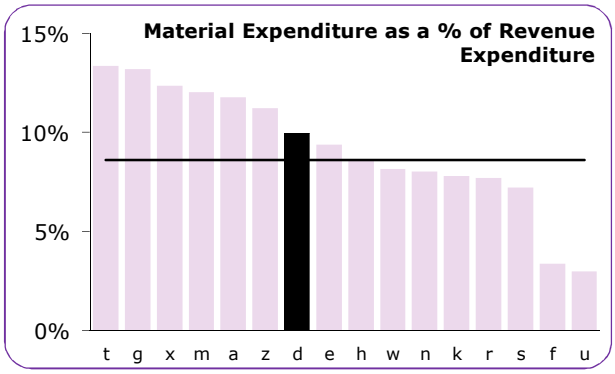
Source: CIPFA Public Library Statistics 2014 -
Cell 124 divided by Cell 91

	%	*Average*
% Employee Expenditure	51%	*49%*



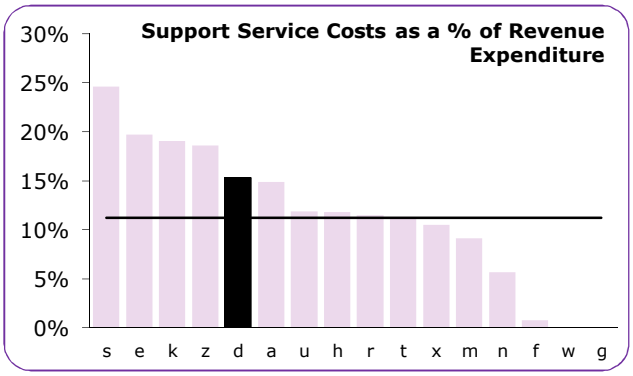
Source: CIPFA Public Library Statistics 2014 -
Cell 98 as a percentage of Cell 124

	%	*Average*
% Material Expenditure	10%	*9%*



Source: CIPFA Public Library Statistics 2014 -
Cell 124 divided by cell 20

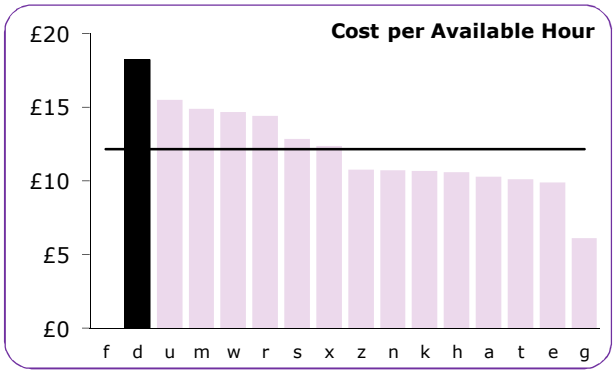
	%	*Average*
% Support Services	15%	*11%*



Source: CIPFA Public Library Statistics 2014 -
Cell 123 as a percentage of Cell 124

- Cost per Available Hour

	£ p	*Average*
Cost per Available Hour	£18.19	*£12.13*

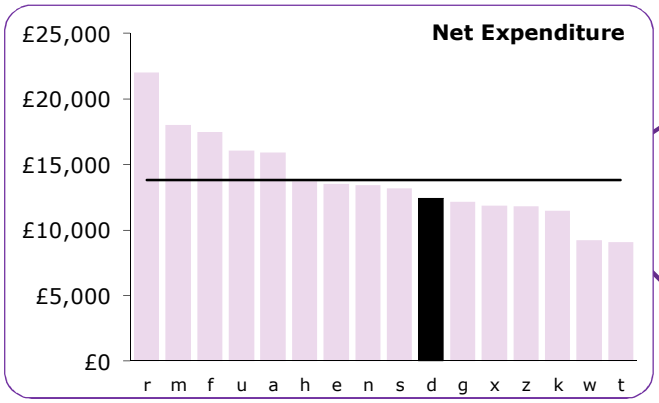


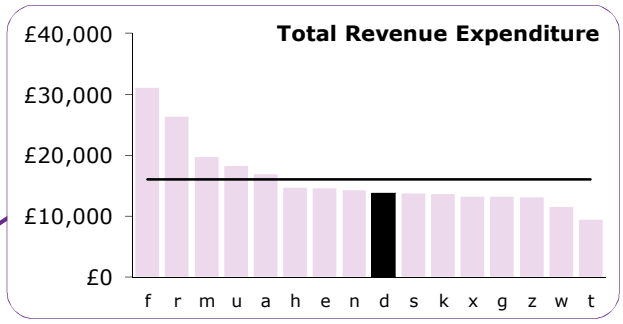
Source: CIPFA Public Library Statistics 2014 -
Cell 118 as a percentage of Cell 124

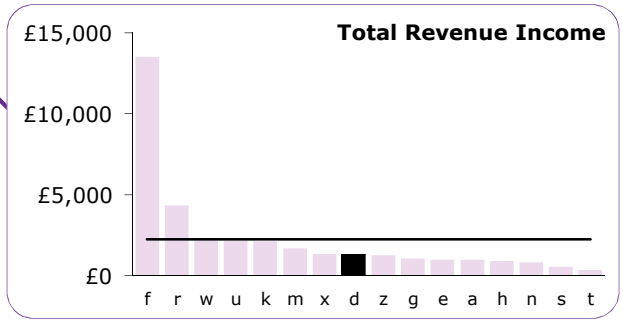
B3: Financial Information (2014-15 Estimates)

graphs shown per 1,000 population

Net Expenditure	£	per 1,000 pop	*Average*
Employees	3,192,364	7,297	*7,998*
Premises	803,487	1,837	*2,259*
Supplies & Services - Materials	634,286	1,450	*1,415*
Other Expenditure	1,388,784	3,174	*4,396*
Revenue Expenditure	6,018,921	13,758	*16,068*
Revenue Income	(582,921)	(1,332)	*(2,231)*
Net Expenditure	5,436,000	12,425	*13,837*



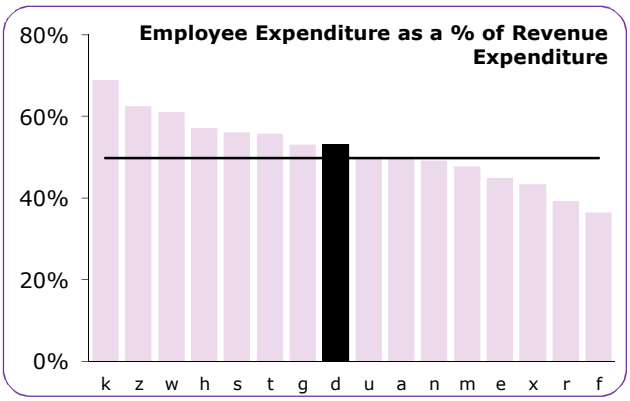




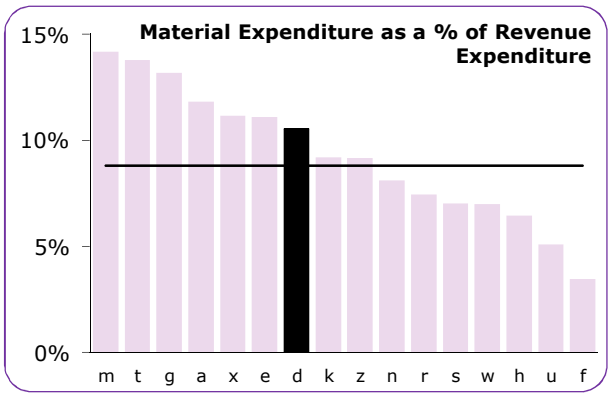
Source: CIPFA Public Library Statistics 2014 - Cell 137 to 141

2014-15 Estimates	*%*	*Average*
% Employee Expenditure	53%	*50%*

2014-15 Estimates	*%*	*Average*
% Material Expenditure	11%	*9%*



Source: CIPFA Public Library Statistics 2014 - Cell 137 as a percentage of Cell 141

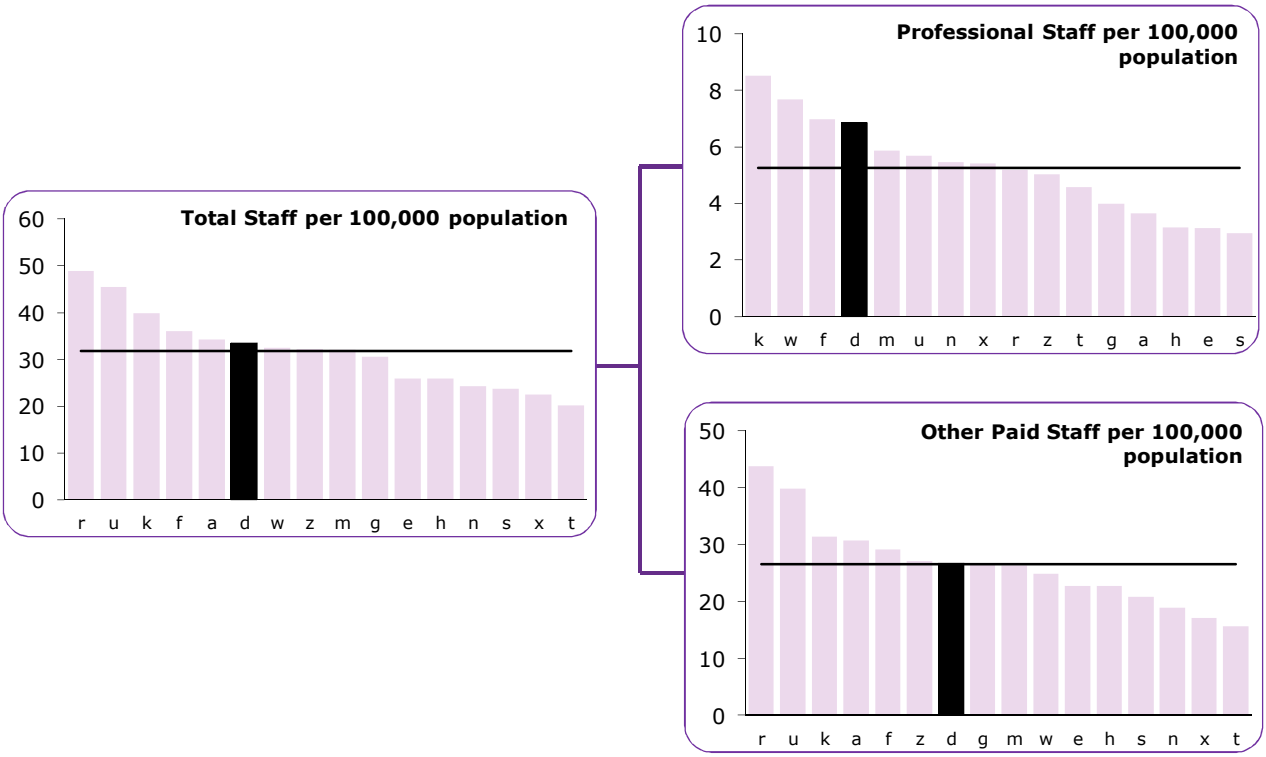


Source: CIPFA Public Library Statistics 2014 - Cell 139 as a percentage of Cell 141

B4: Staffing

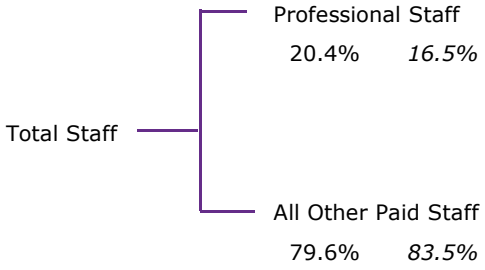
at 31 March 2014

	FTE	per 100,000 pop	*Average*
Professional Staff	30.0	6.9	*5.3*
All Other Staff	116.8	26.7	*26.5*
Total Staff	146.8	33.6	*31.8*



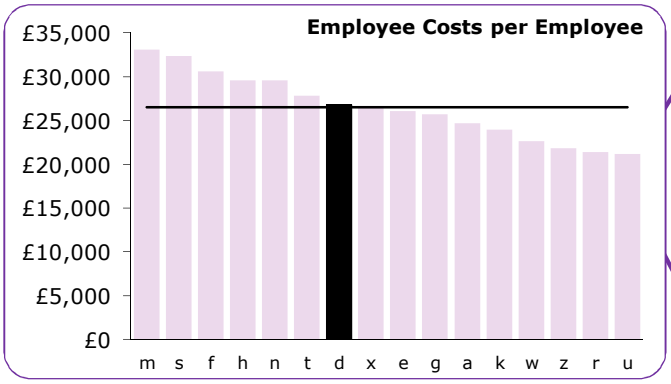
Source: CIPFA Public Library Statistics 2014 - Cells 62 to 64

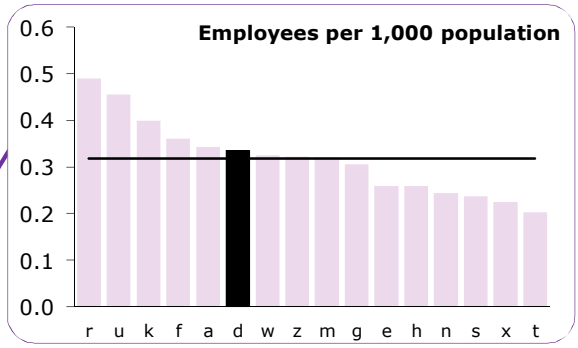
This tree diagram analyses professional and other staff as a percentage of total staff.
Your authority's value is followed by the average value in italics.

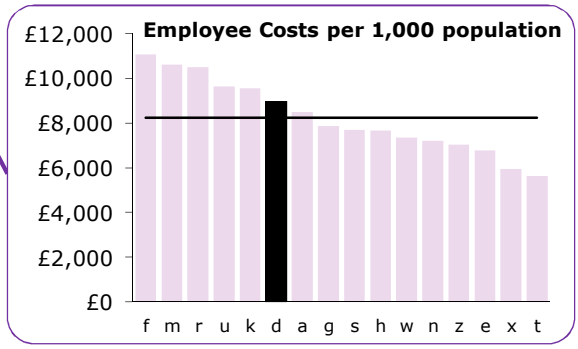


B4: Staffing (continued)

	£	*Average*
Employee Costs per Employee	26,734	*26,489*
Employees per 1,000 population	0.3	*0.3*
Employee Costs per 1,000 population	8,970	*8,244*





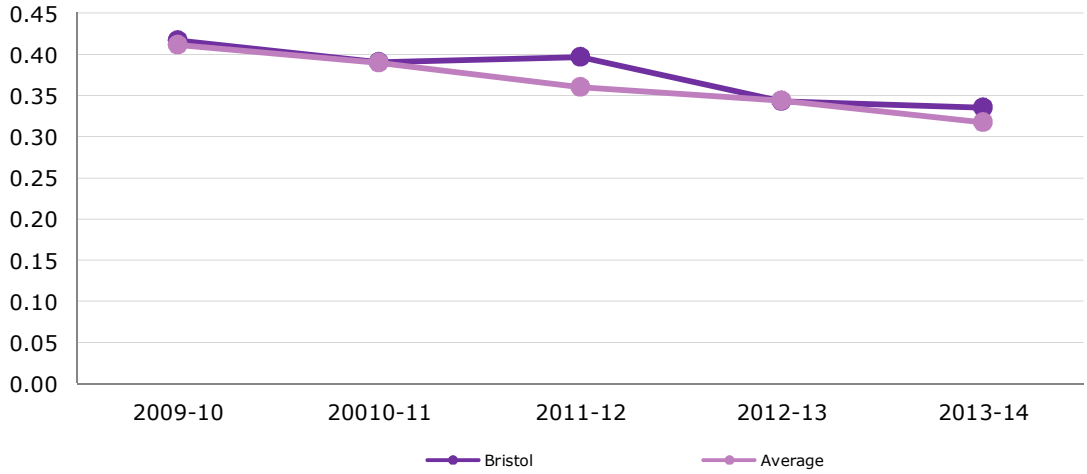


Source: CIPFA Public Library Statistics 2014 -

Cell 98 divided by Cell 64

All Staff	FTE	per 1,000 pop	*Average*
2009-10	180.5	0.42	*0.41*
20010-11	172.4	0.39	*0.39*
2011-12	169.8	0.40	*0.36*
2012-13	148.3	0.34	*0.34*
2013-14	146.8	0.34	*0.32*

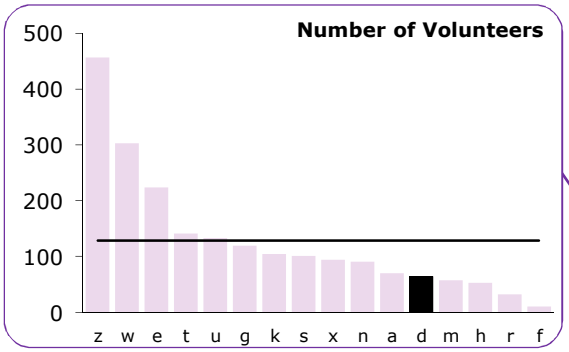
Employees per 1,000 population: Time Series



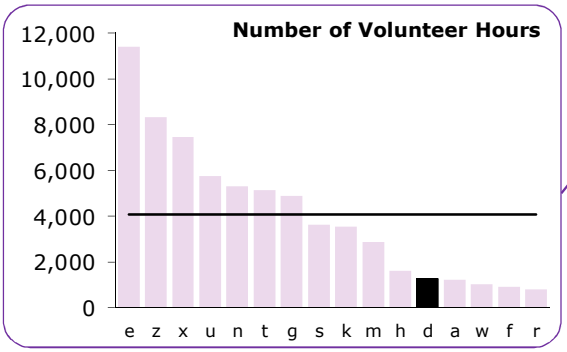
Source: CIPFA Public Library Statistics 2014 - Cell 64 and equivalent for previous years

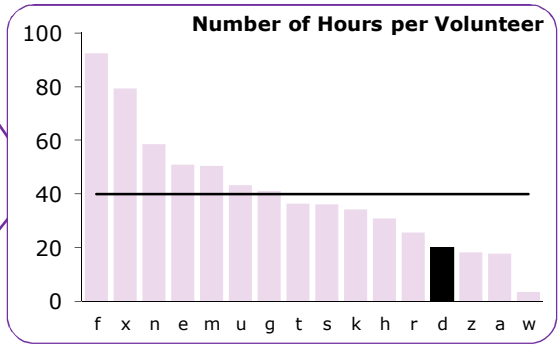
B5: Volunteers

2013-14 Actuals



	Number	Average
Volunteers	64	*128*
Volunteer Hours	1,275	*4,081*
Average Hours per Volunteer	19.9	*39.9*



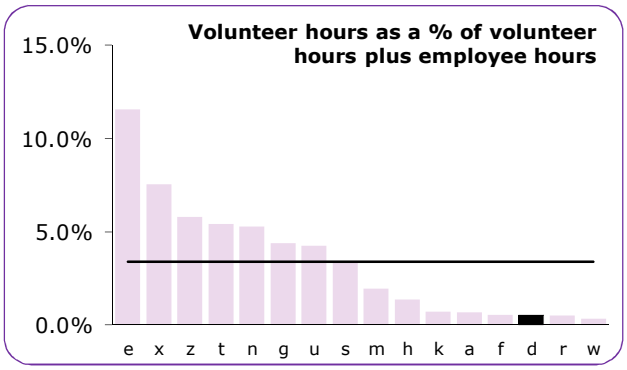


Source: CIPFA Public Library Statistics 2014 - Cells 65 & 66

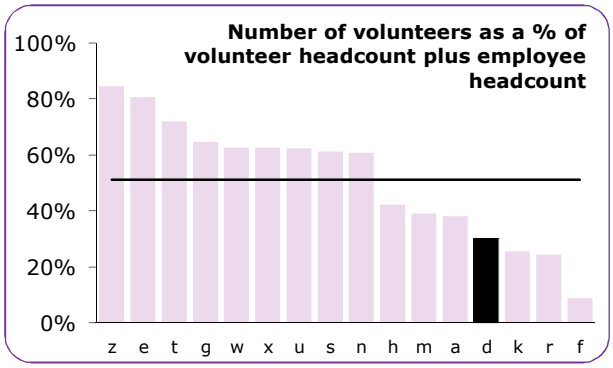
- The section below uses 1,625 hours as the annual hours worked by a full-time member of staff.
- We use this to compare hours provided by paid staff and volunteers.
- The two charts below compare the volunteers to the total of paid staff and volunteers.

	FTE	*Average*
% Hours worked by volunteers	0.5%	*3.4%*

	%	*Average*
Volunteers as % headcount	30.4%	*51.2%*



Source: CIPFA Public Library Statistics 2014 - Cells 65 & 66

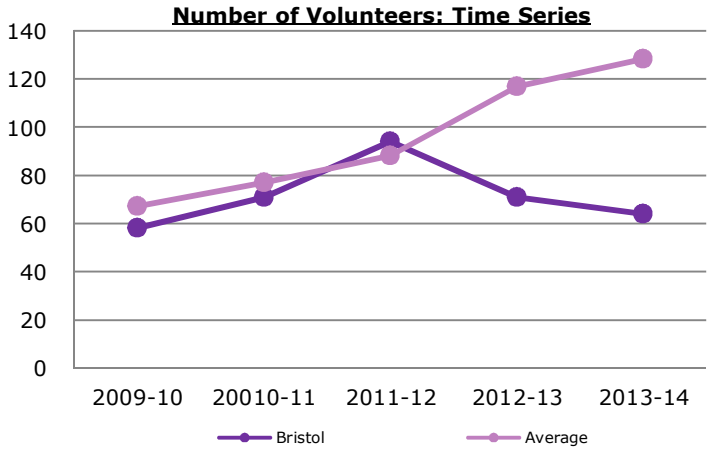


Source: CIPFA Public Library Statistics 2014 - Cells 64 & 65

Volunteers	Number	*Average*
2009-10	58	*67*
20010-11	71	*77*
2011-12	94	*88*
2012-13	71	*117*
2013-14	64	*128*

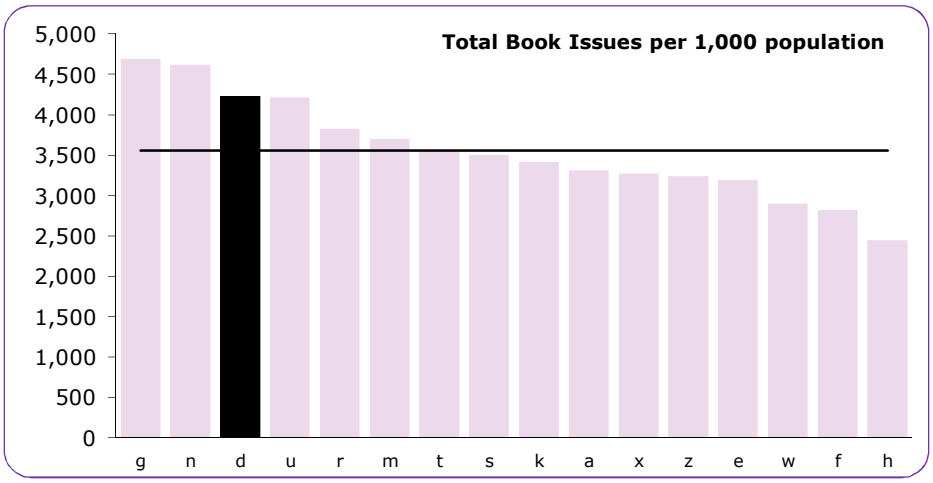
Source: CIPFA Public Library Statistics 2014 -

Cell 65 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 25 for details)

Section Contents

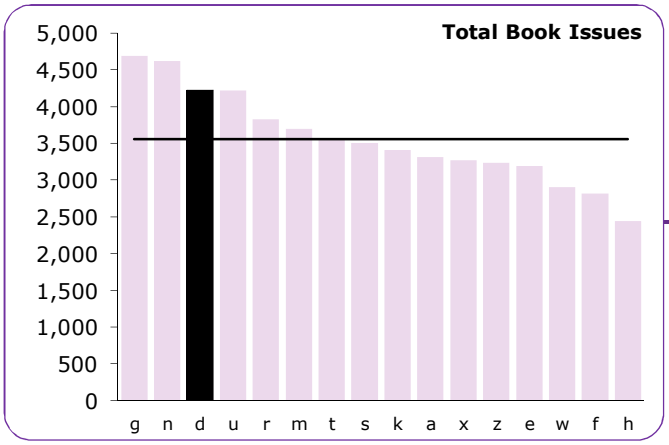
Page 25	**C1: Book Issues**
	Split by children/adult and fiction/non-fiction
Page 26	**C2: Stock Turn**
	Split by children/adult and fiction/non-fiction
Page 27	**C3: Audio, Visual, Electronic & Other Issues**
	Split by various categories
Page 29	**C4: Request Service**
	Total and online
Page 29	**C5: Enquiries**
	Total and online
Page 29	**C6: Inter-Library Loans**
	Supplied and received

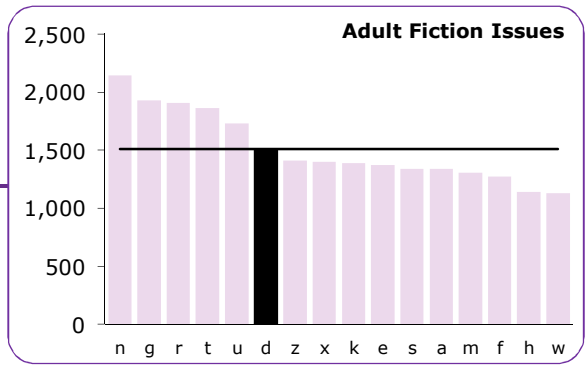
C1: Book Issues

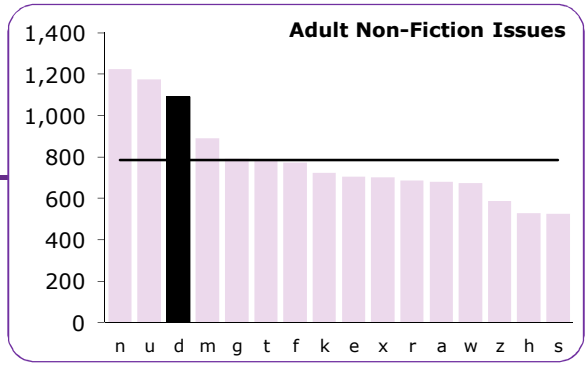
2013-14 Actuals

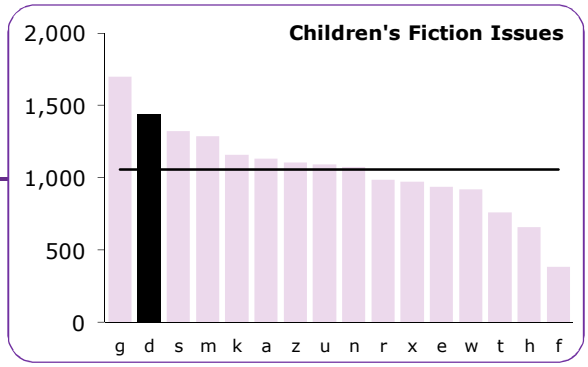
	Number	/1,000 pop	*Average*
Adult Fiction	663,133	1,516	*1,512*
Adult Non-Fiction	476,431	1,089	*783*
Children's Fiction	627,815	1,435	*1,058*
Children's Non-Fiction	81,289	186	*204*
Total Book Issues	1,848,668	4,226	*3,558*

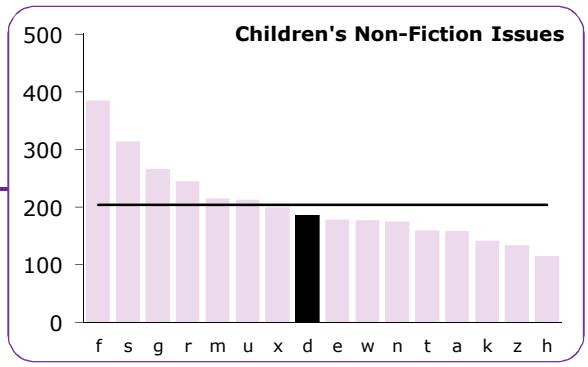
graphs shown per 1,000 population











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

Book Issues

Adult Fiction	35.9%	*42.5%*
Adult Non-Fiction	25.8%	*22.0%*
Children's Fiction	34.0%	*29.7%*
Children's Non-Fiction	4.4%	*5.7%*

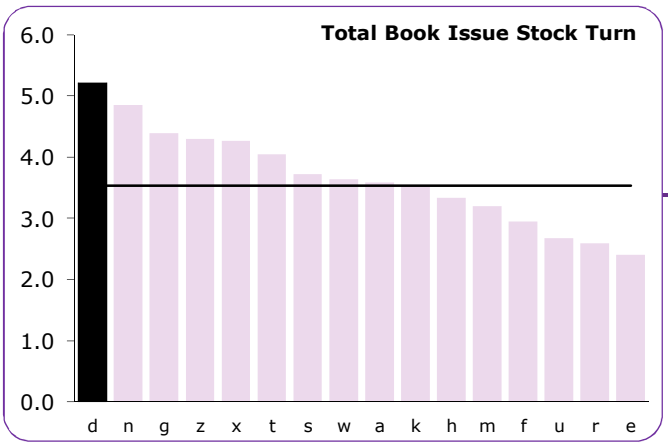
Source: CIPFA Public Library Statistics 2014 - Cells 67 to 71

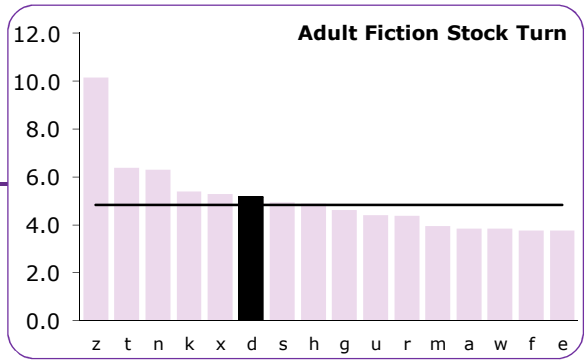
C2: Stock Turn

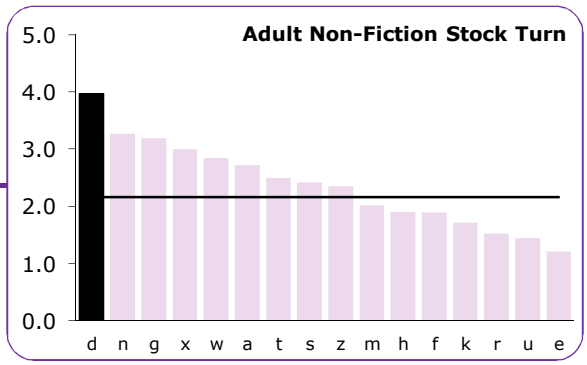
2013-14 Actuals

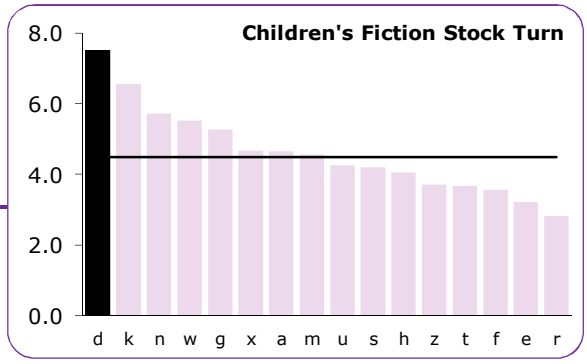
	Number	*Average*
Adult Fiction	5.2	*4.8*
Adult Non-Fiction	4.0	*2.2*
Children's Fiction	7.5	*4.5*
Children's Non-Fiction	3.6	*2.1*
Total Book Issues	5.2	*3.5*

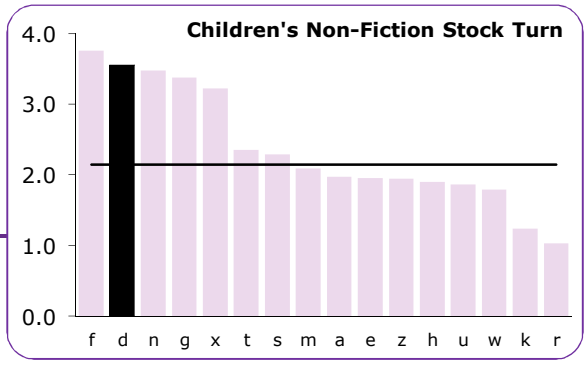
• Number of books issued divided by the book stock (i.e. the average number of times each book was issued during the year).











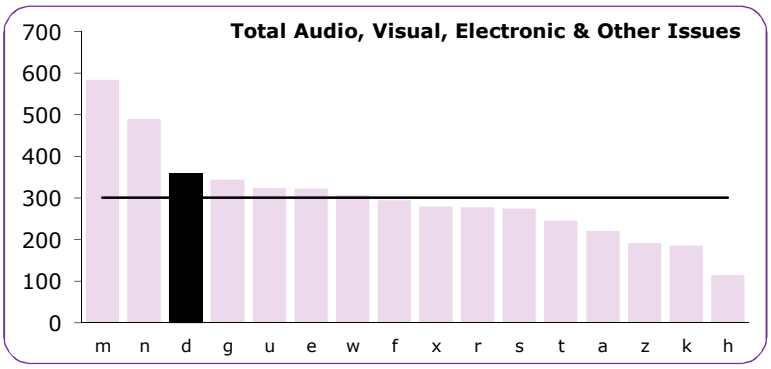
Source: CIPFA Public Library Statistics 2014 - Cells 67 to 71 divided by Cells 25 to 29 respectively

C3: Audio, Visual, Electronic & Other Issues

2013-14 Actuals

	Number	/1,000 pop	*Avg*
Sound Recordings			
Music	23,501	53.7	*35.1*
Adult Talking Books	37,916	86.7	*101.3*
Children's Talking Books	16,176	37.0	*16.8*
Video & DVDs	56,649	129.5	*103.4*
Multimedia & Open Learning Packs	1,669	3.8	*3.0*
Electronic Products			
eBooks	13,590	31.1	*32.5*
eAudio	7,339	16.8	*7.9*
eAudiovisuals	0	0.0	*0.2*
Total Audio Visual Issues	156,840	358.5	*300.3*

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.

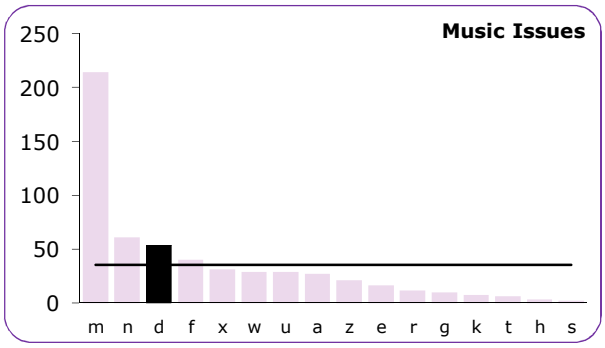
Audio, Visual, Electronic & Other Issues

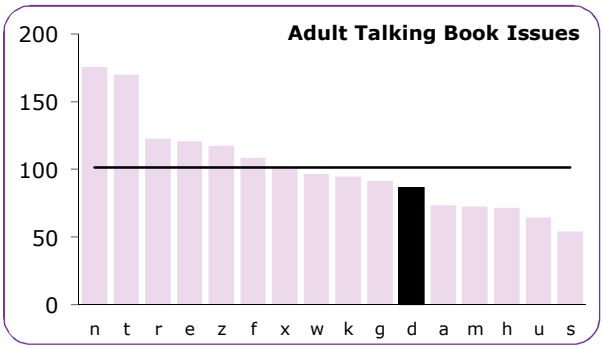
- Music
  15.0% *11.7%*
- Adult Talking Books
  24.2% *33.7%*
- Children's Talking Books
  10.3% *5.6%*
- Videos & DVDs
  36.1% *34.4%*
- Multimedia & Open Learning Packs
  1.1% *1.0%*
- eBooks
  8.7% *10.8%*
- eAudio
  4.7% *2.6%*
- eAudiovisuals
  0.0% *0.1%*

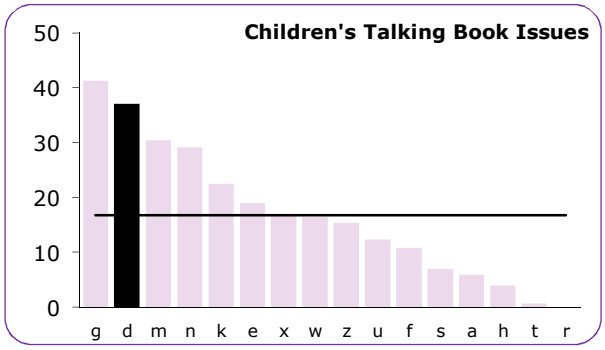
Source: CIPFA Public Library Statistics 2014 - Cells 72 to 80

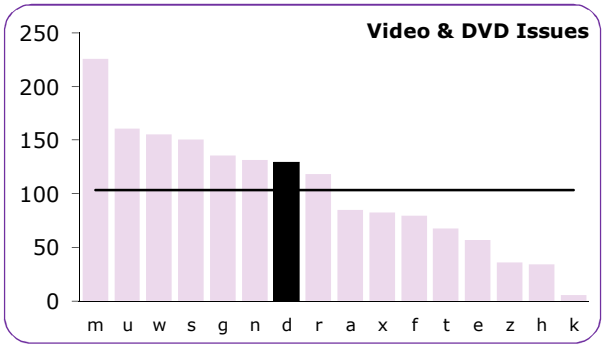
C3: Audio, Visual, Electronic & Other Issues (continued)

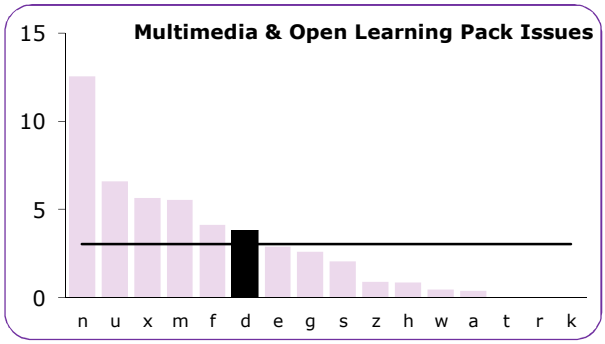
graphs shown per 1,000 population

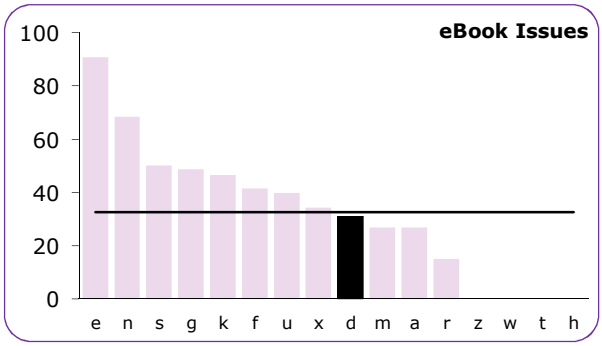


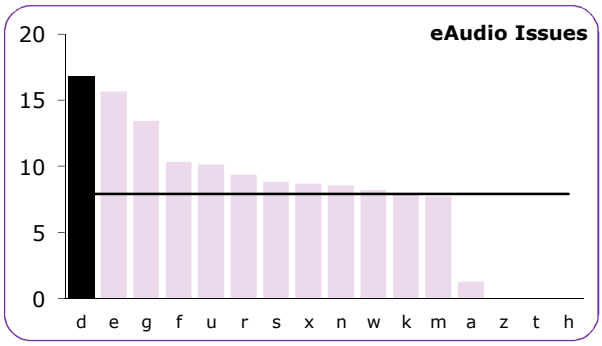


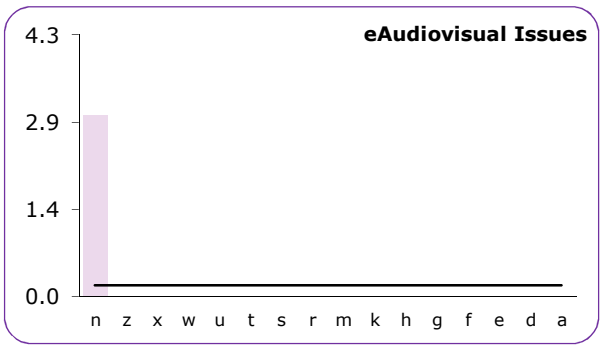












Source: CIPFA Public Library Statistics 2014 - Cells 72 to 79

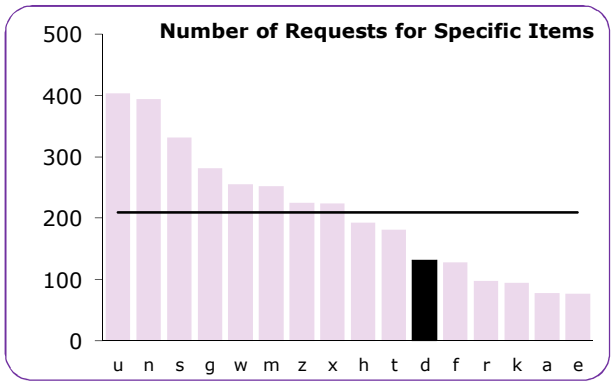
C4: Request Service

2013-14 Actuals

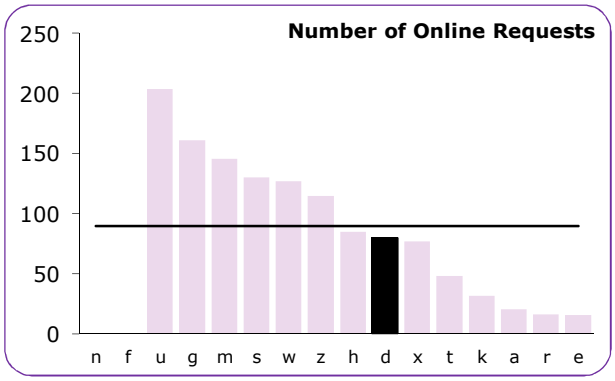
	Number	per 1,000 pop	*Average*
Requests	57,639	132	*209*

	Number	per 1,000 pop	*Average*
Online Requests	34,807	80	*90*

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2014 - Cell 81



Source: CIPFA Public Library Statistics 2014 - Cell 82

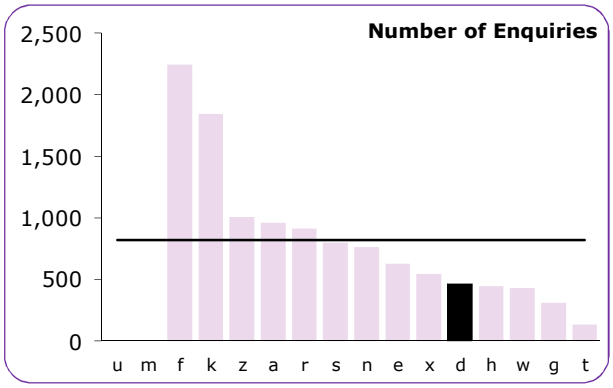
C5: Enquiries

2013-14 Actuals

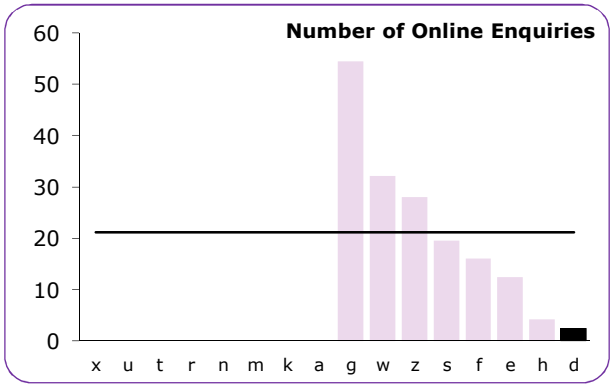
	Number	per 1,000 pop	*Average*
Enquiries	202,062	462	*820*

	Number	per 1,000 pop	*Average*
Online Enquiries	1,075	2.5	*21.2*

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2014 - Cell 86



Source: CIPFA Public Library Statistics 2014 - Cell 87

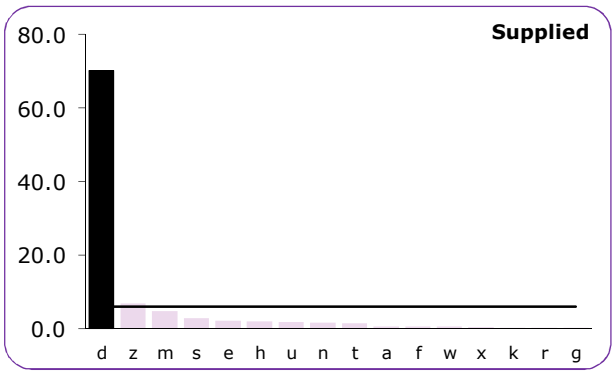
C6: Inter-Library Loans

2013-14 Actuals

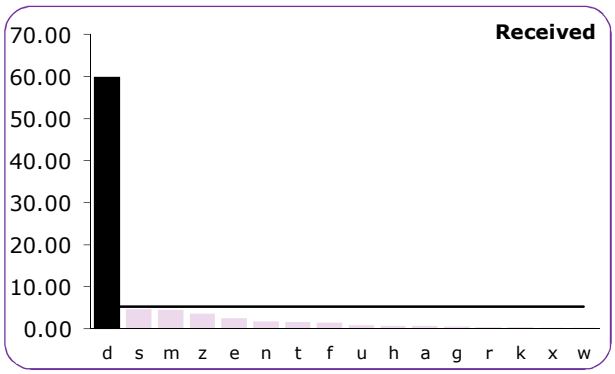
	Number	per 1,000 pop	*Average*
Loans Supplied	30,672	70.1	*6.0*

	Number	per 1,000 pop	*Average*
Loans Received	26,194	59.87	*5.21*

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2014 - Cell 96



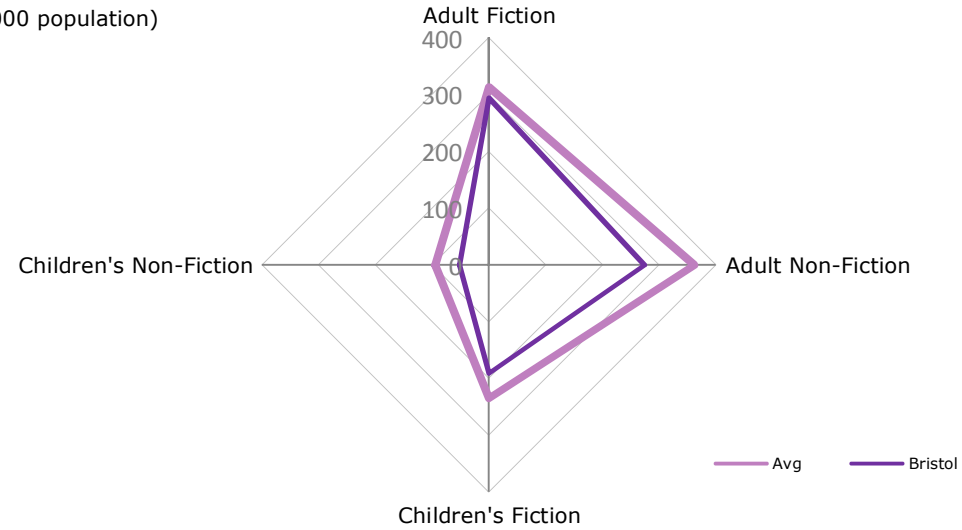
Source: CIPFA Public Library Statistics 2014 - Cell 97

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 2014

(Stock per 1,000 population)



(See page 31 for details)

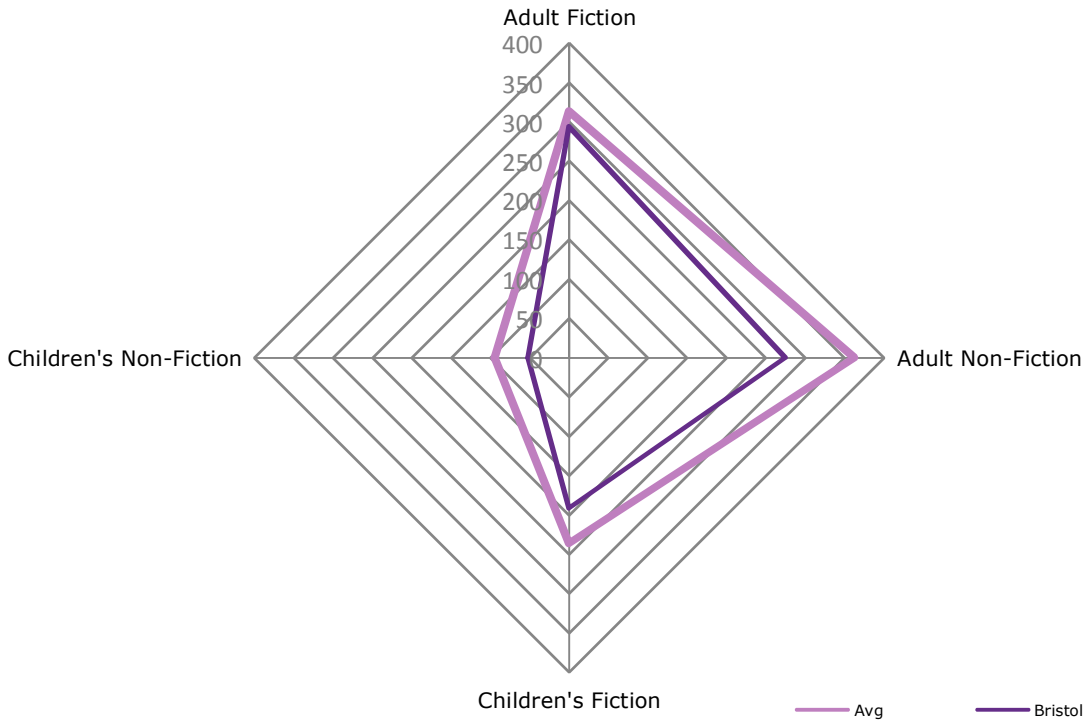
Section Contents

Page 31	**D1: Book Stock**
	Split by children/adult and fiction/non-fiction
Page 33	**D2: Audio, Visual, Electronic & Other Stock**
	Split by various categories
Page 36	**D3: Book Acquisitions**
	Split by children/adult and fiction/non-fiction
Page 37	**D4: Audio, Visual, Electronic & Other Acquisitions**
	Split by various categories
Page 38	**D5: All Acquisitions (Books & Audio Visual)**
	Trendline
Page 39	**D6: Lending Stock Replenishment Rate**
	Overall replenishment rate

D1: Book Stock

Summary

Book Stock at 31 March 2014



• 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.

- Book Stock
  - Reference Books 41.8% *15.6%*
  - Lending Stock 48.9% *66.6%*
    - Adult Fiction 36.2% *31.2%*
    - Adult Non-Fiction 33.8% *36.0%*
    - Children's Fiction 23.6% *23.4%*
    - Children's Non-Fiction 6.4% *9.4%*
  - Reserve Stock 9.4% *17.8%*

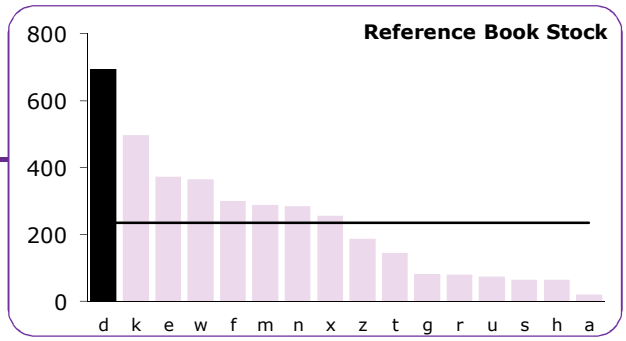
Source: CIPFA Public Library Statistics 2014 - Cells 24 to 31

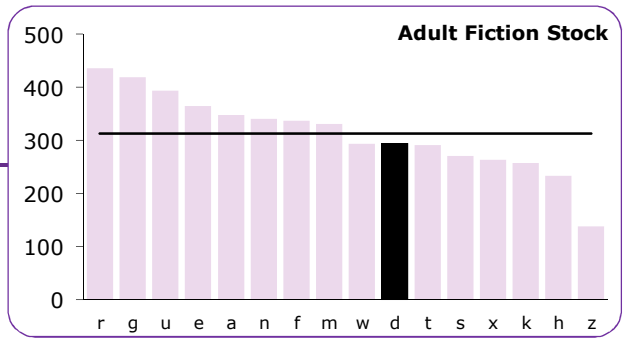
D1: Book Stock (continued)

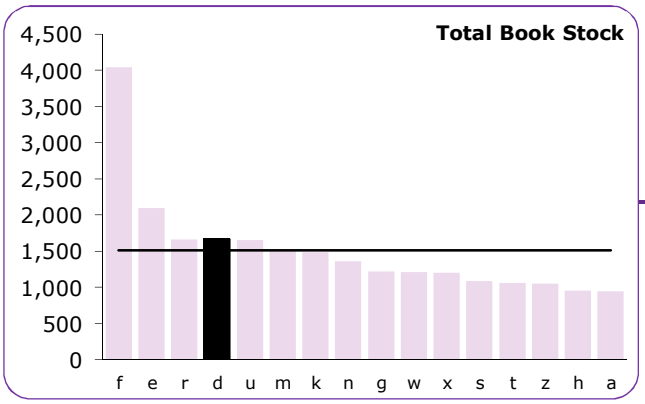
at 31 March 2014

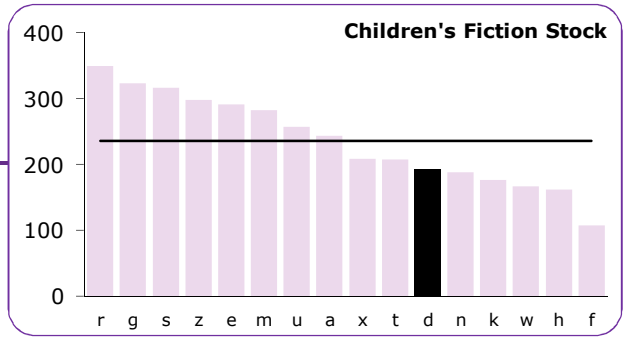
	No.	/1,000 pop	*Avg*
Reference Books	303,543	694	*236*
Lending Stock			
Adult Fiction	128,592	294	*314*
Adult Non-Fiction	120,040	274	*362*
Children's Fiction	83,637	191	*235*
Children's Non-Fiction	22,868	52	*95*
Reserve Stock	68,158	156	*269*
Total Book Stock	726,838	1,661	*1,511*

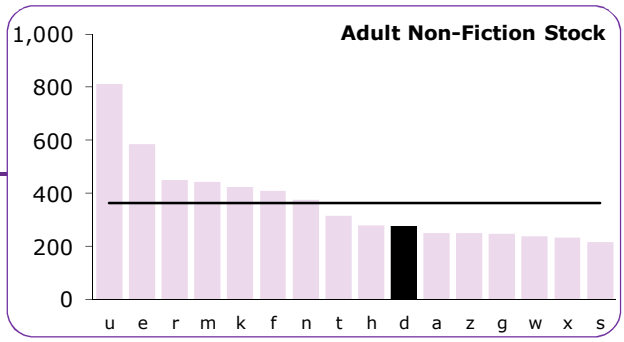
graphs shown per 1,000 population

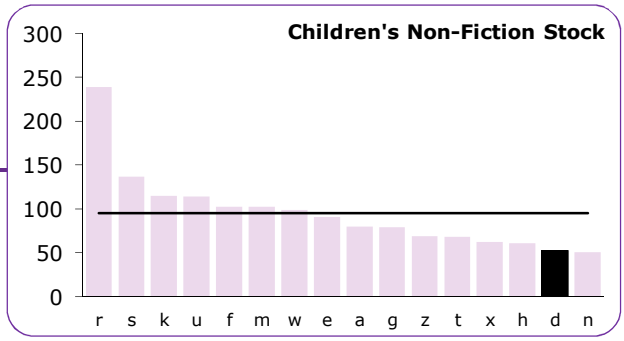








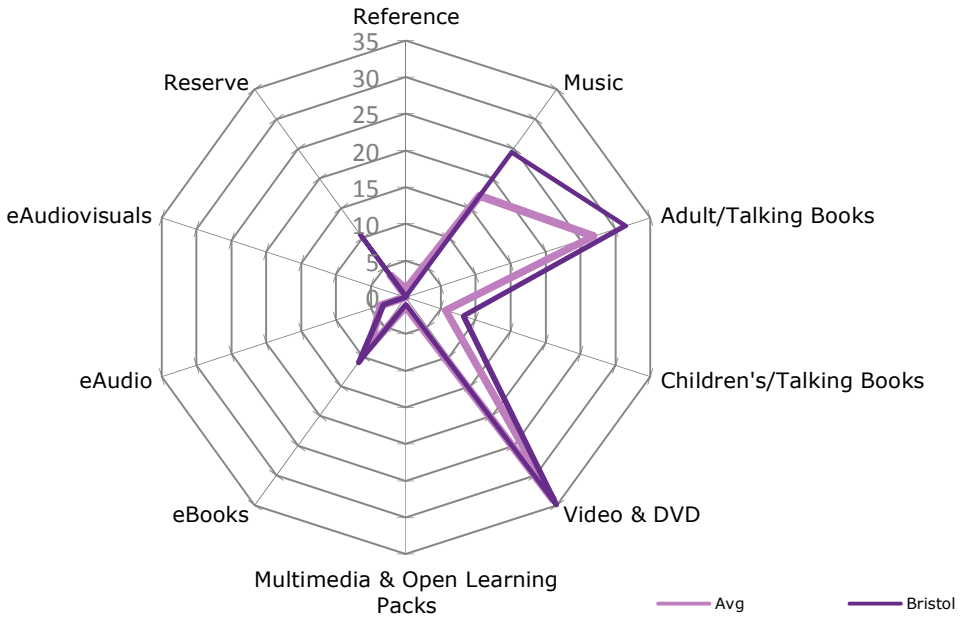




Source: CIPFA Public Library Statistics 2014 - Cells 24 to 31

D2: Audio, Visual, Electronic & Other Stock

Stock at 31 March 2014



- 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.

- Audio, Visual, Electronic & Other Stock
  - For Reference: 0.1% *1.1%*
  - Lending Stock: 91.4% *95.4%*
    - Music: 21.4% *17.5%*
    - Adult Talking Books: 27.5% *27.6%*
    - Children's Talking Books: 7.2% *5.9%*
    - Videos & DVDs: 30.6% *35.2%*
    - Multimedia & Open Learning Packs: 0.9% *1.3%*
    - eBooks: 9.6% *8.8%*
    - eAudio: 2.8% *3.7%*
    - eAudiovisuals: 0.0% *0.0%*
  - Reserve Stock: 8.4% *3.5%*

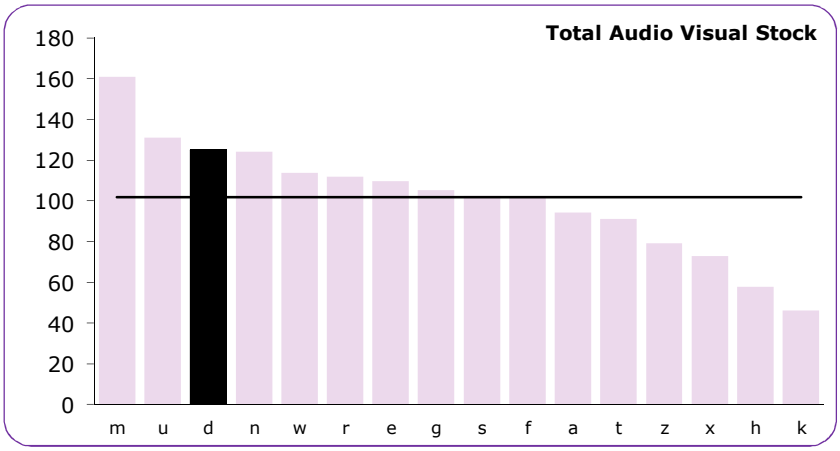
Source: CIPFA Public Library Statistics 2014 - Cells 39 to 50

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

at 31 March 2014

	Number	per 1,000 pop	*Avg*
For Reference	71	0.2	*1.1*
Lending Stock			
Sound - Music	10,690	24.4	*17.0*
Sound - Adult Talking Books	13,752	31.4	*26.8*
Sound - Children's Talking Books	3,623	8.3	*5.7*
Video & DVDs	15,288	34.9	*34.2*
Multimedia & Open Learning Packs	449	1.0	*1.3*
Electronic - eBooks	4,816	11.0	*8.6*
Electronic - eAudio	1,403	3.2	*3.5*
Electronic - eAudiovisuals	0	0.0	*0.0*
Reserve Stock	4,606	10.5	*3.6*
Total Audio Visual Stock	54,698	125.0	*102.8*

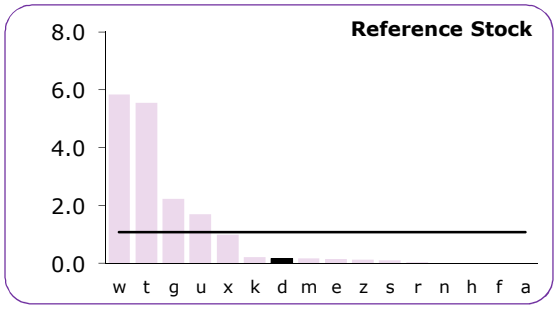
graph shown per 1,000 population

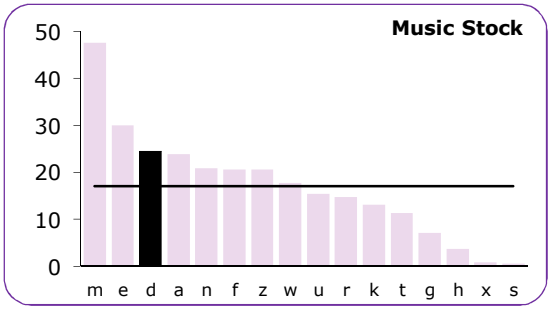


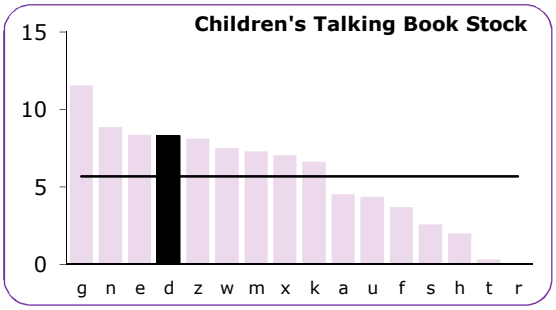
Source: CIPFA Public Library Statistics 2014 - Cells 39 to 50

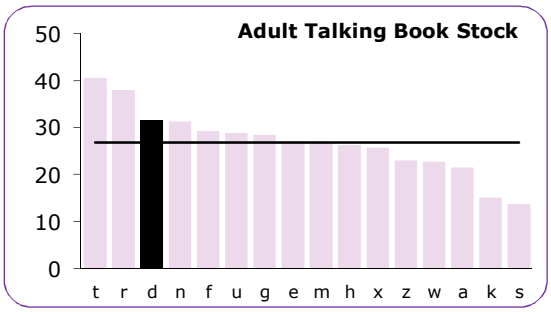
D2: Audio, Visual, Electronic & Other Stock (continued)

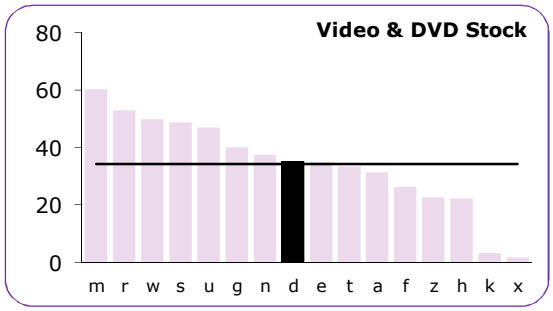
graphs shown per 1,000 population

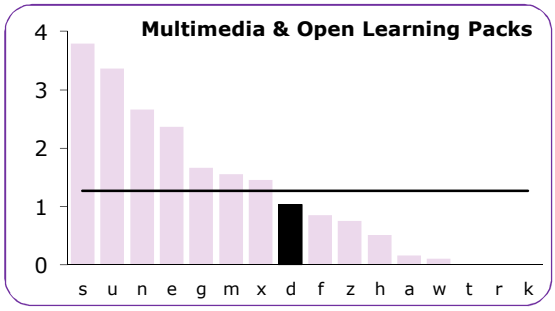


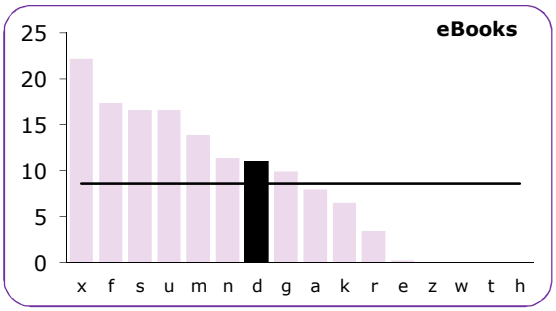


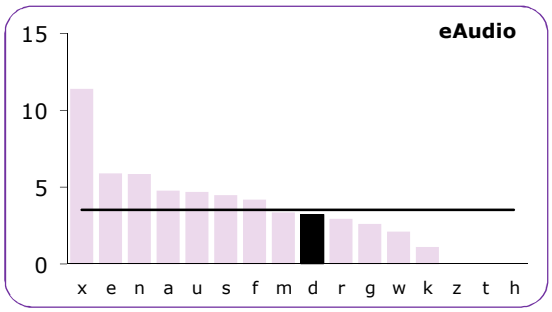


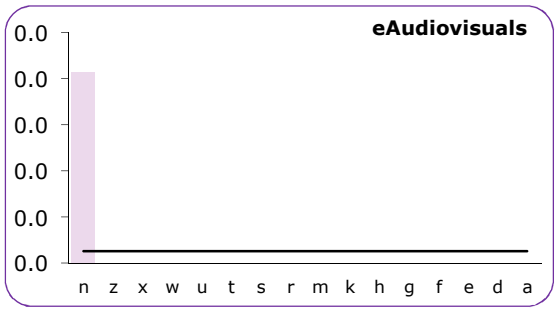


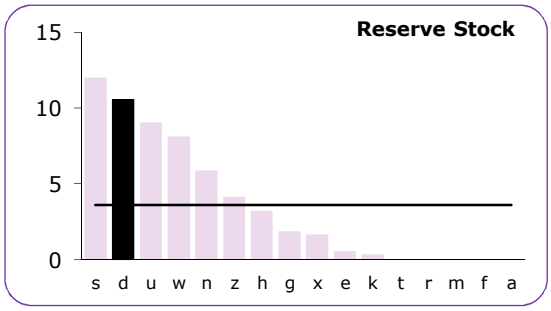










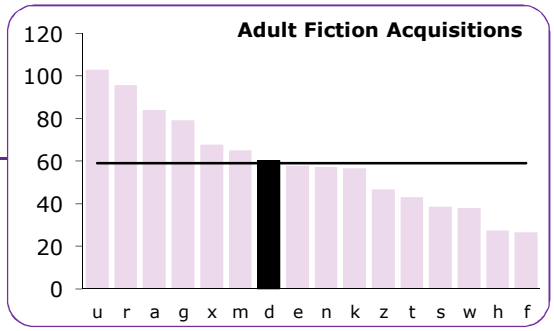


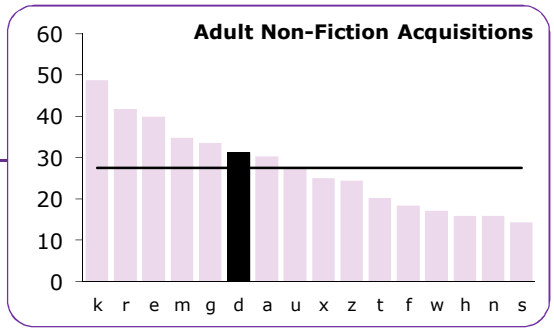
Source: CIPFA Public Library Statistics 2014 - Cells 39 to 50

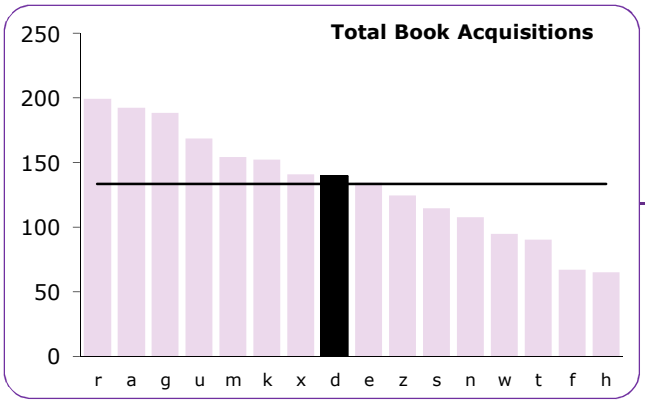
D3: Book Acquisitions

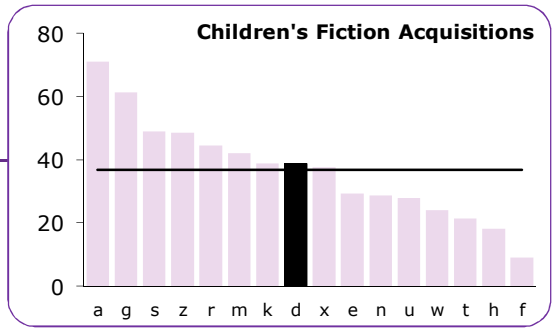
2013-14 Actuals graphs shown per 1,000 population

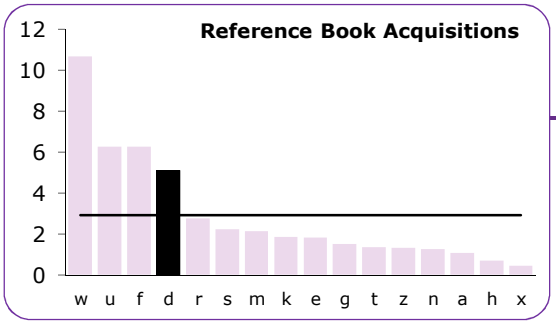
	Number	per 1,000 pop	*Average*
Reference Books	2,227	5.1	*2.9*
Lending Stock			
Adult Fiction	26,317	60.2	*59.2*
Adult Non-Fiction	13,654	31.2	*27.4*
Children's Fiction	16,946	38.7	*36.8*
Children's Non-Fiction	2,067	4.7	*7.1*
Total Book Acquisitions	61,211	139.9	*133.5*

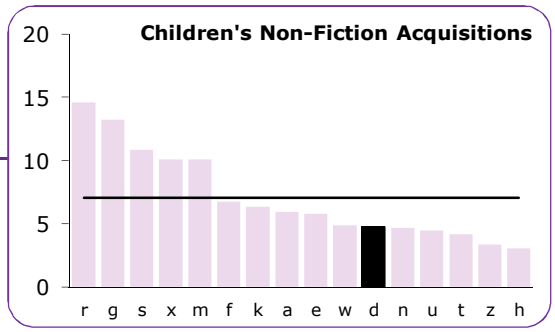












This tree diagram analyses each type of stock as a percentage of total book acquisitions.
Your authority's value is followed by the average value in italics.

- Book Acquisitions
  - Reference Books: 3.6% *2.2%*
  - Lending Stock: 96.4% *97.8%*
    - Adult Fiction: 44.6% *45.3%*
    - Adult Non-Fiction: 23.1% *21.0%*
    - Children's Fiction: 28.7% *28.2%*
    - Children's Non-Fiction: 3.5% *5.4%*

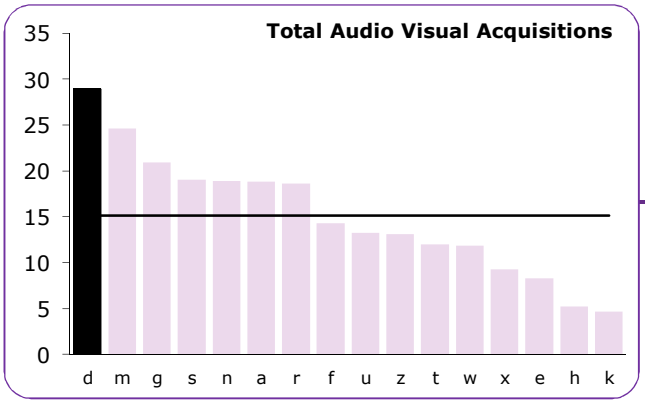
Source: CIPFA Public Library Statistics 2014 - Cells 32 to 38

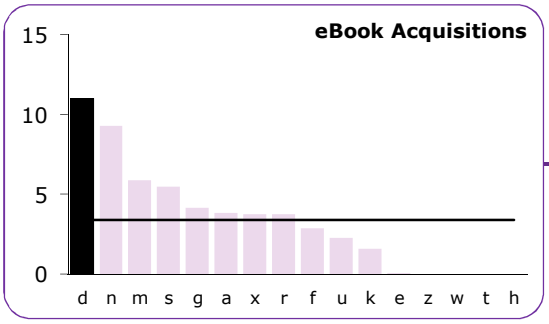
D4: Audio, Visual, Electronic & Other Acquisitions

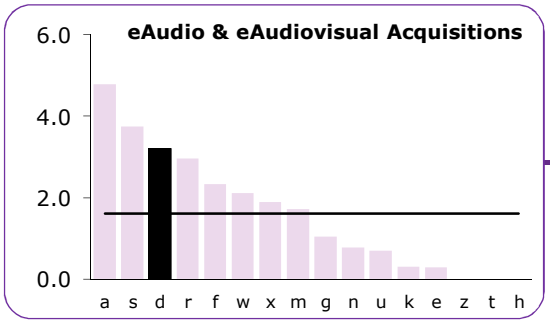
2013-14 Actuals

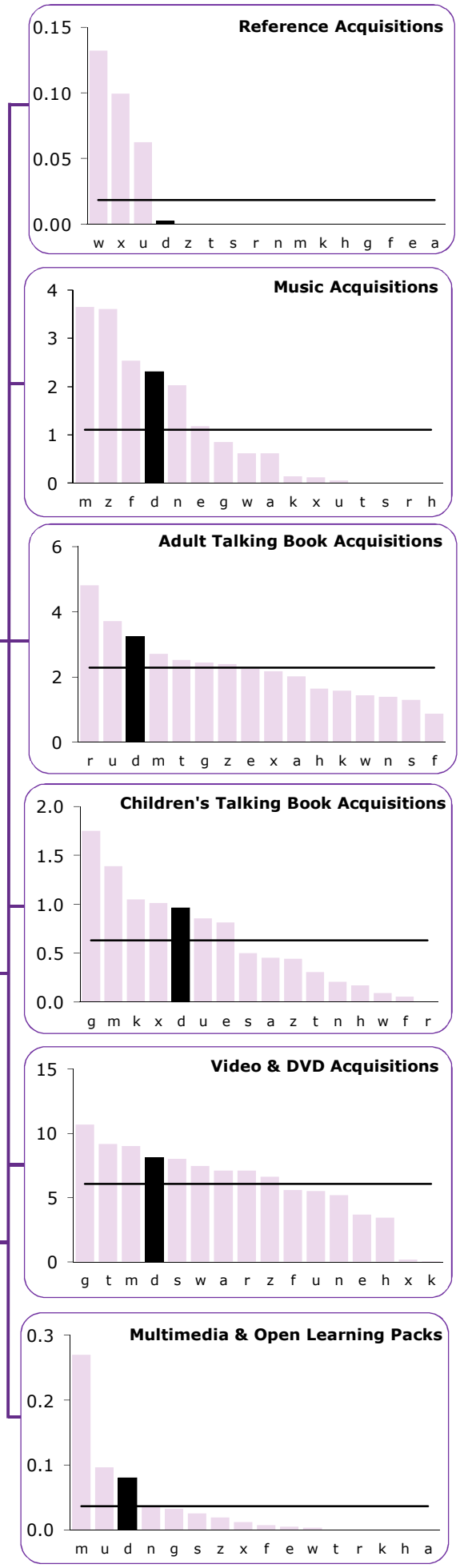
graphs shown per 1,000 population

	Number	per 1,000 pop	*Avg*
For Reference	1	0.0	*0.0*
Lending Stock			
Sound - Music	1,008	2.3	*1.1*
Sound - Adult Talking Books	1,412	3.2	*2.3*
Sound - Children's Talking Books	422	1.0	*0.6*
Video & DVDs	3,554	8.1	*6.1*
Multimedia & Open Learning Packs	35	0.1	*0.0*
eBooks	4,816	11.0	*3.4*
eAudio	1,403	3.2	*1.6*
eAudiovisuals	0	0.0	*0.0*
Total Audio Visual Acquisitions	12,651	28.9	*15.1*





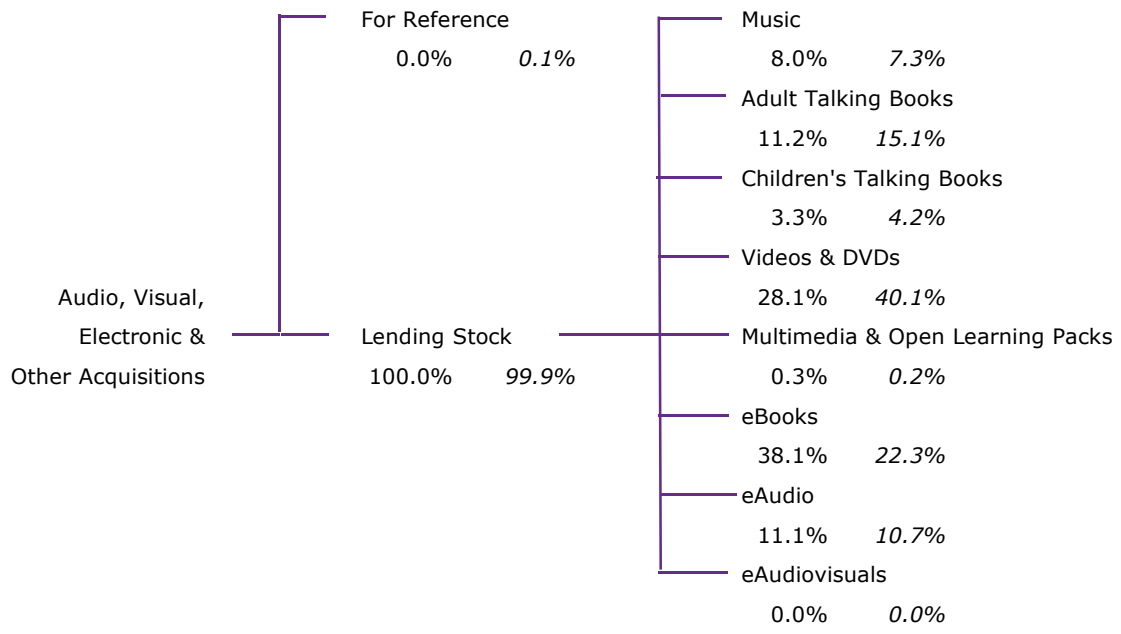




Source: CIPFA Public Library Statistics 2014 - Cells 51 to 61

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.

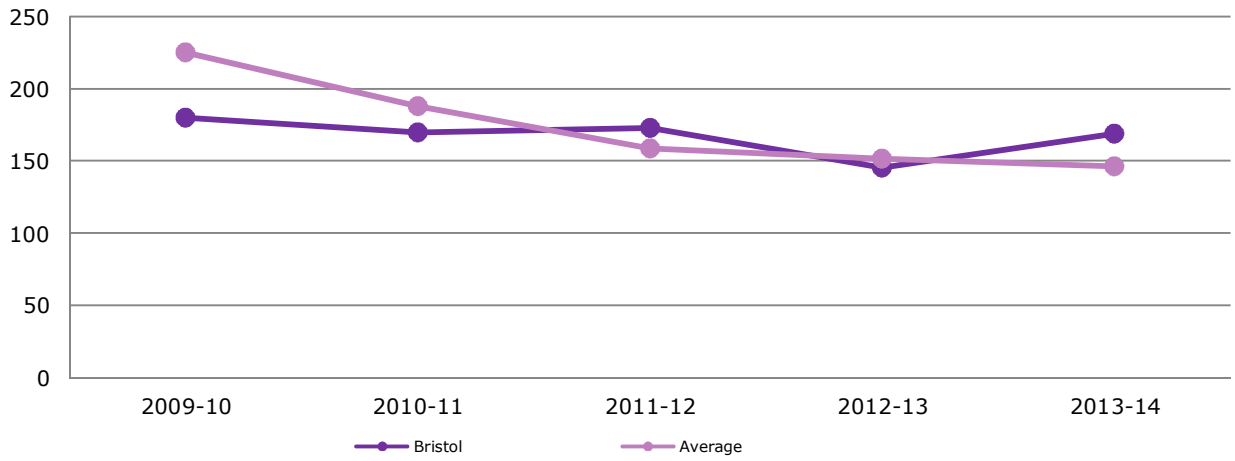


Source: CIPFA Public Library Statistics 2014 - Cells 51 to 61

D5: All Acquisitions (Books and Audio Visual)

Acquisitions	Number	per 1,000 pop	*Average*
2009-10	77,820	180	*225*
2010-11	74,915	170	*188*
2011-12	73,928	173	*159*
2012-13	62,809	145	*151*
2013-14	73,862	169	*146*

Acquisitions per 1,000 population: Time Series

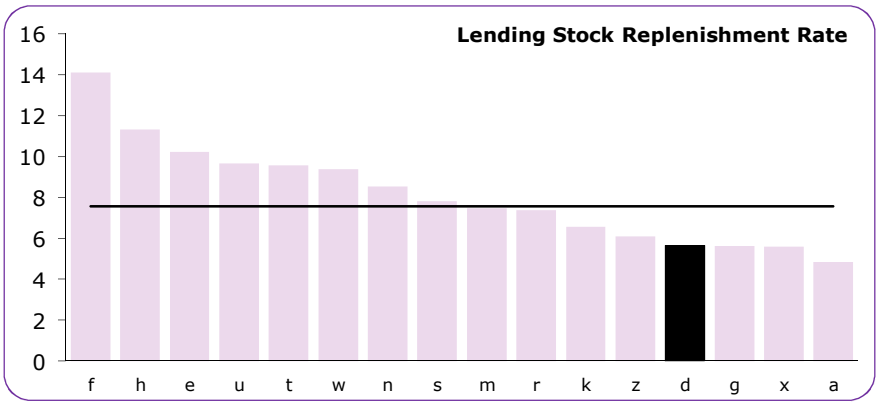


Source: CIPFA Public Library Statistics 2014 - Cells 38 & 61

D6: Lending Stock Replenishment Rate

Lending Stock	Years	*Average*
Replenishment Rate	5.7	*7.6*

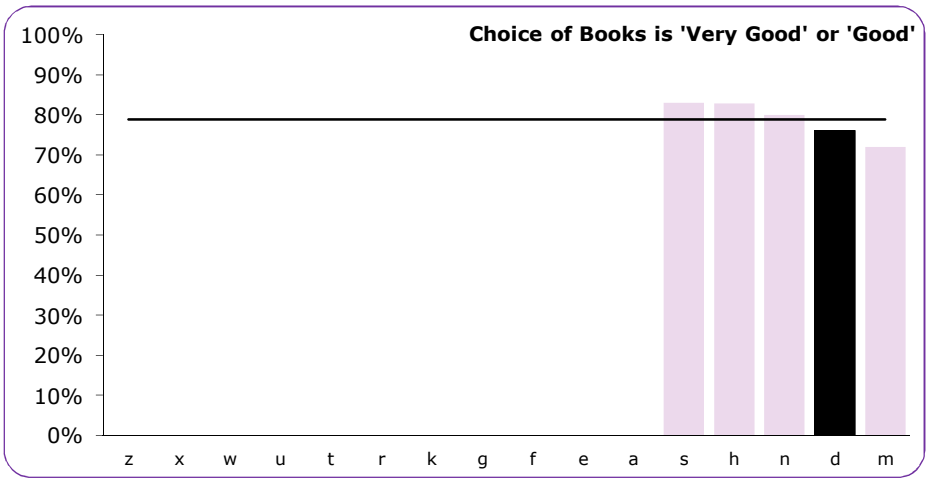
- Time taken in years to replenish the lending stock on open access or available on loan at 2013-14 rate.



Source: CIPFA Public Library Statistics 2014 - (Cell 29 + Cell 48) / (Cell 37 + Cell 60)

SECTION E: PERFORMANCE

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



(See page 42 for details)

Section Contents

Page 41	**E1: Requests**
	% supplied in 7, 15 and 30 days
Page 42	**E2: Adults Public Library Users Survey (PLUS)**
	Satisfaction Measures
Page 43	**E3: Childrens Public Library Users Survey (PLUS)**
	Satisfaction Measures Outcome Measures

*Public Library Users Survey (PLUS)

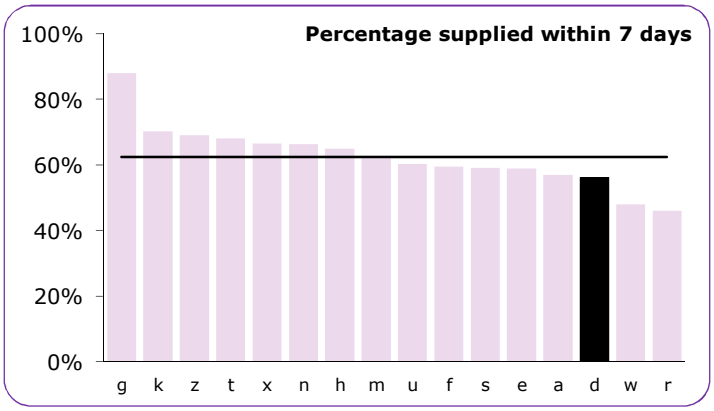
This PLUS data is the feedback from the individuals who makes use of library services. It contains the views of children, young people and adults from diverse neighbourhoods who have been surveyed on a variety of topics including books, homework and computers. Examples of the way the PLUS data is used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

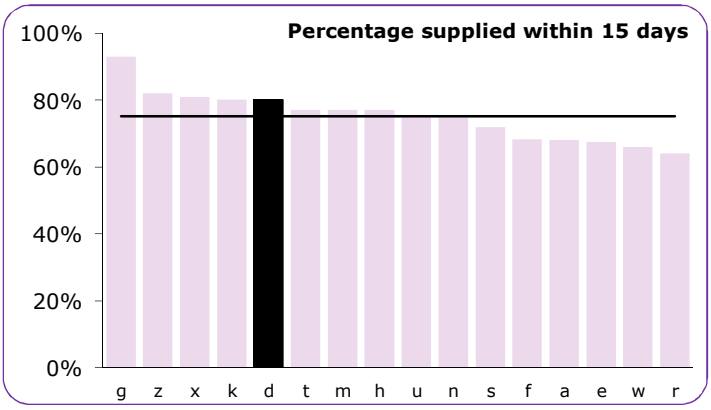
If you would like to learn more about PLUS please contact research@cipfa.org

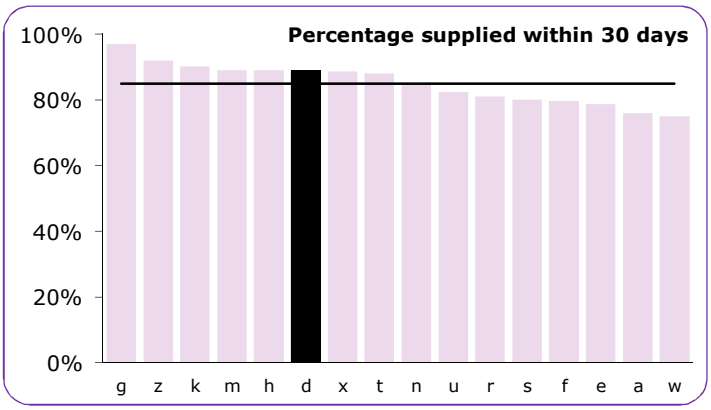
E1: Requests

2013-14 Actuals

Percentage Supplied	Authority	*Average*
within 7 days	56%	*62%*
within 15 days	80%	*75%*
within 30 days	89%	*85%*





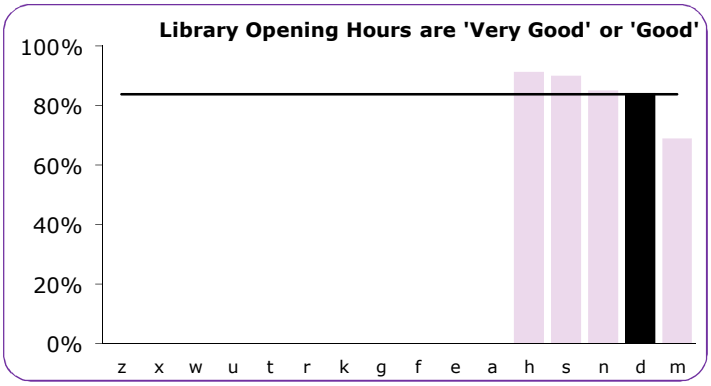


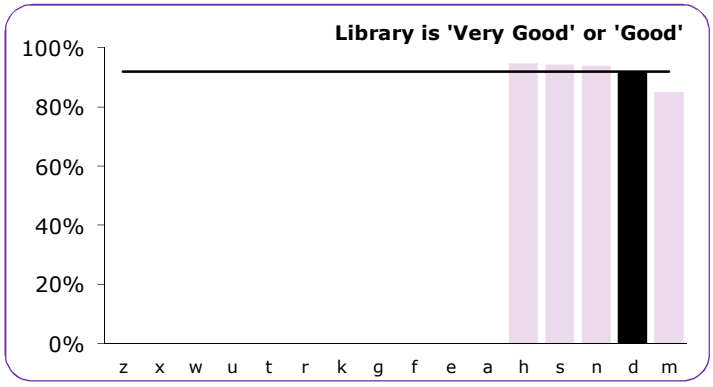
Source: CIPFA Public Library Statistics 2014 - Cells 83 to 85

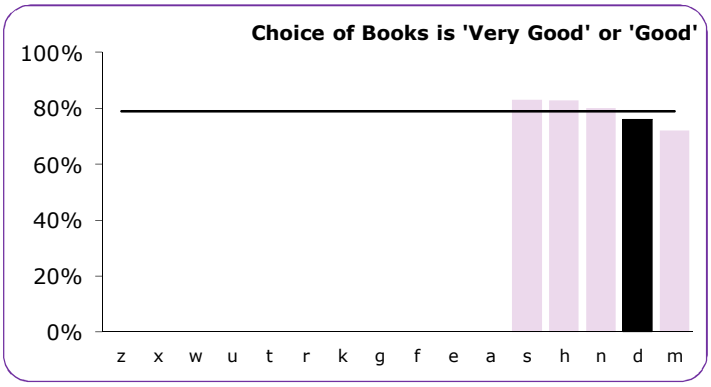
E2: Public Library User Survey (PLUS)

Over 16

Survey Year: 2012-13	Authority	*Average*
Proportion who view their library opening hours as 'very good' or 'good'	84%	*84%*
Proportion who view their library as 'very good' or 'good'	91%	*92%*
Proportion who find the choice of books as 'very good' or 'good'	76%	*79%*





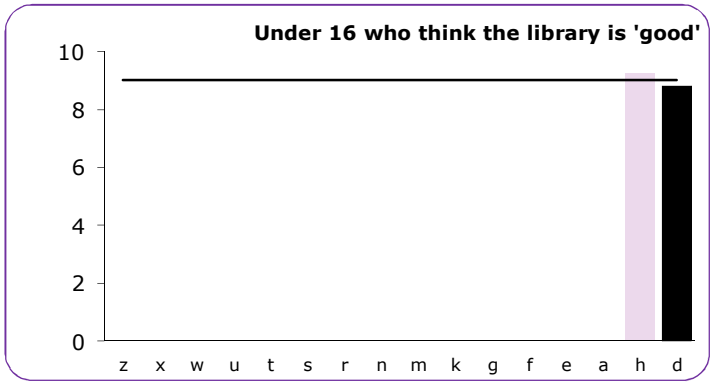


Source: CIPFA Public Library Statistics 2014 - Cells 154 to 156

E3: Public Library User Survey (PLUS)

Under 16

Survey Year: 2012-13	Authority	*Average*
Who think the library is 'good' (average score out of 10)	8.8	*9.0*



APPENDICES

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

APPENDIX 1 - Comparative Bar Charts Page 45

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

APPENDIX 2 - Background Information Page 48

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

APPENDIX 3 - Financial Information Page 50

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

APPENDIX 4 - Other CIPFA Libraries Services Page 52

Links to other services that CIPFA provides for library authorities.

APPENDIX 5 - Contact Us! Page 52

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

APPENDIX 1 - Comparative Bar Charts

Comparative bar charts

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

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

Example 1: Anatomy of a comparative bar chart

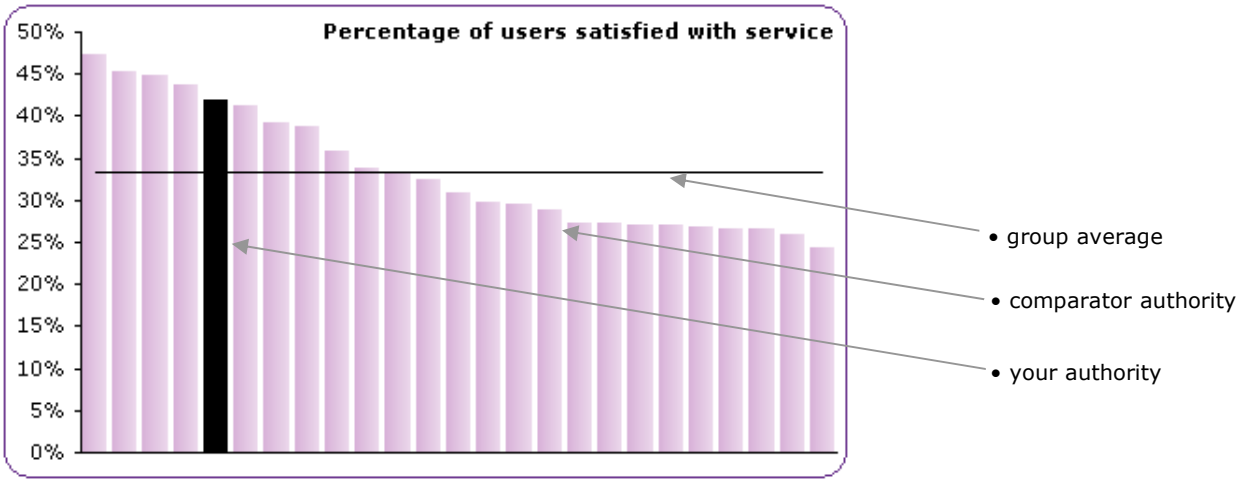
This chart displays fictional user satisfaction data for 25 authorities. Each bar represents an individual authority and the bar for the reader's authority highlights in black.

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

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

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

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

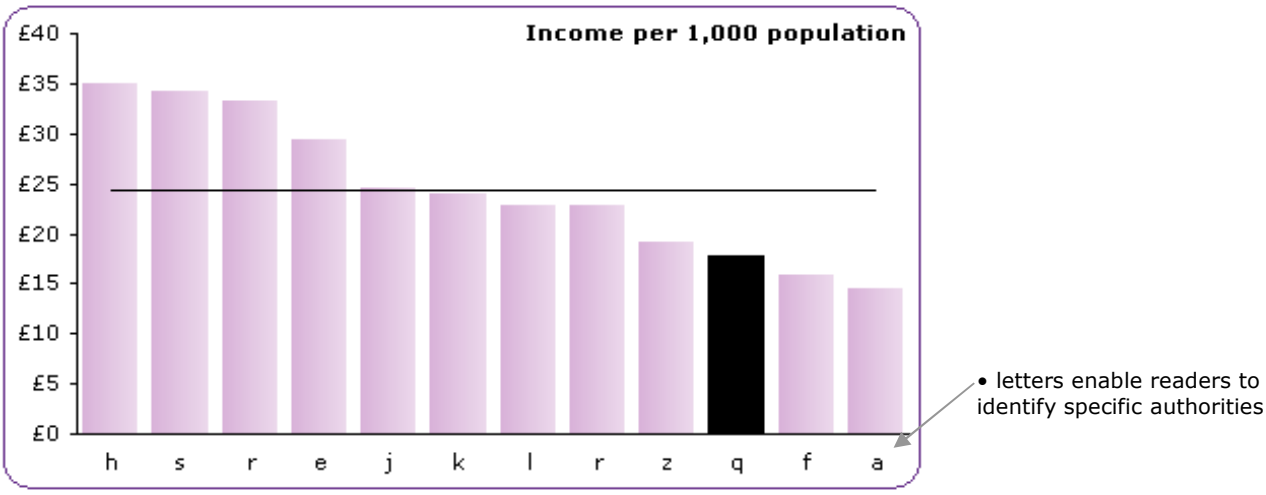


Example 2: Comparative bar charts for reports with small numbers of authorities

This example displays fictional income data for 12 authorities.

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

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



Example 3: Zero values and unavailable data

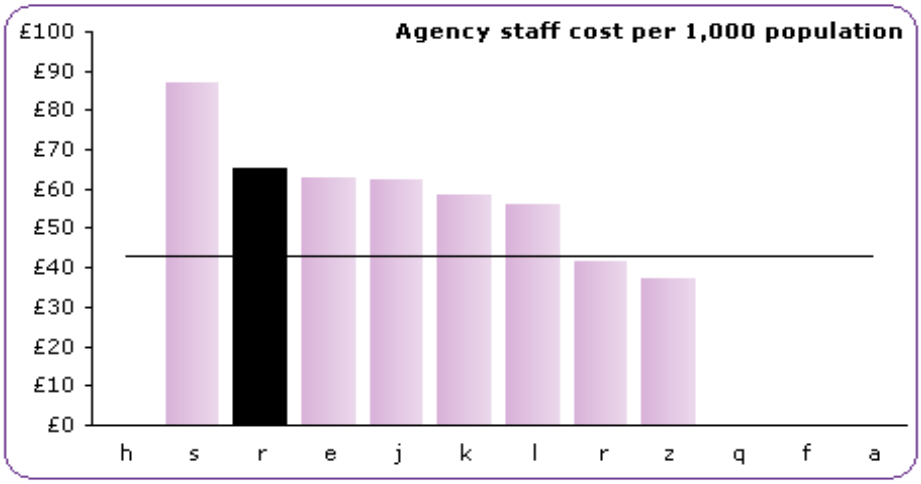
Zero values: In some cases the value for any authority might be zero, in this case the value 'displays' as a bar of zero height (i.e. no bar) on the right of the distribution (which follows the pattern of lowest values to the right of the chart).

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

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

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

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

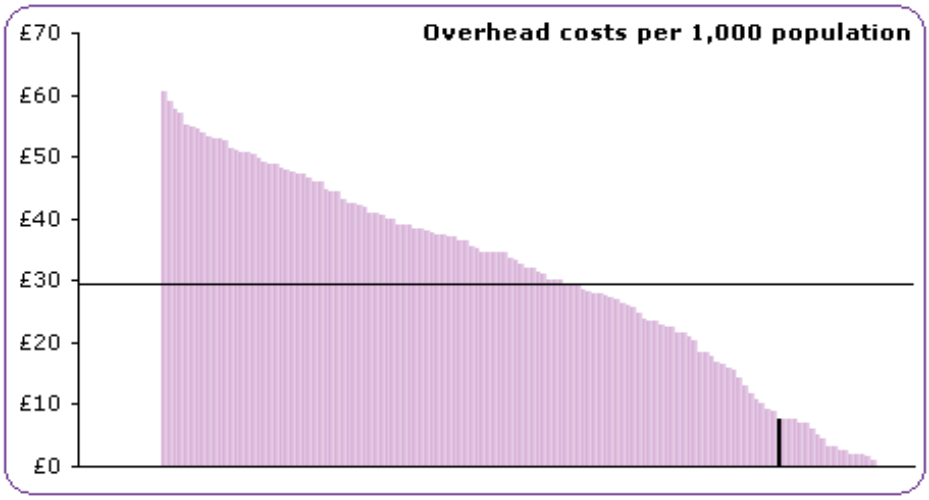


Example 4: Comparisons with large numbers of authorities

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

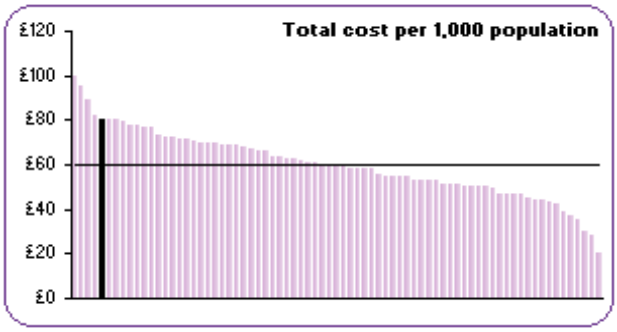
This chart shows fictional overhead costs for 150 authorities. By looking at the shape of the graph and position of the black bar and average line the following information can be observed.

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

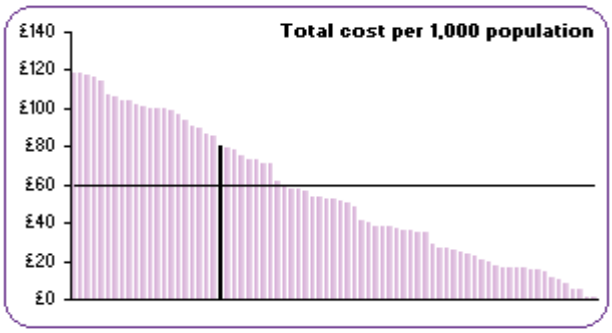


Examples 5-8: Example distributions and help in interpreting them

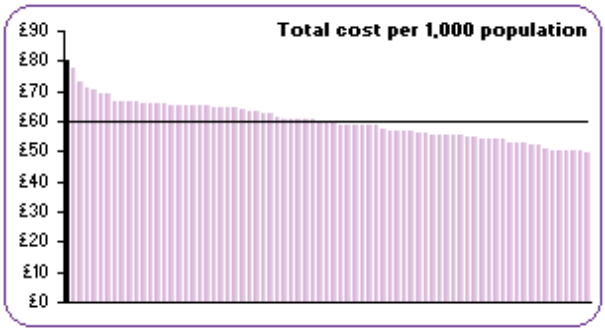
The distributions of values shown on the charts can vary greatly. Here we show some examples to help readers understand how the distributions can vary. In each case we will keep the black bar authority's value the same and the group average the same, however the shape of the graph and distribution of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



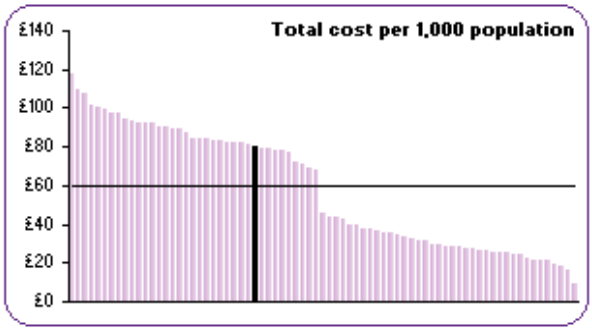
- This chart shows a very common distribution (which a statistician would appropriately call the 'normal' distribution).
- While there is a wide range of values (20-100) the majority of authorities are in a much tighter range (about half are between 50 and 70).
- In this particular case the highlighted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



- This chart shows a straight sloping distribution.
- There is no consistency between authorities and no such thing as a typical value.
- In this particular case the highlighted authority is above average, but not signficantly so.



- This chart shows little variation between authorities.
- In this particular case the highlighted authority is clearly the most expensive per 1,000 population.



- This distribution is quite rare, the chart clearly displays two distinct groupings of authorities.
- In this case interpreting the highlighted authorities value is difficult and it is important to investigate the reasons behind this variation.

Quartiles

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

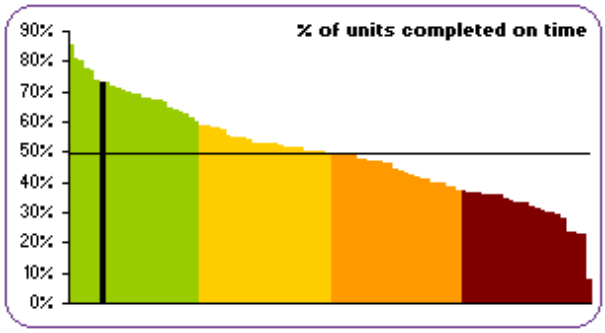
Quartiles are produced by splitting the distribution into four quarters, as presented on the right.

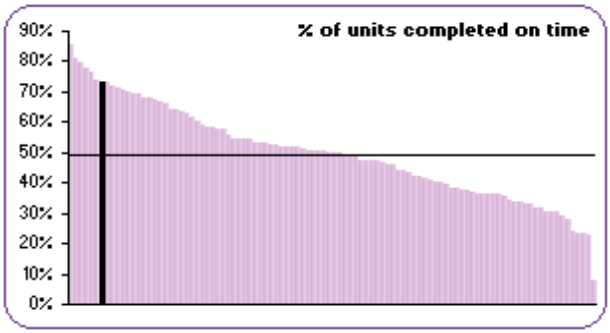
Mathmatically the word quartile refers to the boundaries between the quarters (called the lower quartile, median and upper quartile).

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

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

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

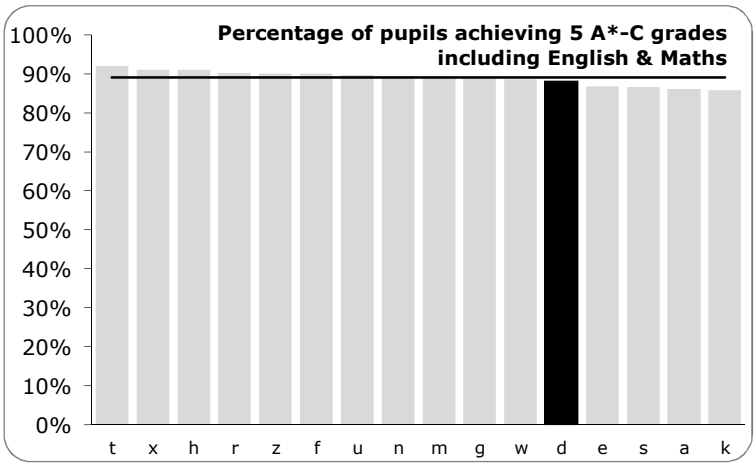




APPENDIX 2 - Background Information

Educational Attainment

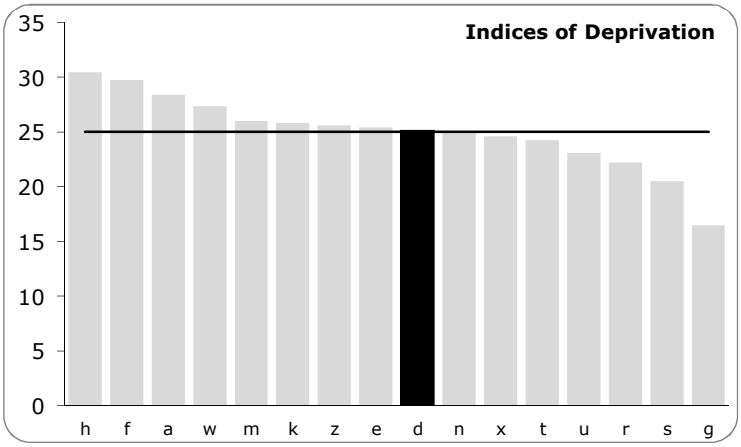
		Average
Educational Attainment	88.1%	*89.0%*



Source: CIPFA Children's Services Actuals Statistics 2011-12 - Column 325

Deprivation

		Average
Index of Deprivation	25.2	*25.0*

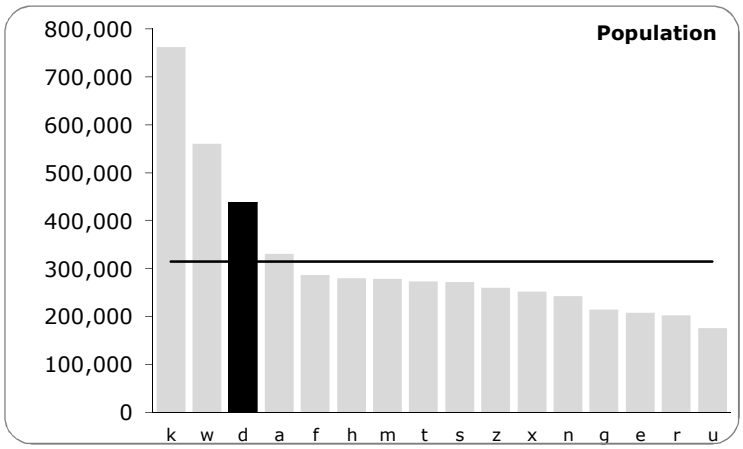


- The higher the index, the more deprived the authority is.

Source: CLG Indices of Deprivation 2010

Population

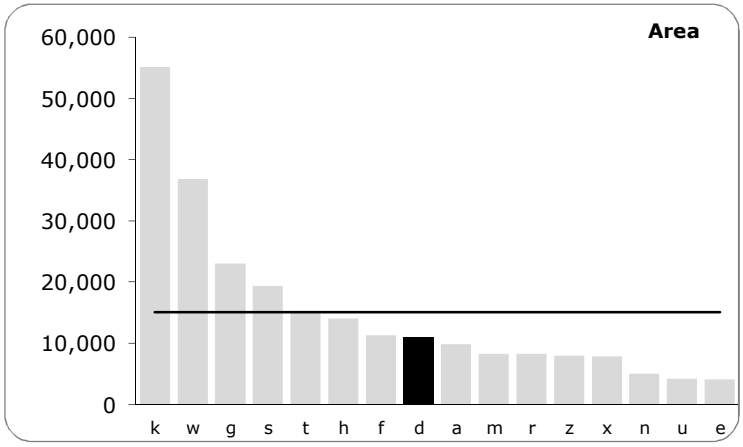
		Average
Population	437,500	*314,400*



Source: ONS Mid 2013 Population Estimates

Area

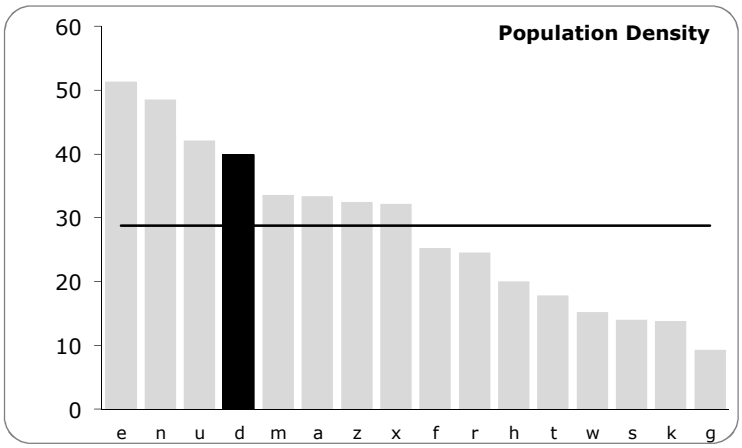
		Average
Area	10,961	*15,081*



Source: ONS Area 2013

Population Density

		Median
Population Density	39.9	*28.7*



APPENDIX 3 - Financial Information

For Bristol City Council
Financial Information 2013-14 (Actuals)

Revenue Expenditure	£	per 1,000 pop	*Average*
Employees	3,924,231	8,970	*8,244*
Premises	1,009,172	2,307	*2,217*
Supplies & Services			
Books & Pamphlets			
- Reference	24,651	56	*51*
- Adult Fiction	229,721	525	*402*
- Adult Non-Fiction	133,989	306	*216*
- Children's Fiction	97,806	224	*172*
- Children's Non-Fiction	25,944	59	*40*
Newspapers, Periodicals & Magazines	38,081	87	*82*
Sound Recordings[1]	59,053	135	*94*
DVDs, CD-ROMs, Software & Multimedia[2]	39,408	90	*85*
Electronic & Online Products[3]	91,068	208	*205*
Other Acquisitions	16,137	37	*85*
Bookbinding	3,240	7	*5*
Total Materials	759,098	1,735	*1,437*
Computing Costs	225,317	515	*383*
Other Supplies & Services	350,395	801	*1,690*
Transport	92,352	211	*106*
Third Party Payments	102,474	234	*720*
Support Service Costs	1,165,245	2,663	*1,864*
Total Revenue Expenditure	7,628,284	17,436	*16,661*

Revenue Income	£	per 1,000 pop	*Average*
Overdue Charges	81,981	187	*161*
Reservation Fees	13,135	30	*19*
Lettings	49,302	113	*159*
Hire of Audio & Visual Materials	72,730	166	*140*
Electronic Revenue	16,956	39	*27*
Specific Grants	102,841	235	*954*
Provision of Library Services to other Local Authorities	27,187	62	*15*
Miscellaneous - receipts from the public	180,210	412	*465*
Miscellaneous - corporate income	94,468	216	*161*
Total Revenue Income	638,810	1,460	*2,102*

Net Expenditure (excluding Capital Charges)	8,267,094	18,896	*18,763*
Capital Charges	882,197	2,016	*1,424*
Total Net Expenditure (including Capital Charges)	9,149,291	20,913	*20,187*

Total Capital Expenditure	356,525	815	*4,494*

[1] Includes Music, Adult Talking Books and Children's Talking Books (Cells 106 to 108)

[2] Includes DVDs, Multimedia & Open Learning Packs and CD-ROMs & Software (Cells 107 & 108)

[3] Includes eBooks, eAudio, eAudiovisual, Subcriptions and Online / Electronic Products (Cells 111 to Cell 115)

Financial Information 2014-15 (Estimates)

Revenue Expenditure	£	per 1,000 pop	*Average*
Employees	3,192,364	7,297	*7,998*
Premises	803,487	1,837	*2,259*
Supplies & Services - Materials	634,286	1,450	*1,415*
Other Expenditure	1,388,784	3,174	*4,396*
Total Revenue Expenditure	6,018,921	13,758	*16,068*
Revenue Income	(582,921)	(1,332)	*(2,231)*
Net Expenditure (excluding Capital Charges)	5,436,000	12,425	*13,837*
Capital Charges	620,336	1,418	*1,678*
Total Net Expenditure (including Capital Charges)	6,056,336	13,843	*15,514*

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

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

libraries@cipfa.org

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