

Slough Borough Council

CIPFAstats Comparative Profile

public libraries

2013-14 Actuals and
2014-15 Estimates

Comparison Group:

- (t) Slough
- (e) Reading
- (s) Luton
- (z) Peterborough
- (f) Milton Keynes
- (u) Thurrock
- (k) Leicester
- (n) Swindon
- (d) Bracknell Forest
- (x) Coventry
- (w) Southampton
- (h) Bedford
- (a) Bristol
- (g) Bradford
- (m) Bolton
- (r) Oldham



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

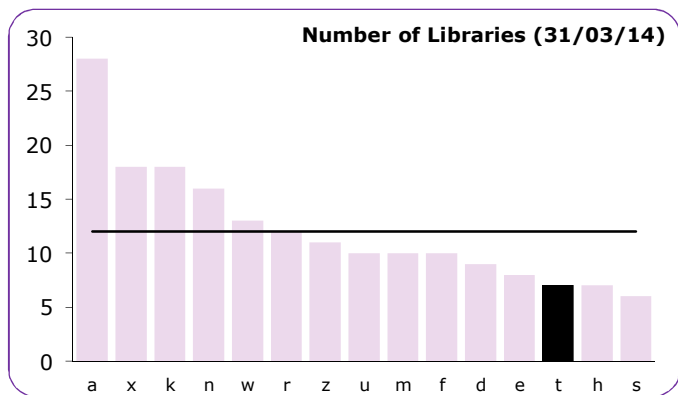
- 91% of UK Library Authorities (92% in England) provided data for the 2014 CIPFAstats Public Library Statistics. Authorities who did not provide data are excluded from these comparisons completely.
- In a small number of cases authorities have provided totals (e.g. for costs), but not a complete breakdown. 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 Slough with 14 Other Library Authorities

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

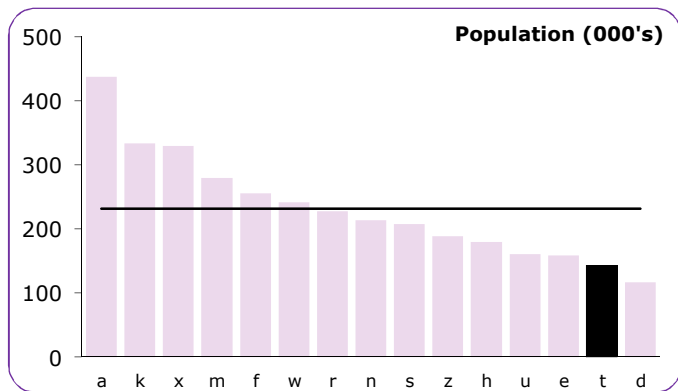
A: Libraries and Library Users



- The chart on the left compares the number of libraries your authority has with the other authorities in the comparison. Slough has 7 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.

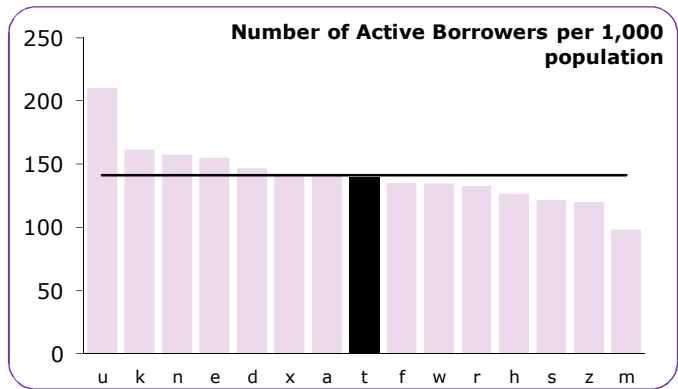
- Slough has one of the lowest numbers of libraries within the group giving an indication of the scale of the library service.

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).

- Slough is the 2nd smallest of the 15 authorities compared here (in terms of population).

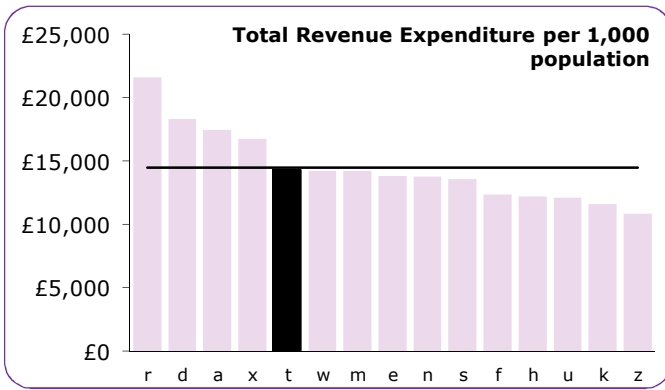


- The number of active borrowers per 1,000 population is a key indication of how well the library service engages with the public.

- Slough has an average number of active borrowers suggesting that the library service engages fairly well with the population when compared to the other authorities.

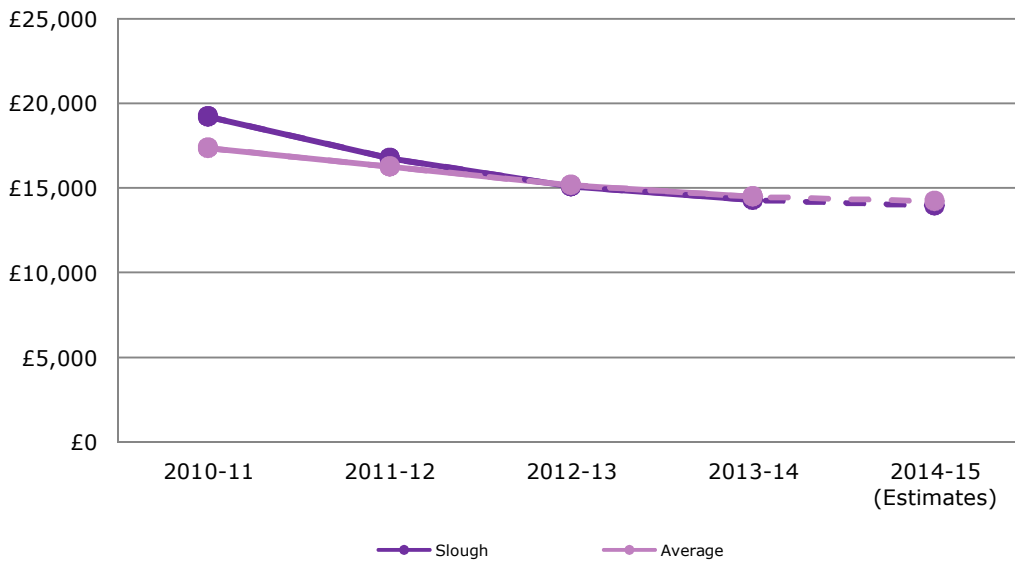
Please see appendix 1 for further details on quartiles.

B: Resourcing

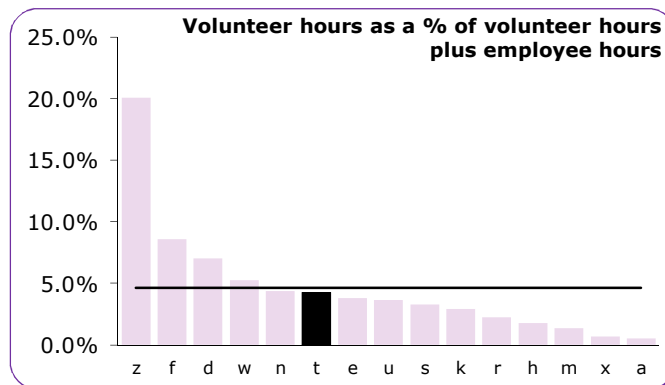


- Total revenue expenditure per 1,000 population is a key cost indicator. Figures in the graph opposite are 2013-14 actuals.
- Slough comes out as being at the middle of the comparison, which suggests that its costs are similar to the group as a whole. It may be worthwhile looking at the authorities who are cheaper to see if there is anything it can learn from their approaches.

Total Revenue Expenditure per 1,000 population: Time Series

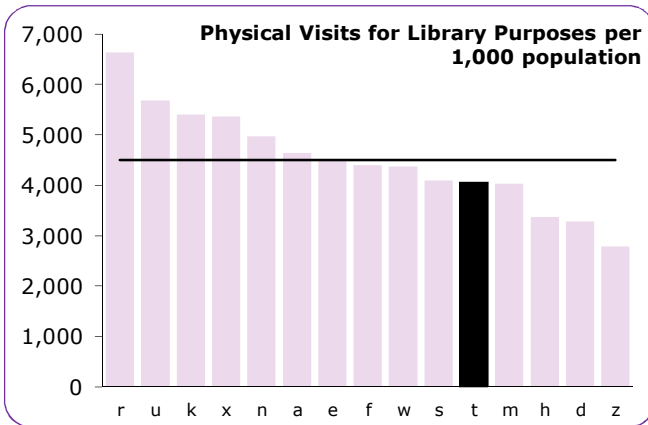


- The line chart plots the total revenue expenditure per 1,000 population over the last four years and shows the estimated figure for 2014-15. The population figure used for all years is the mid-year 2013 figure, so the changes in value relate to changes in expenditure only.
- For most authorities a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

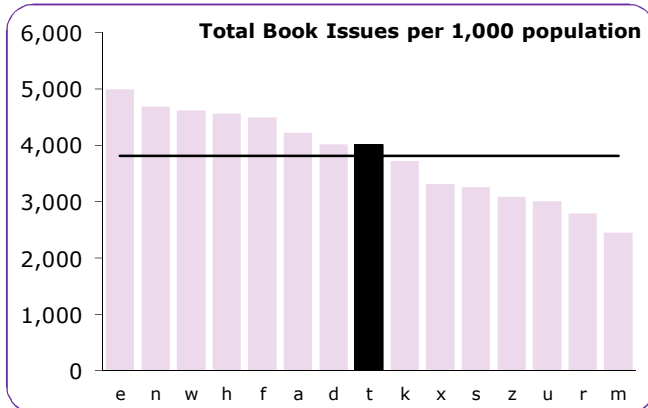


- One well publicised approach that library authorities are taking is using volunteers.
- Slough had 4.2% of 'worked hours' provided by volunteers in 2013-14 compared to an average of 4.7%.

C: Workload

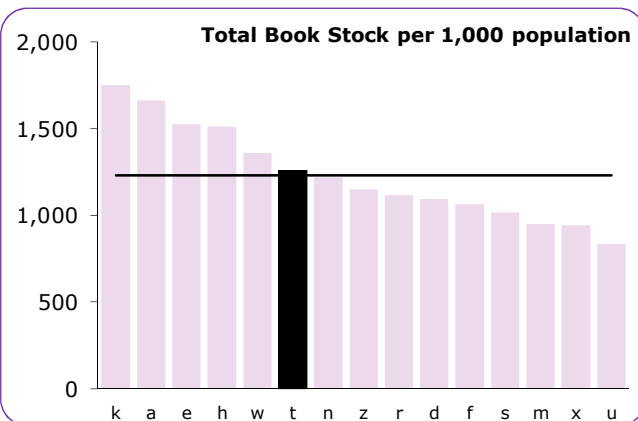


- The number of visits per 1,000 population is a strong indicator of workload faced by the authority.
- It is also another measure of engagement and offers a more complete picture as it will include other reasons for visiting the library as well as borrowing.



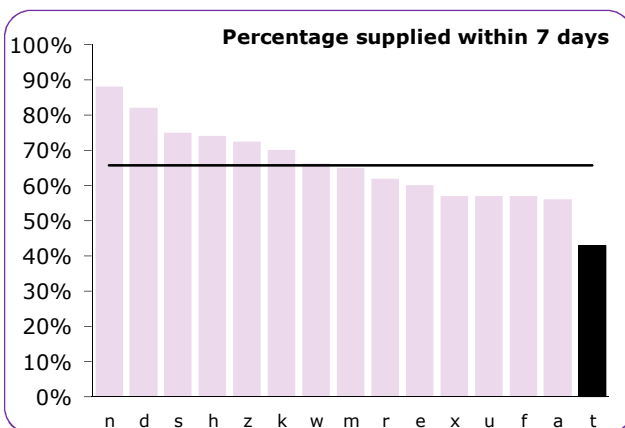
- This chart compares another core library activity, providing an indicator for both workload and the demand placed on the library book stock.

D: Stock



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

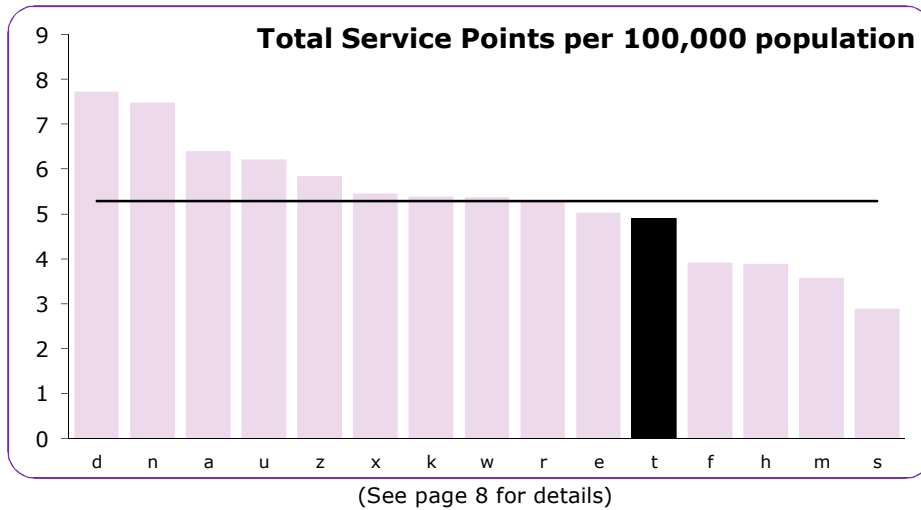
E: Performance



- Slough successfully supplied 43% 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.



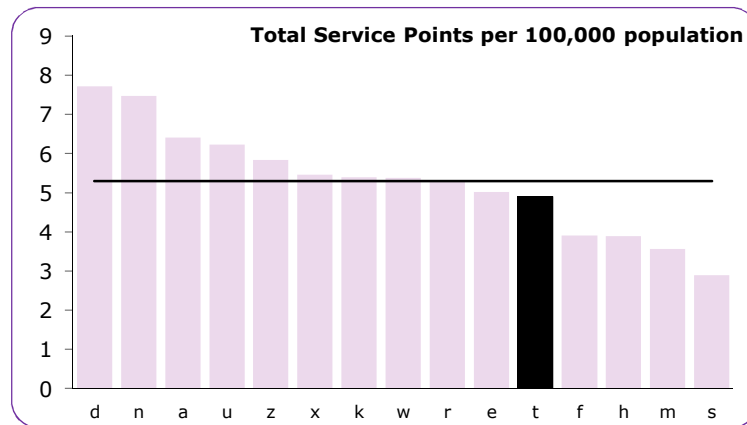
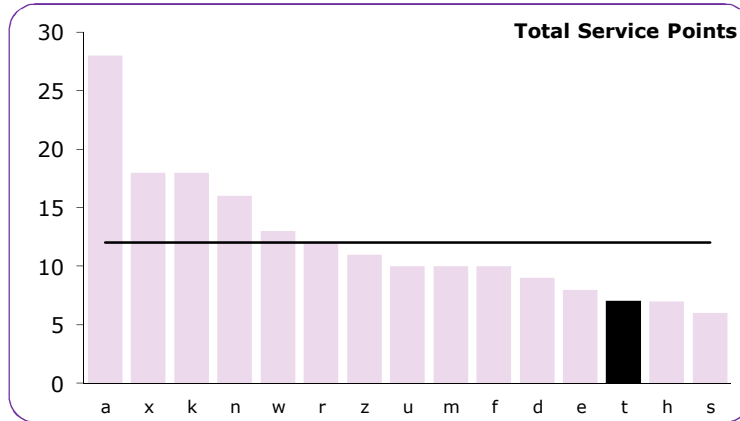
Section Contents	
Page 8	A1: Service Points Number of service points Busiest service points
Page 9	A2: Population Density Comparisons for static & mobile libraries % authorities without mobile libraries
Page 10	A3: Opening Hours Distribution of opening hours Opening hours at busiest service points
Page 11	A4: Library Users Number of active borrows Number of housebound readers Number of visits Electronic counters Visits to website
Page 13	A5: Electronic Workstations Number of terminals 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	0.3
Static Service Points	7	4.9	5.0
Total Service Points	7	4.9	5.3

	Authority	Average
Population	143,000	231,760



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):

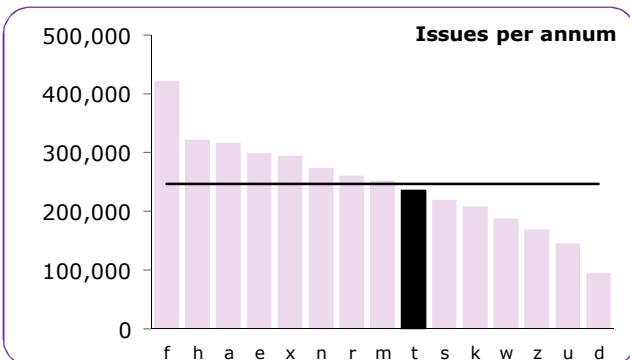
Slough

	Authority	Average
Issues per annum	236,278	246,882

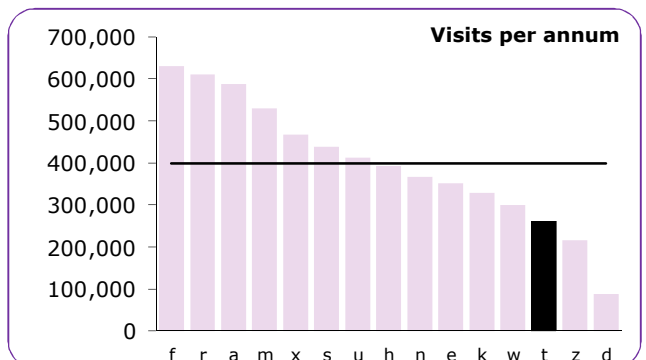
Busiest Service Point (Visits)

Slough

	Authority	Average
Visits per annum	260,579	398,860



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



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

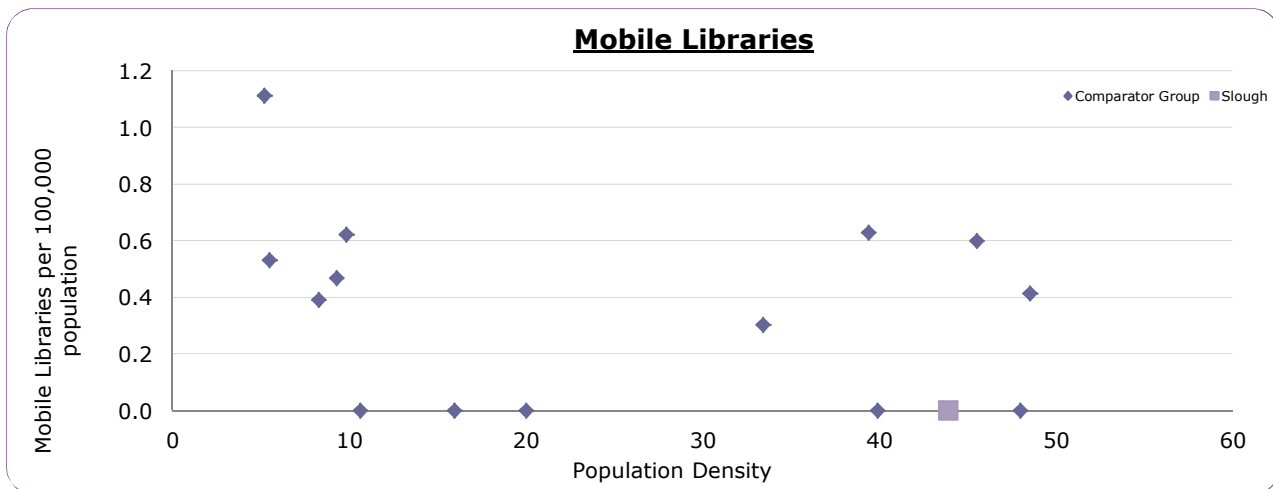
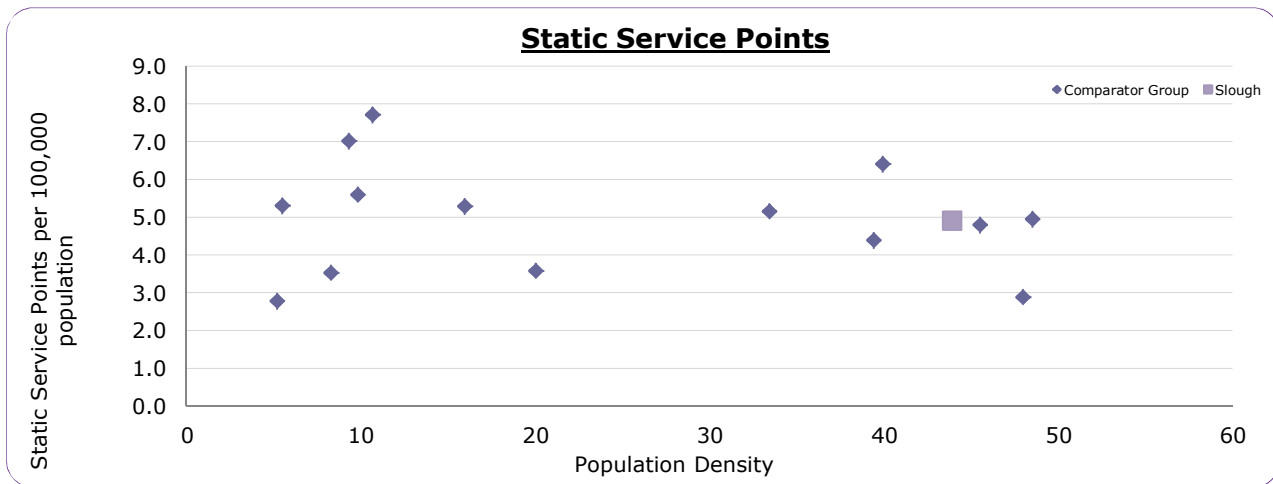
A2: Population Density

2013-14 Actuals

Population Density and Number of Service Points

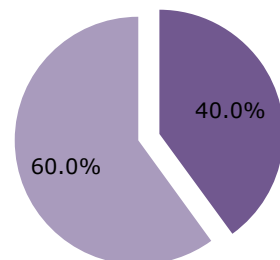
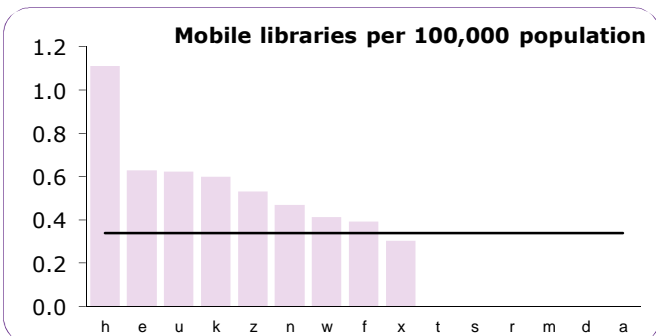
- In urban areas of high population density a small number of service points will be able to provide service to a large population. In rural areas more service points will be required to enable the population to have easy access.
- The scatter plots below compare these two factors. For all UK library 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	43.9	20.0



Mobile Libraries

	Number	/ 100k pop	Average
Mobile Libraries	0	0.0	0.3

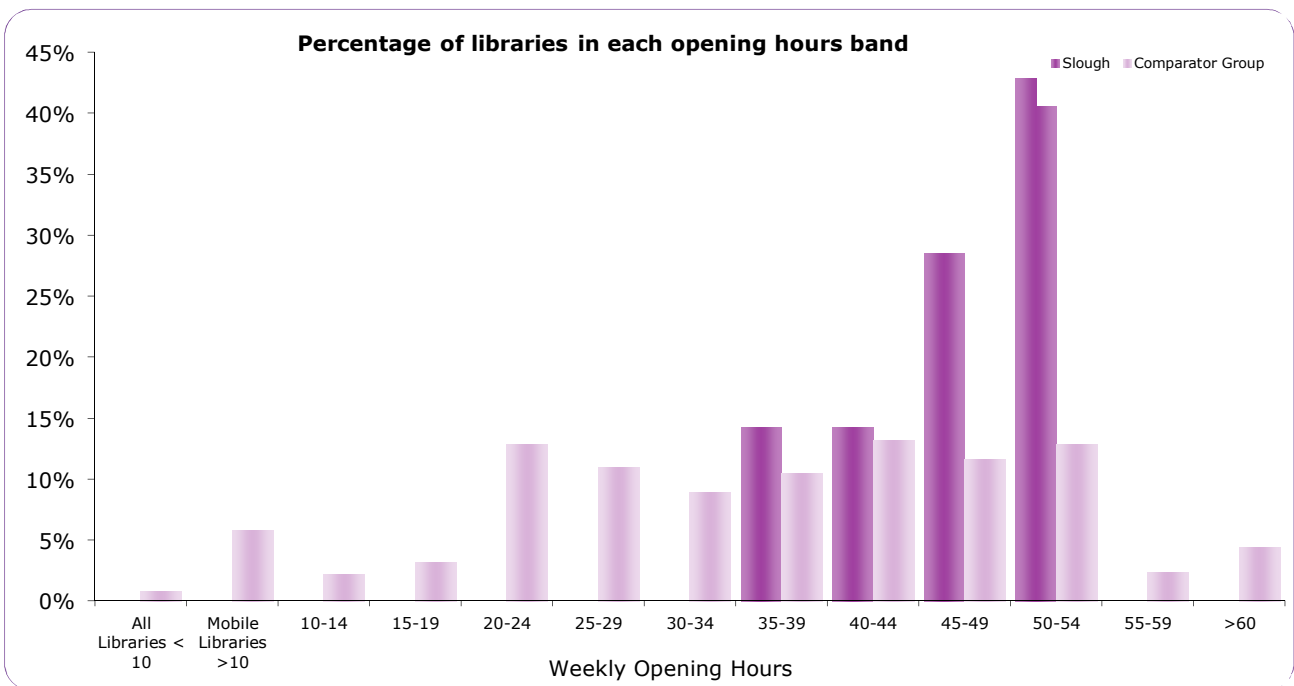


- % Authorities with no mobile libraries
- % Authorities with mobile libraries

A3: Opening Hours

2013-14 Actuals

Hours Open	Service Points		/ 100,000 population		% in Each Band	
	Authority	Average	Authority	Average	Authority	Average
All Libraries < 10	0	0	0.0	0.0	0.0%	0.8%
Mobile Libraries >10	0	1	0.0	0.3	0.0%	5.9%
Static: 10-14	0	0	0.0	0.1	0.0%	2.2%
Static: 15-19	0	0	0.0	0.0	0.0%	3.2%
Static: 20-24	0	2	0.0	0.7	0.0%	12.9%
Static: 25-29	0	2	0.0	0.6	0.0%	11.0%
Static: 30-34	0	1	0.0	0.5	0.0%	8.9%
Static: 35-39	1	1	0.7	0.6	14.3%	10.5%
Static: 40-44	1	1	0.7	0.6	14.3%	13.2%
Static: 45-49	2	1	1.4	0.6	28.6%	11.6%
Static: 50-54	3	2	2.1	0.7	42.9%	12.9%
Static: 55-59	0	0	0.0	0.1	0.0%	2.4%
Static: >60	0	1	0.0	0.2	0.0%	4.4%
Total	7					

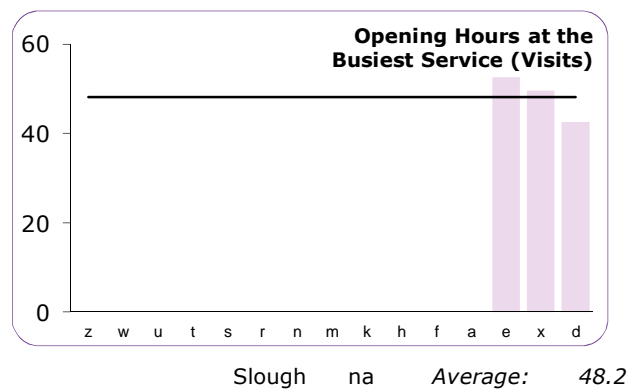
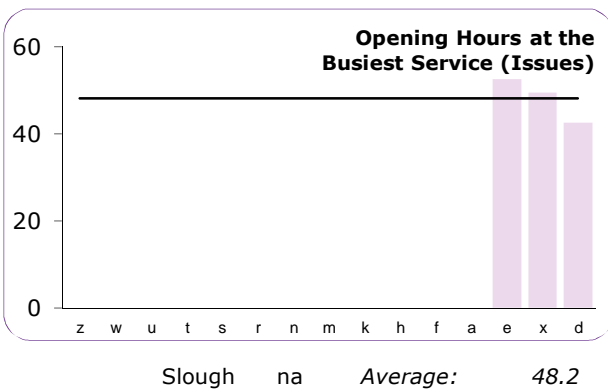


Source: CIPFA Public Library Statistics 2014 - Cells 1 to 14

Opening Hours - Busiest Service Points

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

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

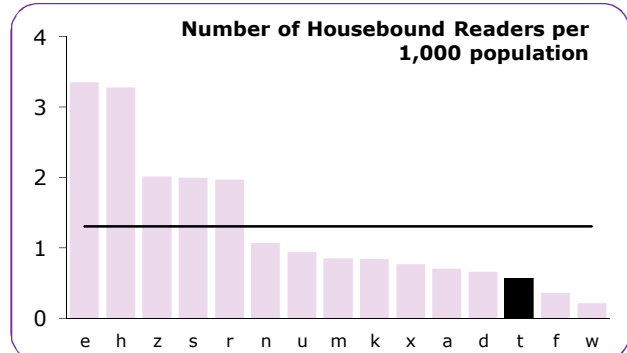
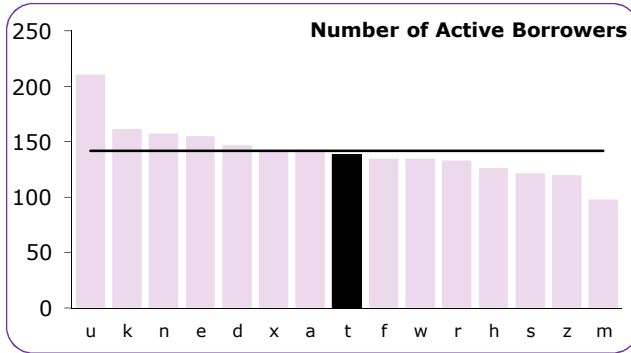


Source: CIPFA Public Library Statistics 2014 - Cells 15 to 18

A4: Library Users

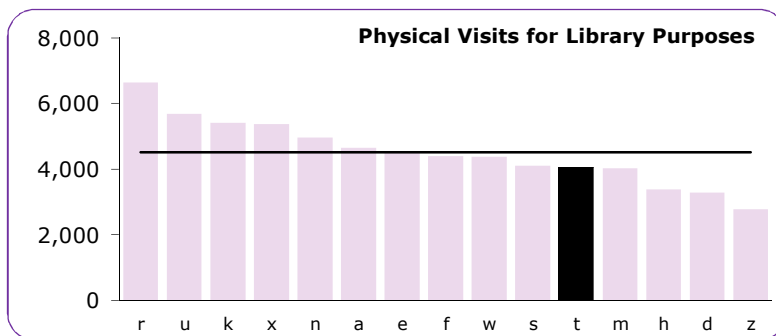
2013-14 Actuals

	Number	/1,000 pop	Average
Active Borrowers	19,847	139	141
Housebound Readers	80	0.6	1.3

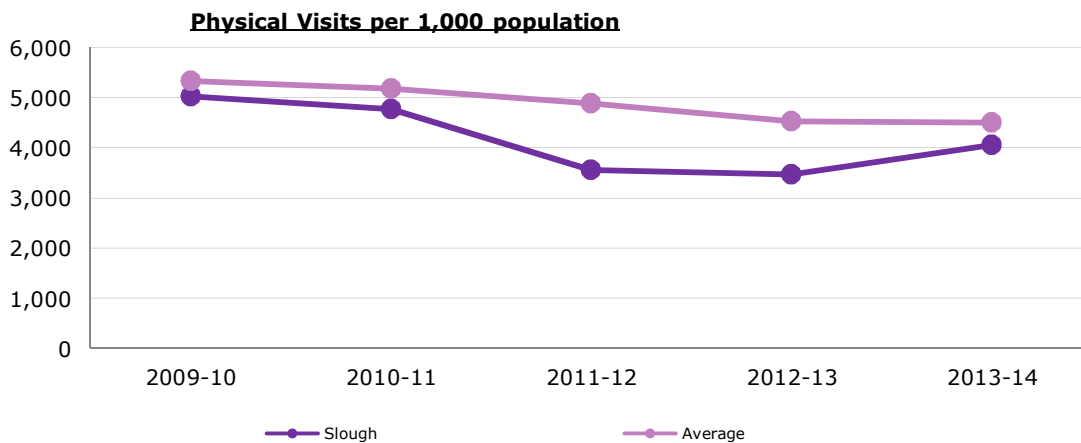


Source: CIPFA Public Library Statistics 2014 - Cells 89 & 90

Physical Visits for Library Purposes



Physical Visits	Number	per 1,000 pop	Average
2009-10	713,240	5,030	5,334
2010-11	612,330	4,769	5,184
2011-12	466,259	3,557	4,887
2012-13	488,531	3,472	4,521
2013-14	580,260	4,058	4,507

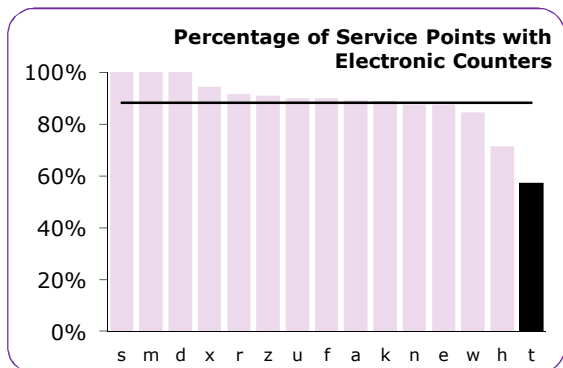


Source: CIPFA Public Library Statistics 2014 - Cell 91

A4: Library Users (continued)

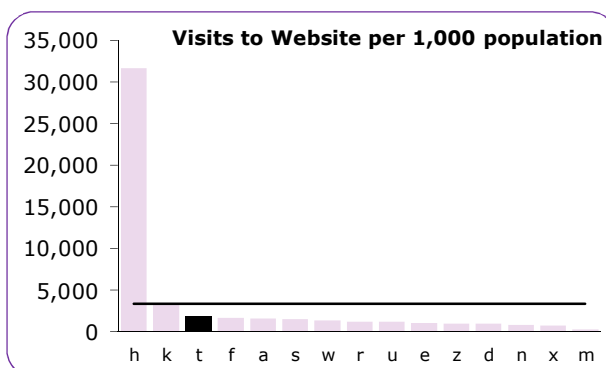
2013-14 Actuals

	Authority	Average
S.P. with Electronic Counters	57%	88%



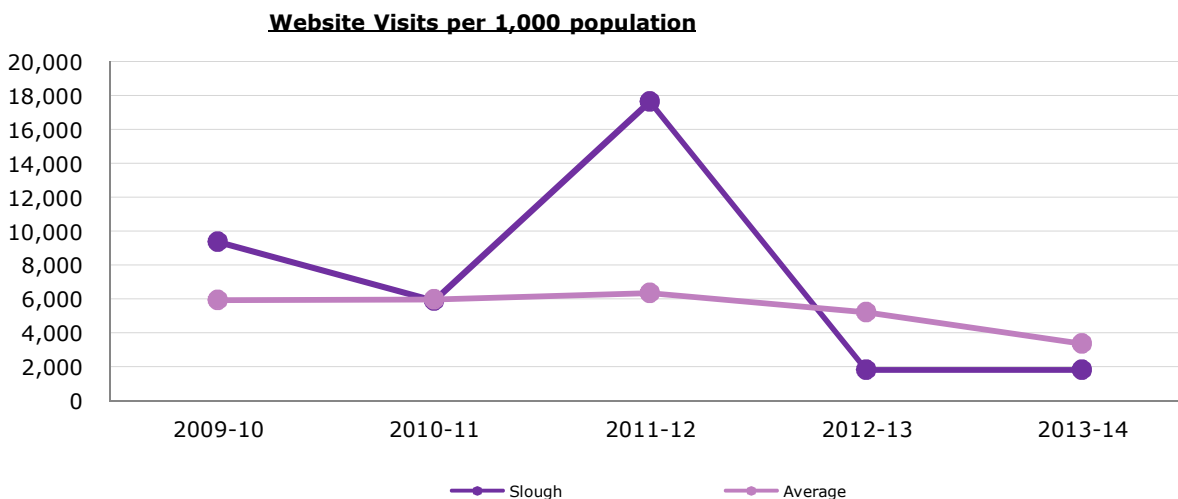
Source: CIPFA Public Library Statistics 2014 - Cell 94

	Number	per 1,000 pop	Average
Visits to Website	258,543	1,808	3,353



Source: CIPFA Public Library Statistics 2014 - Cell 95

Website Visits	Number	per 1,000 pop	Average
2009-10	1,328,737	9,370	5,925
2010-11	756,594	5,892	5,952
2011-12	2,312,795	17,641	6,343
2012-13	254,211	1,807	5,203
2013-14	258,543	1,808	3,353

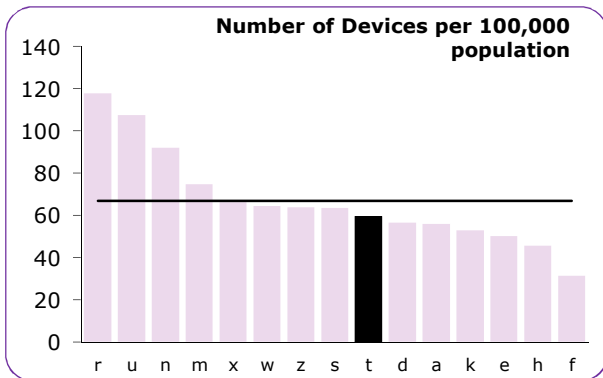


Source: CIPFA Public Library Statistics 2014 - Cell 95 and equivalent for previous years

A5: Electronic Workstations

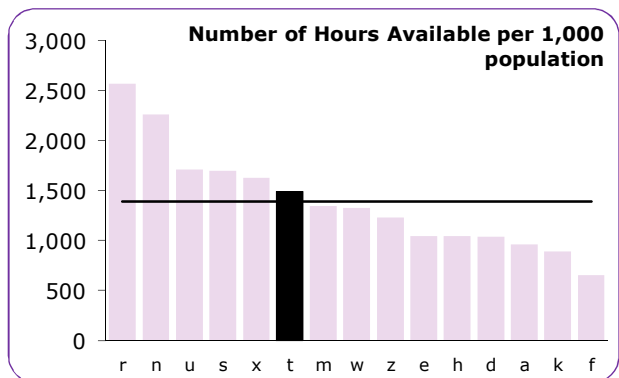
2013-14 Actuals

	Number	per 100,000 pop	Average
Terminals	85	59.4	66.8



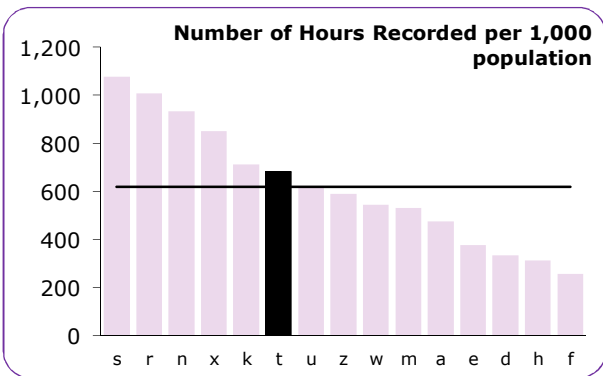
Source: CIPFA Public Library Statistics 2014 - Cell 19

	Number	per 1,000 pop	Average
Hours Available	212,615	1,487	1,391



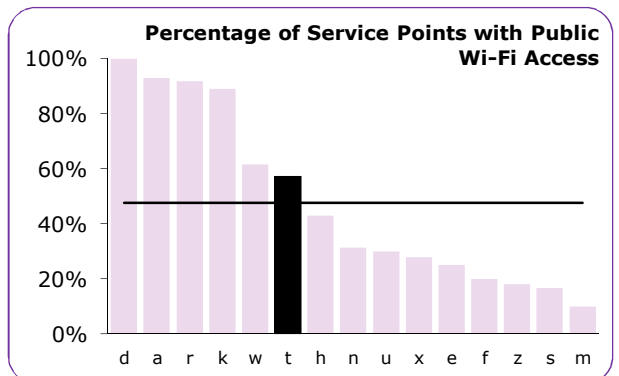
Source: CIPFA Public Library Statistics 2014 - Cell 20

	Number	per 1,000 pop	Average
Hrs Recorded	97,314	681	620



Source: CIPFA Public Library Statistics 2014 - Cell 21

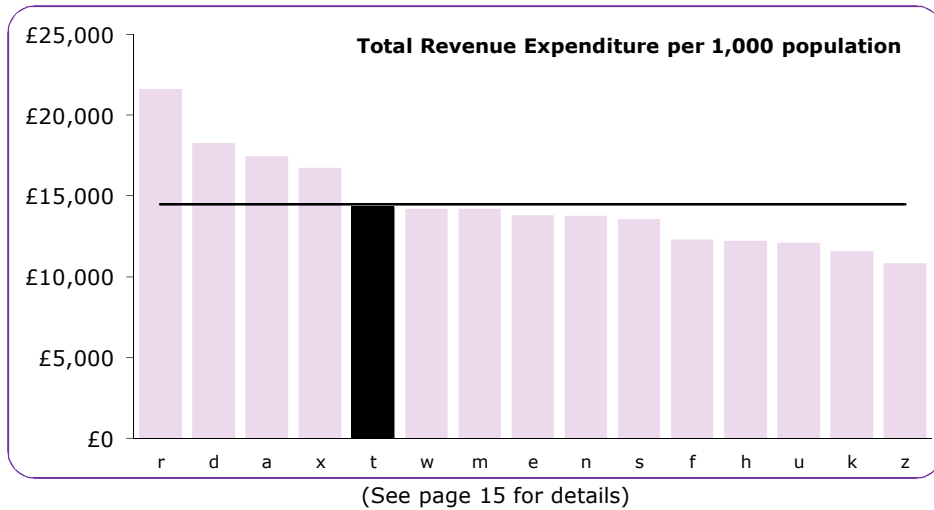
	Authority	Average
Service Points with Wi-Fi Access	57%	48%



Source: CIPFA Public Library Statistics 2014 - Cell 22

SECTION B: RESOURCING

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

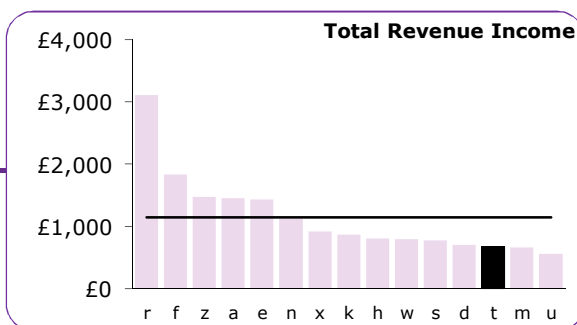
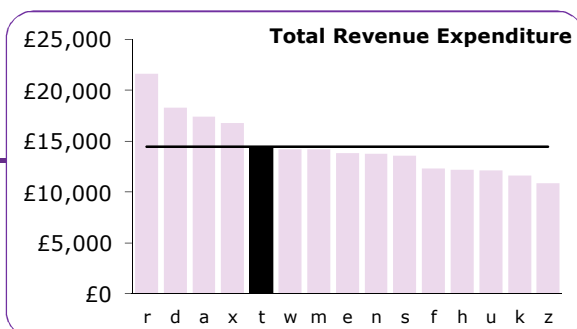
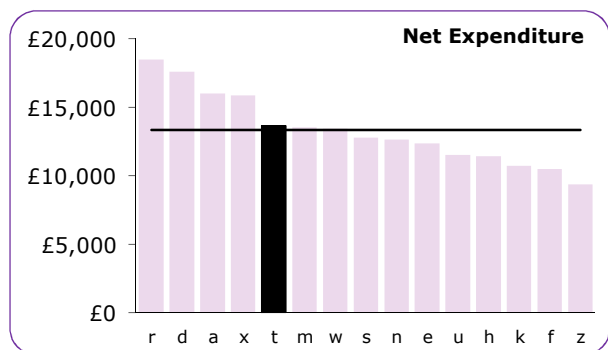


Section Contents	
Page 15	B1: Financial Information (Actuals) Net expenditure, revenue expenditure & income Revenue expenditure breakdown Revenue income breakdown
Page 19	B2: Cost Indicators Various cost indicators
Page 20	B3: Financial Information (Estimates) Net expenditure, revenue expenditure & income % expenditure on staff and materials
Page 21	B4: Staffing Staff per 100k population Professional & other paid staff Staff costs per employee
Page 23	B5: Volunteers Analysis of numbers and hours

B1: Financial Information (Actuals)

2013-14 Actuals	£	per 1,000 pop	Average
Revenue Expenditure	2,045,148	14,302	14,466
Revenue Income	(96,845)	(677)	(1,148)
Net Expenditure	1,948,303	13,624	13,318

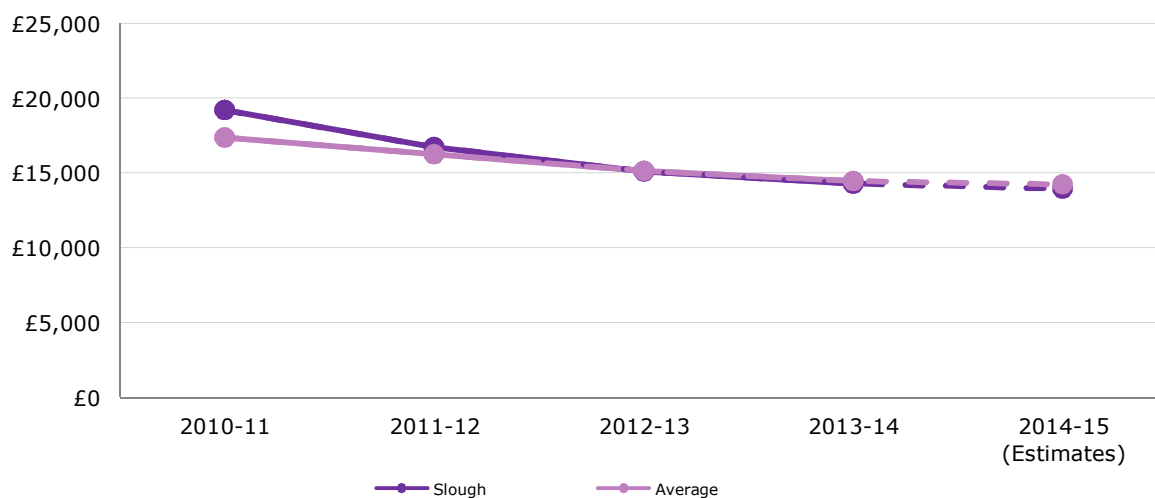
graphs shown per 1,000 population



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

Revenue Expenditure	£	per 1,000 pop	Average
2010-11	2,467,943	19,221	17,363
2011-12	2,194,845	16,742	16,244
2012-13	2,123,148	15,090	15,153
2013-14	2,045,148	14,302	14,466
2014-15 (Estimates)	1,996,614	13,962	14,225

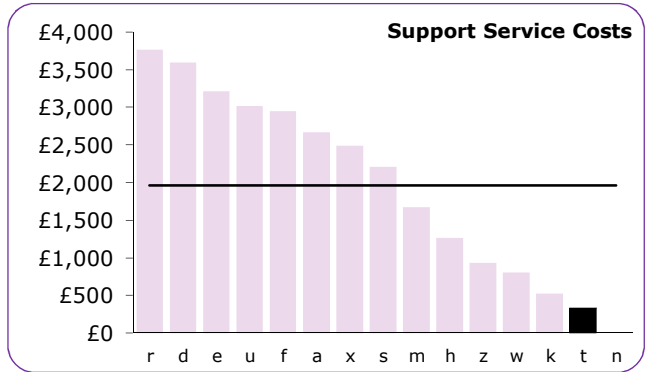
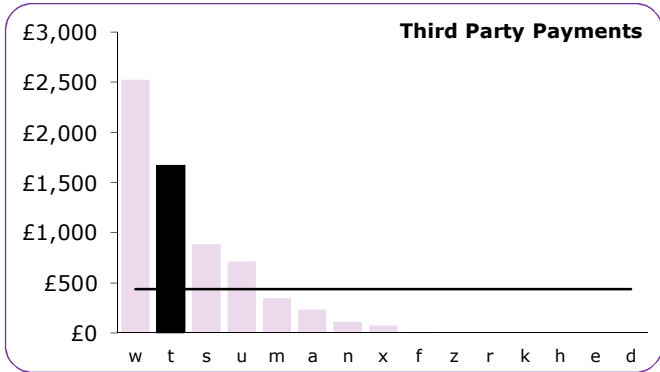
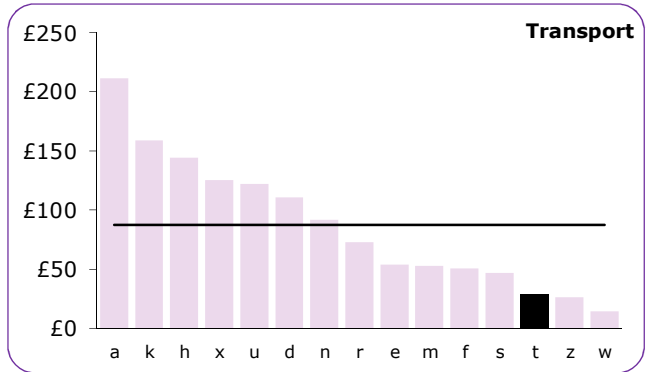
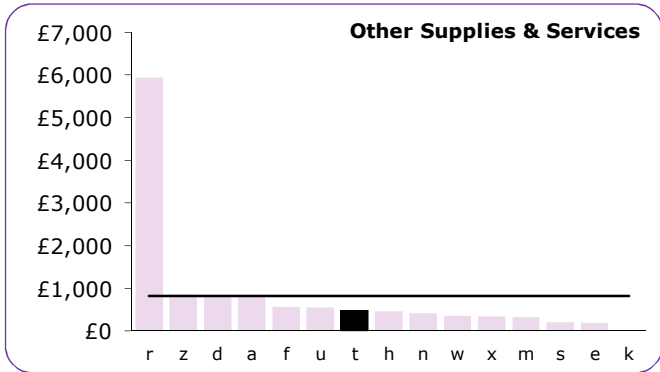
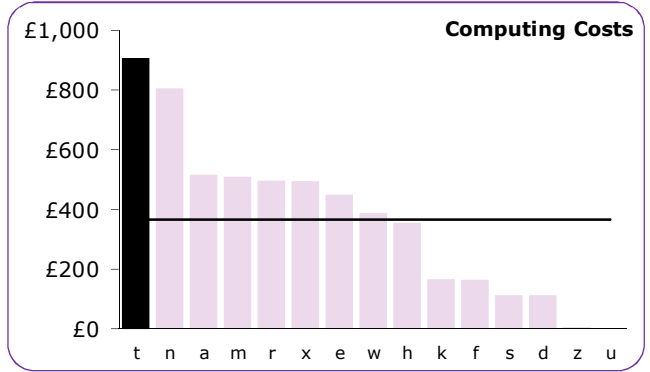
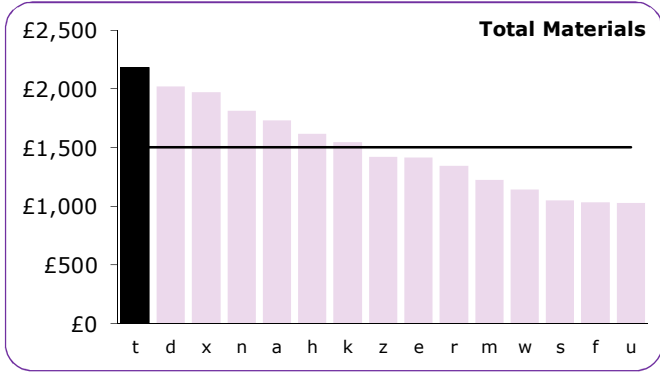
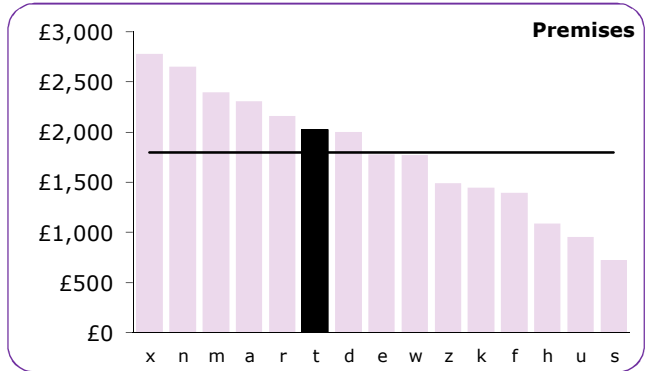
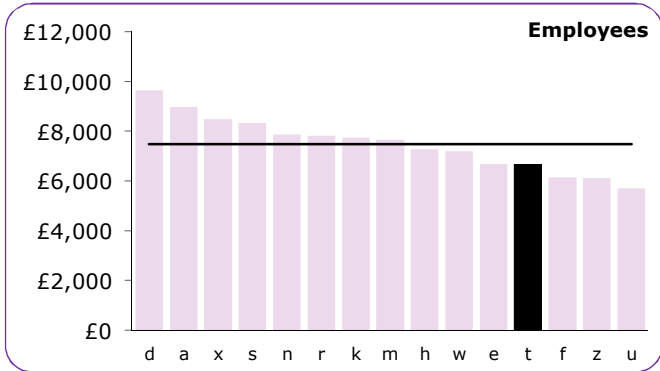
Revenue Expenditure per 1,000 population: Time Series



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

Revenue Expenditure (2013-14 Actuals)	£	per 1,000 pop	Average
Employees	954,546	6,675	7,489
Premises	289,086	2,022	1,798
Total Materials	312,444	2,185	1,504
Computing Costs	129,395	905	365
Other Supplies & Services	69,053	483	821
Transport	4,080	29	87
Third Party Payments	238,920	1,671	438
Support Service Costs	47,624	333	1,962
Total Revenue Expenditure	2,045,148	14,302	14,466

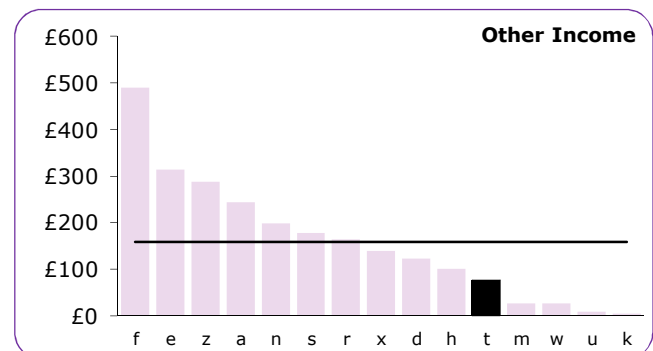
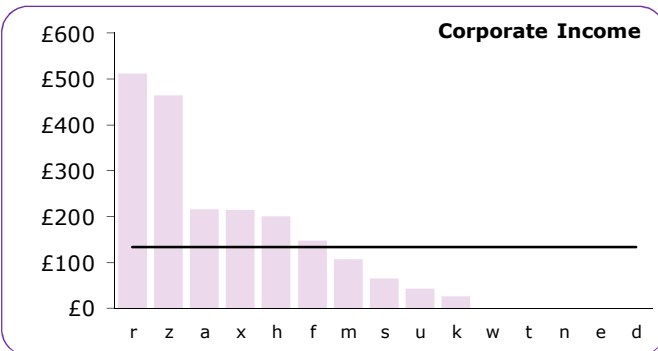
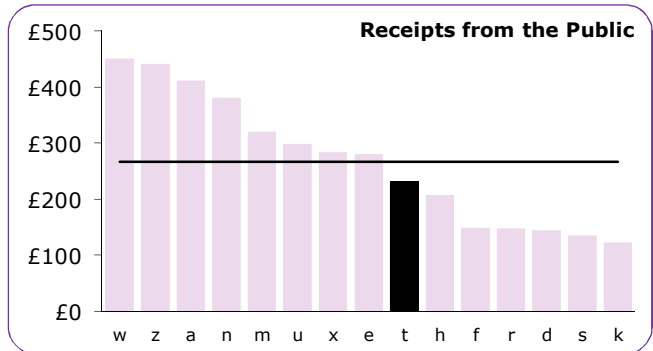
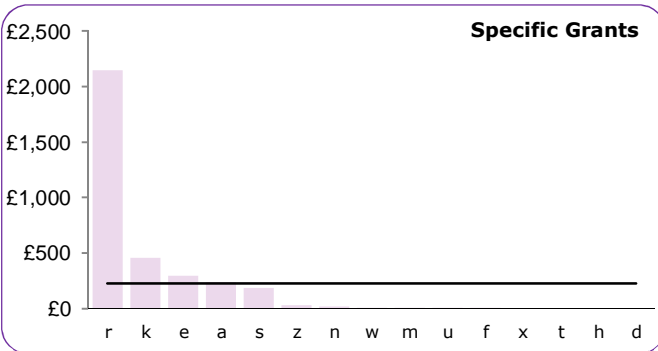
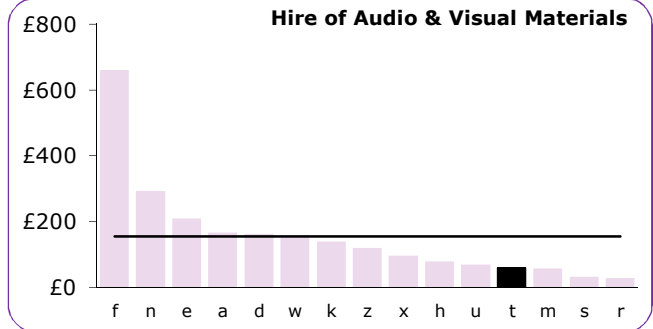
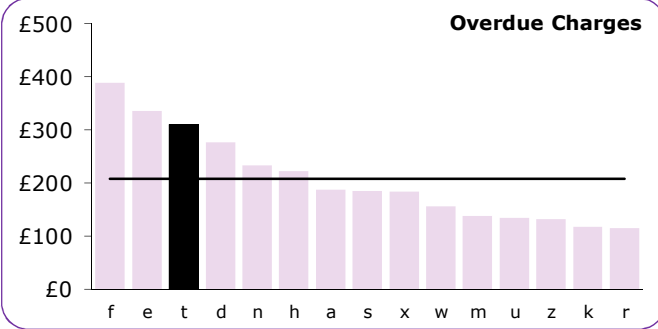
graphs show expenditure per 1,000 population



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

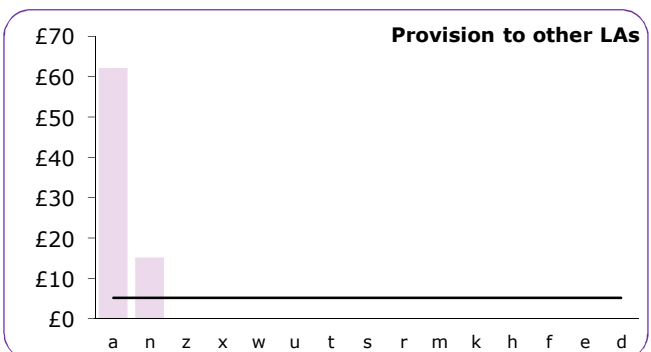
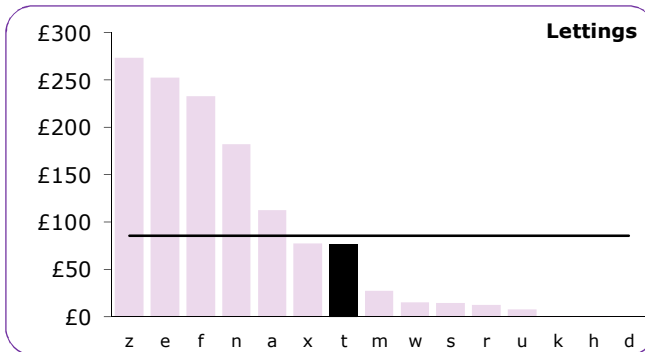
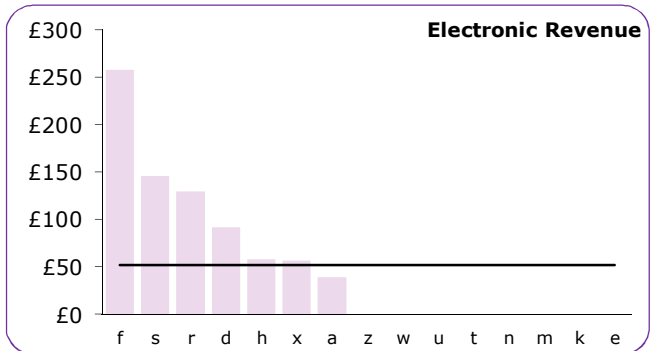
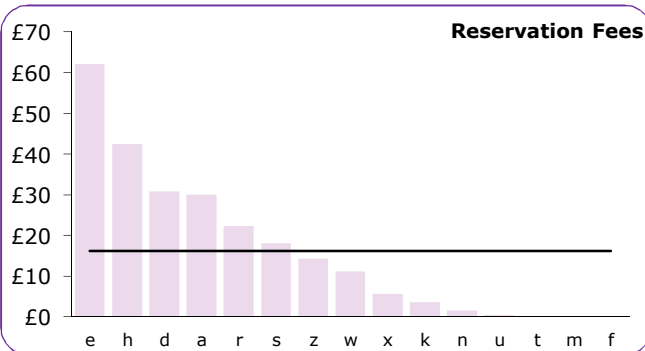
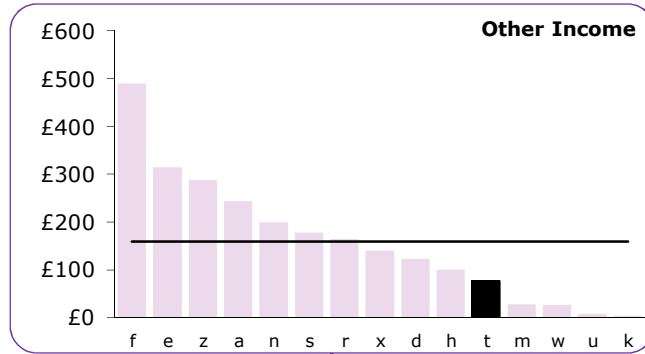
Revenue Income (2013-14 Actuals)	£	per 1,000 pop	Average
Overdue Charges	(44,344)	(310)	(208)
Hire of Audio & Visual Materials	(8,560)	(60)	(156)
Specific Grants	0	0	(226)
Receipts from the Public	(32,957)	(230)	(267)
Corporate Income	0	0	(133)
Other Income	(10,983)	(77)	(159)
Reservation Fees	0	0	(16)
Lettings	(10,983)	(77)	(86)
Electronic Revenue	0	0	(52)
Provision to other LAs	0	0	(5)
Total Revenue Income	(96,845)	(677)	(1,148)

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	0	0	(16)
Lettings	(10,983)	(77)	(86)
Electronic Revenue	0	0	(52)
Provision to other LAs	0	0	(5)
Total Other Income	(10,983)	(77)	(159)

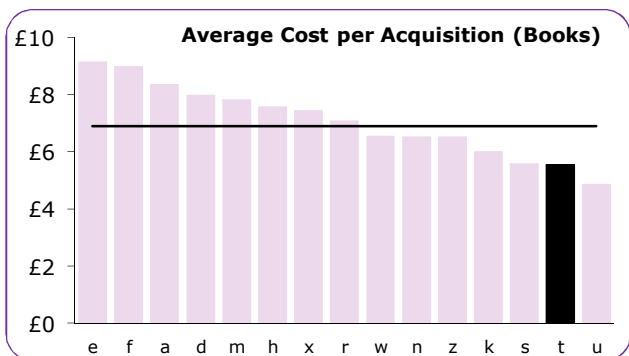


Source: CIPFA Public Library Statistics 2014 - Cells 126, 127, 129 & 131

B2: Cost Indicators

	£ p	Average
Average Cost per Book	£5.53	£6.88

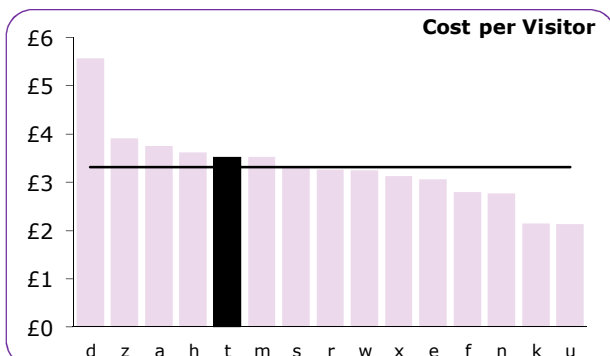
- Average cost per book acquisition.



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

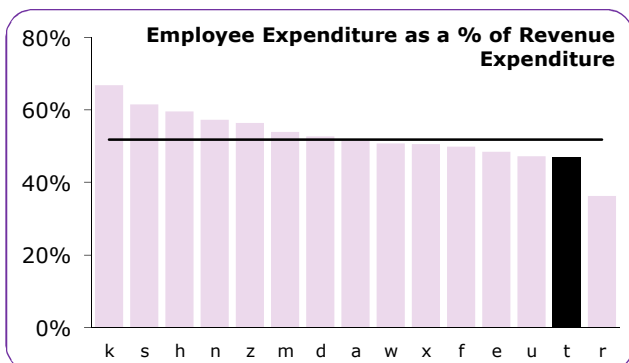
	£ p	Average
Cost per Visitor	£3.52	£3.32

- Revenue expenditure divided by visitor number.



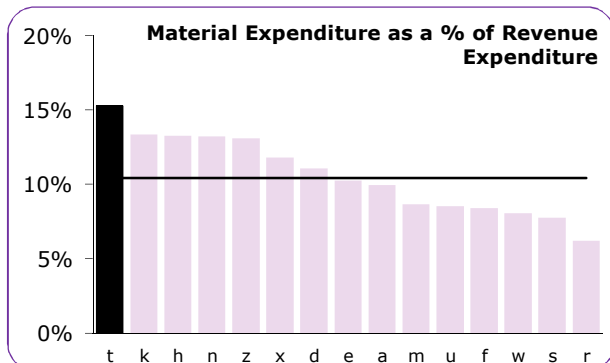
Source: CIPFA Public Library Statistics 2014 -
Cell 124 divided by Cell 91

	%	Average
% Employee Expenditure	47%	52%



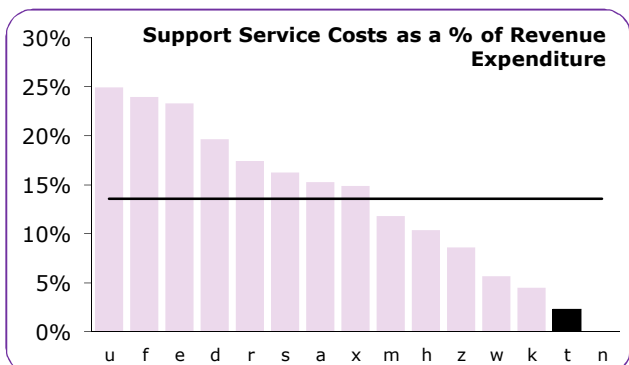
Source: CIPFA Public Library Statistics 2014 -
Cell 98 as a percentage of Cell 124

	%	Average
% Material Expenditure	15%	10%



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

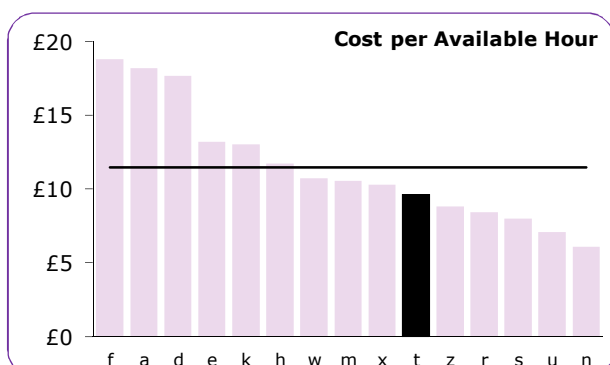
	%	Average
% Support Services	2%	14%



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

	£ p	Average
Cost per Available Hour	£9.62	£11.48

- Cost per Available Hour

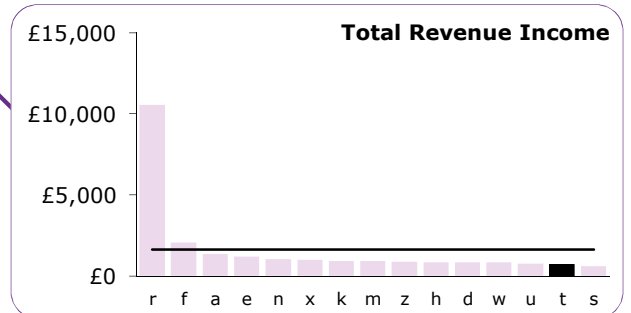
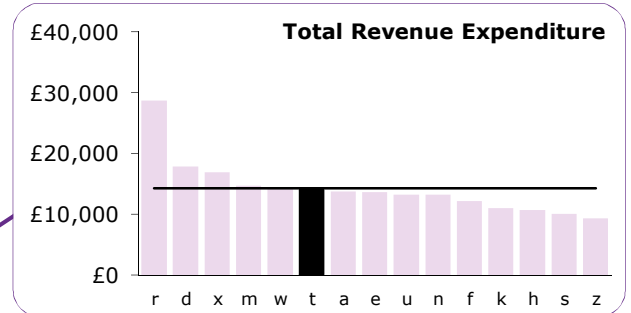
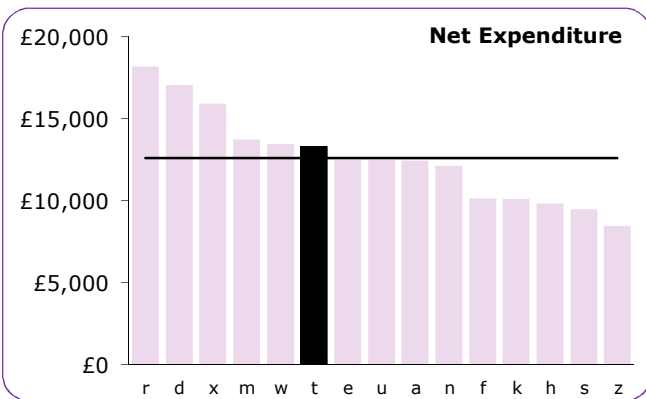


Source: CIPFA Public Library Statistics 2014 -
Cell 118 as a percentage of Cell 124

B3: Financial Information (2014-15 Estimates)

graphs shown per 1,000 population

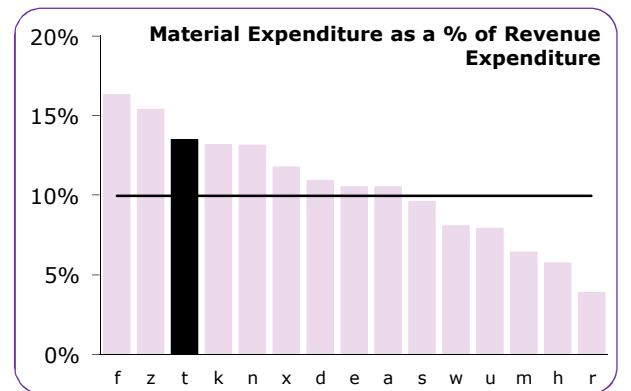
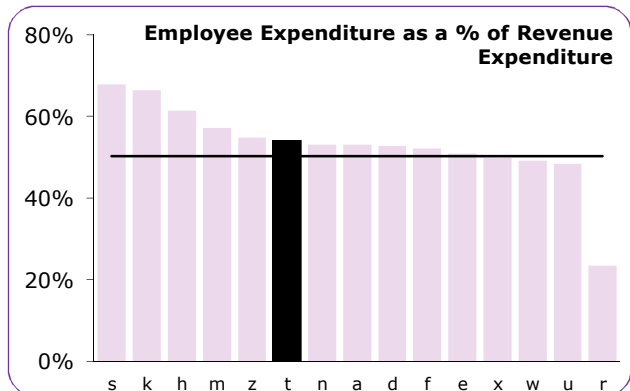
Net Expenditure	£	per 1,000 pop	Average
Employees	1,081,452	7,563	7,150
Premises	386,877	2,705	2,002
Supplies & Services - Materials	269,000	1,881	1,414
Other Expenditure	259,285	1,813	3,659
Revenue Expenditure	1,996,614	13,962	14,225
Revenue Income	(97,762)	(684)	(1,626)
Net Expenditure	1,898,852	13,279	12,599



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

2014-15 Estimates	%	Average
% Employee Expenditure	54%	50%

2014-15 Estimates	%	Average
% Material Expenditure	13%	10%



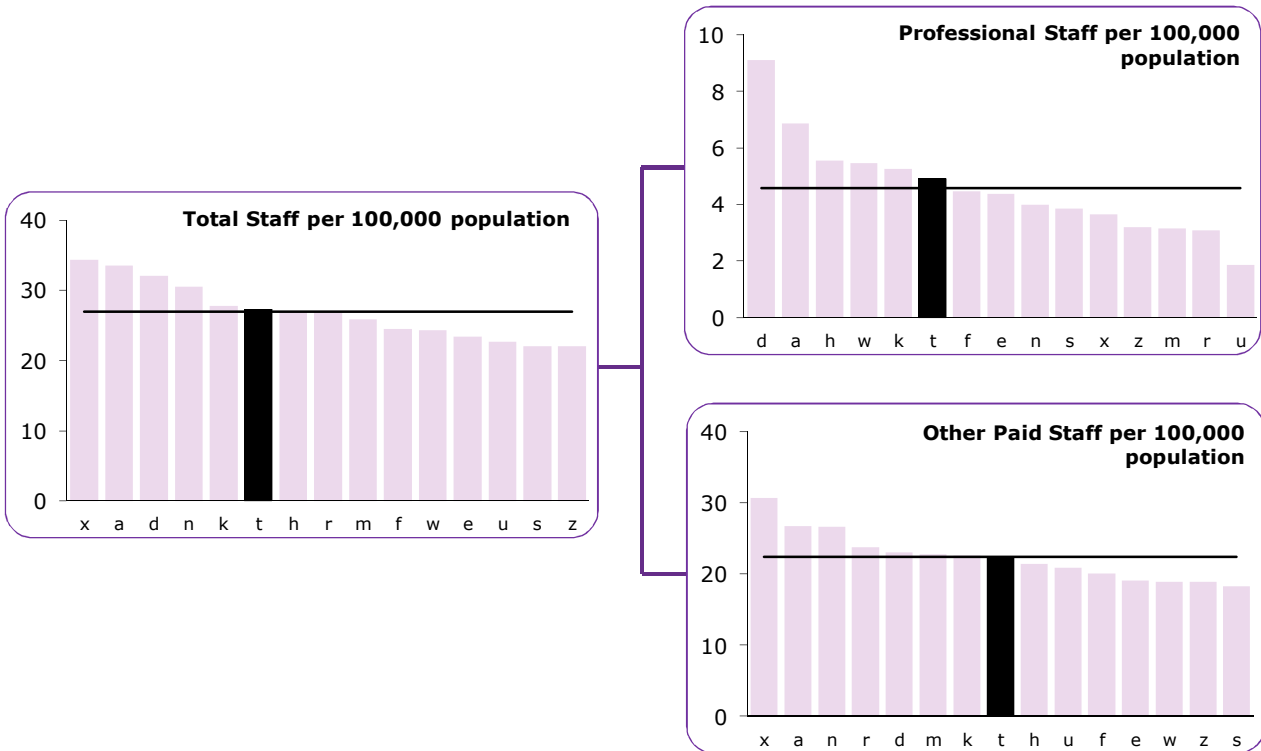
Source: CIPFA Public Library Statistics 2014 - Cell 137 as a percentage of Cell 141

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

B4: Staffing

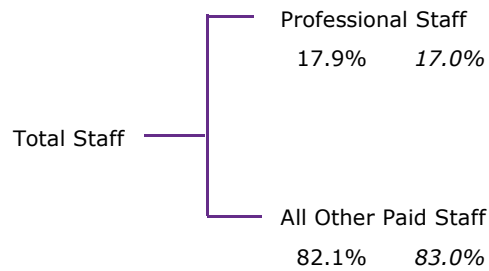
at 31 March 2014

	FTE	per 100,000 pop	Average
Professional Staff	7.0	4.9	4.6
All Other Staff	32.0	22.4	22.4
Total Staff	39.0	27.3	26.9



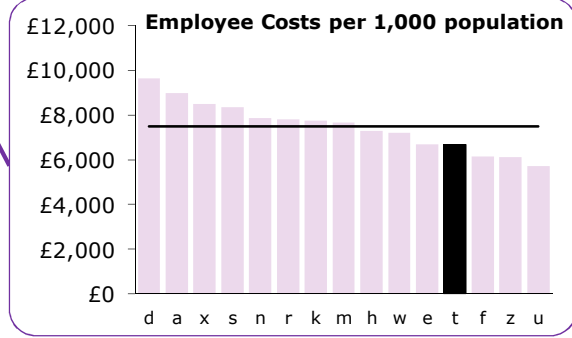
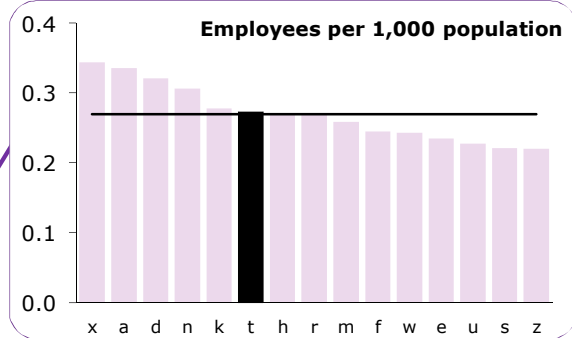
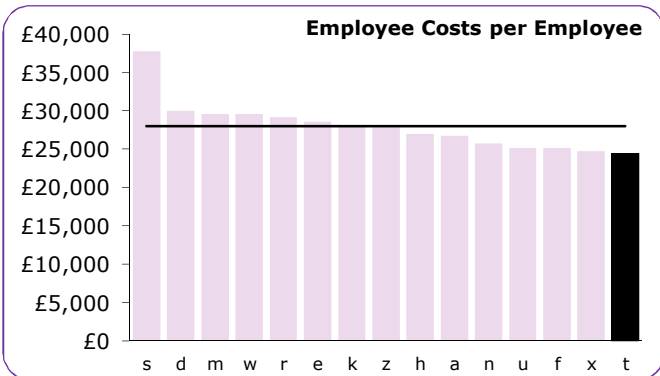
Source: CIPFA Public Library Statistics 2014 - Cells 62 to 64

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.



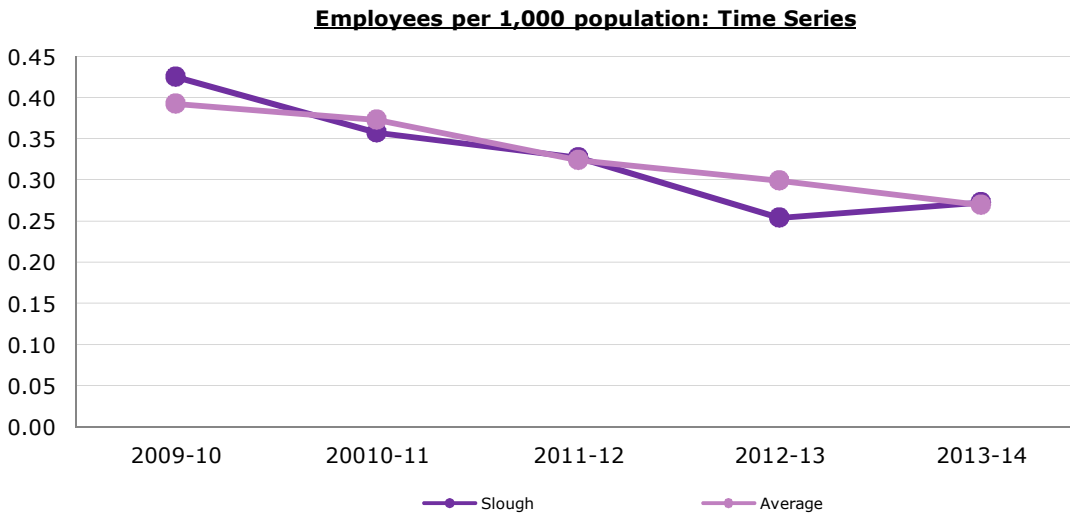
B4: Staffing (continued)

	£	Average
Employee Costs per Employee	24,476	27,956
Employees per 1,000 population	0.3	0.3
Employee Costs per 1,000 population	6,675	7,489



Source: CIPFA Public Library Statistics 2014 -
Cell 98 divided by Cell 64

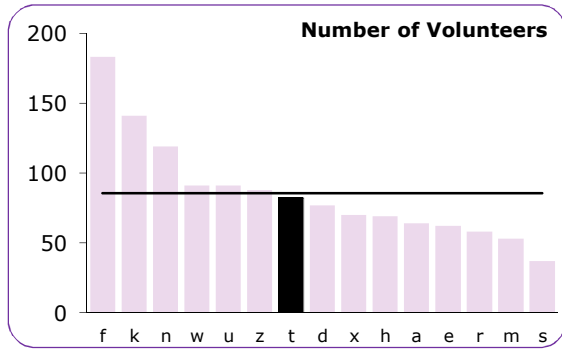
All Staff	FTE	per 1,000 pop	Average
2009-10	54.5	0.42	0.39
2010-11	46.8	0.36	0.37
2011-12	46.0	0.33	0.32
2012-13	36.0	0.25	0.30
2013-14	39.0	0.27	0.27



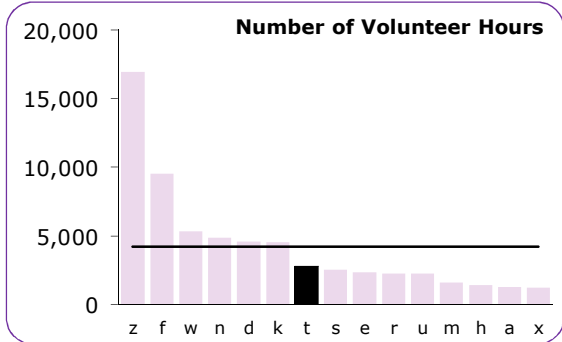
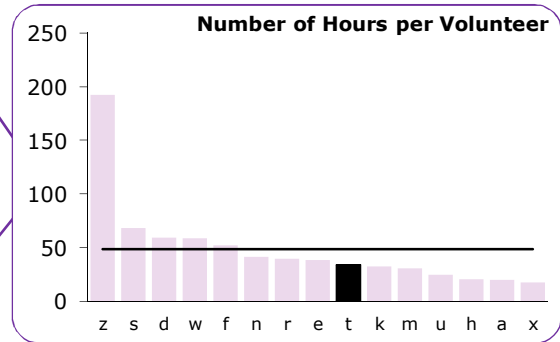
Source: CIPFA Public Library Statistics 2014 - Cell 64 and equivalent for previous years

B5: Volunteers

2013-14 Actuals



	Number	Average
Volunteers	82	86
Volunteer Hours	2,797	4,240
Average Hours per Volunteer	34.1	48.6

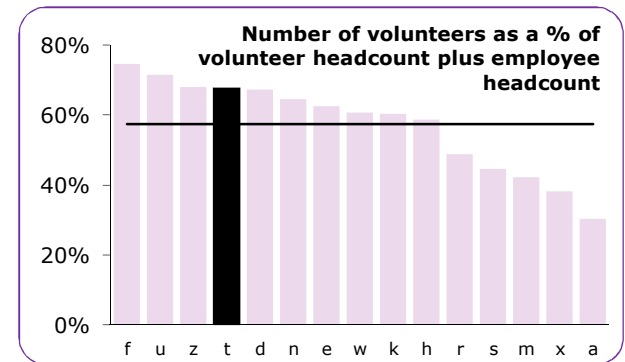
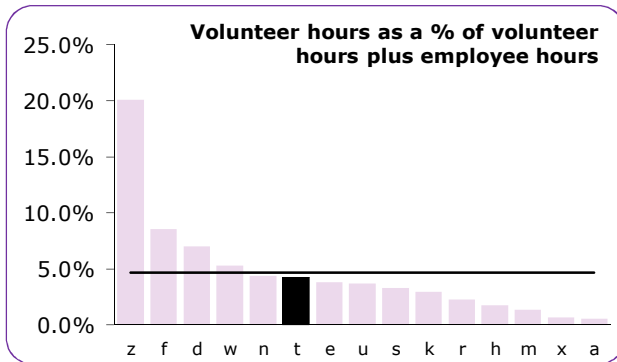


Source: CIPFA Public Library Statistics 2014 - Cells 65 & 66

- 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	4.2%	4.7%

	%	Average
Volunteers as % headcount	67.8%	57.3%

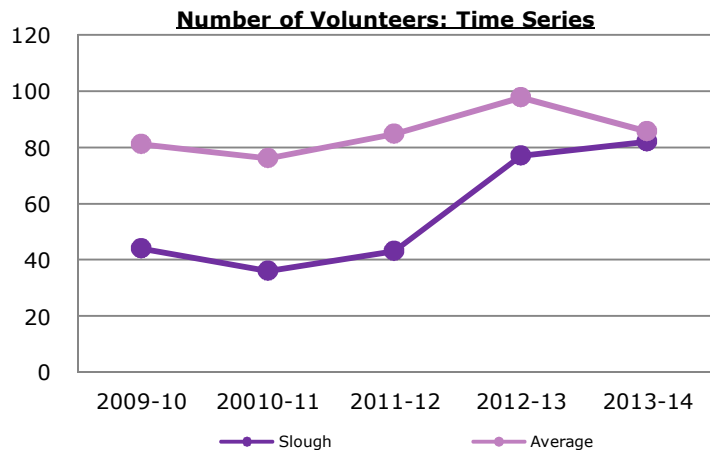


Source: CIPFA Public Library Statistics 2014 - Cells 65 & 66

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

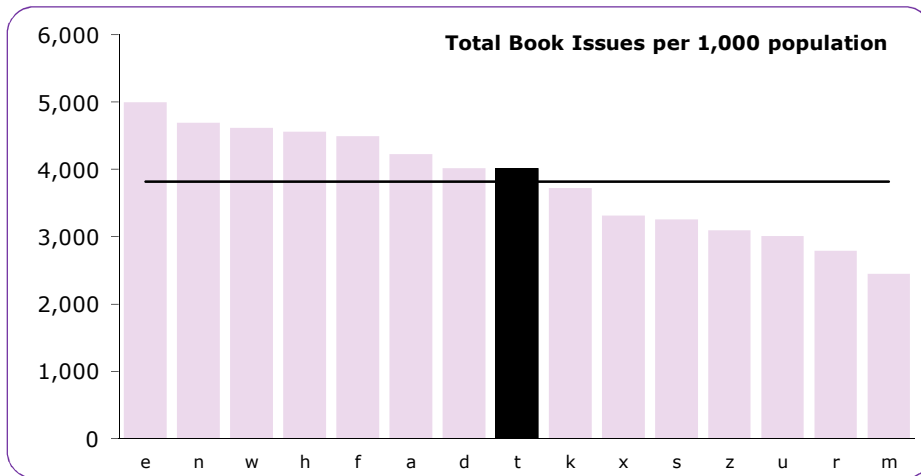
Volunteers	Number	Average
2009-10	44	81
2010-11	36	76
2011-12	43	85
2012-13	77	98
2013-14	82	86

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)

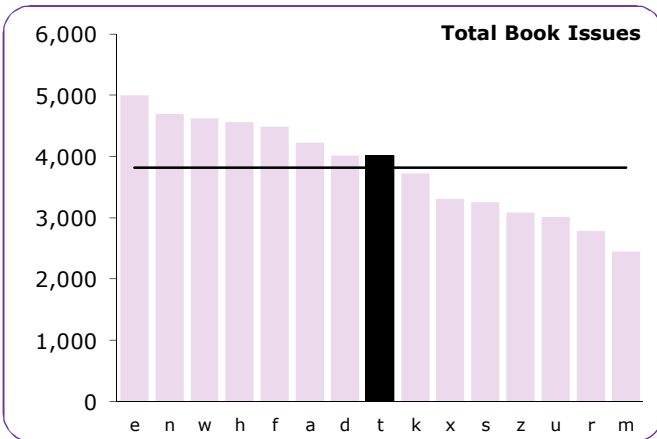
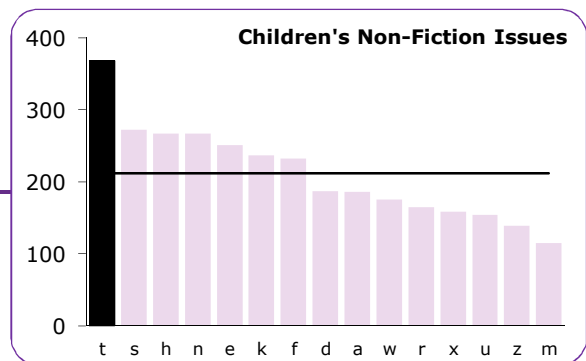
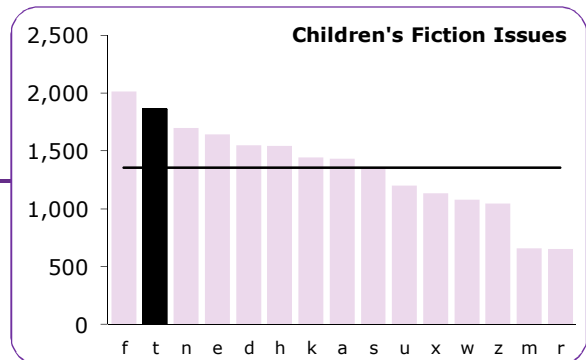
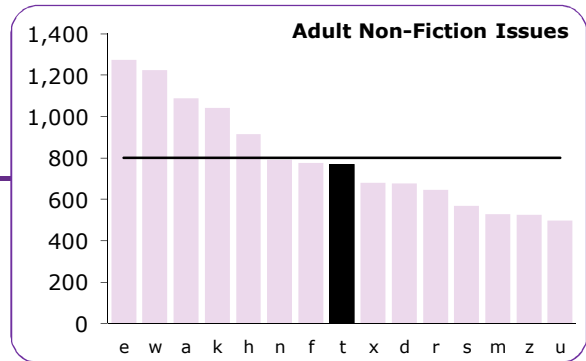
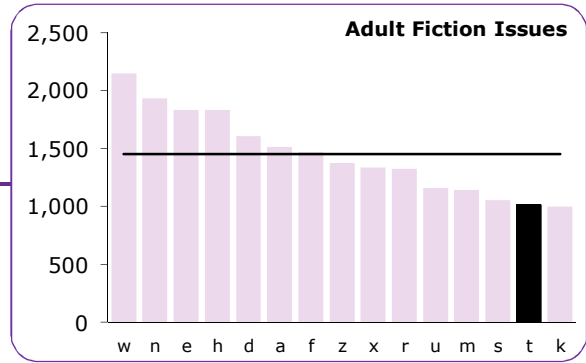
Section Contents	
Page 25	C1: Book Issues Split by children/adult and fiction/non-fiction
Page 26	C2: Stock Turn Split by children/adult and fiction/non-fiction
Page 27	C3: Audio, Visual, Electronic & Other Issues Split by various categories
Page 29	C4: Request Service Total and online
Page 29	C5: Enquiries 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	144,924	1,013	<i>1,450</i>
Adult Non-Fiction	109,752	767	<i>801</i>
Children's Fiction	265,950	1,860	<i>1,354</i>
Children's Non-Fiction	52,556	368	<i>211</i>
Total Book Issues	573,182	4,008	<i>3,815</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's Value	Average Value
Adult Fiction	25.3%	<i>38.0%</i>
Adult Non-Fiction	19.1%	<i>21.0%</i>
Children's Fiction	46.4%	<i>35.5%</i>
Children's Non-Fiction	9.2%	<i>5.5%</i>

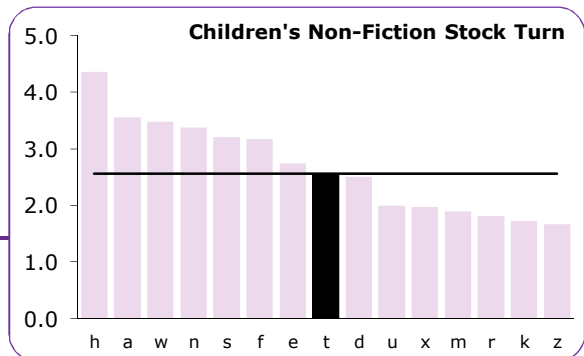
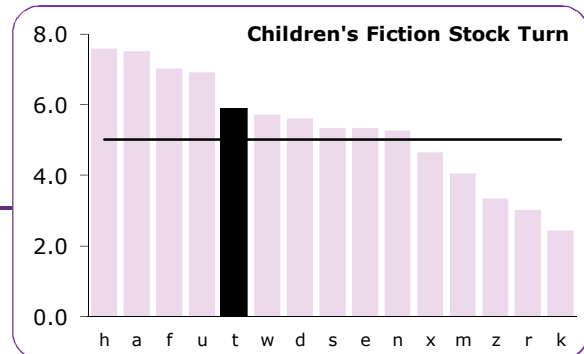
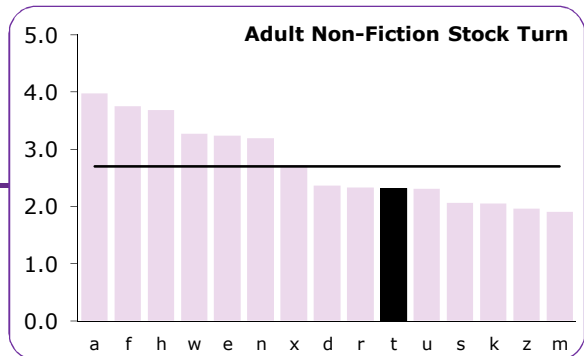
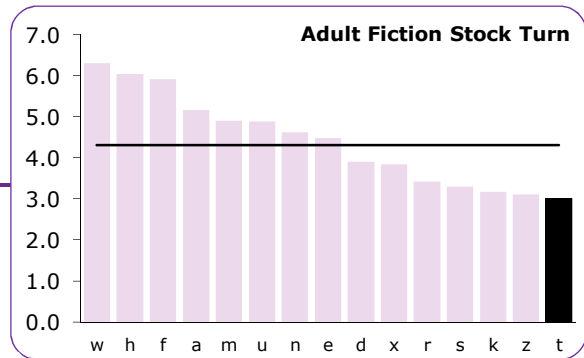
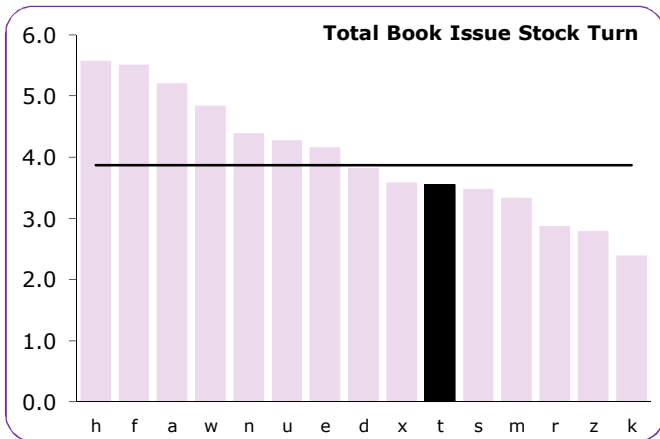
Source: CIPFA Public Library Statistics 2014 - Cells 67 to 71

C2: Stock Turn

2013-14 Actuals

	Number	Average
Adult Fiction	3.0	4.3
Adult Non-Fiction	2.3	2.7
Children's Fiction	5.9	5.0
Children's Non-Fiction	2.6	2.6
Total Book Issues	3.6	3.9

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



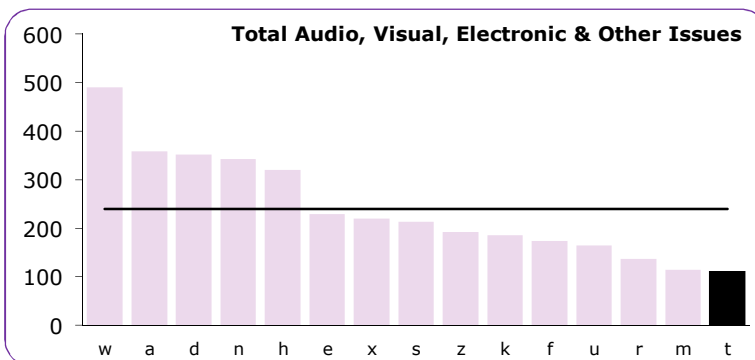
Source: CIPFA Public Library Statistics 2014 - Cells 67 to 71 divided by Cells 25 to 29 respectively

C3: Audio, Visual, Electronic & Other Issues

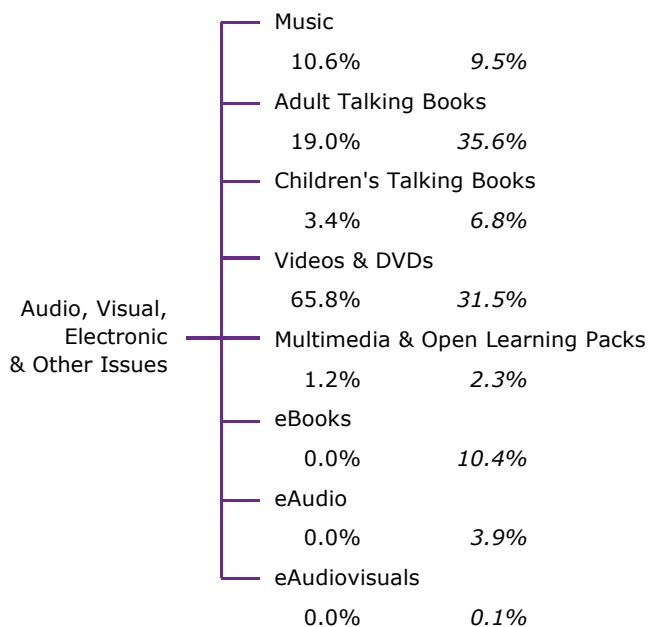
2013-14 Actuals

	Number	/1,000 pop	Avg
Sound Recordings			
Music	1,679	11.7	22.9
Adult Talking Books	2,999	21.0	85.4
Children's Talking Books	545	3.8	16.2
Video & DVDs	10,413	72.8	75.5
Multimedia & Open Learning Packs	187	1.3	5.5
Electronic Products			
eBooks	0	0.0	24.9
eAudio	0	0.0	9.4
eAudiovisuals	0	0.0	0.2
Total Audio Visual Issues	15,823	110.7	240.1

graph shown per 1,000 population



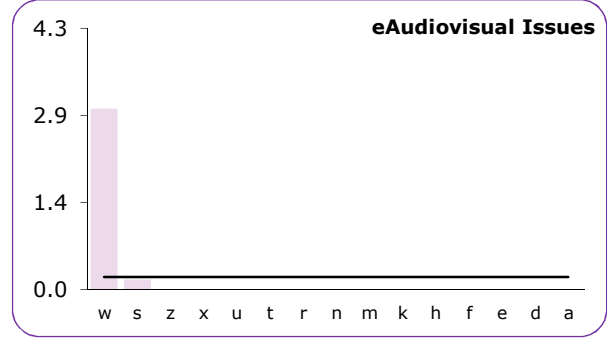
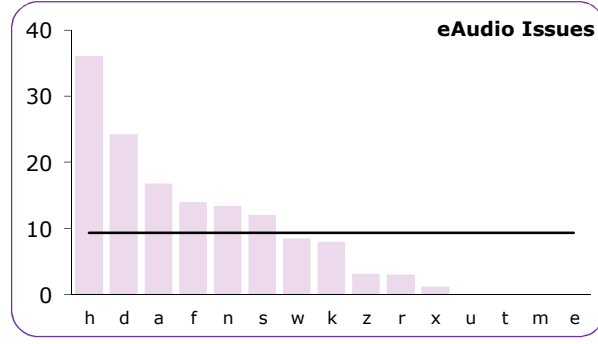
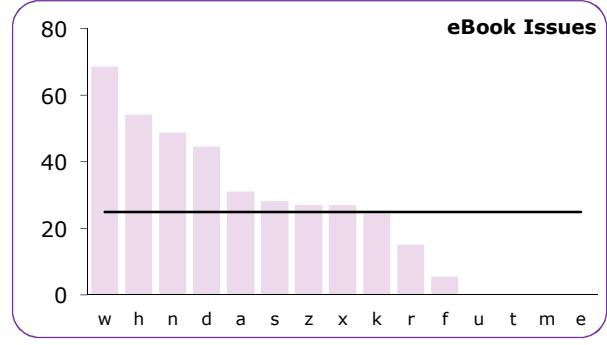
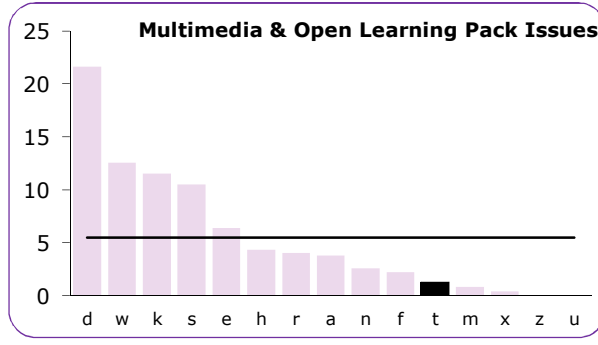
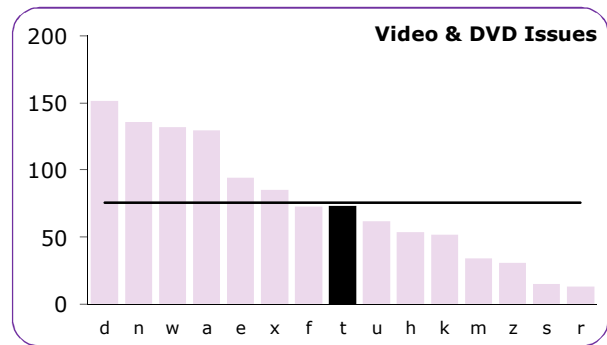
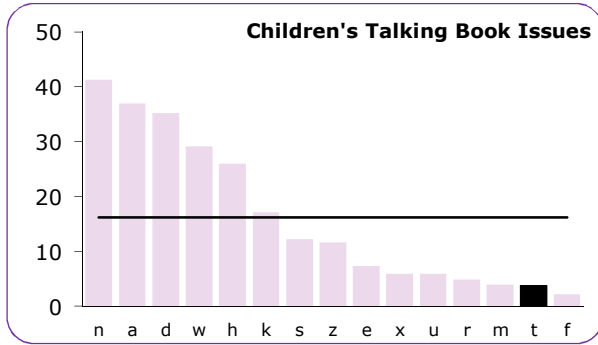
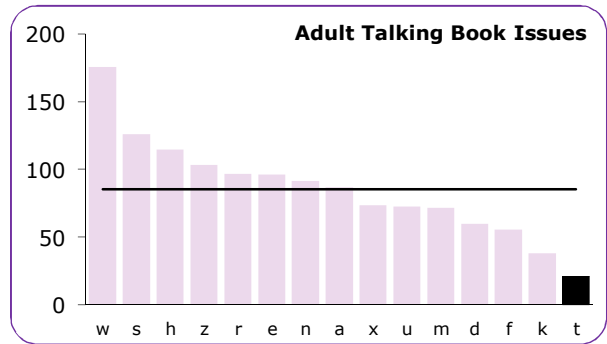
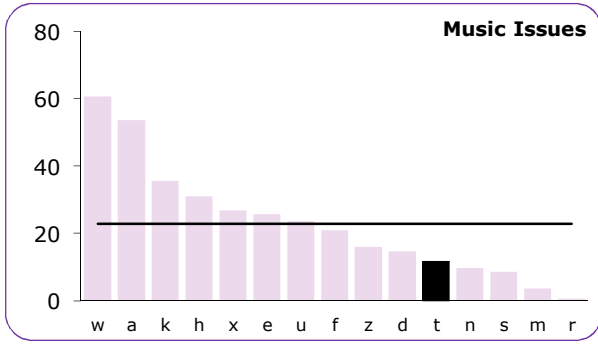
This tree diagram analyses Audio, Visual, Electronic & Other Issues.
Your authority's value is followed by the average value in italics.



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

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

graphs shown per 1,000 population



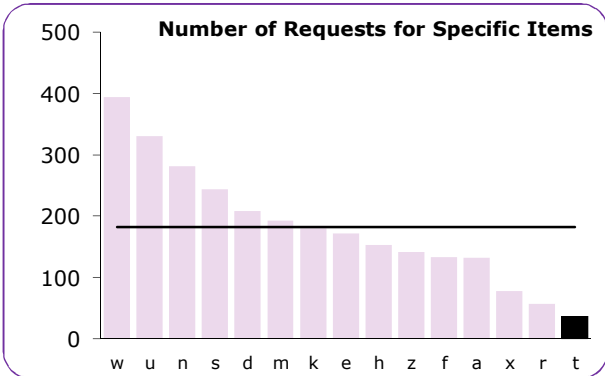
Source: CIPFA Public Library Statistics 2014 - Cells 72 to 79

C4: Request Service

2013-14 Actuals

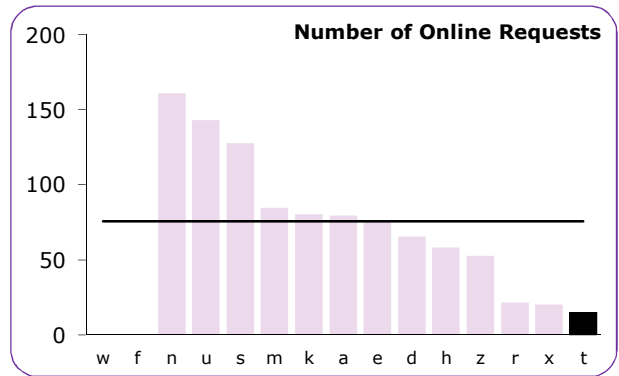
	Number	per 1,000 pop	Average
Requests	5,233	37	182

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2014 - Cell 81

	Number	per 1,000 pop	Average
Online Requests	2,145	15	76



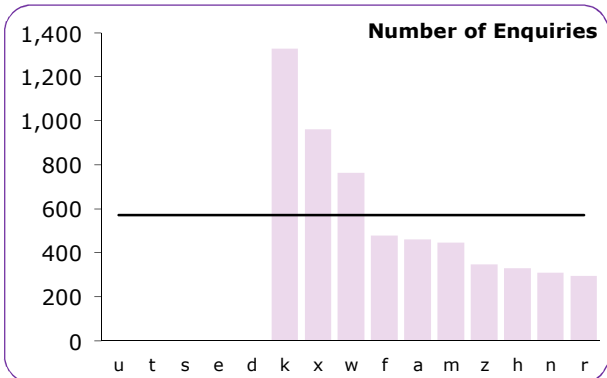
Source: CIPFA Public Library Statistics 2014 - Cell 82

C5: Enquiries

2013-14 Actuals

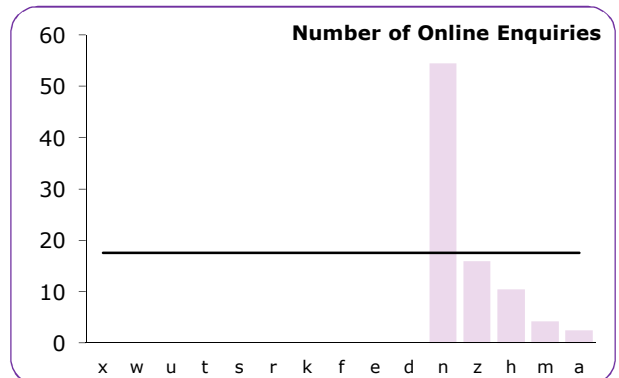
	Number	per 1,000 pop	Average
Enquiries	na	na	572

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2014 - Cell 86

	Number	per 1,000 pop	Average
Online Enquiries	na	na	17.5



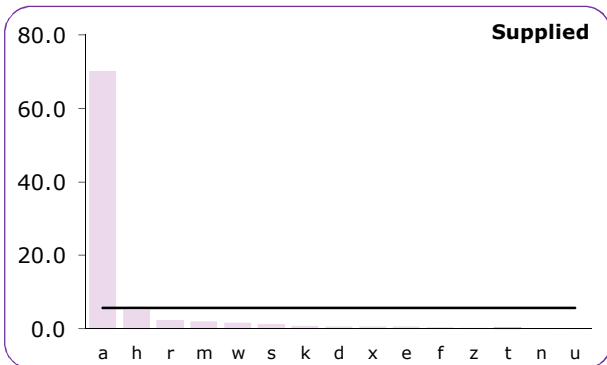
Source: CIPFA Public Library Statistics 2014 - Cell 87

C6: Inter-Library Loans

2013-14 Actuals

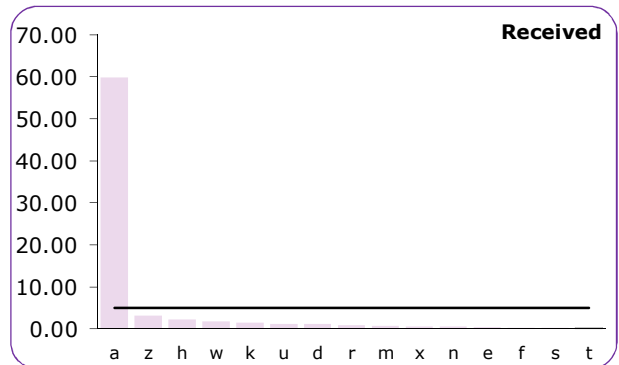
	Number	per 1,000 pop	Average
Loans Supplied	31	0.2	5.8

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2014 - Cell 96

	Number	per 1,000 pop	Average
Loans Received	26	0.18	5.00



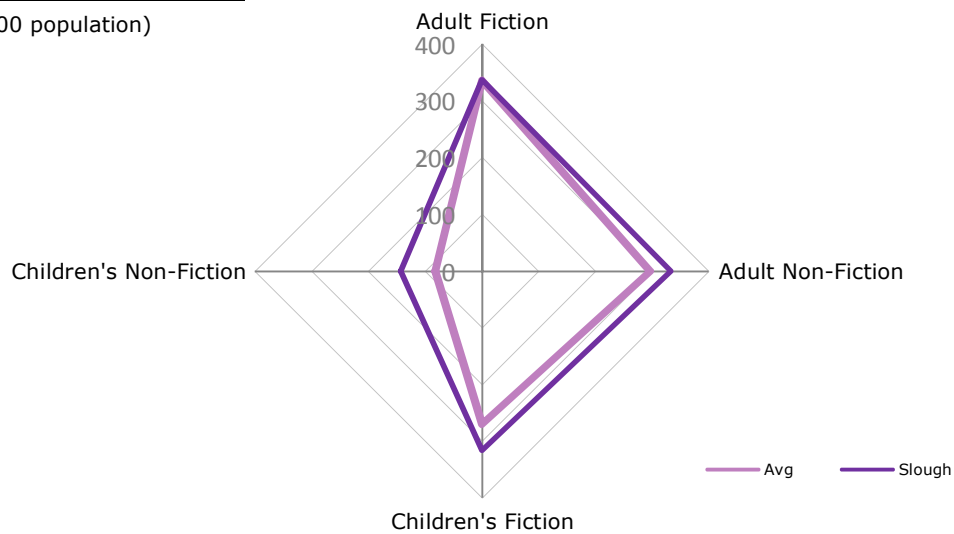
Source: CIPFA Public Library Statistics 2014 - Cell 97

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)



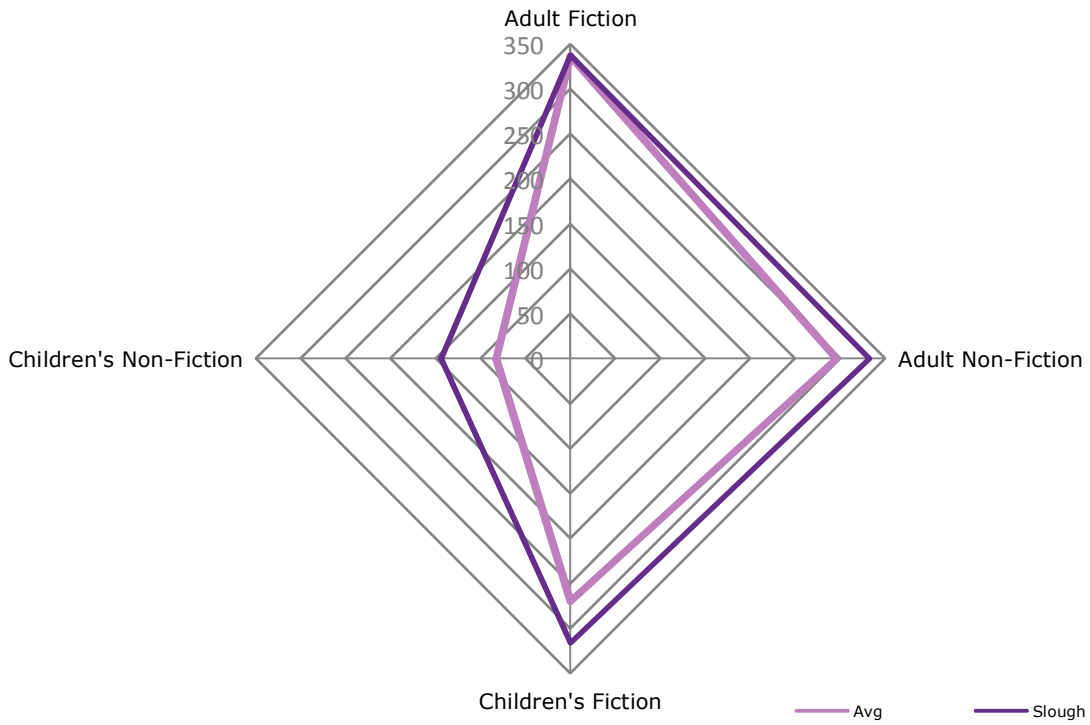
(See page 31 for details)

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

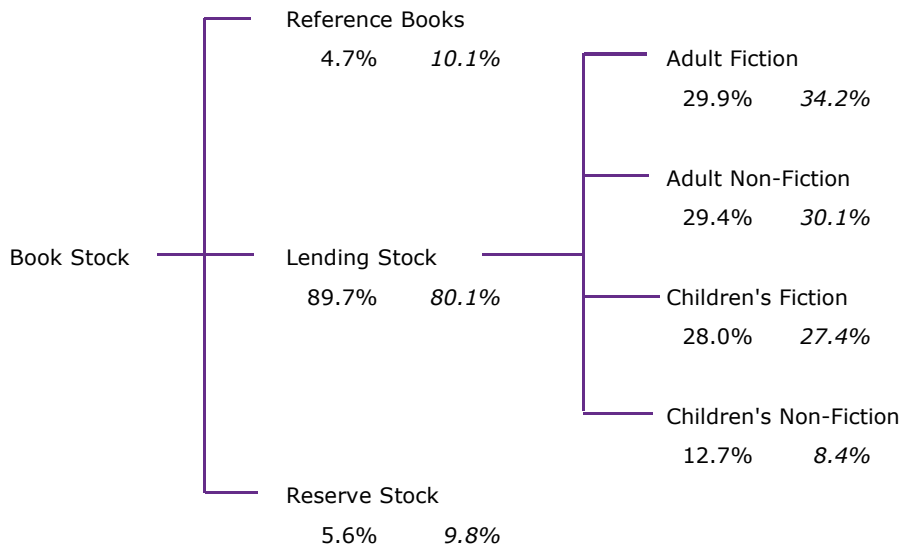
Summary

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.



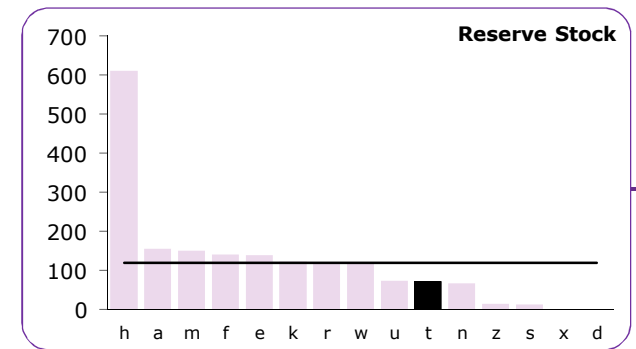
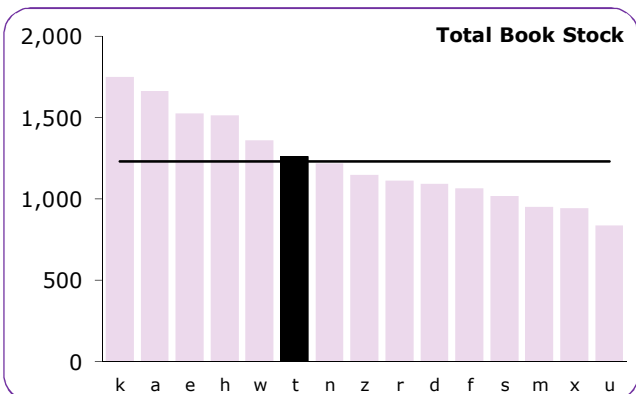
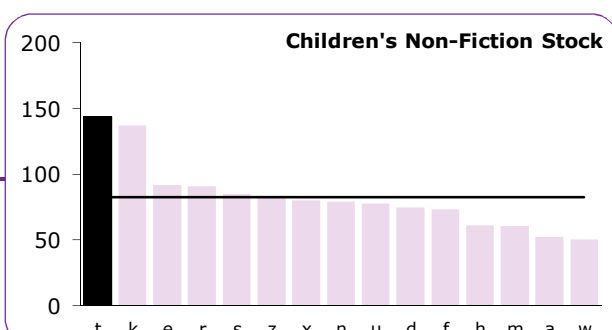
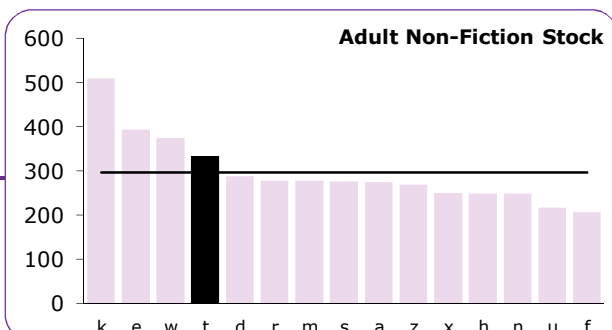
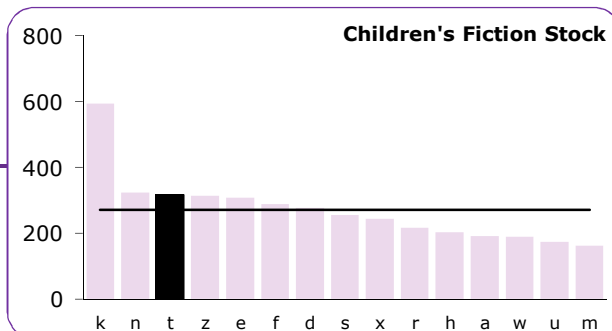
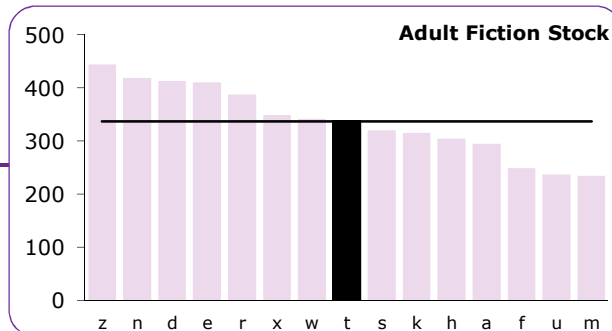
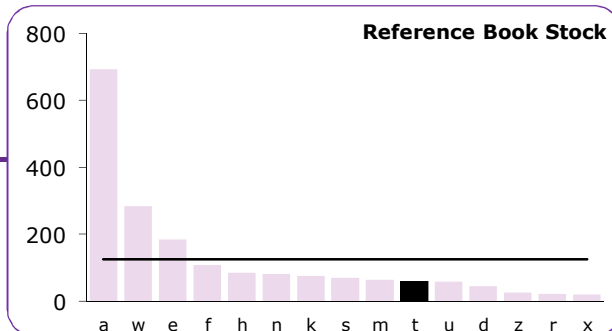
Source: CIPFA Public Library Statistics 2014 - Cells 24 to 31

D1: Book Stock (continued)

at 31 March 2014

	No.	/1,000 pop	Avg
Reference Books	8,409	59	125
Lending Stock			
Adult Fiction	48,226	337	337
Adult Non-Fiction	47,529	332	296
Children's Fiction	45,189	316	270
Children's Non-Fiction	20,515	143	83
Reserve Stock	10,089	71	120
Total Book Stock	179,957	1,258	1,230

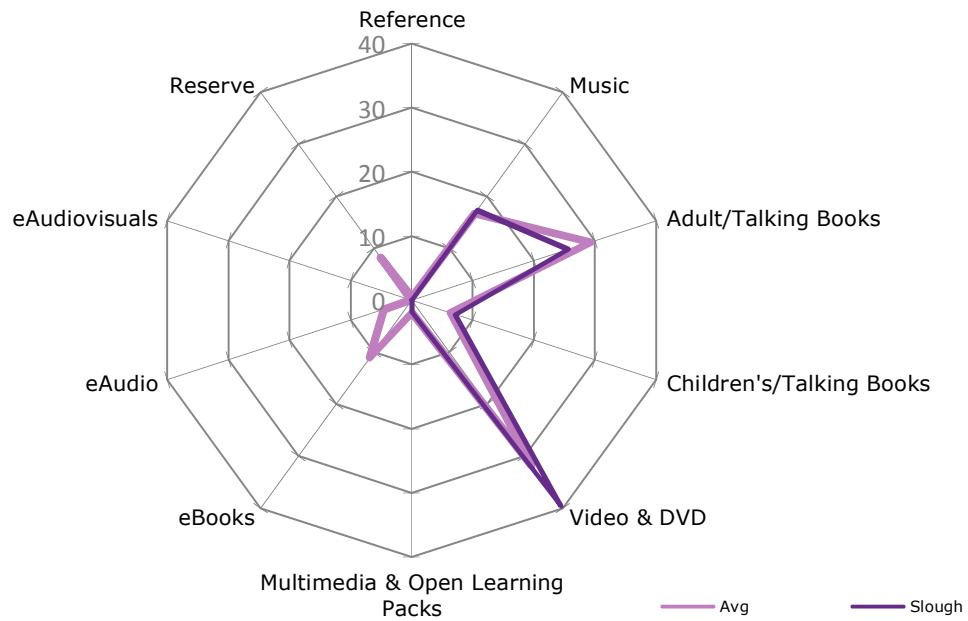
graphs shown per 1,000 population



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

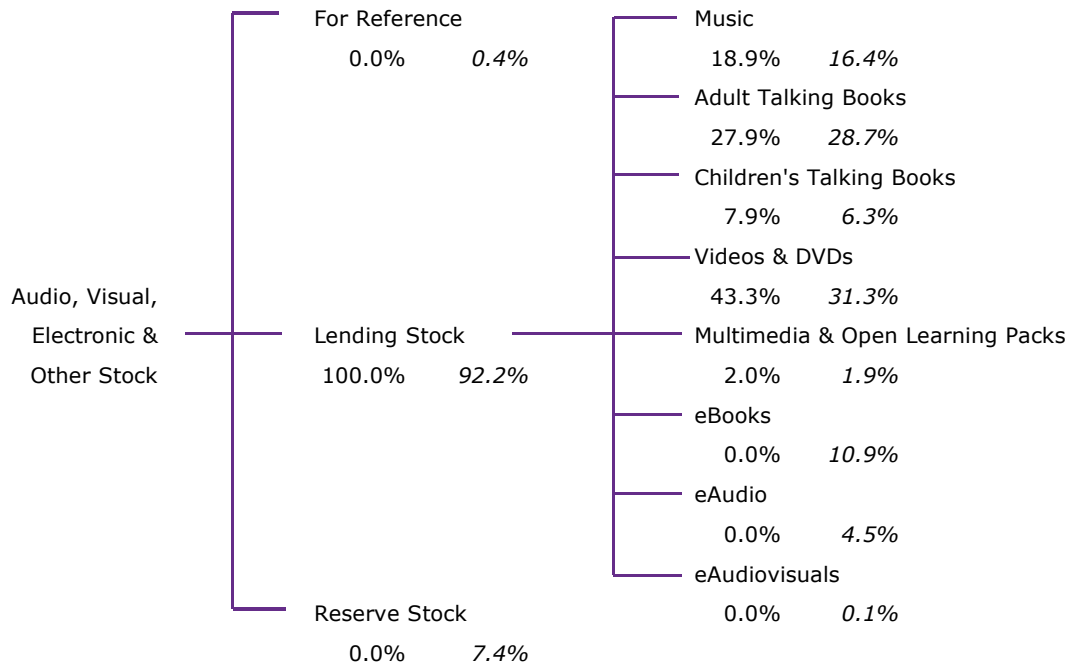
D2: Audio, Visual, Electronic & Other Stock

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.



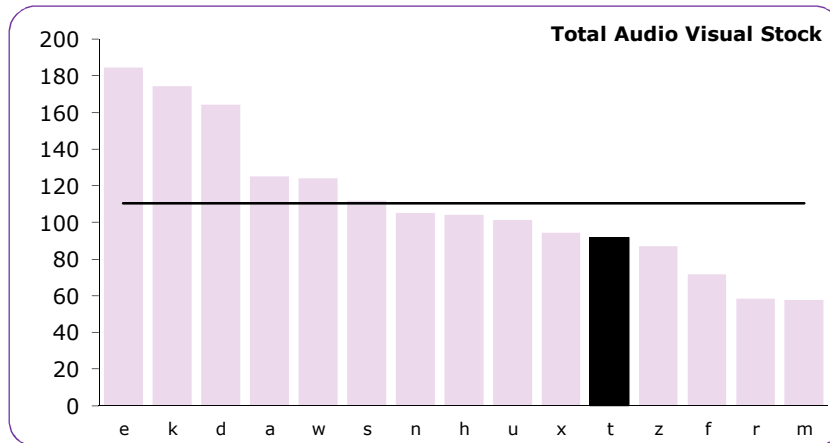
Source: CIPFA Public Library Statistics 2014 - Cells 39 to 50

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

at 31 March 2014

	Number	per 1,000 pop	Avg
For Reference	0	0.0	0.4
Lending Stock			
Sound - Music	2,480	17.3	16.7
Sound - Adult Talking Books	3,662	25.6	29.2
Sound - Children's Talking Books	1,030	7.2	6.4
Video & DVDs	5,669	39.6	31.8
Multimedia & Open Learning Packs	261	1.8	1.9
Electronic - eBooks	0	0.0	11.1
Electronic - eAudio	0	0.0	4.6
Electronic - eAudiovisuals	0	0.0	0.1
Reserve Stock	0	0.0	8.2
Total Audio Visual Stock	13,102	91.6	110.8

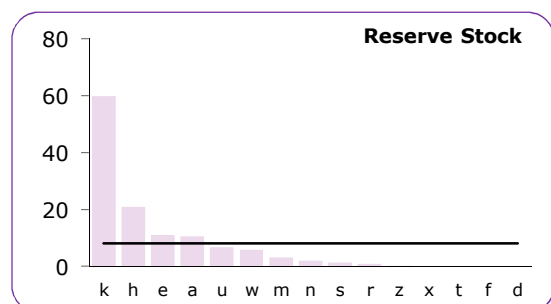
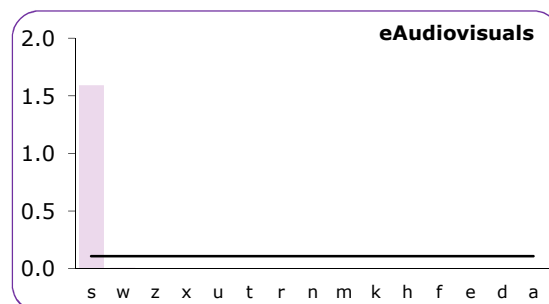
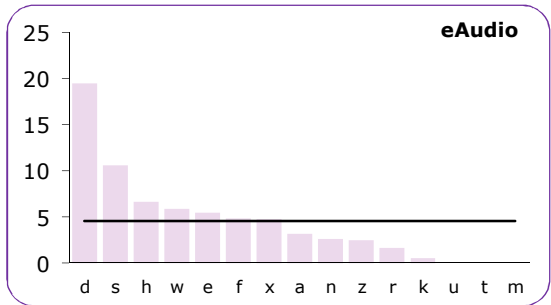
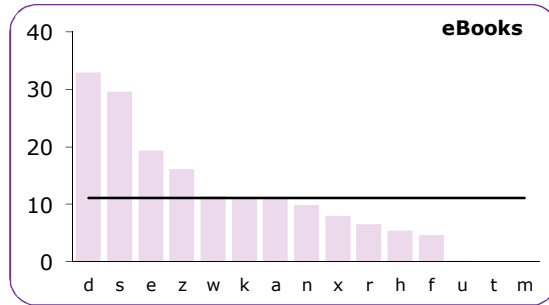
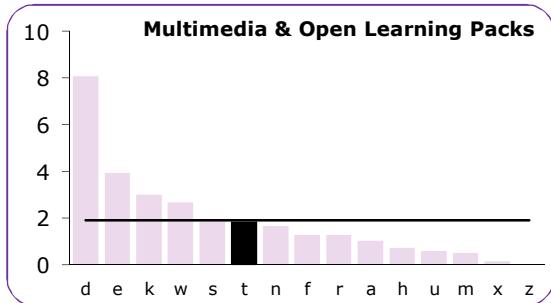
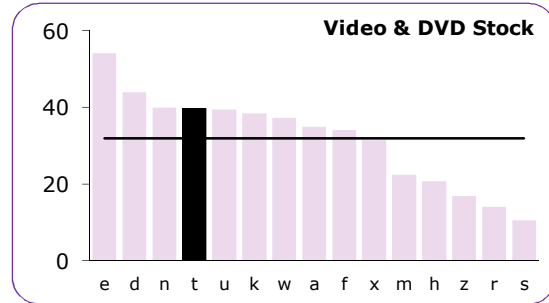
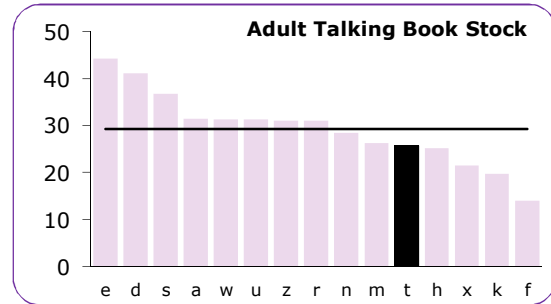
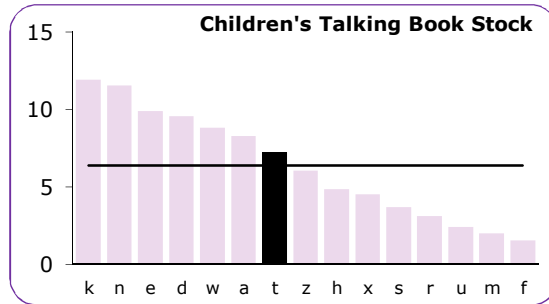
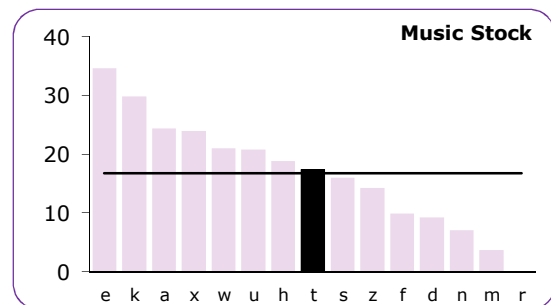
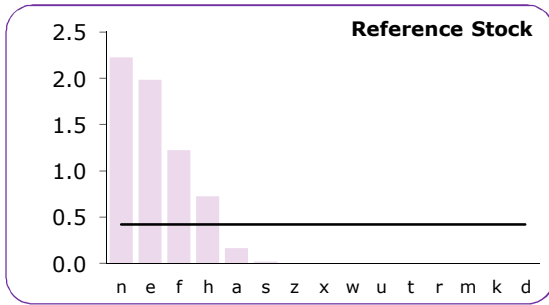
graph shown per 1,000 population



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

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

graphs shown per 1,000 population



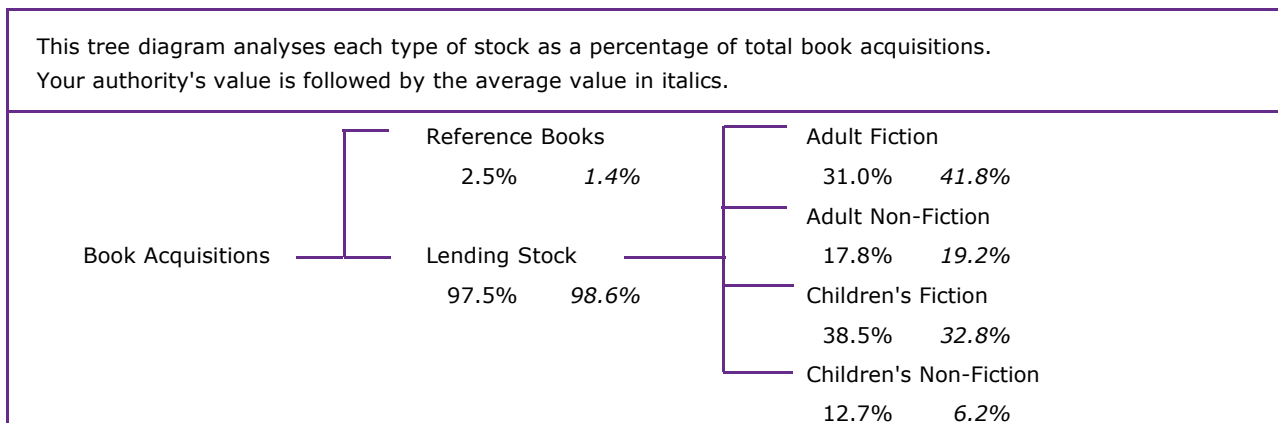
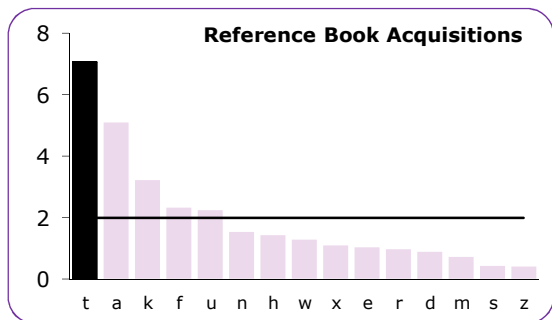
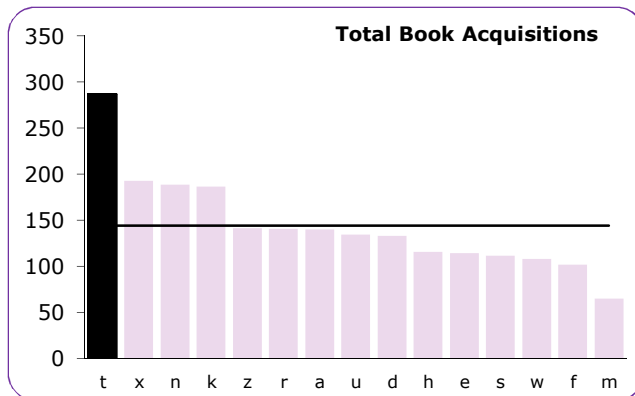
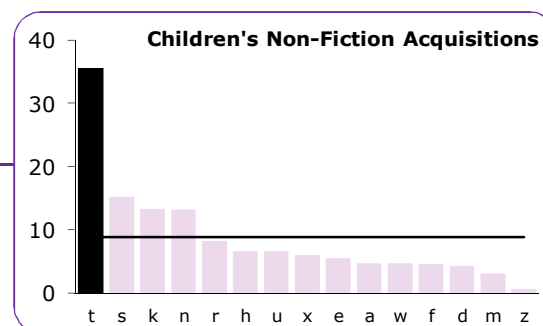
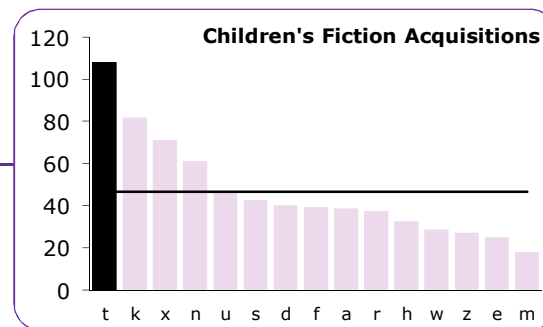
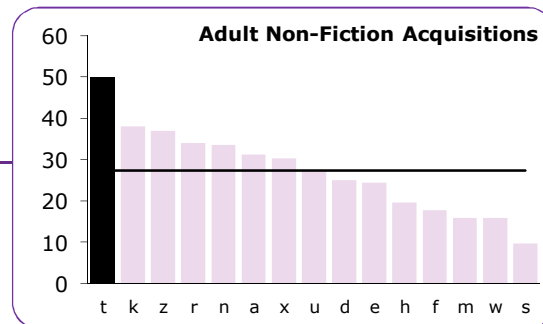
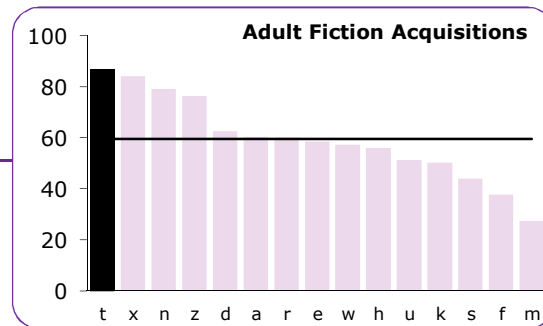
Source: CIPFA Public Library Statistics 2014 - Cells 39 to 50

D3: Book Acquisitions

2013-14 Actuals

graphs shown per 1,000 population

	Number	per 1,000 pop	Average
Reference Books	1,010	7.1	2.0
Lending Stock			
Adult Fiction	12,403	86.7	59.4
Adult Non-Fiction	7,121	49.8	27.3
Children's Fiction	15,428	107.9	46.5
Children's Non-Fiction	5,081	35.5	8.8
Total Book Acquisitions	41,043	287.0	144.0



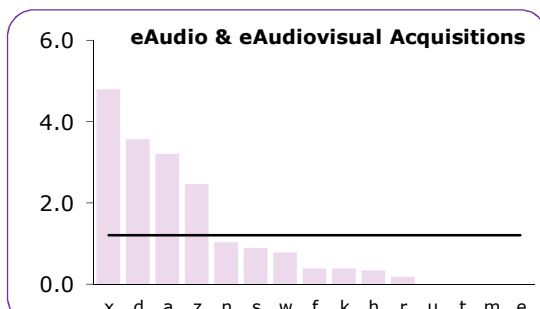
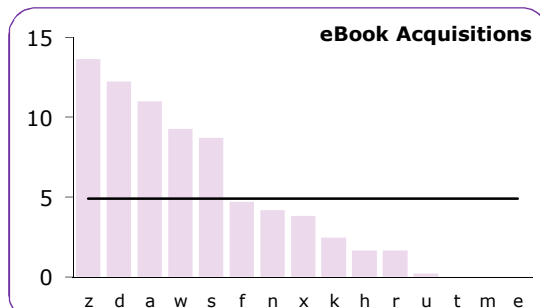
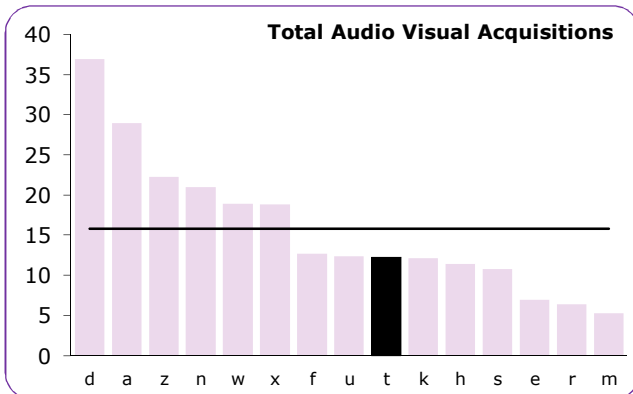
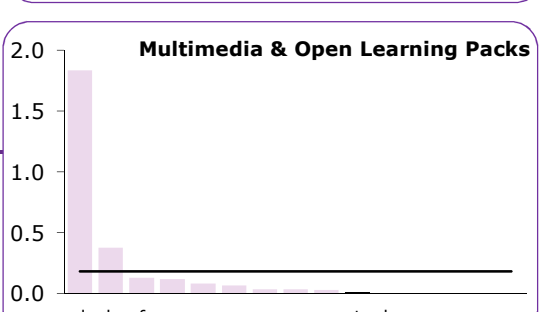
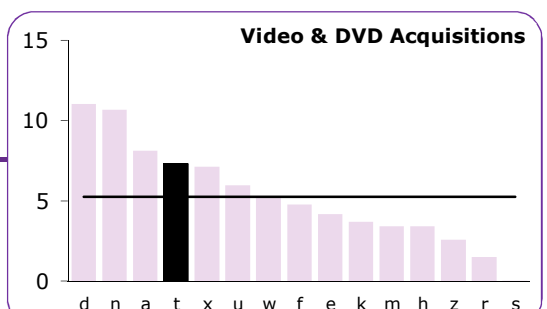
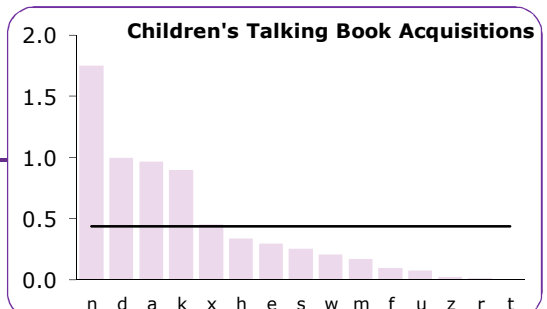
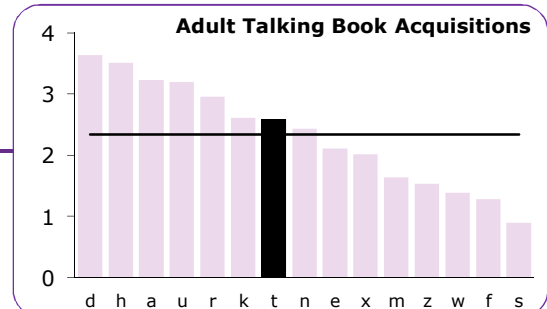
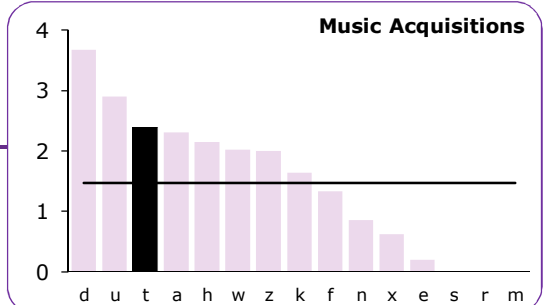
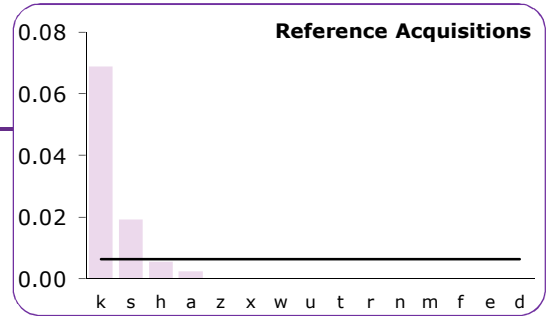
Source: CIPFA Public Library Statistics 2014 - Cells 32 to 38

D4: Audio, Visual, Electronic & Other Acquisitions

2013-14 Actuals

graphs shown per 1,000 population

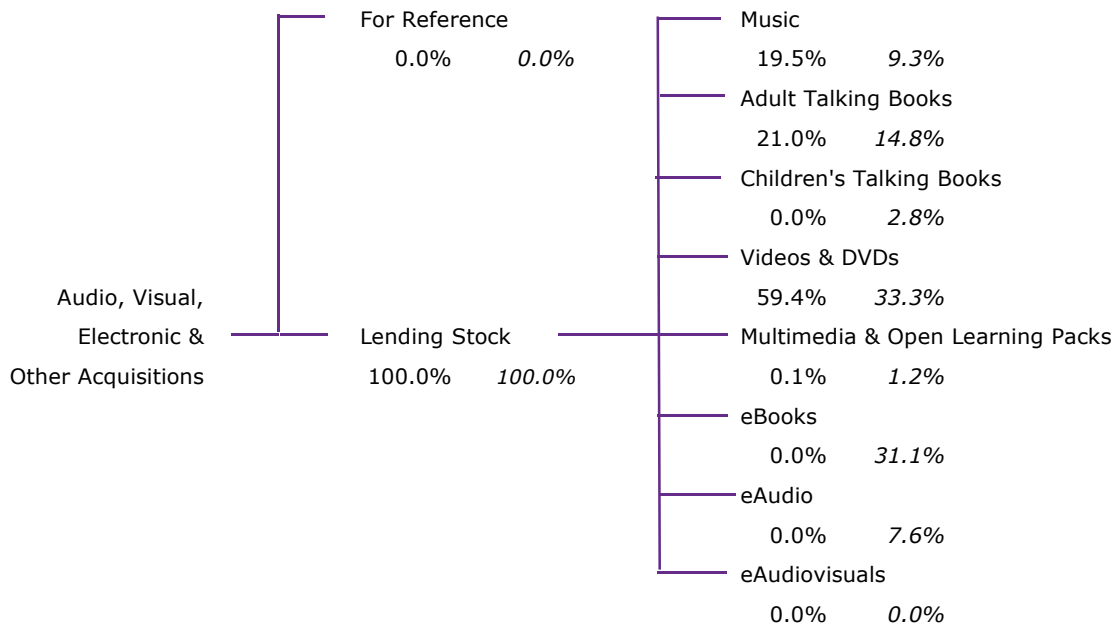
	Number	per 1,000 pop	Avg
For Reference	0	0.0	0.0
Lending Stock			
Sound - Music	341	2.4	1.5
Sound - Adult Talking Books	369	2.6	2.3
Sound - Children's Talking Books	0	0.0	0.4
Video & DVDs	1,042	7.3	5.3
Multimedia & Open Learning Packs	1	0.0	0.2
eBooks	0	0.0	4.9
eAudio	0	0.0	1.2
eAudiovisuals	0	0.0	0.0
Total Audio Visual Acquisitions	1,753	12.3	15.8



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.

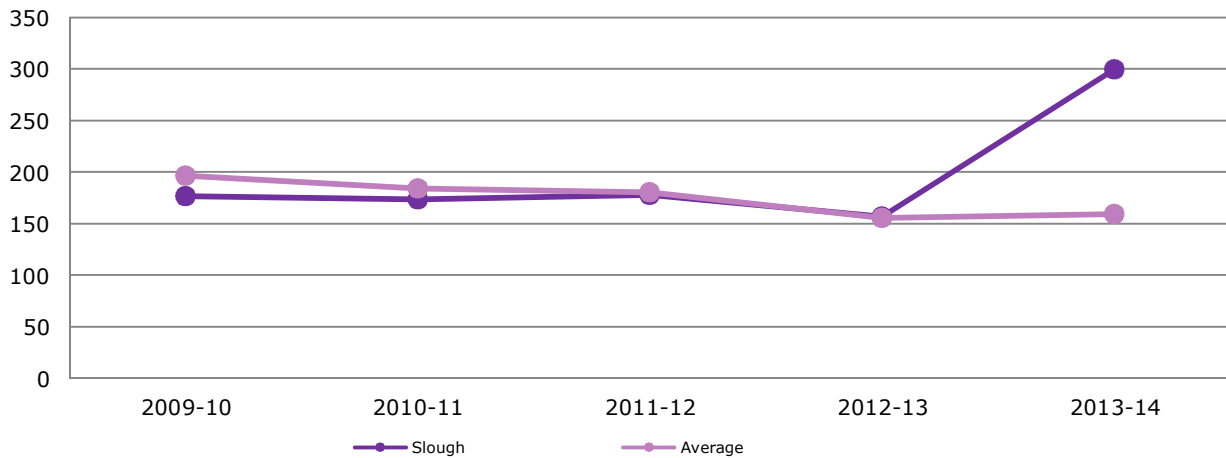


Source: CIPFA Public Library Statistics 2014 - Cells 51 to 61

D5: All Acquisitions (Books and Audio Visual)

Acquisitions	Number	per 1,000 pop	Average
2009-10	22,670	177	197
2010-11	22,702	173	184
2011-12	24,992	178	180
2012-13	22,191	156	156
2013-14	42,796	299	159

Acquisitions per 1,000 population: Time Series

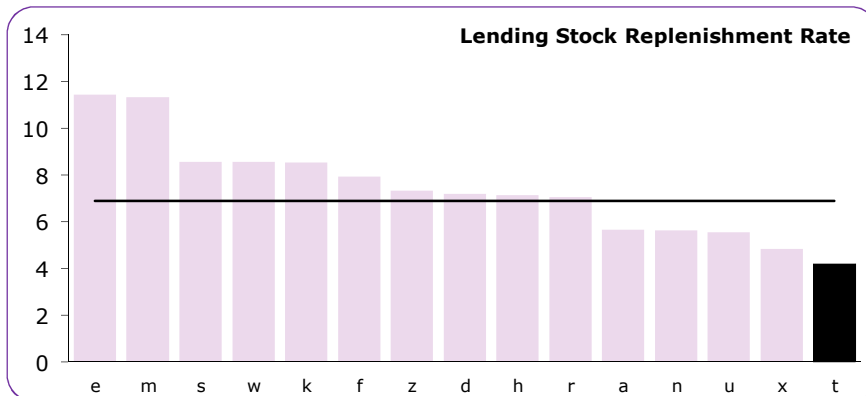


Source: CIPFA Public Library Statistics 2014 - Cells 38 & 61

D6: Lending Stock Replenishment Rate

Lending Stock	Years	Average
Replenishment Rate	4.2	6.9

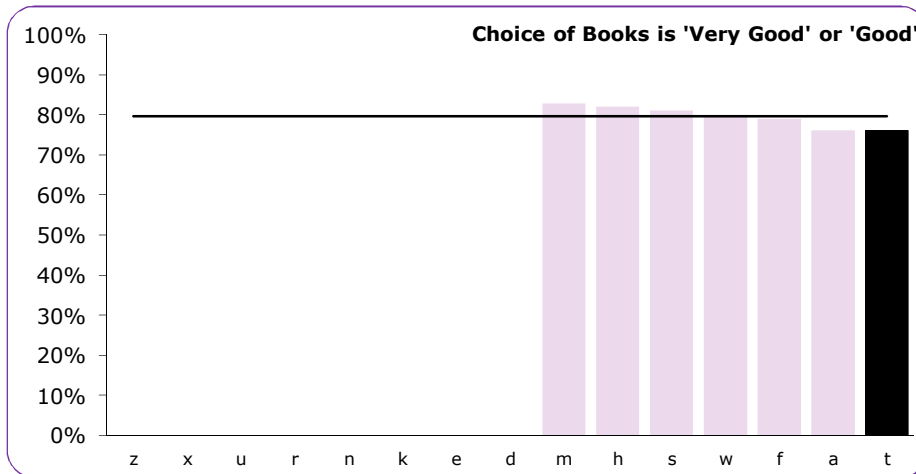
- Time taken in years to replenish the lending stock on open access or available on loan at 2013-14 rate.



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 latest 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)

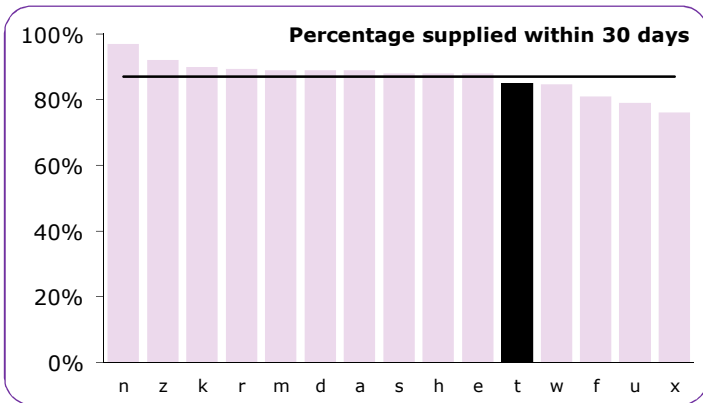
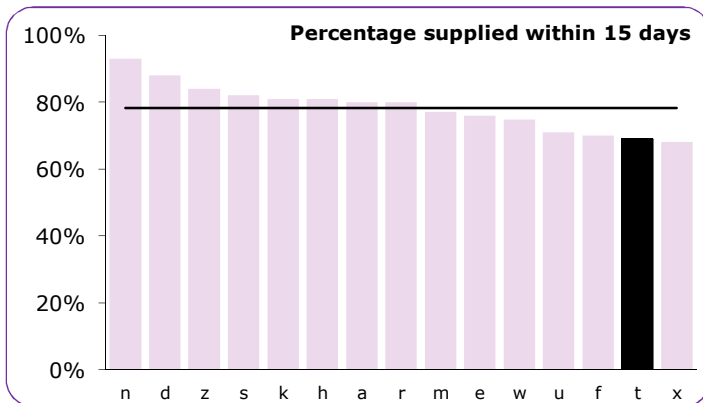
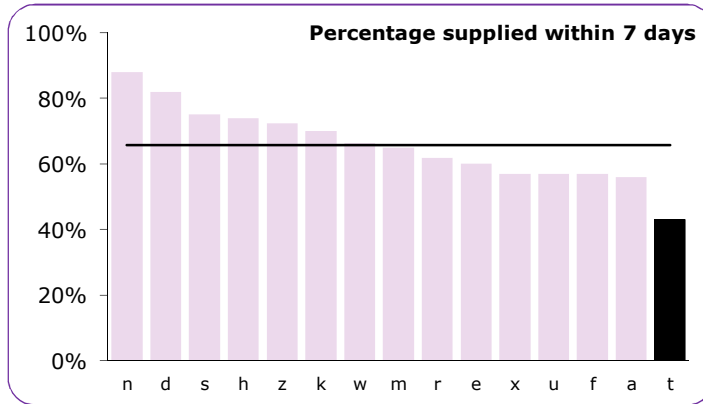
This PLUS data is the feedback from the individuals who makes use of library services. It contains the views of children, young people and adults from diverse neighbourhoods who have been surveyed on a variety of topics including books, homework and computers. Examples of the way the PLUS data is used 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	43%	66%
within 15 days	69%	78%
within 30 days	85%	87%

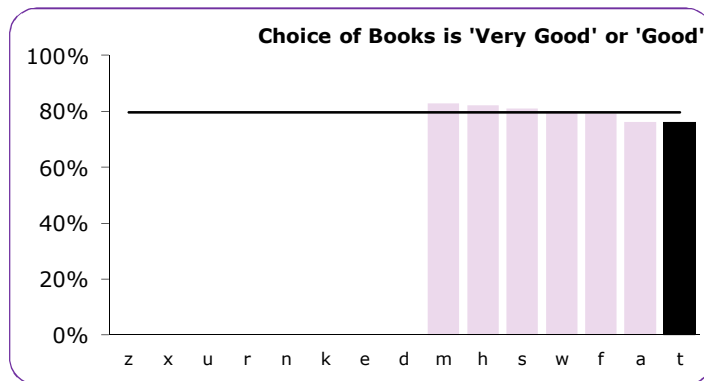
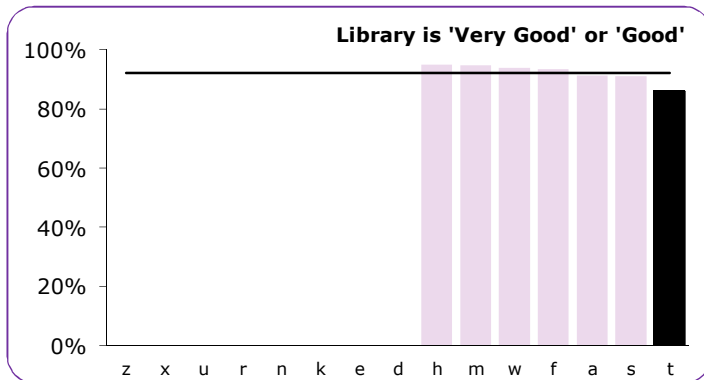
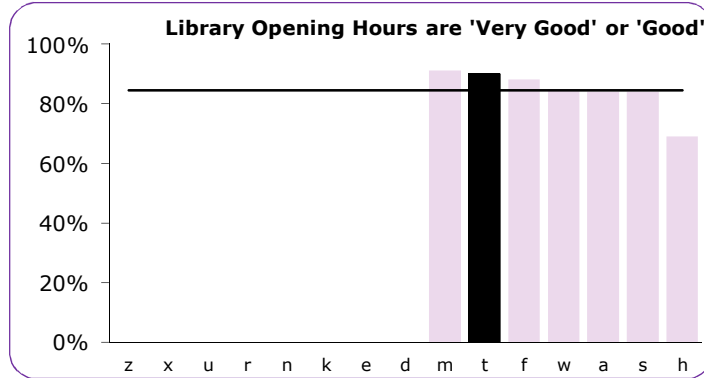


Source: CIPFA Public Library Statistics 2014 - Cells 83 to 85

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'	90%	84%
Proportion who view their library as 'very good' or 'good'	86%	92%
Proportion who find the choice of books as 'very good' or 'good'	76%	80%

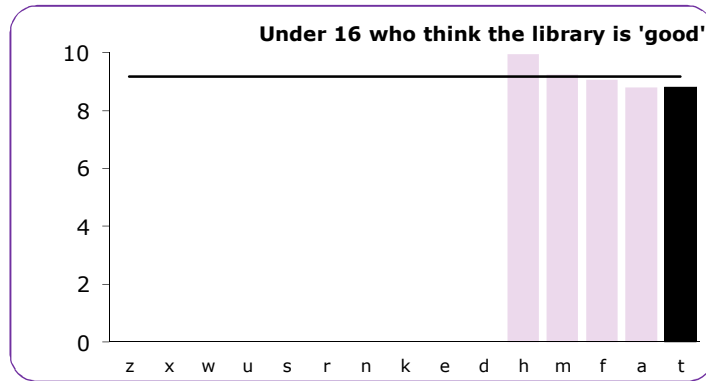


Source: CIPFA Public Library Statistics 2014 - Cells 154 to 156

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	9.2



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 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 48

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 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 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.

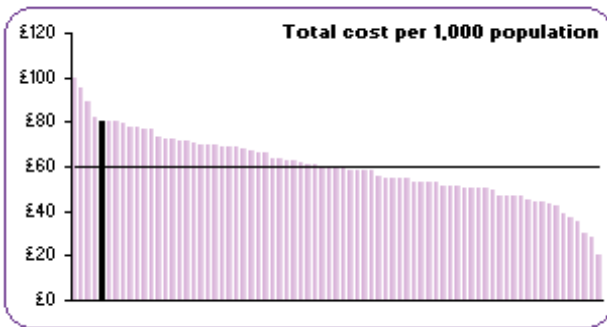
This chart shows fictional overhead costs for 150 authorities. By looking at the shape of the graph and position of the black bar and average line the following information can be observed.

- 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.

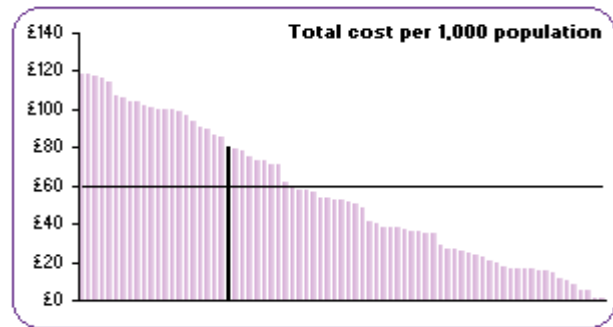


Examples 5-8: Example distributions and help in interpreting them

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).

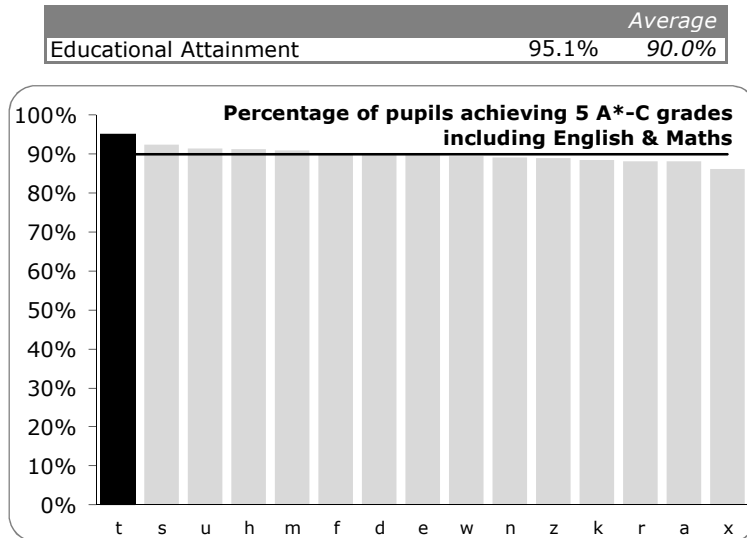
It is common approach to view "being in the top quartile" as a benchmark to be achieved, and "being in the bottom quartile" as a sign of problems.

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.



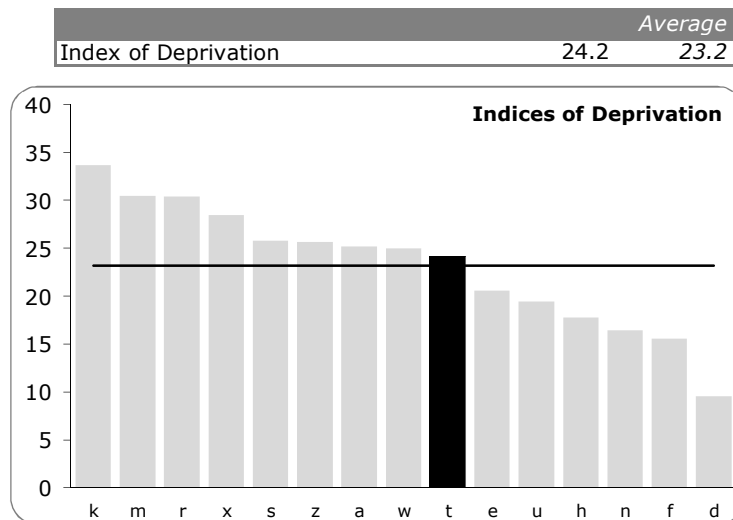
APPENDIX 2 - Background Information

Educational Attainment



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

Deprivation

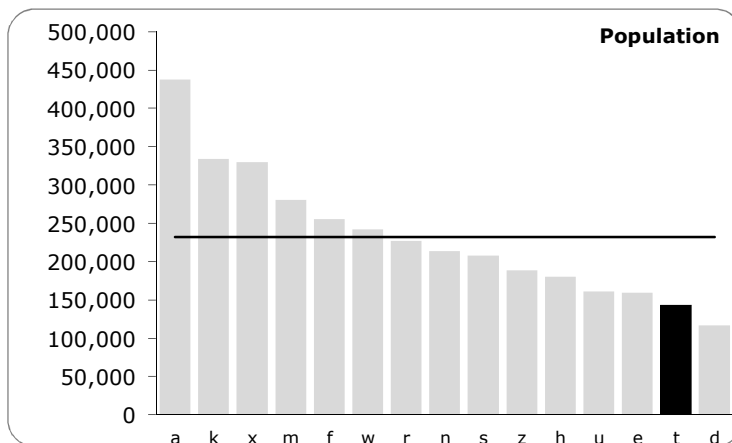


- The higher the index, the more deprived the authority is.

Source: CLG Indices of Deprivation 2010

Population

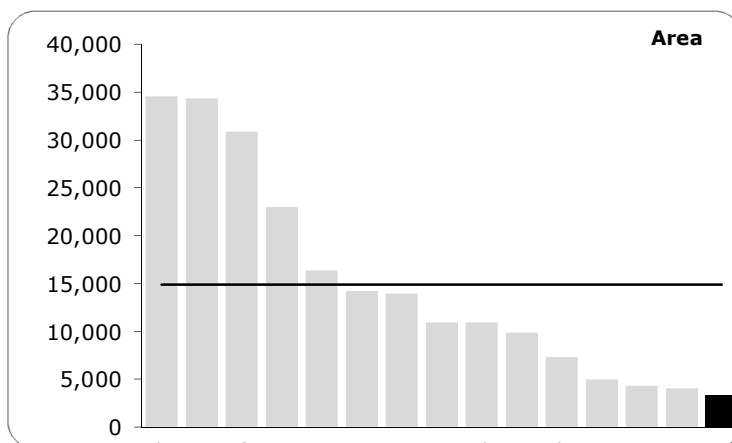
		Average
Population	143,000	231,760



Source: ONS Mid 2013 Population Estimates

Area

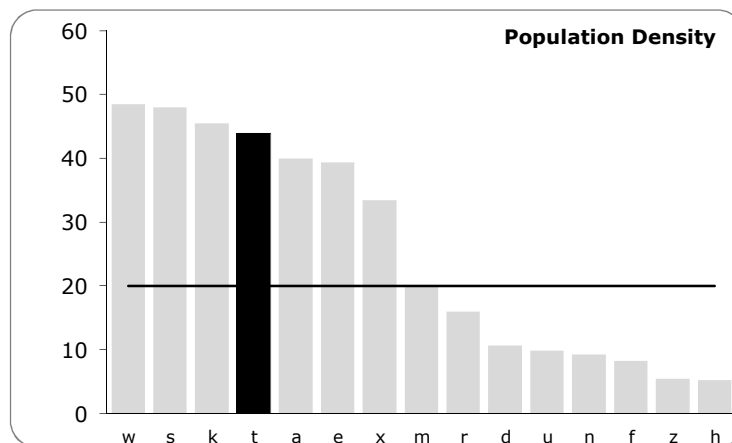
		Average
Area	3,254	14,872



Source: ONS Area 2013

Population Density

		Median
Population Density	43.9	20.0



APPENDIX 3 - Financial Information

For Slough Borough Council Financial Information 2013-14 (Actuals)

Revenue Expenditure	£	per 1,000 pop	Average
Employees	954,546	6,675	7,489
Premises	289,086	2,022	1,798
Supplies & Services			
Books & Pamphlets			
- Reference	6,957	49	44
- Adult Fiction	74,729	523	411
- Adult Non-Fiction	52,313	366	267
- Children's Fiction	75,707	529	221
- Children's Non-Fiction	17,364	121	48
Newspapers, Periodicals & Magazines	15,248	107	77
Sound Recordings ¹	17,303	121	100
DVDs, CD-ROMs, Software & Multimedia ²	16,315	114	71
Electronic & Online Products ³	27,192	190	207
Other Acquisitions	9,316	65	53
Bookbinding	0	0	4
Total Materials	312,444	2,185	1,504
Computing Costs	129,395	905	365
Other Supplies & Services	69,053	483	821
Transport	4,080	29	87
Third Party Payments	238,920	1,671	438
Support Service Costs	47,624	333	1,962
Total Revenue Expenditure	2,045,148	14,302	14,466

Revenue Income	£	per 1,000 pop	Average
Overdue Charges	44,344	310	208
Reservation Fees	0	0	16
Lettings	10,983	77	86
Hire of Audio & Visual Materials	8,560	60	156
Electronic Revenue	0	0	52
Specific Grants	0	0	226
Provision of Library Services to other Local Authorities	0	0	5
Miscellaneous - receipts from the public	32,957	230	267
Miscellaneous - corporate income	0	0	133
Total Revenue Income	96,845	677	1,148

Net Expenditure (excluding Capital Charges)	2,141,992	14,979	15,614
Capital Charges	245,911	1,720	1,040
Total Net Expenditure (including Capital Charges)	2,387,903	16,699	16,655

Total Capital Expenditure	0	0	725
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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, Subscriptions and Online / Electronic Products (Cells 111 to Cell 115)

Financial Information 2014-15 (Estimates)

Revenue Expenditure	£	per 1,000 pop	<i>Average</i>
Employees	1,081,452	7,563	7,150
Premises	386,877	2,705	2,002
Supplies & Services - Materials	269,000	1,881	1,414
Other Expenditure	259,285	1,813	3,659
Total Revenue Expenditure	1,996,614	13,962	14,225
Revenue Income	(97,762)	(684)	(1,626)
Net Expenditure (excluding Capital Charges)	1,898,852	13,279	12,599
Capital Charges	216,690	1,515	1,316
Total Net Expenditure (including Capital Charges)	2,115,542	14,794	13,915

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 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.