

**PUBLIC LIBRARY STATISTICS 2012-13 ACTUALS AND 2013-14 ESTIMATES**

Contact Details							
<b>Name of Authority :</b> <input style="width: 90%;" type="text" value="Leicester"/>	For CIPFA Use E2401						
<b><u>Library Service Contact</u></b>							
<b>Name :</b> <input style="width: 80%;" type="text"/>	<b>Job Title:</b> <input style="width: 80%;" type="text"/>						
<b>Tel :</b> <input style="width: 80%;" type="text"/>							
<b>E-mail :</b> <input style="width: 95%;" type="text"/>							
<b><u>Finance Contact</u></b>							
<b>Name :</b> <input style="width: 80%;" type="text"/>	<b>Job Title:</b> <input style="width: 80%;" type="text"/>						
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<b><u>Additional Contacts:</u></b>							
Please specify the email addresses of any other contacts involved in collating these statistics, including any departmental email addresses. If entering more than one, they should be separated by a semi colon.							
<b>Generic E-mail :</b> <input style="width: 95%;" type="text" value="libraries@leicester.gov.uk"/>							
Introduction							
<p style="text-align: center;"><b>Welcome to CIPFA Public Library Statistics 2013</b></p> <div style="border: 1px solid #4a69bd; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">The answer to all questions in the main body of the Questionnaire should exclude details of services provided to educational establishments, prisons and hospitals - and any other rechargeable services.</p> <p style="text-align: center;"><b>NB. Information relating to Archive Services is specifically excluded from the questionnaire.</b></p> <p style="text-align: center;">General data e.g. population, area, etc. will be obtained by CIPFA from other sources (Ordnance Survey, ONS)</p> <p style="text-align: center;">Please express all figures in actual units. If figures are not available, best estimates are acceptable.</p> </div> <p>Thank you for your collaboration. If you have any questions or problems do not hesitate to contact:-</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 40%; vertical-align: top;">                     Harriet Riley CIPFA 215-221 Borough High Street London SE1 1JA                 </td> <td style="width: 60%; vertical-align: top;">                     Telephone: (Direct Line) 020 3117 1857 Telephone: (Switchboard) 020 3117 1840  E-Mail: <a href="mailto:libraries@cipfa.org">libraries@cipfa.org</a> </td> </tr> </table> <div style="border: 2px solid red; background-color: yellow; padding: 5px; text-align: center; margin: 10px 0;"> <p style="margin: 0;"><b>Please complete and email this questionnaire by Friday 28th June 2013</b></p> <p style="margin: 0;"><b>E-Mail address to return questionnaire: <a href="mailto:libraries@cipfa.org">libraries@cipfa.org</a></b></p> <p style="margin: 0;"><b>Please refer to the notes of guidance before completing this form.</b></p> </div> <p><b>In filling out the form please use the following conventions:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">0 Denotes nil or not applicable</td> <td style="width: 33%;">Cell X Denotes data included in another cell X</td> </tr> <tr> <td>.. Denotes data not available</td> <td>where X should be replaced with the cell number which includes the data</td> </tr> </table> <p>Please do not use either NA or N/A, please see above conventions for valid method. Please do not leave any boxes blank Auto summation cells will not calculate if cells contain .. as this represent an unknown figure. A <span style="color: red;">▲</span> after a question denotes that there has been a change from last year's questionnaire. For further details see the changes tab.</p> <p style="font-size: small;">Date modified: 19th April 2013</p>		Harriet Riley CIPFA 215-221 Borough High Street London SE1 1JA	Telephone: (Direct Line) 020 3117 1857 Telephone: (Switchboard) 020 3117 1840  E-Mail: <a href="mailto:libraries@cipfa.org">libraries@cipfa.org</a>	0 Denotes nil or not applicable	Cell X Denotes data included in another cell X	.. Denotes data not available	where X should be replaced with the cell number which includes the data
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0 Denotes nil or not applicable	Cell X Denotes data included in another cell X						
.. Denotes data not available	where X should be replaced with the cell number which includes the data						

## Changes to Questionnaire

The following amendments have been made to this year's questionnaire:

1. Added - Service Points: Type of Library. Please select from the drop-down list the type of library for each service point.
2. Removed - Section 1: Average opening hours.
3. Amended - Section 1: Static Service Points Open - hours now shown in groups of 5.
4. Amended - Question 17 amended to "Number of devices".
5. Amended - Questions 18 and 19 amended to "Number of hours recorded for use of and access to the internet".
6. Removed - Section 6 deleted "Floor Space".
7. Amended - Section 11: Lines 112-113 "Multi-media and Open Learning Packs" and "CD-ROMs, Software etc." combined into one line.
8. Added - Line 115, Electronic Products subscriptions
9. Removed - Section 13 deleted "Impact Measures".
10. Removed - Section 14: cell 159 deleted "% over 16, who found it easy to access the library".

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**The Chartered Institute of Public Finance and Accountancy (CIPFA)**

3 Robert Street, London, WC2N 6RL



## PUBLIC LIBRARY STATISTICS 2012-13 ACTUALS AND 2013-14 ESTIMATES

### Service Points Open to the Public at 31st March 2013 (to be used in section 1 of the questionnaire) ?

Auto-filled cells below are produced on previous returns and **should be checked and updated**

If the Service point is no longer in operation, simply delete the cell contents (NOT the row).

Use one line for each service point (including mobile libraries). If a mobile, please select "Mobile" under column (iii) and scheduled opening hours per week in column (iv). Likewise for a static library, but select "Static" under column (iii).

[To return to the Main Questionnaire tab, click here.](#)

Service Point (i)	Library Name (ii)	Type (Static / Mobile) (iii)	Scheduled Opening hours per week (iv)	Type of Library
				<a href="#">For definitions, click here</a> (v)
1	Bookbus 2 - Mobile	Mobile	28.0	Authority run library
2	St Matthews	Static	22.0	Authority run library
3	Leicester Central Library	Static	52.5	Authority run library
4	Highfields	Static	51.0	Authority run library
5	Knighton	Static	47.0	Authority run library
6	Southfields	Static	32.0	Authority run library
7	Aylestone	Static	19.5	Authority run library
8	Westcotes	Static	51.0	Authority run library
9	Braunstone	Static	50.0	Authority run library
10	Fosse Centre	Static	26.5	Authority run library
11	New Parks	Static	40.0	Authority run library
12	Beaumont Leys	Static	49.5	Authority run library
13	Belgrave	Static	55.0	Authority run library
14	Rushey Mead	Static	29.0	Authority run library
15	Hamilton	Static	38.0	Authority run library
16	St Barnabas	Static	51.0	Authority run library
17	Evington	Static	47.0	Authority run library
18	Bookbus 1 - Mobile	Mobile	30.0	Authority run library
19				Please select
20				Please select
21				Please select

**PUBLIC LIBRARY STATISTICS 2012-13 ACTUALS AND 2013-14 ESTIMATES**

Section 1 - Service Points Open to the Public at 31 March 2013

?

**[NB. Information relating to numbers of Service Points and Opening hours will be calculated from the 'Service Points' tab.]**

[To go to 'Service Points Tab' Click here](#)

A **△** after a question denotes that there has been a change from last year's questionnaire. For further details see the changes tab.

△ Static Service Points Open:		Number
1	60+	0
2	55 - 59	1
3	50 - 54	5
4	45 - 49	3
5	40 - 44	1
6	35 - 39	1
7	30 - 34	1
8	25 - 29	2
9	20 - 24	1
10	15 - 19	1
11	10 - 14	0
12	Mobile Libraries Open Over 10	2
13	Static and Mobile Libraries Open Under 10	0
14	<b>Total</b>	18

Busiest Service Point in 2012-13 in terms of issues per annum	
15 (a) Name / Town	Leicester Central Library / Leicester
(b) No. of issues per annum	194,135
Busiest Service Point in 2012-13 in terms of visits per annum	
16 (a) Name / Town	Leicester Central Library / Leicester
(b) No. of visits per annum	357,218

**Total Number of Terminals for Public or Joint Use with Staff**

<u>Number of Electronic Workstations</u>		
<i>Please refer to guidance notes for the following questions.</i>		
17	Number of devices with libraries catalogue, Internet access and OPACs at 31 March 2013	△ 177
18	Number of hours available for use of and access to the internet from 1 April 2012 to 31 March 2013	△ ..
19	Number of hours recorded for use of and access to the internet from 1 April 2012 to 31 March 2013	△ 204,423

<u>Memorandum</u>	
20	Number of Service Points that have a public access Wi-Fi network available as at 31 March 2013
	14

			Number of Volumes
21	<b>Total book stock at 1 April 2012</b>	*Taken from last year's return, please overwrite if incorrect	559,892 <sup>23</sup>
<b><u>Book Stock at 31 March 2013</u></b>			<b>Number of Volumes</b>
22	Reference Books (including children's)		25,292 <sup>24</sup>
	Lending stock (including on loan and available)		
23		- Adult Fiction	102,968 <sup>25</sup>
24		- Adult Non-fiction	168,831 <sup>26</sup>
25		- Children's Fiction	183,917 <sup>27</sup>
26		- Children's Non-fiction	43,852 <sup>28</sup>
27	<b>Total Lending Stock</b>	(Sum of cells 25 to 28)	499,568 <sup>29</sup>
28	Reserve Stock and Unallocated		38,902 <sup>30</sup>
29	<b>Total Book Stock at 31 March 2013</b>	(Sum of cells 24, 29 and 30)	563,762 <sup>31</sup>
<b><u>Book Acquisitions</u></b>			<b>Number of Volumes</b>
30	Reference Books (including children's)		1,179 <sup>32</sup>
31	Stock for Loan	- Adult Fiction	18,188 <sup>33</sup>
32		- Adult Non-fiction	10,525 <sup>34</sup>
33		- Children's Fiction	21,548 <sup>35</sup>
34		- Children's Non-fiction	2,593 <sup>36</sup>
35	<b>Total Lending Stock</b>	(Sum of cells 33 to 36)	52,854 <sup>37</sup>
36	<b>Total Book Acquisitions During 2012-13</b>	(Sum of cells 32 and 37)	54,033 <sup>38</sup>

<b><u>Audio, Visual, Electronic &amp; Other Stock at 31 March 2013</u></b>		<b>Number of Items</b>
37	For Reference (CD-ROMs, Multi-media, Software, etc.)	0 39
	Lending Stock (including on loan and available)	
38	Sound Recordings - Music	11,858 40
39	Sound Recordings - Adult Talking Books	6,313 41
40	Sound Recordings - Children's Talking Books	3,873 42
41	Video and DVDs	13,177 43
42	Multi-media and Open Learning Packs (including language packs)	620 44
43	CD-ROMs, Software etc.	280 45
44	Electronic Products - E-books	2,900 46
45	Electronic Products - E-Audio	0 47
46	Electronic Products - E-Audiovisuals	0 48
47	<b>Total Lending Stock</b> (Sum of cells 40 to 48)	39,021 49
48	Reserve Stock and Unallocated	18,848 50
49	<b>Total Audio-Visual Stock at 31 March 2013</b> (Sum of cells 39, 49 and 50)	57,869 51
<b><u>Audio, Visual, Electronic &amp; Other Acquisitions During 2012-13</u></b>		<b>Number of Items</b>
50	For Reference (CD-ROMs, Multi-media, Software, etc.)	0 52
	For Loan	
51	Sound Recordings - Music	879 53
52	Sound Recordings - Adult Talking Books	937 54
53	Sound Recordings - Children's Talking Books	443 55
54	Video and DVDs	1,303 56
55	Multi-media and Open Learning Packs (including language packs)	27 57
56	CD-ROMs, Software etc.	17 58
57	Electronic Products - E-books	1,331 59
58	Electronic Products - E-Audio	0 60
59	Electronic Products - E-Audiovisuals	0 61
60	<b>Total Lending Stock</b> (Sum of cells 53 to 61)	4,937 62
61	<b>Total Audio, Visual, Electronic &amp; Other Acquisitions</b> (Sum of cells 52 and 62)	4,937 63

## Section 4 - Numbers of Staff

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Number of Staff in post at 31 March 2013		In Post (FTE to 1 decimal place)	
62	Professional Staff	17.5	64
63	All Other Paid Staff	72.9	65
64	Total Staff	90.4	66

(Sum of cells 64 and 65)

## Section 5 - Volunteers

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Volunteers			
65	Number of volunteers in 2012-13	121	67
66	Annual total number of volunteer hours in 2012-13	3,242.0	68

## Section 6 - Annual Issues

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<u>Book Issues</u>		Units	
67	Books - Adult Fiction	386,509	69
68	Books - Adult Non-fiction	380,229	70
69	Books - Children's Fiction	472,173	71
70	Books - Children's Non-fiction	76,857	72
71	<b>Total Book Issues</b>	1,315,768	73

(Sum of cells 69 to 72)

<u>Audio, Visual, Electronic &amp; Other Issues</u>			
72	Sound Recordings - Music	14,514	74
73	Sound Recordings - Adult Talking Books	14,379	75
74	Sound Recordings - Children's Talking Books	5,997	76
75	Video (including film) and DVDs	16,129	77
76	Multi-media and Open Learning Packs (including language packs)	4,988	78
77	CD-ROMs, Software etc.	0	79
78	Electronic Products - E-books	3,506	80
79	Electronic Products - E-Audio	0	81
80	Electronic Products - E-Audiovisuals	0	82
81	<b>Total Audio, Visual, Electronic &amp; Other Issues</b>	59,513	83

(Sum of cells 74 to 82)

## Section 7 - Request Service

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		Units	
82	Number of requests for specific items (annual total)	68,504	84
83	Memorandum: Number of requests of which are online / other electronic	27,280	85
<u>Book Request Service</u>		(%)	
84	Percentage of requested books supplied within 7 days (to nearest whole percent)	70%	86
85	Percentage of requested books supplied within 15 days (cumulative i.e. inclusive of percentage at Cell 86)	80%	87
86	Percentage of requested books supplied within 30 days (cumulative i.e. inclusive of percentage at Cell 87)	89%	88



## Section 8 - Memorandum: Enquiries

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<b>87</b>	<b>Number of enquiries (annual total)</b>	<b>Units</b>	<input type="text" value="395,432"/>	89
<b>88</b>	Memorandum: Number of enquiries of which are online / other electronic		<input type="text" value=".."/>	90
<p>Authorities may if they wish, base their figure for enquiries on a larger statistical sample than the one suggested by CIPFA. Please select a category from those listed below which describes the method you have used <b>(please select from drop down menu)</b>.</p>				
<b>89</b>			<input type="text" value="Full Count"/>	91

## Section 9 - Library Users

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<b><u>Active Borrowers</u></b>		<b>Number</b>		
<b>90</b>	Number of Active Borrowers in 2012-13		<input type="text" value="53,011"/>	92
<b><u>Housebound Readers</u></b>		<b>Number</b>		
<b>91</b>	Number of Housebound Readers in 2012-13		<input type="text" value="340"/>	93
<b><u>Visits</u></b>		<b>Number of Visits</b>		
<b>92</b>	Number of physical visits to library premises for library purposes (annual total)		<input type="text" value="1,706,323"/>	94
<p>It will be necessary to estimate visits to library premises for non-library purposes for authorities who have multi-service outlets. It would be appreciated if authorities could enter '0' if they have no multi-service outlets and either make an estimate of non-library visits or enter '..' if there are such service points.</p>				
<b>93</b>	Number of physical visits to library premises for non-library purposes (annual total)		<input type="text" value="0"/>	95
<b>94</b>	Authorities may if they wish, base their figure for visits on a larger statistical sample than the one suggested by CIPFA. Please select a category from those listed below which describes the method you have used <b>(please select from drop down menu)</b> .		<input type="text" value="Full Count"/>	96
<b>95</b>	Number of service points with electronic counters		<input type="text" value="16"/>	97
<b><u>Virtual Visits</u></b>		<b>Number</b>		
<b>96</b>	Estimated number of visits to the network resource (website) in 2012-13		<input type="text" value=".."/>	98

## Section 10 - Inter Library Loans for The Year (Excluding those for Agency Services)

?

		<b>Number</b>		
<b>97</b>	Inter Library Loans supplied to other libraries		<input type="text" value="222"/>	99
<b>98</b>	Inter Library Loans received from other libraries		<input type="text" value="349"/>	100

**PLEASE COMPLETE ON A NON IAS 19 (PREVIOUSLY FRS 17) ACCOUNTING BASIS**A  $\Delta$  after a question denotes that there has been a change from last year's questionnaire. For further details see the changes tab.

NOTE: To include New Opportunities Fund

		2012-13 Outturn	2013-14 Estimates
		£	£
<b>Revenue Expenditure (Excluding Capital Charges - See Cell 139 &amp; 147)</b>			
99	Employees	2,585,712	2,440,300
100	Premises	502,663	458,000
Supplies and Services			
Books & Pamphlets (Enter here the amount spent in 2012-13 to purchase books & pamphlets for your libraries).			
101	- Reference (including Children's)	10,824	
102	- Adult Fiction	157,999	
103	- Adult Non-fiction	118,794	
104	- Children's Fiction	88,848	
105	- Children's Non-fiction	15,847	
106	Newspapers, Periodicals and Magazines	49,530	
107	Sound Recordings - Music	5,994	
108	Sound Recordings - Adult Talking Books	51,416	
109	Sound Recordings - Children's Talking Books	10,008	
110	DVDs	17,430	
111	Multi-media, Open Learning Packs , CD-ROMs, Software etc.	0	
112	Electronic Products - E-books	11,500	
113	Electronic Products - E-Audio	0	
114	Electronic Products - E-Audiovisuals	0	
115	Electronic Products - Subscriptions	27,847	
116	On-line / Electronic (Internet etc.)	12,273	
117	Other Library acquisitions	3,446	
118	(please specify) ..		
119	Bookbinding	0	
120	<b>Total Expenditure on Materials</b> (Sum of Cells 103 to 120)	581,754	485,500
121	Computing Costs (Non-financial)	69,719	
122	Other Supplies and Services	0	
123	Transport	70,190	
124	Third Party Payments	12,598	
125	Support Services Costs (Not applicable in Northern Ireland)	288,481	
126	Other Expenditure (Estimates only - this should include Computing Costs, Other Supplies and Services, Transport, Third Party Payments and Support Services Costs)		291,500
127	<b>Total Revenue Expenditure</b> (Sum of Cells 101, 102 and 121 to 126 : Cells 140 to 143)	4,111,118	3,675,300
<b>Revenue Income</b>			
128	Overdue Charges	35,412	
129	Reservation Fees	1,316	
130	Lettings	0	
131	Hire of Audio and Visual Materials	41,069	
132	Electronic Revenue	0	
133	Specific Grants	109,294	
134	Provision of Library Services to other Local Authorities	0	
135	Miscellaneous - Receipts from the public (including photocopying)	27,985	
136	Miscellaneous - Corporate Income	108,879	
137	<b>Total Revenue Income</b> (Sum of Cells 128 to 136)	323,955	340,900
138	<b>Net Expenditure</b> (Cell 127 minus Cell 137: Cell 144 minus Cell 145)	3,787,163	3,334,400
139	<b>Capital charges</b> (Not to be included in Net Expenditure)	0	150,000

Section 12 - Supplementary Financial Information

?

<b>Capital Expenditure (Excluding Agency Services)</b>		<b>2012-13 Outturn</b>	
		<b>£</b>	
140	New Buildings	0	148
141	Refurbishment of premises	0	149
142	IT Investment, Networks etc.	0	150
143	Books and pamphlets	0	151
144	Other Library Materials	0	152
145	Other Capital Expenditure (please specify) <input type="text" value=".."/>	0	153
146	<b>Total Capital Expenditure</b> (Sum of cells 148 to 153)	0	154

Section 13 - Memorandum: Public Libraries User Survey

?

Please tick this box if you wish CIPFA to source this data from the CIPFA PLUS survey. Please do not use data pre-2009-10.

**Public Library User Survey (PLUS) Questions**

	<b>Adult</b>	<b>Children</b>
147	Year Survey was undertaken <input type="text" value=".."/> 155	<input type="text" value=".."/> 156
		<b>%</b>
148	% over 16, who think that Library opening hours are 'very good' or 'good'.	<input type="text" value=".."/> 157
149	% over 16, who think the library is 'very good' or 'good'.	<input type="text" value=".."/> 158
150	% over 16, who think the choice of books is 'very good' or 'good'.	<input type="text" value=".."/> 159
151	% under 16, who answer yes to: "The library is open when I want to come in".	<input type="text" value=".."/> 160
152	% under 16, who found it easy to access the library. Q: Did you find the library easy to get to?	<input type="text" value=".."/> 161
153	% under 16 who think the library is 'good'.	<input type="text" value=".."/> 162
154	% under 16, that think the books are 'good'.	<input type="text" value=".."/> 163
	% under 16, that said that 'Using the library has helped me to...	
155	- read better	<input type="text" value=".."/> 164
156	- do better at school	<input type="text" value=".."/> 165
157	- use computers better	<input type="text" value=".."/> 166
158	- make friends	<input type="text" value=".."/> 167
159	- join in and try new things	<input type="text" value=".."/> 168
160	- learn and find things out	<input type="text" value=".."/> 169

If the above data is not sourced from the CIPFA PLUS surveys, please indicate the methodological approach used in the space provided below (see 'Notes' for further guidance).

**PROVISION OF LIBRARY SERVICES TO OTHER LOCAL AUTHORITIES**

In exactly the same way that Agency Services are excluded from the main body of the return, the answers to all questions in the survey form should wherever possible exclude details of services provided to other authorities. Please use the space below to identify any special circumstances which apply.

Section 14 - Other Libraries not included under Section 1

?

This memorandum section is to show any other library that does not fit under the CIPFA definition of a service point. It is meant to show what additional benefits a library authority has to offer other than the traditional service point/services.

**Please note that any related statistics (i.e. visitor numbers, book issues etc. are not to be included anywhere else in the CIPFA statistics.**

Please list number of local service points, partnerships or/and other libraries in the box provided below:

Section 15 - Other Comments

If you have any further comments or clarifications please use the below space:



## NOTES ON INDIVIDUAL QUESTIONS

*In filling out the form please use the following conventions*

0	Denotes nil or not applicable	Cell x	Denotes data included in another cell x where x should be replaced with the cell number which includes the data
..	Denotes data not available		

**PLEASE DO NOT LEAVE ANY BOXES BLANK**

Numbers relate to line number in the questionnaire

### 1 - 14 **SECTION 1 - SERVICE POINTS OPEN TO THE PUBLIC - Now collected in 'Service Points' Tab**

Details of service points are requested in the Service Points tab of the questionnaire. This information will be used to calculate the number of Service Points by number of hours.

Specifically the following notes of guidance apply:

#### **Mobile Libraries**

This should be the number of vehicles (mobiles or trailers) visited by library users and should exclude delivery vehicles. Opening hours for mobile libraries are those when open for access by the public. Please note that opening hours exclude travelling time to and between stops.

#### **Service Points**

A service point is any library, static or mobile, through which the public library authority provides or directly manages a service to the general public. A static service point must allow access to the general public (not just specific groups), and as a minimum, provide a staffed information point, stock loan facilities and a public access terminal. Departments within a single building should not be counted separately. Central libraries and branch libraries are counted as separate service points. Services to the general public from dual use libraries (which serve both the general public and educational establishments) should be included.

#### **Types of Library**

The following typology has been put together by the Arts Council to describe the different approaches in involving communities to support or manage libraries. All libraries included in the service point tab should be included in all lines of the questionnaire where relevant.

- **Authority run Library:** These are funded and delivered by the public library authority.

- **Community Managed Co-Produced Library:** These are community-led and largely community delivered, rarely with paid staff, but often with some form of ongoing Council support and often still part of the public library network.

- **Community Supported Co-Produced Library:** These are Council-led and funded, usually with paid professional staff, but given significant support by volunteers.

- **Commissioned Community Co-Produced Library:** These are commissioned and fully funded by the council but delivered by a not-for-private-profit community, social enterprise or mutual organisation, either existing or newly created.

### 15 & 16 **Busiest Service Point**

Please show the place name, not 'Central' or 'HQ'.

### 17 **Number of Electronic Workstations**

Please include only terminals in public areas for public or joint use with staff, stand alone or portable PCs used entirely for user's own work with no use of the library's information sources are not included. Only devices with access to the Internet, library catalogue and OPACs (on-line public access catalogues) should be included. Each device counts as one whether used for one or more than one application. Include all service points (including those open less than 10 hours per week) and mobile libraries.

### 18 **Number of hours available for use of access to the internet from 1 April 2012 to 31 March 2013**

For each branch please calculate:

- the number of scheduled library opening hours
- the number of terminals at that branch

Multiply the two to give ICT hours for that branch.

Repeat this process for each branch and then **ADD** all of the total branch ICT hours to give an overall total for ICT hours in the authority. (Please note that multiplying the total number of scheduled library opening hours and the total number of terminals **DOES NOT** give the total for ICT hours).

19 **Number of hours recorded for use of access to the internet from 1 April 2012 to 31 March 2013**

This should be worked out by summing of the number of hours recorded use of public access terminals per year:

- Manual bookings: total hours
- Automated bookings: total hours
- Casual use hours if available (otherwise indicate nil return OR not applicable in cases where all sessions must be booked, and the number of terminals to which this applies).

**SECTION 2 - BOOK STOCK STATISTICS**

21 - 36 **Books and Pamphlets**

Books (hard cover and soft cover) are to be counted in volumes. Pamphlets (i.e. publications of less than 49 pages) should only be counted if they are catalogued and in units in which they are consulted or issued. Bound volumes of periodicals etc. issued or used as such should be counted as individual volumes as should sets of plays and sheet music when issued as a unit. The figures should exclude patents, trade catalogues, prints, single issues of periodicals and printed maps in separate sheets. Exclude printed volumes for services to educational establishments, prisons, hospitals etc.

22 **Reference Books**

Reference stocks will normally include Children's and Local Studies and reference books held in reserve stock.

23 - 27 **Lending stock (including on loan and available)**

Please indicate the number of books in the lending stock. Include those currently on loan and those available on open shelves i.e. exclude lending books in reserve, in Agency Services, in transit, set aside for binding or repair, in temporary stores or otherwise unavailable for the public.

28 **Reserve stock and unallocated**

Include books in transit, set aside for binding or repair, in temporary stores or otherwise unavailable for the public. Reference books in reserve stock should be included in Cell 24.

30 - 36 **Book Acquisitions**

Gross additions to book stock during the year (excluding gifts). The figures should not be adjusted for withdrawals or stock losses.

**SECTION 3 - AUDIO, VISUAL, ELECTRONIC & OTHER STOCK STATISTICS**

38 **Sound Recordings - Music**

Multiple items (e.g. double cassettes, albums) are normally treated as one, then for the purposes of this questionnaire include them as one item. Sound recordings should include all sound only media, including compact discs (CDs).

39 - 40 **Sound Recordings - Talking Books**

Multiple items (e.g. double cassettes, albums) are normally treated as one, then for the purposes of this questionnaire include them as one item. Sound recordings should include all sound only media, including compact discs (CDs).

41 **Video and DVDs**

Multiple items (e.g. double cassettes / boxset DVDs) are normally treated as one, then for the purposes of this questionnaire include them as one item. Video recordings should include only items in VCR format. Films and filmstrips should not be included.

42 **Multi-media and Open Learning Packs**

This question is about multi-media open learning materials, include language courses. Include multi-media computer disks and multi-media CD-ROMS (text plus). Include multi-media language courses (BBC, Linguaphone, etc.).

43 **CD-ROMs, Software etc.**

Include all items of computer software, CD-ROMs (text) apart from Multi-media CD-ROMs (text plus) that are issued to users on or off the premises. Exclude any items intended to be used over a network. Exclude items principally for the use of staff for administration or acquisition purposes and CD-ROMs which are for reference only. Do not include sound recordings on computer discs i.e. CDs, these should be included in Sound Recordings, either Talking Books or Music as appropriate.

44 - 46 **Electronic Products**

44 The total number of e-books available for download either owned by your library authority or available through your subscription package/s.

45 The total number of e-audio books available for download either owned by your library authority or available through your subscription package/s.

46 The total number of e-audiovisual books available for download either owned by your library authority or available through your subscription package/s.

50 - 59 **Acquisitions**  
Gross additions to stock during the year (excluding gifts). The figures should not be adjusted for withdrawals or stock losses.

51 **Sound Recordings - Music**  
Multiple items (e.g. double cassettes / CDs, albums) are normally treated as one, then for the purposes of this questionnaire include them as one item. Sound recordings should include all sound only media, including compact discs (CDs). Exclude items which are not 'new' but replacement packs of two or more cassettes, which when complete are defined as one item. Count each title as one item, regardless of the number of components.

52 - 53 **Sound Recordings - Talking Books**  
Multiple items (e.g. double cassettes / CDs, albums) are normally treated as one, then for the purposes of this questionnaire include them as one item. Sound recordings should include all sound only media, including compact discs (CDs). Exclude items which are not 'new' but replacement packs of two or more cassettes, which when complete are defined as one item.

54 **Video and DVDs**  
Multiple items (e.g. double cassettes / boxset DVDs) are normally treated as one, then for the purposes of this questionnaire include them as one item. Video recordings should include only items in VCR format. Films and filmstrips should not be included.

55 **Multi-media and Open Learning Packs**  
This question is about multi-media open learning materials, include language courses. Include multi-media computer disks and multi-media CD-ROMs (text plus). Include multi-media language courses (BBC, Linguaphone, etc.).

56 **CD-ROMs, Software etc.**  
Include all items of computer software, CD-ROMs (text) apart from Multi-media CD-ROMs (text plus) that are issued to users on or off the premises. Exclude any items intended to be used over a network. Exclude items principally for the use of staff for administration or acquisition purposes and CD-ROMs which are for reference only. Do not include sound recordings on computer discs i.e. CDs, these should be included in Sound Recordings, either Talking Books or Music as appropriate.

57 to 59 **Electronic Products**  
57 The Total number of e-books available for download either owned by your library authority or available through your subscription package/s.

58 The Total number if e-audio books available for download either owned by your library authority or available through your subscription package/s.

59 The Total number if e-audiovisual books available for download either owned by your library authority or available through your subscription package/s.

#### **SECTION 4 - NUMBERS OF STAFF**

62 **Professional Staff**  
The number of posts for persons holding formal qualification in librarianship or information science or persons who have completed their qualifying examinations. This includes graduates and other trained specialists on the library staff. Include posts where it may be preferable but not essential for staff to hold the above mentioned qualifications. Record those staff whose costs are shown in Line 101 - Employee Costs. Qualified staff holding clerical positions for whatever reason should be included in other staff.

63 **All Other Paid Staff**  
The number of posts for persons performing administrative, clerical and general duties plus the number of posts for persons who hold Library Certificates, or who are trainees (including supernumeraries). Include also the number of posts for all other employees (e.g. bindery staff, porters, janitors etc) but exclude staff employed by the DSO or other contractors.

65 - 66 **SECTION 5 - VOLUNTEERS**  
There exist a number of definitions of volunteers and volunteering, (for example those used by the Home Office Citizenship Survey, the DCMS Taking Part Survey and the Institute of Volunteering). Taking those into account, for the purposes of this indicator, a "volunteer" is any person who gives unpaid help or assistance to a library (as defined in the notes for lines 1-14) by doing something which aims to benefit the organisation and its stakeholders, including involvement in management boards and other decision making groups. In the case of Friends' organisations, or similar groups, you should include only those members who give active support over and above being a member of that group. Work experience placements should also be included. Each individual should be counted only once.

## **SECTION 6 - ANNUAL ISSUES**

### **67 - 81 Annual Issues**

Loans to final borrowers only are to be included. For issues to institutions, playgroups etc., count only the initial issues made by the library staff or the computer system.

Include:

- (i) Loans of uncatalogued material e.g. if a book is issued before a record is created then a notional issues transaction should be made when the book is subsequently catalogued and the record is made;
- (ii) All renewals made in response to an approach from a reader. For mobile libraries, renewals should only be counted as issues if a reader comes and requests renewal;
- (iii) Inter library loans. Direct loans to own end users only.

Exclude:

- (i) Issues from closed access stock for use on library premises;
- (ii) Non-borrowing open shelf use.

### **78 - 80 Electronic Products**

78 The total number of e-book downloads.

79 The total number of e-audio downloads.

80 The total number of e-audiovisual downloads.

## **SECTION 7 - REQUEST SERVICE**

### **82 Number of Requests for Specific Items**

This is to cover the items not immediately available from the shelves which are reserved by author/title. Non book reservations should also be included. Requests for information are counted in Line 87 (Number of Enquires). The items requested (or reserved) not those supplied are to be counted. Libraries must count the total number of requests received from customers for individual items.

NB. includes books not published at the time the request is made.

### **83 Memorandum: Number of online requests**

This should cover the number of online requests made to the library service. Examples should include online reservations of library stock items and other online requests.

### **84 - 86 Percentage of Requested Books supplied within Seven, Fifteen and Thirty days (including Inter-library loans)**

The following information is required to perform the calculation:

- (i) Date requested, i.e. the date the request form was received from the reader.
- (ii) Date supplied, i.e. the date the reader was informed that the requested items were available.

Supply times should be calculated on the basis of a 7 day week, i.e. a day means a chronological, not a working day.

## **SECTION 8 - MEMORANDUM: ENQUIRIES**

### **87 - 89 Number of Enquiries**

The method used will be sampling for a week in October, used for the other sampling procedure. All appropriate staff at all service points keep a record of the number of enquiries received. The total for each service point/department is sent to headquarters to make a grand total for the authority for the week.

**PLEASE MULTIPLY THE TOTAL BY 50 TO OBTAIN AN ANNUAL AVERAGE TOTAL.**

**If a library is open x weeks in the year then multiply the total by (50 minus x) to obtain the an annual average total.**

**NB. Authorities may if they wish, base their figures on a larger statistical sample than the one suggested by CIPFA. Please indicate if this is the case at Line 89.**

## **SECTION 9 - LIBRARY USERS**

### **90 Active Borrowers**

Actual number in 2012-13. An active borrower is defined as someone who has borrowed at least one item from the library during the year. This figure should come from the library management system and relate to borrowing and not membership figures.

### **91 Housebound Readers**

Housebound readers are currently served by public libraries in a number of different ways, the number required is the TOTAL of the following groups:

- (i) Number of clients visited at home during the year in question by library staff or volunteers. Count people visited for part of the year only. Do NOT give the number of visits.
- (ii) Number of clients (e.g. blind or partially-sighted people) receiving a library service by post on a regular basis because they have a disability. This might, for example, be an in house audio books service. If clients receive 2 or more such services count the number of clients (i.e. eliminate overlap).



Counting Methodology - electronic counters:

Ultimately, the method used to count visits is for authorities to determine although, for consistency and to improve the robustness of the data, a full year count is advisable, if possible by electronic counters. Where this encompasses a multi-service point using electronic counters at a common entrance, some sampling will also be necessary to identify those visits that meet the definition above. Sampling for this purpose and for those authorities that cannot undertake a full year count should be carried out in line with the sampling methodology below.

**Sampling Methodology** - please note that the weekly count should be multiplied by 50 for the yearly count (to take into account bank holidays etc.) If a library is open x weeks in the year then multiply by (50 minus x).

The method employed to obtain this information is sampling for a representative sampling period of one week between October and December as follows:

- (i) A sample week is selected;
- (ii) Data is collected for every relevant service point for one week. In the cases where the schedule of a mobile library would make a one week sample unrepresentative, a longer sampling period is used and the grossing up factor correspondingly reduced;
- (iii) All library service points are included, whether staffed by the authority or otherwise. Institutions and agency libraries are excluded;
- (iv) All visits for whatever purpose are included. Where theatres or lecture halls are an integral part of the library premises or where activities take place when the library is closed, visits are only counted if part of a programme sponsored by the library, i.e. if space is hired by another department or organisation for its own purposes, such visits are included in Line 93.
- (v) Where non-library services are included within the service point, please count visitors who do not use any of the library services separately and include in the estimate for Line 93.
- (vi) The total for each service point is sent to headquarters to make a grand total for the authority for the week.

**PLEASE MULTIPLY THE TOTAL BY 50 TO OBTAIN AN ANNUAL AVERAGE TOTAL.**

**NB. Authorities may if they wish, base their figures on a larger statistical sample than the one suggested by CIPFA. Please indicate if this is the case at Line 94.**

93 **Non-library visits (Multi-Service Outlets)**

In recognition of the considerable efforts made by some authorities to position their libraries as community hubs, or to improve the popularity of their libraries, by co-locating them with other services, a separate count of non-library visits is to be made in the CIPFA statistics. Therefore libraries should use this cell to show non-library visits using the widening range of activities offered by libraries (including visits for non-library purposes to a multi-service space) This will not form part of the standards assessment but will inform the overall picture of usage.

If your authority has no service points with such set-up please enter zero in this cell. If no exact figures are available please enter the most accurate estimate, visits included in Line 92 should NOT be included also in Line 93 for 2012-13 Actuals.

96 **Virtual Visits**

A VISIT is defined as a session of activity / series of one or more PAGE IMPRESSIONS, served to one USER, to the library website (or relevant library-service-related directories of the authority website as defined by the authority). A unique visitor is determined by the IP address or cookie. The session is deemed to end when there is a lengthy gap of usage between successive PAGE IMPRESSIONS for that USER. As an example of a 'lengthy gap' would be a gap of at least 30 minutes. Count one visit per visitor session.

**SECTION 10 - INTER-LIBRARY LOANS FOR THE YEAR**

97 - 98 **Inter-Library Loans**

Include here all issues and borrowings of either original material or photocopies whether made directly or through Regional Library Bureau, BLD etc. Exclude issues made between service points within a single library system. Include sets of vocal and orchestral music and plays.

**SECTION 11 - FINANCIAL INFORMATION 2012-13 OUTTURN AND 2013-14 ESTIMATES**

**General**

For a more detailed explanation of where expenditure should be classified please refer to CIPFA's recommended standard subjective analysis in CIPFA's Service Expenditure Reporting Code of Practice for Local Authorities (SeRCOP). It is important that all authorities give the same treatment to each item. Expenditure (and Income) on Agency Services - Schools, Prisons, Hospitals, etc., should not be included here. NB. Expenditure funded by grant should be included. Grant income should be included in Line 133.

Please note that New Opportunity Funds should be included within this questionnaire. NOF related expenditure should be shown under the relevant expenditure heading. Income received from NOF should be included under Specific Grants.

**THIS FORM MUST BE COMPLETED ON A NON IAS 19 (PREVIOUSLY FRS 17) BASIS. Further guidance can be found in the CIPFA Service Expenditure Reporting Code of Practice for Local Authorities (SeRCOP).**

- 99 **Employee Costs**  
Expenditure incurred on salaries, wages and other related costs (e.g. national insurance, current service pension costs, training costs etc.) of all staff returned at Lines 62 and 63, but excluding the cost of employees directly employed on book binding whose costs should be included at Line 119.
- 100 **Premises**  
Include all costs directly associated to the library buildings e.g. repairs and maintenance of buildings, fixed plant and grounds (including payments to contractors and DLO/DSO charges) fuel, lighting and cleaning materials, fixtures and fittings, rent and rates etc. Also include an apportionment of expenditure for the costs of shared operational buildings (NB the costs of administrative buildings including library offices in separate local authority accommodation for multi-service directorates should be included in Line 125 Support Services Costs). NB. Capital Charges are not to be included and should be shown separately at Line 139.
- 101 - 120 **Material Acquisitions**  
Where books etc. have been acquired under finance leases, the leasing rentals charged to the revenue account in 2012-13 should be included in Lines 101 to 120 (including 2013-14 Estimates) as appropriate. NB The value of materials purchased through finance leases is not required.
- 112-114 **Electronic Products**  
If electronic products are funded via a Consortium - divide the total Consortium spend by the number of participating authorities to provide an expenditure figure per authority.
- 115 **Electronic Products Subscription** - Please include here the cost of subscriptions to electronic product providers, e.g. Overdrive or Askew, and any other costs.
- 117 **Other Library Acquisitions**  
Include here manuscript material, pictures and prints and other library acquisitions not included in Lines 101 to 116. The cost of subscriptions to Regional Library Systems and the administration of inter-library loans should be included in Other Supplies & Services (Line 122).
- 119 **Bookbinding**  
This is to include wages and purchases of supplies (where there is a separate bindery) and/or payments to contractors where the binding is put out to private firms.
- 121 **Computing Costs (Non-Financial)**  
Include here the costs of using computers for non-financial matters, including the cost of maintaining the 'Book bank'. This may take the form of a recharge from a central computer system or the running costs of the library's own systems etc. The costs of financial use of a central computer (e.g. payroll, accounting etc.) should be shown within Line 125 (Support Services Costs).
- 122 **Other Supplies and Services**  
Include supplies and services other than those included in Lines 101 to 121 (expenditure) e.g. equipment, tools and materials; printing and stationery; provisions; clothing and uniforms; laundry and other hired and contracted services; and miscellaneous establishment costs e.g. postages, telephones, insurances, office equipment etc. Where a snack bar is operated within, and as part of, the library service the costs of provisions should be included here. Include the cost of subscriptions to Regional Library Systems and the cost of administering Inter-Library loans.
- 123 **Transport**  
Include here vehicle and direct vehicle costs e.g. repairs and maintenance, petrol, oil, tyres and licences etc. Where the authority operates a renewals and repairs fund for vehicles the contributions to the fund should be included but expenditure from the fund ignored. Includes the cost of mobile libraries.
- 124 **Third Party Payments**  
The net cost of any aspect of the Public Library Service which has been contracted to an outside agency, except where the service being paid for relates to a type of expenditure, (e.g. bookbinding, repairs and maintenance etc.) then the payment should be recorded under the appropriate line of expenditure.
- 125 **Support Services Costs**  
Include an apportionment for administrative buildings, central departments, central support services, central expenses and departmental administration even if the authority does not make such an allocation to the public library account. Also include any executive costs of the department (of which libraries form a part) which are fairly attributable to libraries. Exclude any costs included in Line 122. No attempt should be made to separately identify the staff element of central administrative charges, nor should such costs be included in Line 99. Include recharges that arise as a result of either Internal Service Level Agreements (SLAs) or the authority externally contracting out central professional services.
- 128 & 129 **Overdue Charges and Reservation Fees**  
Include the total income derived in the financial year from the charges for all library material derived from all customers.

- 131 **Hire of Audio and Visual Materials**  
Include subscription income but exclude returnable deposits.
- 132 **Electronic Revenue**  
Income from the public for the use of electronic services e.g. Internet, OPAC and CD-ROM.
- 133 **Specific Grants**  
Assistance by for example, the government, in the form of cash or transfers of assets to the authority in aid of particular projects or aspects of the public library service. Should include income received through New Opportunity Funds.
- 134 **Provision of Library Services to other Local Authorities**  
Include only income received from other library authorities for providing specified library services on a contracted basis.
- 135 **Miscellaneous Receipts from the Public**  
Include here all income from withdrawn book sales (including charges for lost and damaged books, sales publications, badges and carrier bags etc.), photocopying charges and all income for services offered to other bodies (e.g. binding), or provided to other departments of the authority. Include income from snack bars etc., if these are staffed and run directly by the libraries but if leased by others, the rental received should be included within lettings at Line 130. Include income from ticket sales together with commission earned on sales for other bodies/departments. Also include income from the hire of equipment (e.g. typewriter, microcomputer) and materials (e.g. pictures, games) but exclude income from the hire of audio and visual materials and income from electronic services (which should be included in Lines 131 & 132). Income from other authorities in respect of hire charges (e.g. ethnic language books) should also be included.
- 136 **Miscellaneous Corporate Income**  
All outside corporate revenue including recharges to other departments and authorities, where the latter is not accounted for in Agency Services.
- 139 **Capital Charges**  
Record capital charges i.e. depreciation, loss on impairment of assets, credit for capital grants and revenue expenditure funded from capital by statute (RECS). The previous element of notional interest should NOT be included within capital charges. Further details are available in CIPFA's Service Expenditure Reporting Code of Practice for Local Authorities (SeRCOP).

## **SECTION 12 - SUPPLEMENTARY FINANCIAL INFORMATION**

- 140 - 146 **Capital Expenditure (Actuals 2012-13 only)**  
Total capital expenditure incurred (not committed) in 2012-13, on an accruals basis.
- 140 **Costs of New Buildings**  
Total capital expenditure incurred in 2012-13 on new library buildings. Do not include the costs of refurbishing existing premises.
- 141 **Refurbishment of premises**  
In this context only alterations to immovable property are to be considered. In accounting definitions the term 'Enhancements' may also be used. This refers to expenditure to increase substantially the life of an asset and/or the extent of its use. Benefits must last for a minimum of one year. Examples of expenditure to be included are: installation of central heating, double glazing or mezzanine flooring; enlarging facilities so that they are used by more people; major changes of use involving structural alterations and repairs; new types and ranges of shelving. Items to be excluded include: decorating; replacing missing tiles or repairing windows; books, sound recordings, information sources and subscriptions; computer equipment and systems. NB. Revenue expenditure on refurbishment should be included in Premises costs (Line 100).

## **SECTION 13 - MEMORANDUM: PUBLIC LIBRARIES USER SURVEY**

- 147 - 160 **Public Library User Survey**  
If the data supply in these cells are not sourced from CIPFA's PLUS survey, please give details on the following aspects of the survey used:
- When and by whom was the survey conducted?
  - How and where was the survey conducted?
  - How was the analysis undertaken and by whom?
  - What question(s) were asked for each Performance Indicator?
  - What was the survey target sample and how was it calculated?
  - What was the response rate?

## **SECTION 14 - OTHER LIBRARIES NOT INCLUDED UNDER SECTION 1**

### **Other libraries not included under Service Point tab**

This memorandum section is to show any other library that does not fit under the CIPFA definition of a service point. It is meant to show what additional benefits a library authority has to offer other than the traditional service point/services. For example LAPS or Partnerships.

LAPS - A local access point does not have to be staffed, and doesn't need a number of minimum number of opening hours - e.g. could be seasonal access points. It should be open for any members of the public and have published, scheduled opening hours or a published method of access for anyone who wants to use it (e.g. collect key from X during hours of Y). It should have local authority funding with a public Service Level Agreement.

If joint provision with the authority is provided, the authority should have control over 50% of the input, and satisfy the notes under LAPS.

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