

PUBLIC LIBRARY STATISTICS 2016-17 ACTUALS AND 2017-18 ESTIMATES

Contact Details

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Bedford

For CIPFA Use
E0202

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Job Title: Finance Advisor

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Email : Steve.Bochaton@bedford.gov.uk

Additional Contacts:

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.

Joseph.Campbell@bedford.gov.uk; andy.baker@bedford.gov.uk

Introduction

Welcome to CIPFA's Public Library Statistics 2017 Questionnaire.

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.

NB. Information relating to Archive Services is specifically excluded from the questionnaire.

General data e.g. population, area, etc. will be obtained by CIPFA from other sources (Ordnance Survey, ONS)

Please express all figures in actual units. If figures are not available, best estimates are acceptable.

Please complete and email this questionnaire by Friday 14 July 2017

Email address to return questionnaire: libraries@cipfa.org

Please refer to the notes of guidance before completing this form.

Thank you for your collaboration. If you have any questions or problems do not hesitate to contact Karen Watkins, Data Analyst:

by email: libraries@cipfa.org

or by telephone: 020 7543 5865

Date modified: 02 June 2017

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The Chartered Institute of Public Finance and Accountancy (CIPFA)

77 Mansell Street, London, E1 8AN

PUBLIC LIBRARY STATISTICS 2016-17 ACTUALS AND 2017-18 ESTIMATES

Service Points Open to the Public at 31 March 2017 (to be used in section 1 of the questionnaire)

[Go to Guidance -->](#)

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).

[If the Cells below are blank and you provided a return last year, please return to the contacts tab and fill it in.](#)

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 'Questionnaire' tab, click here](#)

Service Point	Library Name	Type (Static/ Mobile)	Scheduled Opening Hours per Week	Type of Library	Do you consider this to be part of your statutory service?
(i)	(ii)	(iii)	(iv)	(v)	(vi)
1	Bedford Central	Static	48.0	Authority Run Library	Yes
2	Bromham	Static	21.0	Authority Run Library	Yes
3	Kempston	Static	40.0	Authority Run Library	Yes
4	Putnoe	Static	40.0	Authority Run Library	Yes
5	Wootton	Static	18.0	Authority Run Library	Yes
6	Library Link Mobile	Mobile	17.7	Authority Run Library	Yes
7	Mobile	Mobile	16.4	Authority Run Library	Yes
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Service Point	Library Name	Type (Static/ Mobile)	Scheduled Opening Hours per Week	Type of Library	Do you consider this to be part of your statutory service?
(i)	(ii)	(iii)	(iv)	(v)	(vi)
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Service Point	Library Name	Type (Static/ Mobile)	Scheduled Opening Hours per Week	Type of Library	Do you consider this to be part of your statutory service?
(i)	(ii)	(iii)	(iv)	For definitions, click here (v)	(vi)
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(i)	(ii)	(iii)	(iv)	(v)	(vi)
91				For definitions, click here	
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PUBLIC LIBRARY STATISTICS 2016-17 ACTUALS AND 2017-18 ESTIMATES

Service Points Open to the Public at 31 March 2017 (to be used in section 1 of the questionnaire)

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Service Point	Library Name	Type (Static/ Mobile)	Scheduled Opening Hours per Week	Type of Library	Do you consider this to be part of your statutory service?
(i)	(ii)	(iii)	(iv)	For definitions, click here (v)	(vi)
121					
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PUBLIC LIBRARY STATISTICS 2016-17 ACTUALS AND 2017-18 ESTIMATES

Section 1 - Service Points Open to the Public at 31 March 2017

[Go to Guidance -->](#)

Other than for lines 1 to 17, only include figures in this return from service points you have identified as being under your statutory control on the previous page.

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

[To go to the 'Service Points' tab, click here](#)

Number of Static Service Points Open:		Statutory		Non-Statutory		Total	
1	60+ hours	0	1	0	16	0	31
2	55 - 59 hours	0	2	0	17	0	32
3	50 - 54 hours	0	3	0	18	0	33
4	45 - 49 hours	1	4	0	19	1	34
5	40 - 44 hours	2	5	0	20	2	35
6	35 - 39 hours	0	6	0	21	0	36
7	30 - 34 hours	0	7	0	22	0	37
8	25 - 29 hours	0	8	0	23	0	38
9	20 - 24 hours	1	9	0	24	1	39
10	15 - 19 hours	1	10	0	25	1	40
11	10 - 14 hours	0	11	0	26	0	41
12	Mobile Libraries Open Over 10 hours	2	12	0	27	2	42
13	Mobile Libraries Open Under 10 hours	0	13	0	28	0	43
14	Static Libraries Open Under 10 hours	0	14	0	29	0	44
15	Total	7	15	0	30	7	45

Total number of libraries in 2015-16 (taken from last year's return)

7

Total number of libraries in 2015-16, minus Line 16 plus Line 17

0

	Number	
16 Libraries permanently closed during 2016-17	0	46
17 Libraries opened during 2016-17	0	47

If you have any comments regarding libraries closing and opening, please specify below:

(Please note that comments provided here are to be published in a separate word document alongside the final publication)

..

18 If your statutory library provision is being provided by a third party, please give details below:

..

Busiest Service Point in 2016-17 in terms of issues per annum:

19	(a) Name/Town	Bedford Central	48	(b) No. of issues per annum	306,353	49
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Busiest Service Point in 2016-17 in terms of visits per annum:

20	(a) Name/Town	Bedford Central	50	(b) No. of visits per annum	353,753	51
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Number of Electronic Workstations

Please refer to guidance notes for the following questions.

21	Number of devices with libraries catalogue, internet access and OPACs at 31 March 2017	81	52
22	Number of hours available for use of and access to the internet from 1 April 2016 to 31 March 2017	165,666	53
23	Number of hours recorded for use of and access to the internet from 1 April 2016 to 31 March 2017	54,922	54

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

Memorandum

24	Number of Service Points that have a public access Wi-Fi network available as at 31 March 2017	5	55
-----------	--	---	----

25	Total Book Stock at 1 April 2016	*Taken from last year's return, please overwrite if incorrect	<div>264,550</div>	56
	<u>Book Stock at 31 March 2017</u>		Number of Volumes	
26	Reference Books (including Children's)		<div>13,213</div>	57
	Lending Stock (including on loan and available):			
27	- Adult Fiction		<div>48,155</div>	58
28	- Adult Non-fiction		<div>38,982</div>	59
29	- Children's Fiction		<div>38,662</div>	60
30	- Children's Non-fiction		<div>9,970</div>	61
31	Total Lending Stock	(Sum of Lines 27 to 30)	<div>135,769</div>	62
32	Reserve Stock and Unallocated		<div>98,655</div>	63
33	Total Book Stock at 31 March 2017	(Sum of Lines 26, 31 and 32)	<div>247,637</div>	64
	<u>Book Acquisitions</u>		Number of Volumes	
34	Reference Books (including Children's)		<div>92</div>	65
	Stock for Loan:			
35	- Adult Fiction		<div>8,425</div>	66
36	- Adult Non-fiction		<div>4,815</div>	67
37	- Children's Fiction		<div>8,480</div>	68
38	- Children's Non-fiction		<div>1,129</div>	69
39	Total Lending Stock	(Sum of Lines 35 to 38)	<div>22,849</div>	70
40	Total Book Acquisitions During 2016-17	(Sum of Lines 34 and 39)	<div>22,941</div>	71
	<i>Total Book Acquisitions in 2015-16 (taken from last year's return)</i>		<div>24,455</div>	

Audio, Visual, Electronic & Other Stock at 31 March 2017**Number of Items**

41	For Reference (CD-ROMs, Multi-media, Software, etc.)	121	72
	Lending Stock (including on loan and available):		
42	Sound Recordings - Music	2,398	73
43	Sound Recordings - Adult Talking Books	3,831	74
44	Sound Recordings - Children's Talking Books	712	75
45	Video and DVDs	2,667	76
46	Multi-media and Open Learning Packs (including language packs), CD-ROMs, Software etc.	112	77
47	Electronic Products - eBooks (lending and reference) △	2,132	78
48	Electronic Products - eNewspapers, eMagazines, and eComics △	2,455	79
49	Electronic Products - eAudio and eAudiovisuals △	1,975	80
50	Total Lending Stock (Sum of Lines 42 to 49)	16,282	81
51	Reserve Stock and Unallocated	3,213	82
52	Total Audio-Visual Stock at 31 March 2017 (Sum of Lines 41, 50 and 51)	19,616	83
	Total Audio Visual Stock in 2015-16 (taken from last year's return)	19,919	

Audio, Visual, Electronic & Other Acquisitions During 2016-17**Number of Items**

53	For Reference (CD-ROMs, Multi-media, Software, etc.)	0	84
	Stock for Loan:		
54	Sound Recordings - Music	84	85
55	Sound Recordings - Adult Talking Books	268	86
56	Sound Recordings - Children's Talking Books	66	87
57	Video and DVDs	412	88
58	Multi-media and Open Learning Packs (including language packs), CD-ROMs, Software etc.	0	89
59	Electronic Products - eBooks (lending and reference) △	814	90
60	Electronic Products - eNewspapers, eMagazines, and eComics △	955	91
61	Electronic Products - eAudio and eAudiovisuals △	710	92
62	Total Lending Stock (Sum of Lines 54 to 61)	3,309	93
63	Total Audio, Visual, Electronic & Other Acquisitions (Sum of Lines 53 and 62)	3,309	94
	Total Audio, Visual, Electronic & Other Acquisitions in 2015-16 (taken from last year's return)	2,452	

The Total Audio, Visual, Electronic & Other Acquisitions figure entered differs from last year by more than 25%. Could you please double check your figure, or provide a valid reason for the difference in 'Other Comments' under Section 13.

Section 4 - Numbers of Staff

Go to Guidance -->

Number of Staff in post at 31 March 2017**In Post**
(FTE to 1 decimal place)

64	Professional Staff	8.0	95
65	All Other Paid Staff	30.0	96
66	Total Staff	(Sum of Lines 64 and 65)	38.0
		<i>Total Staff in 2015-16 (taken from last year's return)</i>	37

Section 5 - Volunteers

Go to Guidance -->

Volunteers**Number**

67	Number of volunteers in 2016-17	110	98
68	Annual total number of volunteer hours in 2016-17	3,366.5	99

Section 6 - Annual Issues

Go to Guidance -->

Book Issues**Units**

69	Books - Adult Fiction	246,340	100
70	Books - Adult Non-fiction	110,225	101
71	Books - Children's Fiction	260,610	102
72	Books - Children's Non-fiction	35,762	103
73	Total Book Issues	(Sum of Lines 69 to 72)	652,937
		<i>Total Book Issues in 2015-16 (taken from last year's return)</i>	675,633

Audio, Visual, Electronic & Other Issues

74	Sound Recordings - Music	2,309	105
75	Sound Recordings - Adult Talking Books	13,737	106
76	Sound Recordings - Children's Talking Books	2,923	107
77	Video (including film) and DVDs	5,423	108
78	Multi-media and Open Learning Packs (including language packs), CD-ROMs, Software etc.	348	109
79	Electronic Products - eBooks (lending and reference) △	8,773	110
80	Electronic Products - eNewspapers, eMagazines, and eComics △	17,763	111
81	Electronic Products - eAudio and eAudiovisuals △	15,235	112
82	Total Audio, Visual, Electronic & Other Issues	(Sum of Lines 74 to 81)	66,511
		<i>Total Audio, Visual, Electronic & Other Issues in 2015-16 (taken from last year's return)</i>	34,837

The Total Audio, Visual & Other Issues figure entered differs from last year by more than 25%. Could you please double check your figure, or provide a valid reason for the difference in 'Other Comments' under Section 13.

Section 7 - Request Service

Go to Guidance -->

Units

83	Number of requests for specific items (annual total)	19,276	114
84	Memorandum: Number of requests of which are online/other electronic	11,954	115

Book Request Service**%**

85	Percentage of requested books supplied within 7 days (to nearest whole percent)	74	116
86	Percentage of requested books supplied within 15 days (cumulative i.e. inclusive of percentage at Cell 116)	82	117
87	Percentage of requested books supplied within 30 days (cumulative i.e. inclusive of percentage at Cell 117)	90	118

Section 8 - Memorandum: Enquiries

Go to Guidance -->

		Units	
88	Number of enquiries (annual total)	60,000	119
89	Memorandum: Number of enquiries of which are online/other electronic	1,759	120
90	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 (please select from drop down menu).	A Sample Week	121

Section 9 - Library Users

Go to Guidance -->

		Number	
91	Number of Active Borrowers in 2016-17	18,707	122
		<i>Number of Active Borrowers in 2015-16 (taken from last year's return)</i>	<i>19,513</i>
		Number	
92	Number of Housebound Readers in 2016-17	376	123
		Number of Visits	
93	Number of physical visits to library premises for library purposes (annual total)	556,906	124
		<i>Number of physical visits to library premises for library purposes in 2015-16 (taken from last year's return)</i>	<i>557,883</i>
		Number of Visits	
94	Number of physical visits to library premises for non-library purposes (annual total)	0	125
		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.	
		Visits included in line 92 should not be included in line 93 above.	
95	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 (please select from drop down menu).	Full Count	126
		Number	
96	Number of service points with electronic counters	5	127
		Number	
97	Estimated number of visits to the network resource (website) in 2016-17	4,074,412	128

Section 10 - Inter Library Loans for the Year (excluding those for Agency Services)

Go to Guidance -->

		Number	
98	Inter Library Loans supplied to other libraries	589	129
99	Inter Library Loans received from other libraries	358	130

PLEASE COMPLETE ON A NON IAS 19 (PREVIOUSLY FRS 17) ACCOUNTING BASIS

NOTE: To include New Opportunities Fund

		2016-17 Outturn	2017-18 Estimates	
		£	£	
Revenue Expenditure (excluding Capital Charges - See Line 138)				
100	Employees	1,187,727	131	885,430 169
101	Premises	202,859	132	211,260 170
Supplies and Services:				
Books & Pamphlets (enter here the amount spent in 2016-17 to purchase books & pamphlets for your libraries):				
102	- Reference (including Children's)	2,154	133	
103	- Adult Fiction	61,962	134	
104	- Adult Non-fiction	25,119	135	
105	- Children's Fiction	34,365	136	
106	- Children's Non-fiction	6,422	137	
107	Newspapers, Periodicals and Magazines	14,401	138	
108	Sound Recordings - Music	643	139	
109	Sound Recordings - Adult Talking Books	12,603	140	
110	Sound Recordings - Children's Talking Books	1,617	141	
111	DVDs	4,659	142	
112	Multi-media, Open Learning Packs , CD-ROMs, Software etc.	0	143	
113	Electronic Products - eBooks (lending and reference) △	10,153	144	
114	Electronic Products - eNewspapers, eMagazines, and eComics △	42,549	145	
115	Electronic Products - eAudio and eAudiovisuals △	4,752	146	
116	Online/Electronic (Internet etc.)	15,089	147	
117	Other Library Acquisitions (please specify)	4,571	148	
	Microfilming			
118	Bookbinding	2,891	149	
119	Total Expenditure on Materials (Sum of Lines 102 to 118)	243,949	150	236,130 171
120	Computing Costs (Non-Financial)	82,252	151	
121	Other Supplies and Services	49,836	152	
122	Transport	25,099	153	
123	Third Party Payments	0	154	
124	Support Services Costs (Not applicable in Northern Ireland)	543,235	155	
125	Other Expenditure (Estimates only - this should include Computing Costs, Other Supplies and Services, Transport, Third Party Payments and Support Services Costs)			690,070 172
126	Total Revenue Expenditure (Sum of Lines 100, 101 and 119 to 125)	2,334,957	156	2,022,890 173
Revenue Income				
127	Overdue Charges	43,081	157	
128	Reservation Fees	7,936	158	
129	Lettings	9,471	159	
130	Hire of Audio and Visual Materials	10,035	160	
131	Electronic Revenue	5,131	161	
132	Specific Grants	0	162	
133	Provision of Library Services to other Local Authorities	0	163	
134	Miscellaneous - Receipts from the Public (including photocopying)	51,200	164	
135	Miscellaneous - Corporate Income	12,254	165	
136	Total Revenue Income (Sum of Lines 127 to 135)	139,110	166	119,300 174
137	Net Expenditure (Line 126 minus 136)	2,195,847	167	1,903,590 175
Net Expenditure in 2015-16 (taken from last year's return)		2,232,754		
138	Capital Charges (not to be included in Net Expenditure)	177,029	168	177,030 176

Capital Expenditure (excluding Agency Services)**2016-17 Outturn
£**

139	New Buildings		0	177
140	Refurbishment of Premises		0	178
141	IT Investment, Networks etc.		0	179
142	Books and Pamphlets		0	180
143	Other Library Materials		0	181
144	Other Capital Expenditure (please specify)	..	0	182
145	Total Capital Expenditure	(Sum of Lines 139 to 144)	0	183

Section 13 - Comments

Please note that comments provided in this section are to be published in a separate word document alongside the final publication.

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.

Bedford Borough Council Library Service provides a range of services to Central Bedfordshire Council under a shared services agreement, whereby the Borough hosts the services and the costs are shared by the two partners.

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:

..

Other Comments

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

63. This is a shared service with Central Bedfordshire. The services have invested in e-books, e-magazines and e-audio and are building these collections quite quickly. Accurate stock figures for the number of e-newspaper and e-comics (the services subscribe to PressReader and ComicsPlus) are not available. The figure relates to individual issues available for download through our Zinio subscription.
82. This is due to a significant increase (42% year on year) in downloading of e-Books.

PUBLIC LIBRARY STATISTICS 2016-17 ACTUALS AND 2017-18 ESTIMATES

Changes to the Questionnaire

Amended	Line 47 to 49, 59 to 61, 79 to 81, and 113 to 115	The Electronic products lines have been amended as follows: eBooks and eMagazines have been separated out into two categories - eBooks (lending and reference), and eNewspapers, eMagazines and eComics. eAudio and eAudiovisuals have been combined into one category.
Added		
Deleted	Line 116	The line for Electronic Subscriptions has been deleted.

Guidance notes have been updated accordingly.

General Notes of Guidance

Please read through these notes carefully before completing the questionnaire.

If after reading these notes there is any query about the completion of the questionnaire, please contact:

Karen Watkins
Data Analyst


Telephone: 020 7543 5865
Email: libraries@cipfa.org

In filling out the form please use the following conventions

0	Denotes nil or not applicable	Cell 'X'	Denotes data relating to this cell are included in cell 'X' - where 'X' should be replaced with the cell number which includes the data.
..	Denotes data not available		

Please do not use either NA or N/A, please see above conventions for valid method.

Auto summation cells will not calculate if cells contain .. as this represent an unknown figure.

A  after a question denotes that there has been a change from last year's questionnaire.

Please do not leave any boxes blank

Notes for the Questionnaire

Numbers relate to the line number in the questionnaire

1 to 15 Section 1 - Service Points Open to the Public - now collected in the '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.

1 to 15 Types of Library**(cont.)**

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 statutory libraries included in the 'Service Points' 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.

Statutory Service

Please identify whether or not you consider each library to be part of your statutory provision.

16 & 17 Libraries permanently closed and opened during 2016-17

Please include both statutory and non-statutory libraries here. Relocations (temporary or permanent) should be excluded.

16 Libraries permanently closed during 2016-17

Exclude temporary closures where the intention is to reopen.

Only include transfers if the library has been transferred outside the CIPFA definition of service points.

From here on, only include figures in this return from service points you have identified as being under your statutory control.

19 & 20 Busiest Service Point

Please note that the dropdown boxes for library name will auto-populate, using the information provided on the service points tab. BUT this will only work if the contacts tab has been filled in, and the Authority name has been selected.

21 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 (online 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.

22 Number of hours available for use of and access to the internet from 1 April 2016 to 31 March 2017

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).

23 Number of hours recorded for use of and access to the internet from 1 April 2016 to 31 March 2017

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

25 to 40 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.

26 Reference Books

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

27 to 31 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.

32 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 line 26.

34 to 40 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

42 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).

43 & 44 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).

45 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.

46 Multi-media and Open Learning Packs, CD-ROMs, Software etc.

Multi-media open learning materials - include language courses, multi-media computer disks and multi-media CD-ROMs (text plus). Include multi-media language courses (BBC, Linguaphone, 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.

47 to 49 Electronic Products

47 The total number of eBooks available for download either owned by your library authority or available through your subscription package(s).

48 The total number of eNewspapers, eMagazines and eComics available for download either owned by your library authority or available through your subscription package(s).

49 The total number of eAudio and eAudiovisual books available for download either owned by your library authority or available through your subscription package(s).

53 to 63 Acquisitions

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

54 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.

55 & 56 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.

57 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.

58 Multi-media and Open Learning Packs, CD-ROMs, Software etc.

Multi-media open learning materials - include language courses, multi-media computer disks and multi-media CD-ROMs (text plus). Include multi-media language courses (BBC, Linguaphone, etc.). 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.

59 to 61 Electronic Products

59 The total number of eBooks available for download either owned by your library authority or available through your subscription package(s).

60 The total number of and eNewspapers, eMagazines and eComics available for download either owned by your library authority or available through your subscription package(s).

61 The total number of eAudio and eAudiovisual books available for download either owned by your library authority or available through your subscription package(s).

Section 4 - Numbers of Staff**64 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 100 - Employee Costs. Qualified staff holding clerical positions for whatever reason should be included in other staff.

65 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.

67 & 68 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 section 1) 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

69 to 82 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.

79 to 81 Electronic Products

- 79** The total number of eBook (lending and reference) subscriptions.
- 80** The total number of eNewspaper, eMagazine and eComic subscriptions available.
- 81** The total number of eAudio and eAudiovisual subscriptions.

Section 7 - Request Service

83 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 88 (Number of Enquiries). 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.

84 Memorandum: Number of requests of which are online/other electronic

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.

85 to 87 Percentage of requested Books supplied within 7, 15 and 30 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

88 to 90 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 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 90.

Section 9 - Library Users

91 Active Borrowers

Actual number in 2016-17. 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.

92 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 book service. If clients receive 2 or more such services count the number of clients (i.e. eliminate overlap).

93 to 95 Visits

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 are 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 94;
- (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 94;
- (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 95.

94 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 93 should NOT be included also in line 94 for 2016-17 Actuals.

97 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

98 & 99 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 2016-17 Outturn and 2017-18 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 (Se RCOP). 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 132.

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 (Se RCOP).

100 Employees

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 64 and 65, but excluding the cost of employees directly employed on book binding whose costs should be included at line 118.

101 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 124 Support Services Costs). NB. Capital Charges are not to be included and should be shown separately at line 138.

102 to 119 Material Acquisitions

Where books etc. have been acquired under finance leases, the leasing rentals charged to the revenue account in 2016-17 should be included in lines 102 to 119 (including 2017-18 Estimates) as appropriate. NB. The value of materials purchased through finance leases is not required.

113 to 115 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.

117 Other Library Acquisitions

Include here manuscript material, pictures and prints and other library acquisitions not included elsewhere in lines 102 to 119. The cost of subscriptions to Regional Library Systems and the administration of inter library loans should be included in Other Supplies & Services (line 121).

118 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.

120 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 124 (Support Services Costs).

121 Other Supplies and Services

Include supplies and services other than those included in lines 102 to 119 (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.

122 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.

123 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.

124 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 121. No attempt should be made to separately identify the staff element of central administrative charges, nor should such costs be included in line 100. Include recharges that arise as a result of either Internal Service Level Agreements (SLAs) or the authority externally contracting out central professional services.

127 & 128 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.

130 Hire of Audio and Visual Materials

Include subscription income but exclude returnable deposits.

131 Electronic Revenue

Income from the public for the use of electronic services, e.g. Internet, OPAC and CD-ROM.

132 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.

133 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.

134 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 129.

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 130 & 131). Income from other authorities in respect of hire charges (e.g. ethnic language books) should also be included.

135 Miscellaneous - Corporate Income

All outside corporate revenue including recharges to other departments and authorities, where the latter is not accounted for in Agency Services.

138 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 (Se RCOP).

Section 12 - Supplementary Financial Information**139 to 145 Capital Expenditure (2016-17 Outturn only)**

Total capital expenditure incurred (not committed) in 2016-17, on an accruals basis.

139 New Buildings

Total capital expenditure incurred in 2016-17 on new library buildings. Do not include the costs of refurbishing existing premises.

140 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 101).

Section 13 - Comments**Other Libraries not included under 'Service Points' 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.

If you have any queries about questions on this form please contact Karen Watkins, Data Analyst at CIPFA (Tel: 020 7543 5785)

Please return your completed form via email to: libraries@cipfa.org

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Validation and Error Checking

Self Validation

You are advised to look over your figures before submitting. The responsibility for providing consistent data lies with the authority completing the submission. Identifying problems and fixing them early will reduce the need for unnecessary work at a later point.

Remember: All cells are pre-populated with double dots, please enter zeros where appropriate. The double dots will not permit auto summation as they represent an unknown figure.

Current Validation Status:

Please check validation overview below

It appears that some important fields have not yet been completed.

Validation Overview

- Have key fields been completed?
- Are matching figures the same?
- Do the number of libraries match last years' (including openings and closures)?
- Are implied figures sensible?

✓	Yes
	No
✓	Yes
✓	Yes

Have key fields been completed?

Section 1, line 15:	Total Number of Service Points
Section 2, line 33:	Total Book Stock at 31 March 2017
Section 2, line 40:	Total Book Acquisitions during 2016-17
Section 3, line 52:	Total Audio-Visual Stock at 31 March 2017
Section 3, line 63:	Total Audio-Visual Acquisitions during 2016-17
Section 4, line 66:	Total Staff (FTE)
Section 9, line 91:	Number of Active Borrowers in 2016-17
Section 9, line 93:	Number of Physical Visits
Section 11, line 137:	Net Expenditure (2016-17 Outturn)
Section 11, line 138:	Capital Charges (2016-17 Outturn)

✓	Yes
✓	Yes
✓	Yes
✓	Yes
✓	Yes
✓	Yes
✓	Yes
✓	Yes
✓	Yes
✓	Yes

Number of Libraries

Section 1 - Is the total number of libraries in line 15 equal to:
Total number of libraries in 2015-16, minus line 16 libraries permanently closed, plus line 17 libraries opened in 2016-17?

Data OK?
✓ Yes

Total number of libraries in 2015-16		<input type="text" value="7"/>
Libraries permanently closed during 2016-17	-	<input type="text" value="0"/>
Libraries opened during 2016-17	+	<input type="text" value="0"/>
Total number of libraries in 2016-17	=	<input type="text" value="7"/>

Are matching figures the same?

If you have identified Book or Audio-Visual stock in Sections 2 or 3, we would expect to see corresponding issues in Section 6 for each stock type.

Data OK?
✓ Yes

If you have identified Book or Audio-Visual acquisitions in Sections 2 or 3 we would expect to see corresponding expenditure in Section 11 for each stock type.

✓ Yes

If you have identified Book or Audio-Visual acquisitions in Sections 2 or 3 we would expect to see corresponding stock in Sections 2 or 3 for each type.

No

If any of the above are indicating 'No', please review these sections before returning.

Validation and Error Checking (cont.)

Are implied figures sensible?

Book requests in section 7 - line 87 must be greater than line 86, and line 86 greater than line 85

Data OK?

✓ Yes

At line 66 we collect the number of staff (FTE) and at line 100 the staff cost. From this we can calculate cost per FTE, which will be similar to the average salary.

Figures under £10,000 per year, or over £45,000 will fail the check.

✓ Yes

Validation Checks

If there are validation checks that you cannot pass for a valid reason please explain in the box below.

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