

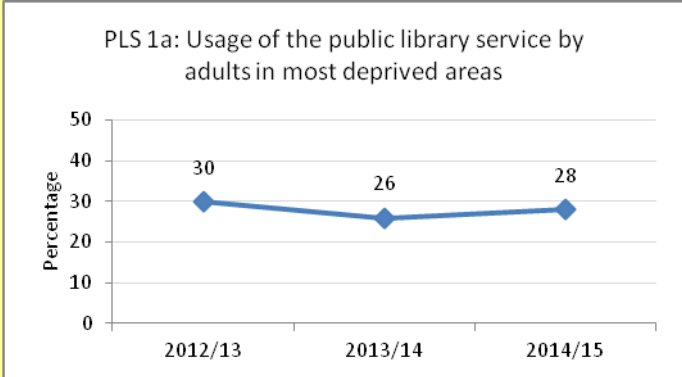
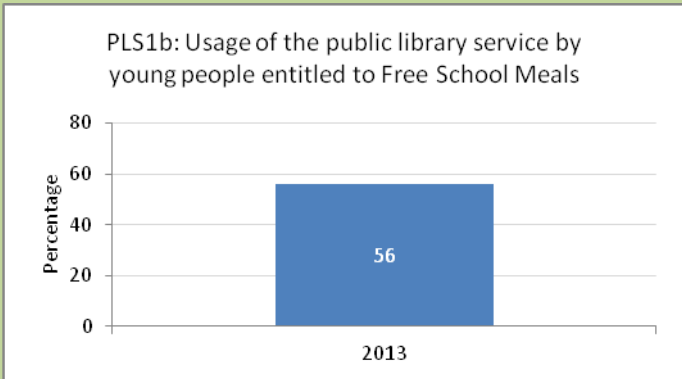
DELIVERING TOMORROW'S LIBRARIES: PUBLIC LIBRARY STANDARDS – 2014/15 PERFORMANCE POSITION

The attached document contains the outturn results for the 2014/15 Public Library Standards which form part of the Department of Culture Arts and Leisure's Delivering Tomorrow's Libraries Policy.

During 2014/15 Libraries NI had a budget of £34.5 million which consisted of £30.4m Resource and £4.1m Capital (2013/14 £41.3m: Resource £32.2m: Capital £9.1m).

In 2014/15 a new library was opened in Lisnaskea while refurbished libraries were reopened in Crossmaglen and Woodstock Road. A capital allocation of £2 million allowed Libraries NI to complete the implementation of e2 which will provide greatly enhanced ICT systems for use by the public and staff; including the introduction of Wi-Fi in all libraries. As part of Libraries NI's stock management eight delivery vans were purchased to provide reliable support services to branch libraries across the North at a cost of £152k.

DELIVERING TOMORROW'S LIBRARIES: PUBLIC LIBRARY STANDARDS – 2014/15 PERFORMANCE POSITION

THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE								
Tackling Poverty and Social Exclusion	<p>PLS 1a: Increase library usage by adults (aged 16+) living in the 20% most deprived Super Output Areas by 6 percentage points over 3 years from the 2012/13 baseline.</p> <p>2012/13 baseline – 30%</p>	<div style="text-align: center;">  <p>PLS 1a: Usage of the public library service by adults in most deprived areas</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>30</td> </tr> <tr> <td>2013/14</td> <td>26</td> </tr> <tr> <td>2014/15</td> <td>28</td> </tr> </tbody> </table> </div> <p style="text-align: center;">Library usage by adults in the 20% most deprived areas is unchanged from the 2012/13 baseline.</p>	Year	Percentage	2012/13	30	2013/14	26	2014/15	28	Continuous Household Survey (Annual)
	Year	Percentage									
2012/13	30										
2013/14	26										
2014/15	28										
<p>PLS1b: At least 50% of young people (aged 11-16) entitled to Free School Meals to have used the public library service in the last 12 months.</p>	<div style="text-align: center;">  <p>PLS1b: Usage of the public library service by young people entitled to Free School Meals</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>56</td> </tr> </tbody> </table> </div> <p style="text-align: center;">In 2013, 56% of young people entitled to Free School Meals had used the public library service.</p>	Year	Percentage	2013	56	Young Persons' Behaviour and Attitudes Survey (Triennial)					
Year	Percentage										
2013	56										

THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE															
Participation	<p>PLS2: Increase by 3 percentage points, from 2012/13 baseline levels, the percentage of the adult population (aged 16+) who have used the public library service at least once in the last 12 months.</p> <p>2012/13 baseline – 31%</p>	<div data-bbox="1043 177 1720 560"> <table border="1"> <caption>PLS 2: Usage of the public library service by adults</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>31</td> </tr> <tr> <td>2013/14</td> <td>29</td> </tr> <tr> <td>2014/15</td> <td>29</td> </tr> </tbody> </table> </div> <p>The proportion of adults who used the public library service decreased to 29% in 2013/14 and remained at 29% in 2014/15.</p>	Year	Percentage	2012/13	31	2013/14	29	2014/15	29	Continuous Household Survey (Annual)							
Year	Percentage																	
2012/13	31																	
2013/14	29																	
2014/15	29																	
Participation	<p>PLS3: Increase by 6% over 3 years from 2013/14 baselines, the number of instances of participation in core and regular activities organised by Libraries NI by adults, children and young people.</p> <p>2013/14 baseline: All – 302,117 Children – 200,991 Young people – 2,678 Adults – 98,448</p>	<div data-bbox="1043 756 1720 1177"> <table border="1"> <caption>PLS 3: Participation in core and regular activities</caption> <thead> <tr> <th>Category</th> <th>2013/14 (Thousands)</th> <th>2014/15 (Thousands)</th> </tr> </thead> <tbody> <tr> <td>All</td> <td>302</td> <td>310</td> </tr> <tr> <td>Children</td> <td>201</td> <td>198</td> </tr> <tr> <td>Young people</td> <td>3</td> <td>2</td> </tr> <tr> <td>Adults</td> <td>98</td> <td>110</td> </tr> </tbody> </table> </div> <p>Participation increased by 3% in 2014/15. The overall number of instances went up by 8,000, reflecting a 12,000 increase in participation by adults but declines in participation of 3,000 by children and 1,000 by young people.</p>	Category	2013/14 (Thousands)	2014/15 (Thousands)	All	302	310	Children	201	198	Young people	3	2	Adults	98	110	Libraries NI Activity Database (Annual)
Category	2013/14 (Thousands)	2014/15 (Thousands)																
All	302	310																
Children	201	198																
Young people	3	2																
Adults	98	110																

THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE																
Participation	<p>PLS4: Increase the number of active members as a proportion of the population by 3 percentage points over 3 years from baseline levels at 1 April 2013 by adults, children and young people. (Excludes e-book only users.)</p> <p>2013/14 baseline: All – 16% Children – 31% Young people – 18% Adults – 13%</p>	<div data-bbox="1043 177 1720 596" data-label="Figure"> <table border="1"> <caption>PLS4: Active members as a proportion of the population</caption> <thead> <tr> <th>Year</th> <th>Children</th> <th>Young people</th> <th>Adults</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>31%</td> <td>18%</td> <td>13%</td> </tr> <tr> <td>2014</td> <td>31%</td> <td>19%</td> <td>12%</td> </tr> <tr> <td>2015</td> <td>32%</td> <td>18%</td> <td>12%</td> </tr> </tbody> </table> </div> <p>The number of active members as a proportion of the population decreased by 1 percentage point to 15% in 2014 and remained at this figure in 2015.</p>	Year	Children	Young people	Adults	2013	31%	18%	13%	2014	31%	19%	12%	2015	32%	18%	12%	Libraries NI Management System; NISRA Mid-Year Population Estimates (Annual)
Year	Children	Young people	Adults																
2013	31%	18%	13%																
2014	31%	19%	12%																
2015	32%	18%	12%																
Customer Satisfaction	<p>PLS5a: At least 90% of adult library users are satisfied/very satisfied with public library provision.</p>	<div data-bbox="1043 836 1720 1217" data-label="Figure"> <table border="1"> <caption>PLS 5a: Percentage of adult library users satisfied with public library provision</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>94%</td> </tr> <tr> <td>2013/14</td> <td>90%</td> </tr> <tr> <td>2014/15</td> <td>89%</td> </tr> </tbody> </table> </div> <p>In 2014/15, 89% of adult library users were satisfied with public library provision, similar to the 90% in 2013/14.</p>	Year	Percentage	2012/13	94%	2013/14	90%	2014/15	89%	Continuous Household Survey (Annual)								
Year	Percentage																		
2012/13	94%																		
2013/14	90%																		
2014/15	89%																		

THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE				
Customer Satisfaction	<p>PLS5b: At least 60% of young library users (aged 11-16) are fairly satisfied/very satisfied with public library provision</p>	<div data-bbox="1043 177 1722 560" data-label="Figure"> <p>PLS 5b: Percentage of young library users satisfied with public library provision</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>66</td> </tr> </tbody> </table> </div> <p>In 2013, 66% of young library users were satisfied with public library provision.</p>	Year	Percentage	2013	66	<p>Young Persons' Behaviour and Attitudes Survey (Triennial)</p>
Year	Percentage						
2013	66						
Access	<p>PLS6: At least 85% of households should have access to a library service point within 2 miles.</p>	<div data-bbox="1043 759 1722 1139" data-label="Figure"> <p>PLS6: Access to a library service point within 2 miles</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Access to a library service point within 2 miles</td> <td>89%</td> </tr> </tbody> </table> </div> <p>In 2014, 89% of households had access to a library service point within 2 miles.</p>	Category	Percentage	Access to a library service point within 2 miles	89%	<p>Mapping the Library Service in NI 2014 (Ad hoc)</p>
Category	Percentage						
Access to a library service point within 2 miles	89%						

THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE						
Stock	<p>PLS7: To achieve a minimum stock spend of £2.25 per head of population.</p>	<div data-bbox="1043 177 1722 560" data-label="Figure"> <p>PLS7: Stock spend per head of the population</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Spend (£)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>1.68</td> </tr> <tr> <td>2014/15</td> <td>2.02</td> </tr> </tbody> </table> </div> <p>Spend per head on stock increased from £1.68 in 2013/14 to £2.02 in 2014/15. However, this remains below the target of £2.25.</p>	Year	Spend (£)	2013/14	1.68	2014/15	2.02	<p>Libraries NI stock spend; NISRA mid-year population estimates (Annual)</p>
Year	Spend (£)								
2013/14	1.68								
2014/15	2.02								
Stock	<p>PLS8: Establish a baseline for 2014/15 of the annual average proportion of borrowable stock on loan, followed by a 3 percentage point increase over the following 2 years</p>	<div data-bbox="1043 799 1722 1182" data-label="Figure"> <p>PLS8: Annual average proportion of borrowable stock on loan</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>23</td> </tr> </tbody> </table> </div> <p>Baseline of 23% has been established for 2014/15.</p>	Year	Percentage	2014/15	23	<p>Libraries NI Library Management System (Annual)</p>		
Year	Percentage								
2014/15	23								

THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE				
Stock	<p>PLS 9: At least 90% of adult library users (aged 16+) who have browsed through or borrowed stock in the last 12 months agree/strongly agree that there is a wide variety of items available.</p>	<div data-bbox="1043 177 1722 560" data-label="Figure"> <p>PLS 9: Proportion of adult library users who agree there is a wide variety of items available</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>91</td> </tr> </tbody> </table> </div> <p>In 2013, 91% of adult library users who have browsed through or borrowed stock in the last 12 months agreed that there is a wide variety of items available.</p>	Year	Percentage	2013	91	Libraries NI Customer Survey (Triennial)
Year	Percentage						
2013	91						
Stock	<p>PLS10: At least 90% of adult library users (aged 16+) who have browsed through or borrowed stock in the last 12 months agree/strongly agree that the items are in good condition.</p>	<div data-bbox="1043 799 1722 1182" data-label="Figure"> <p>PLS 10: Proportion of adult library users who agree that items are in good condition</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>96</td> </tr> </tbody> </table> </div> <p>In 2013, 96% of adult library users who have browsed through or borrowed stock in the last 12 months agreed that the items are in good condition.</p>	Year	Percentage	2013	96	Libraries NI Customer Survey (Triennial)
Year	Percentage						
2013	96						

THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE						
Access to Information & Communications Technology (ICT)	<p>PLS11a: All static libraries to provide access to the Internet with bandwidth that is scalable to provide effective delivery of voice, data and video content to all users using recognised industry standards.</p>	<div data-bbox="1039 180 1727 555" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Libraries NI completed the implementation of a new Multi-Protocol Switching service and has applied both Quality of Service and Class of Service conditions. The associated bandwidth is delivering effective high quality voice, data and video content to Libraries NI users in line with industry standards. The solution is scalable and the service delivery contract allows for a year-on-year increase of 10% in concurrent public users. The service is available in all static libraries in Northern Ireland.</p> </div> <p>In 2014/15, access to the internet was available in all static libraries.</p>	e2 contract Libraries NI/Fujitsu (Annual)						
Access to Information & Communications Technology (ICT)	<p>PLS11b: To establish a baseline in 2014/15 for the number of Wi-Fi and Public Access Terminal (PAT) sessions in 2014/15 and to increase the number of Wi-Fi and PAT sessions by 2% over 2 years.</p>	<div data-bbox="1043 759 1720 1137" style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;">PLS 11b: Number of wifi and public access terminal (PAT) sessions</p> <table border="1" style="margin: 0 auto;"> <thead> <tr> <th>Category</th> <th>Value (Thousands)</th> </tr> </thead> <tbody> <tr> <td>Wi-fi</td> <td>219</td> </tr> <tr> <td>PAT</td> <td>1,104</td> </tr> </tbody> </table> </div> <p style="text-align: center;">Baseline established for 2014/15.</p>	Category	Value (Thousands)	Wi-fi	219	PAT	1,104	Libraries NI Library Management System (Annual)
Category	Value (Thousands)								
Wi-fi	219								
PAT	1,104								

THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE				
ICT Provision	<p>PLS 12: At least 80% of library users who have been supported by library staff to access/use library IT services or equipment in the last 12 months agree/strongly agree that their ability to access and use online resources/services has improved due to support provided by library staff.</p>	<div data-bbox="1043 177 1722 560" data-label="Figure"> <p>PLS 12: Proportion of adult library users who agree their ability to access and use online resources has improved</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>81</td> </tr> </tbody> </table> </div> <p>In 2013, 81% of library users agree that their ability to access and use online resources/services has improved due to support provided by library staff.</p>	Year	Percentage	2013	81	Libraries NI Customer Survey (Triennial)
Year	Percentage						
2013	81						

TECHNICAL NOTES

1. Performance against the Public Library Standards (PLS) is presented using the traffic light system. There are two types of data used in the PLS: survey data including the Continuous Household Survey, the Young Persons' Behaviour and Attitudes Survey and the Libraries NI Customer Survey; and administrative data including the Libraries NI Management System and expenditure figures.

Colour	Description
	Survey data: Performance has improved and is expected to meet the target. Administrative data: Performance has already or is expected to meet the target.
	Survey data: Performance has been maintained but has not reached the target. Administrative data: Performance has improved but may not reach the target.
	Survey data: Performance has declined and is unlikely to meet the target. Administrative data: Performance has declined and is unlikely to meet the target.

2. Statistical significance: Any statements in this report regarding an increase or decrease across years from survey data are statistically significant at the 95% confidence level. This means that we can be 95% confident that the differences between years are actual differences and have not just arisen by chance. Correspondingly, there are some reports against targets which look like they could have increased or decreased, but statistical tests suggest these are not actual differences and could have arisen by chance, therefore we say they are unchanged or being maintained.
3. PLS3 and PLS4 are both broken down by adults, children, and young people. However, it should be noted that the definitions of the age groups differ.

Group	PLS3 age groups	PLS4 age groups
Children	0-11 years	0-11 years
Young people	12-17 years	12-15 years
Adults	18 years and over	16 years and over