



**DfC**

Department  
for Communities

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# **Delivering Tomorrow's Libraries:** Public Library Standards – 2017/2018 Performance Position

**June 2019**

# Delivering Tomorrow's Libraries: Public Library Standards – 2017/18 Performance Position

The attached document contains the outturn results for the 2017/18 Public Library Standards which form part of the Department for Communities (DfC) Delivering Tomorrow's Libraries Policy.

In 2017/18 Libraries NI had an opening budget of £27.9 million resource and £2.9 capital funding. DfC were able to provide further in year provisions to LNI budget, this included £1.878m for book stock.

In 2017/18 restoration and refurbishment work was completed on Lisburn Road Library at a cost of £1.4m. Joint funding between Department of Agriculture, Environment and Rural Affairs (DAERA) and DfC allowed for the enhancement of 6 rural libraries piloting an Out of Hours Library Services in Saintfield, Whitehead, Dungiven, Maghera, Irvinestown, and Lisnaskea.

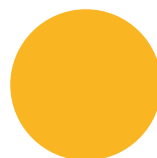
**Theme:**

# Tackling Poverty and Social Exclusion

**Target(s):**

**PLS1a:** 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.

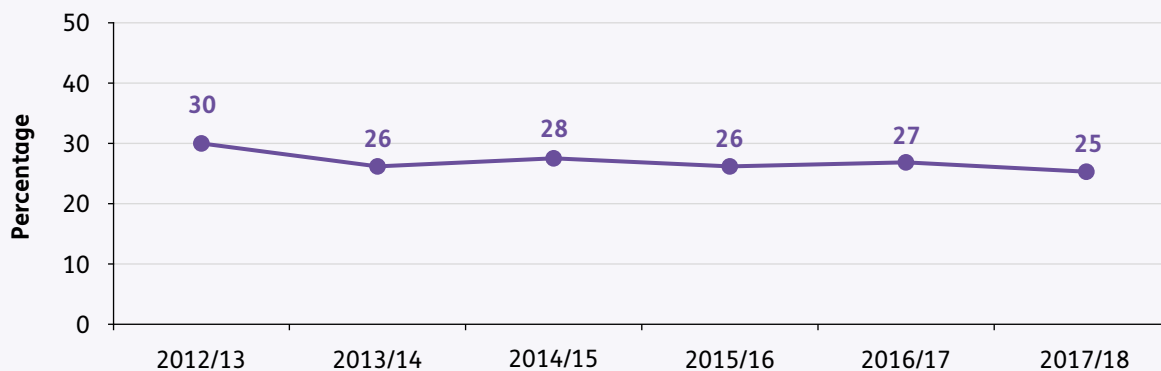
**Performance:**



**2012/13 baseline:** 30%

**Current Position:**

**PLS1a: Usage of the public library service by adults in most deprived areas**



Library usage by adults in the 20% most deprived areas is unchanged from the 2012/13 baseline.

**Date Source:**

Continuous Household Survey (Annual)

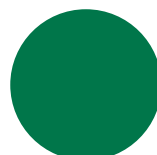
**Theme:**

# Tackling Poverty and Social Exclusion

**Target(s):**

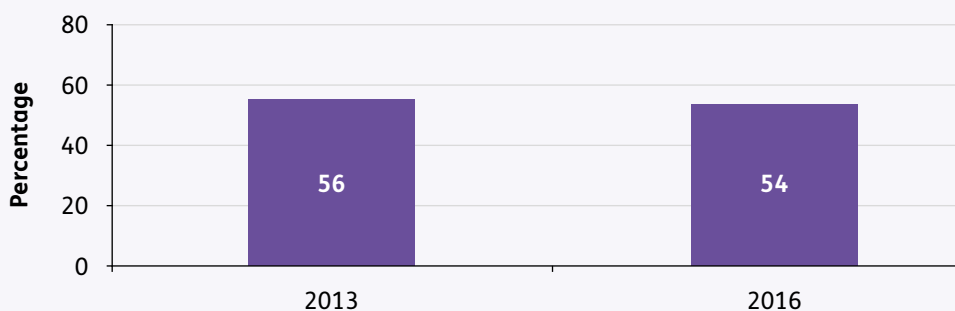
**PLS1b:** At least 50% of young people (aged 11–16) entitled to Free School Meals to have used the public library service in the last 12 months.

**Performance:**



**Current Position:**

**PLS1b: Usage of the public library service by young people entitled to Free School Meals**



In 2016, 54% of young people entitled to Free School Meals had used the public library service.

**Date Source:**

Young Persons' Behaviour and Attitudes Survey (Triennial)

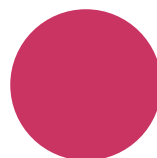
Theme:

# Participation

Target(s):

**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.

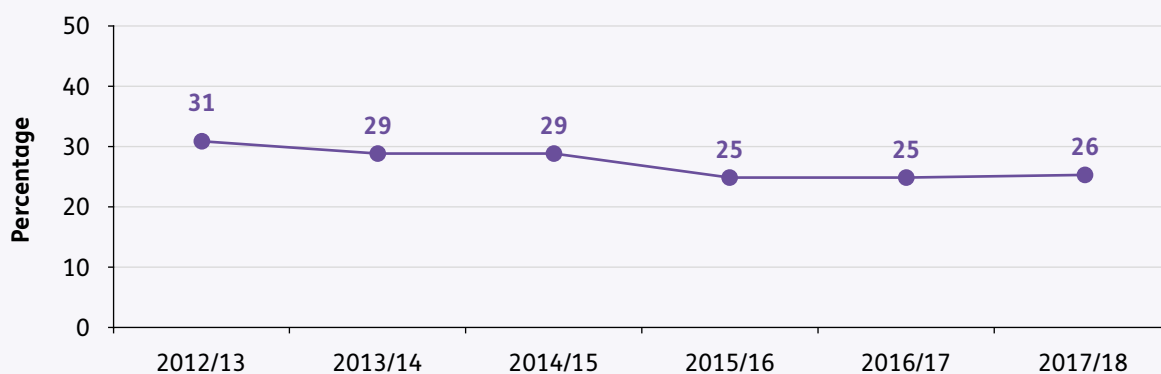
Performance:



**2012/13 baseline:** 31%

**Current Position:**

**PLS2: Usage of the public library service by adults**



The proportion of adults who used the public library service has decreased by 6 percentage points over the period 2012/13–2017/18.

**Date Source:**

Continuous Household Survey (Annual)

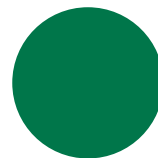
**Theme:**

# Participation

**Target(s):**

**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.

**Performance:**



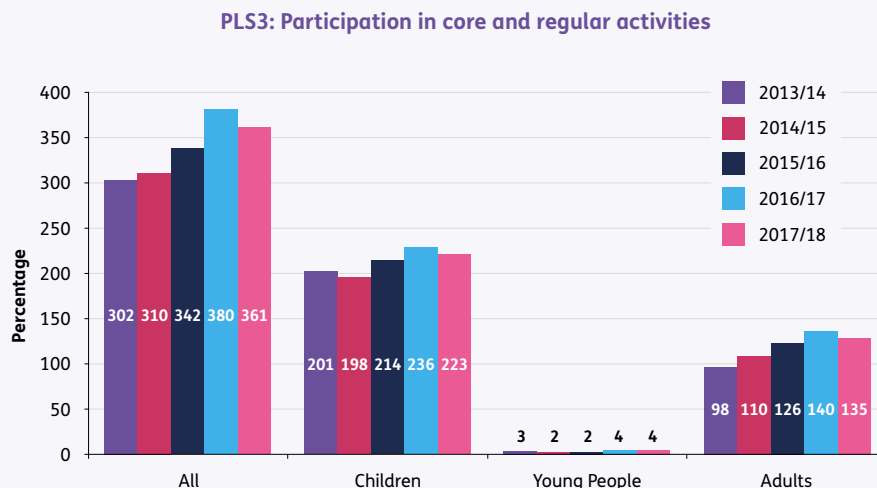
(Genealogy was no longer delivered in 2017/18.)

**2013/14 baseline:**

All – 302,117, Children – 200,991

Young people – 2,678, Adults – 98,448

**Current Position:**



Participation in 2017/18 shows an increase of 20% compared with 2013/14. The overall number of instances of participation increased by 59,000, reflecting increases in participation of 36,000 adults, 1,000 young people and 22,000 children.

**Date Source:**

Libraries NI Activity Database (Annual)

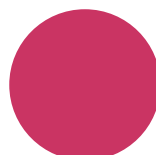
**Theme:**

# Participation

**Target(s):**

**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.)

**Performance:**

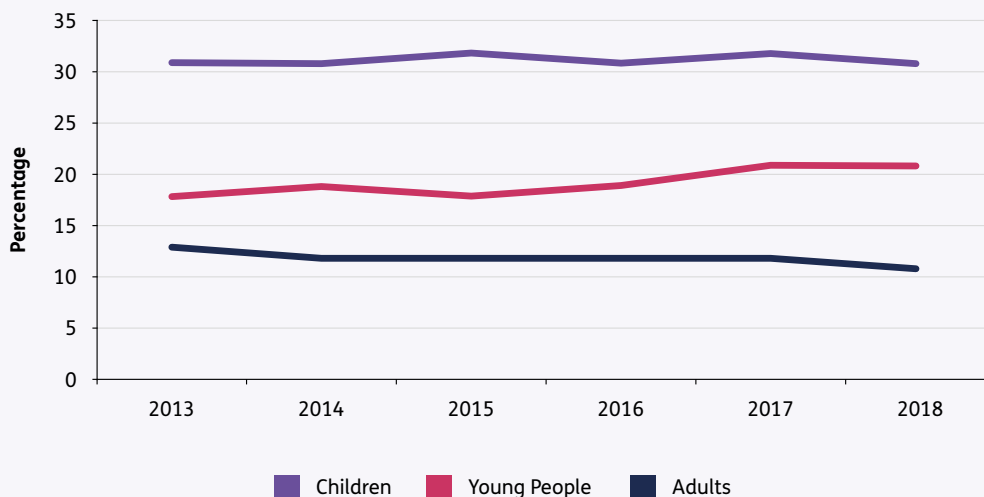


**2013 baseline:**

All – 16%, Children – 31%,  
Young people – 18%, Adults – 13%

**Current Position:**

**PLS4: Active members as a proportion of the population**



The number of active members as a proportion of the population has decreased from 16% in 2013 to 15% in 2014–2018. It is important to note, the proportion of young people who are active members has increased by 3 percentage points to 21% in 2018.

**Date Source:**

Libraries NI Management System; NISRA Mid-Year Population Estimates (Annual)

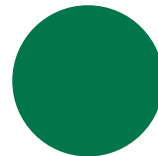
**Theme:**

# Customer Satisfaction

**Target(s):**

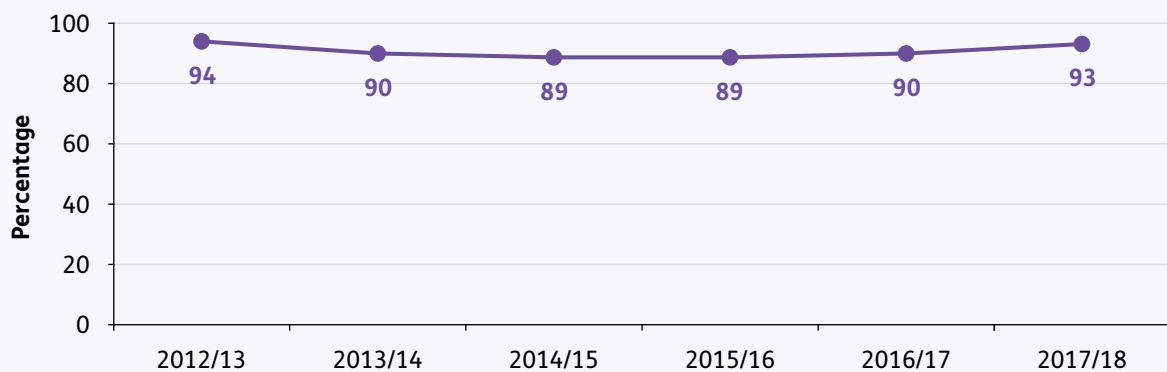
**PLS5a:** At least 90% of adult library users are satisfied/very satisfied with public library provision.

**Performance:**



**Current Position:**

**PLS5a: Percentage of adult library users satisfied with public library provision**



The percentage of adult library users who were satisfied with public library provision has remained stable since 2013/14.

**Date Source:**

Continuous Household Survey (Annual)



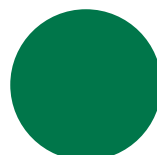
**Theme:**

# Customer Satisfaction

**Target(s):**

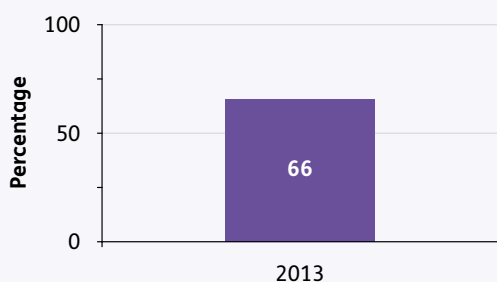
**PLS5b:** At least 60% of young library users (aged 11–16) are fairly satisfied/very satisfied with public library provision.

**Performance:**

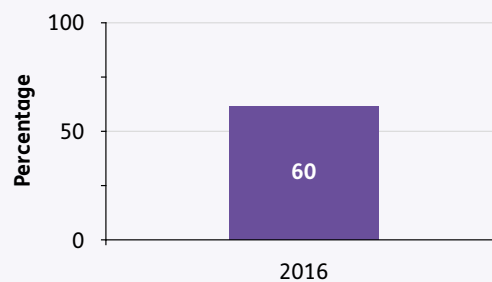


**Current Position:**

**PLS5b: Percentage of young library users satisfied with public library provision**



**Percentage of young library users who enjoyed their last visit to a public library a lot**



In 2013, 66% of young library users were satisfied with public library provision. Data is not available for 2016, however, it is useful to note that 60% of young library users had enjoyed their last visit to a public library a lot.

**Date Source:**

Young Persons' Behaviour and Attitudes Survey (Triennial)

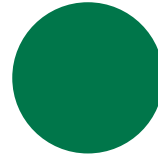
**Theme:**

# Access

**Target(s):**

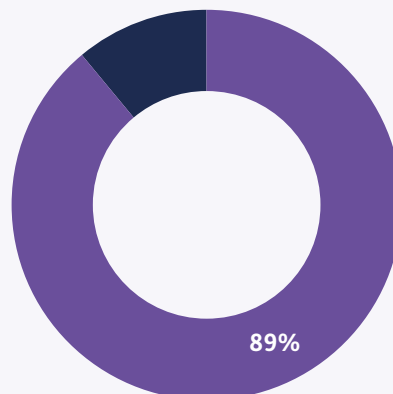
**PLS6:** At least 85% of households should have access to a library service point within 2 miles.

**Performance:**



**Current Position:**

**PLS6: Access to a library service point within 2 miles**



In 2014, 89% of households had access to a library service point within 2 miles.

**Date Source:**

Mapping the Library Service in NI 2014 (Ad hoc)

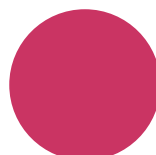
**Theme:**

# Stock

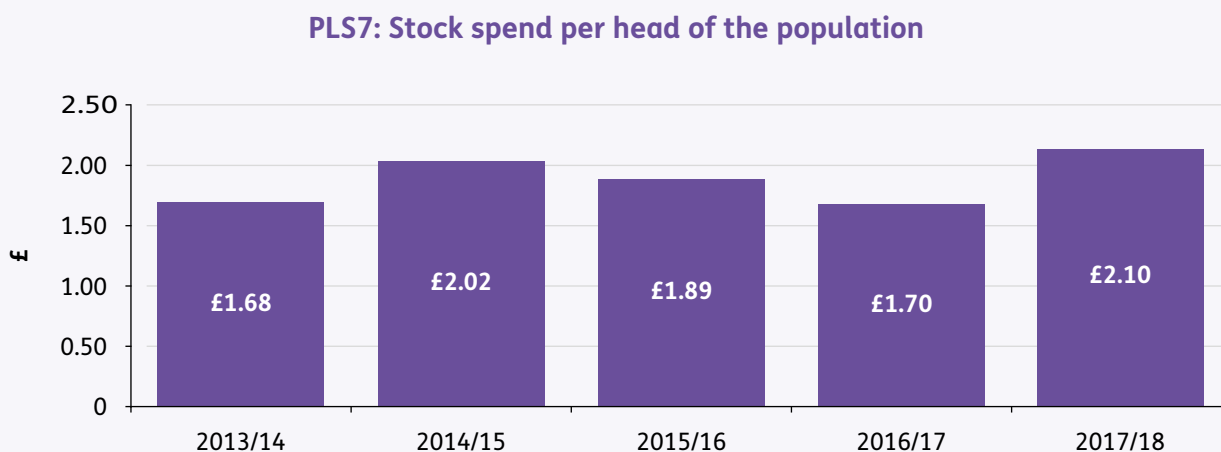
**Target(s):**

**PLS7:** To achieve a minimum stock spend of £2.25 per head of population.

**Performance:**



**Current Position:**



Spend per head on stock in 2017/18 remains below the target of £2.25 although is at its highest level over the period since 2013/14.

**Date Source:**

Libraries NI stock spend; NISRA mid-year population estimates (Annual)

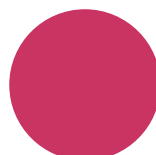
**Theme:**

# Stock

**Target(s):**

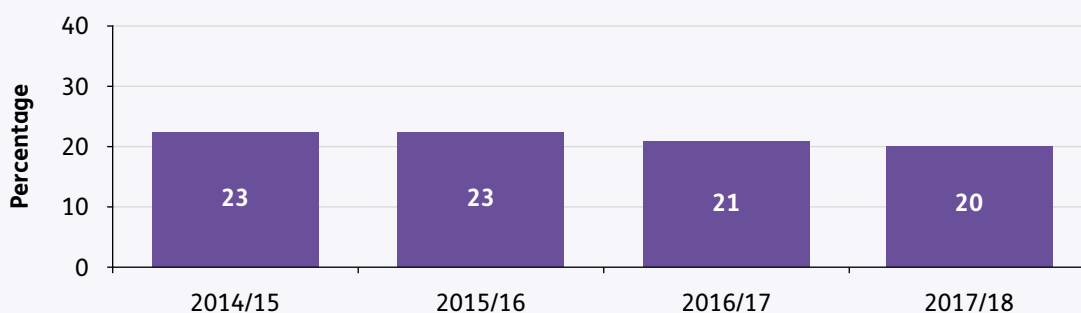
**PLS8:** Establish a baseline for 2014/15 of the annual average proportion of borrowable stock on loan, followed by a 3 percentage point increase over the following 2 years.

**Performance:**



**Current Position:**

**PLS8: Annual average proportion of borrowable stock on loan**



The annual average proportion of borrowable stock on loan decreased to 20% in 2017/18.

**Date Source:**

Libraries NI Library Management System (Annual)

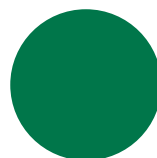
**Theme:**

# Stock

**Target(s):**

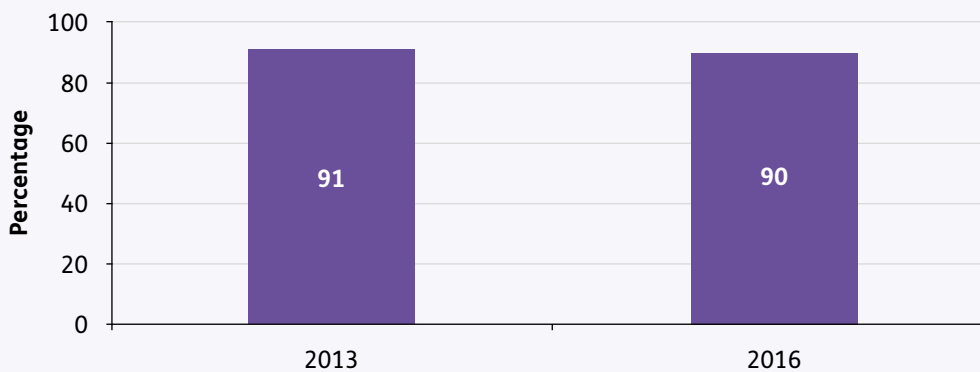
**PLS9:** At least 90% of adult library users (aged 16+) who have browsed through or borrowed stock in the last 12 months agree/strongly agree that there is a wide variety of items available.

**Performance:**



**Current Position:**

**PLS9: Proportion of adult library users who agree there is a wide variety of items available**



In 2016, 90% 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.

**Date Source:**

Libraries NI Customer Survey (Triennial)

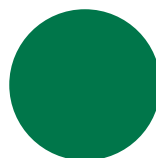
**Theme:**

# Stock

**Target(s):**

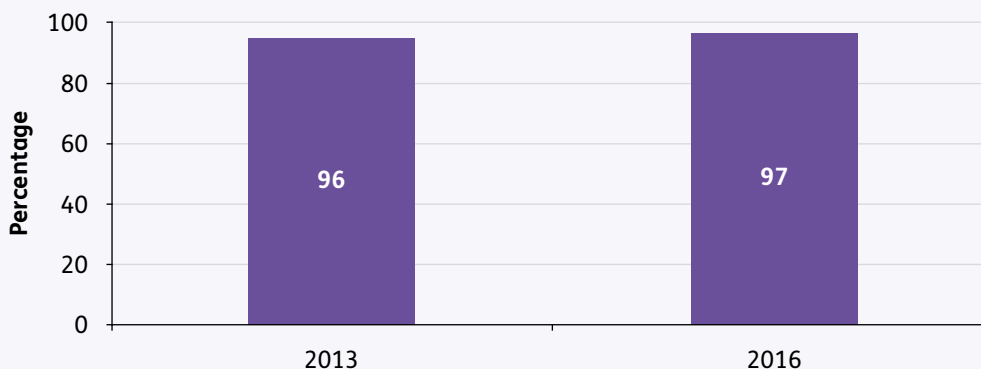
**PLS10:** At least 90% of adult library users (aged 16+) who have browsed through or borrowed stock in the last 12 months agree/strongly agree that the items are in good condition.

**Performance:**



**Current Position:**

**PLS10: Proportion of adult library users who agree that items are in good condition**



In 2016, 97% of adult library users who have browsed through or borrowed stock in the last 12 months agreed that the items are in good condition.

**Date Source:**

Libraries NI Customer Survey (Triennial)

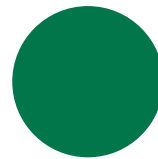
**Theme:**

# Access to Information & Communications Technology (ICT)

**Target(s):**

**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.

**Performance:**



**Current Position:**

During the reporting period Libraries NI provided a Multi-Protocol Switching (MPLS) service which 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 service is available in all static libraries in Northern Ireland and is subject to service levels as defined in Schedule 2.2 of the e2 Contract.

In 2017/18, access to the internet was available in all static libraries.

**Date Source:**

e2 contract Libraries NI/Fujitsu (Annual)

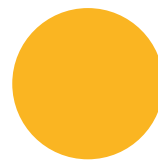
**Theme:**

# Access to Information & Communications Technology (ICT)

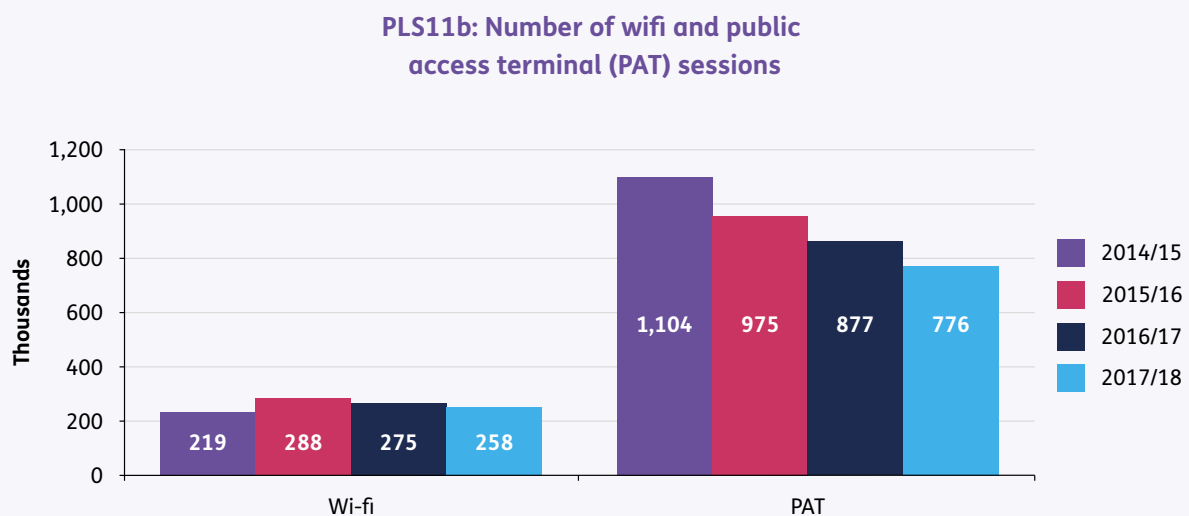
**Target(s):**

**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.

**Performance:**



**Current Position:**



Compared with 2014/15, the number of Wi-Fi sessions increased by 18% in 2017/18 while the number of PAT sessions decreased by 30%.

**Date Source:**

Libraries NI Library Management System (Annual)



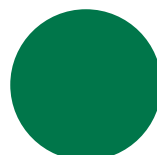
**Theme:**

# ICT Provision

**Target(s):**

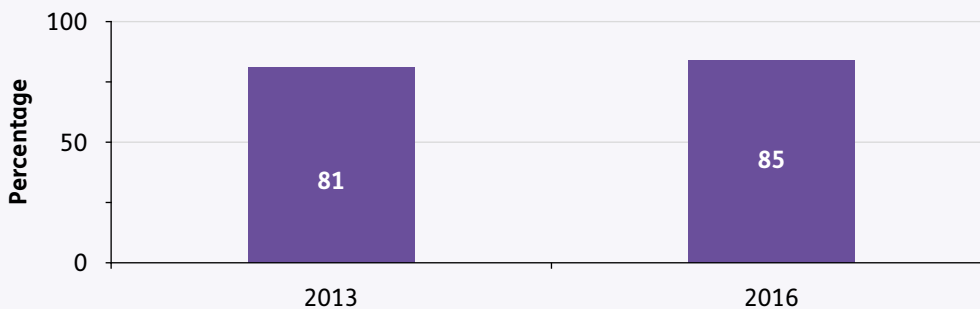
**PLS12:** At least 80% of library users who have been supported by library staff to access/use library IT services or equipment in the last 12 months agree/strongly agree that their ability to access and use online resources/services has improved due to support provided by library staff.

**Performance:**



**Current Position:**

**PLS12: Proportion of adult library users who agree their ability to access and use online resources has improved**



In 2016, 85% of library users agree that their ability to access and use online resources/services has improved due to support provided by library staff.




**Date Source:**

Libraries NI Customer Survey (Triennial)

# 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
	<p><b>Survey data:</b> Performance has improved and is expected to meet the target.</p> <p><b>Administrative data:</b> Performance has already or is expected to meet the target.</p>
	<p><b>Survey data:</b> Performance has been maintained but has not reached the target.</p> <p><b>Administrative data:</b> Performance has improved but may not reach the target.</p>
	<p><b>Survey data:</b> Performance has declined and is unlikely to meet the target.</p> <p><b>Administrative data:</b> Performance has declined and is unlikely to meet the target.</p>

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

4. More information on the definitions of the PLS can be found in the Measurement Annex.

Available in alternative formats.

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