

Report Title: **Public Library Service Standards**

Forward Plan reference number (if applicable): **N/A**

Report of: **Assistant Chief Executive (Access)**

Wards(s) affected: **All**

Report for: **Information**

**1. Purpose**

1.1 For information.

**2. Recommendations**

2.1 To note the report.

Report Authorised by:  **Justin Holliday, Assistant Chief Executive (Access)**

Contact Officer: **Diana Edmonds, Head of Libraries, Archives and Museum Service**

Telephone: **020 8489 2759**

**3. Executive Summary**

3.1 The report summarises the Public Library Service Standards and Public Library Impact Measures and states the levels of adherence achieved by Haringey Council. It also details recommendations to ensure continuing compliance.

**4. Reasons for any change in policy or for new policy development (if applicable)**

4.1 Not applicable.

**5. Local Government (Access to Information) Act 1985**

5.1 Not applicable.

## 6. Background

The Public Library Standards were launched in April 2001, but with a three year phase-in period. The aim of the Standards was to help create a clear and widely accepted definition of the library authority's statutory duty to provide a "comprehensive and efficient service", and set for the first time a performance monitoring framework for public libraries. Since then there has been a significant increase in public library opening hours, improvements to stock and ICT provision in authorities across the country.

The Public Library Standards form part of a suite of targets that measure performance across core activities. The second element consists of impact measures which will help assess the impact that libraries have in contributing to achievements in the shared priority areas and particular local needs based on their existing activities. The impact measures are currently being developed. No targets are set at present but this year all public libraries are submitting data from which performance targets will be derived.

## 7. Description

| PLSS   | Description   | Measure                                    | Haringey's Current Performance                                     |
|--------|---|--|--|
| PLSS1  | Proportion of households living within specified distance of a static library (Outer London)  | 99% of the Population living within 1 mile | 100% of the Population living within 1 mile (CIPFA RETURN 2004/05) |
| PLSS2  | Aggregate scheduled opening hours per 1,000 population for all libraries  | 128 hours                                  | 131 hours (CIPFA RETURN 2004/05)                                   |
| PLSS 3 | Percentage of static libraries (as defined by CIPFA) providing access to electronic information resources connected to the Internet   | 100%                                       | 100% (CIPFA RETURN 2004/05)  |
| PLSS 4 | Total number of electronic workstations with access to the internet and the libraries catalogue (available for public use through both static and mobile libraries, and other service outlets (as defined in PLSS1)) available to users per 10,000 population | 6  | 8 (CIPFA RETURN 2004/05)   |
| PLSS5  | Requests<br>i Percentage of requests for books met within 7 days<br>ii Percentage of requests for books met within 15 days<br>iii Percentage of requests for books met within 30 days   | i. 50%<br>ii. 70%<br>iii. 85%              | i. 60%<br>ii. 73%<br>iii. 85%<br>(CIPFA RETURN 2004/05)            |

|               |  |   |   |
|---------------|--|---|---|
| <b>PLSS 7</b> | % of library users 16 and over who view their library service as:<br>i. very good<br>ii. good<br>iii. adequate<br>iv. poor<br>v. very poor | <b>94%</b> of respondents rate the library service as 'very good' or 'good' | <b>81.6 %</b> of respondents rate the library service as 'very good' or 'good'<br><br>(2003 CIPFA PLUS) |
| <b>PLSS 8</b> | % of library users under 16 who view their library service as:<br>i. good<br>ii. adequate<br>iii. bad                                      | <b>77%</b> of respondents rate the library service as 'good'                | <b>69.4%</b> of respondents rate the library service as 'good'<br>(2004 Children's CIPFA PLUS)          |

|                            |  |
|----------------------------|--|
| <b>Key</b>                 |  |
| PLSS achieved or surpassed |  |

Impact Measures will probably relate to the following areas of activity:

| <b>Area of Activity</b>  | <b>Public Library service Impact Measure</b> | <b>Description</b>  |
|--|--|---|
| <b>Promoting the economic vitality of localities</b>                     |  |   |
|  | 1  | Adult learning session attendee hours   |
| <b>Promoting healthier communities and narrowing health inequalities</b> |  |   |
|  | 2a   | Number of adult and children's non-fiction, reference and lending bookstock that is health related including non-English related language books |
|  | 2b   | Total adult and children's non-fiction, reference and lending bookstock   |
|  | 3  | Issues per item of health related adult and children non-fiction books  |

|  |    |  |
|--|----|--|
| <b>Improving the quality of life for children, young people, families at risk and older people</b> |    |  |
|  | 4  | Number of people receiving an "at home" library service                                      |
|  | 5  | % of users of the service classing the choice of materials received as "very good" or "good" |
| <b>Raising standards across schools</b><br>Bookstart – packs delivered to children                 |    |  |
|  | 6  | Stage 1 – New births to 9 months   |
|  | 7  | Stage 2 – 18 to 30 months  |
|  | 8  | Stage 3 – 36 – 48 months   |
|  | 9  | New library members from 0 to 4 years  |
|  | 10 | Estimated cost of providing Bookstart service for 0 to 4 year olds                           |
|  | 11 | 4 to 12 year olds who start Summer reading challenge   |
|  | 12 | Boys participating in Summer reading challenge   |
|  | 13 | Number of starters who complete Summer reading challenge                                     |
|  | 14 | Number of starters who also join the library   |
|  | 15 | Estimated cost of providing Summer reading challenge   |
| <b>Safer and stronger communities</b>  |    |  |
|  | 16 | Percentage take up of available ICT time in libraries  |

## 8. Consultation

8.1 Not Applicable.

## 9. Summary and Conclusions

9.1 At present Haringey Libraries meets eight out of ten of the Public Library Service Standards. This is a good score, but we would wish to improve to full compliance against the standards and will aim to ensure continuous improvement

## 10. Recommendations

10.1 It is recommended that the Libraries Service continues to monitor performance against the standards and ultimately against the Impact Measures to ensure that

**Haringey achieves high scores in each element of the national performance targets for public libraries.**