

DELIVERING TOMORROW'S LIBRARIES: PUBLIC LIBRARY STANDARDS – 2015/16 PERFORMANCE POSITION

The attached document contains the outturn results for the 2015/16 Public Library Standards which form part of the Department for Communities Delivering Tomorrow's Libraries Policy.

During 2015/16 Libraries NI had a budget of £29.9 million which consisted of £29.4m Resource and £0.5m Capital (2014/15 £34.5m: Resource £30.4m: Capital £4.1m). In May 2015 Libraries NI agreed a new opening hours policy for public libraries. The new policy resulted in a 7% overall reduction in library opening hours in order to enable Libraries NI to live within its 2015/16 Budget and protect libraries from closure. The policy came into operation in November 2015.

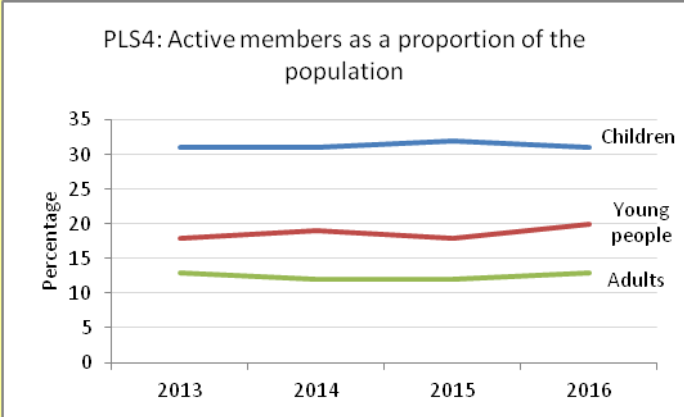
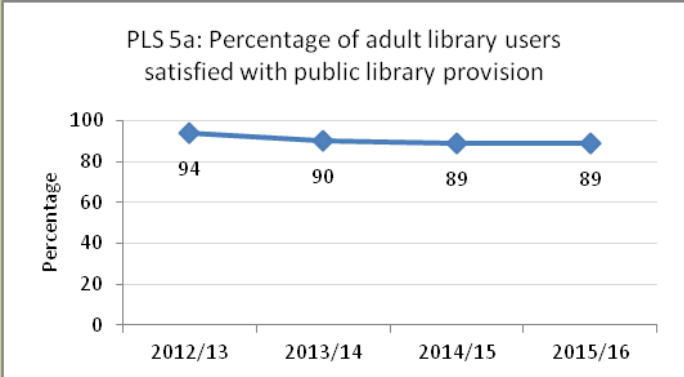
In 2015/16 a new library was opened in Moira while refurbished libraries were reopened in Fintona and Carnlough.

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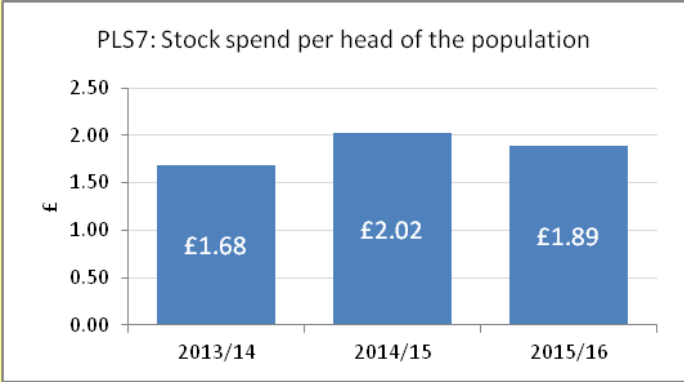
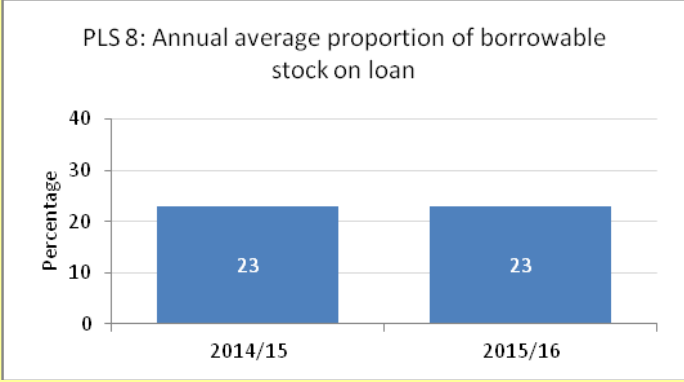
THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE										
Tackling Poverty and Social Exclusion	<p>PLS 1a: Increase library usage by adults (aged 16+) living in the 20% most deprived Super Output Areas by 6 percentage points over 3 years from the 2012/13 baseline.</p> <p>2012/13 baseline – 30%</p>	<div data-bbox="1039 347 1720 727" data-label="Figure"> <table border="1"> <caption>PLS 1a: Usage of the public library service by adults in most deprived areas</caption> <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> <tr> <td>2015/16</td> <td>26</td> </tr> </tbody> </table> </div> <p data-bbox="1010 775 1751 847">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	2015/16	26	Continuous Household Survey (Annual)
Year	Percentage												
2012/13	30												
2013/14	26												
2014/15	28												
2015/16	26												

THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE										
	<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 data-bbox="1039 177 1720 560"> <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>In 2013, 56% of young people entitled to Free School Meals had used the public library service.</p>	Year	Percentage	2013	56	<p>Young Persons' Behaviour and Attitudes Survey (Triennial)</p>						
Year	Percentage												
2013	56												
<p>Participation</p>	<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="1039 759 1720 1142"> <p>PLS 2: Usage of the public library service by adults</p> <table border="1"> <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> <tr> <td>2015/16</td> <td>25</td> </tr> </tbody> </table> </div> <p>The proportion of adults who used the public library service has decreased by 6 percentage points over the period 2012/13-2015/16.</p>	Year	Percentage	2012/13	31	2013/14	29	2014/15	29	2015/16	25	<p>Continuous Household Survey (Annual)</p>
Year	Percentage												
2012/13	31												
2013/14	29												
2014/15	29												
2015/16	25												

THEME	TARGET(S)	CURRENT POSITION	DATA SOURCE																				
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="1039 177 1720 596" data-label="Figure"> <p>PLS 3: Participation in core and regular activities</p> <table border="1"> <thead> <tr> <th>Category</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>All</td> <td>302</td> <td>310</td> <td>342</td> </tr> <tr> <td>Children</td> <td>201</td> <td>198</td> <td>214</td> </tr> <tr> <td>Young people</td> <td>3</td> <td>2</td> <td>2</td> </tr> <tr> <td>Adults</td> <td>98</td> <td>110</td> <td>126</td> </tr> </tbody> </table> </div> <p>Participation in 2015/16 shows an increase of 13% compared with 2013/14. The overall number of instances increased by 40,000, reflecting increases in participation of 27,000 adults and 13,000 children but a decline in participation of 700 young people.</p>	Category	2013/14	2014/15	2015/16	All	302	310	342	Children	201	198	214	Young people	3	2	2	Adults	98	110	126	Libraries NI Activity Database (Annual)
Category	2013/14	2014/15	2015/16																				
All	302	310	342																				
Children	201	198	214																				
Young people	3	2	2																				
Adults	98	110	126																				

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 baseline: All – 16% Children – 31% Young people – 18% Adults – 13%</p>	 <p>PLS4: Active members as a proportion of the population</p> <table border="1"> <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> <tr> <td>2016</td> <td>31</td> <td>20</td> <td>13</td> </tr> </tbody> </table> <p>The number of active members as a proportion of the population increased by 1 percentage point to 16% in 2016, following a fall to 15% in 2014 and 2015.</p>	Year	Children (%)	Young people (%)	Adults (%)	2013	31	18	13	2014	31	19	12	2015	32	18	12	2016	31	20	13	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																				
2016	31	20	13																				
Customer Satisfaction	<p>PLS5a: At least 90% of adult library users are satisfied/very satisfied with public library provision.</p>	 <p>PLS 5a: Percentage of adult library users satisfied with public library provision</p> <table border="1"> <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> <tr> <td>2015/16</td> <td>89</td> </tr> </tbody> </table> <p>The percentage of adult library users who were satisfied with public library provision has remained stable since 2013/14.</p>	Year	Percentage (%)	2012/13	94	2013/14	90	2014/15	89	2015/16	89	Continuous Household Survey (Annual)										
Year	Percentage (%)																						
2012/13	94																						
2013/14	90																						
2014/15	89																						
2015/16	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="1039 177 1720 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="1039 758 1720 1141" 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>	 <p>PLS7: Stock spend per head of the population</p> <p>Spend per head on stock in 2015/16 remains below the target of £2.25. It is higher than the baseline position of 2013/14 but lower than the 2014/15 figure.</p>	<p>Libraries NI stock spend; NISRA mid-year population estimates (Annual)</p>
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>	 <p>PLS 8: Annual average proportion of borrowable stock on loan</p> <p>The annual average proportion of borrowable stock on loan remained at 23% in 2015/16.</p>	<p>Libraries NI Library Management System (Annual)</p>

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="1039 177 1720 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"> <caption>PLS 9 Data</caption> <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="1039 798 1720 1181" data-label="Figure"> <p>PLS 10: Proportion of adult library users who agree that items are in good condition</p> <table border="1"> <caption>PLS 10 Data</caption> <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="1025 180 1733 596" style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p>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 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 and is subject to service levels as defined in Schedule 2.2 of the e2 Contract.</p> </div> <p>In 2015/16, 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="1037 799 1720 1182" 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-left: auto; margin-right: auto;"> <thead> <tr> <th>Category</th> <th>2014/15 (Thousands)</th> <th>2015/16 (Thousands)</th> </tr> </thead> <tbody> <tr> <td>Wi-fi</td> <td>219</td> <td>288</td> </tr> <tr> <td>PAT</td> <td>1,104</td> <td>975</td> </tr> </tbody> </table> </div> <p>In 2015/16, the number of Wi-Fi sessions increased by 32% while the number of PAT sessions decreased by 12%.</p>	Category	2014/15 (Thousands)	2015/16 (Thousands)	Wi-fi	219	288	PAT	1,104	975	Libraries NI Library Management System (Annual)
Category	2014/15 (Thousands)	2015/16 (Thousands)										
Wi-fi	219	288										
PAT	1,104	975										

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="1041 177 1720 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	<p>Libraries NI Customer Survey (Triennial)</p>
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

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