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# Delivering Tomorrow's Libraries: Public Library Standards - 2019/20 Performance Position





# Delivering Tomorrow's Libraries: Public Library Standards - 2019/20 Performance Position

The attached document contains the outturn results for the 2019/20 Public Library Standards which form part of the Department for Communities Delivering Tomorrow's Libraries Policy.

During 2019/20 Libraries NI had a resource budget of £31,068m of which £4,470m was dedicated to spend on library stock. Supporting literacy and supporting a love of reading remains the core work of Libraries NI. The increase in the book stock budget allowed for stock to be available in a variety of formats across a range of genres; in particular, it facilitated a significant enhancement in EBook provision at the end of the year. The investment in book stock contributed to achieving the target set in the Public Library Standards of £2.25 spend per head of the population.

The capital budget was £2,036m and this allowed for a number of important projects across the estate, one of which was the refurbishment of Lurgan Library which was extensively upgraded internally to provide a modern and vibrant public space. The project included the upgrading of a meeting room in the original Carnegie part of the building where a suspended ceiling was removed to reveal the original timber truss which was restored and rightfully re-instated as an impressive feature of the building.

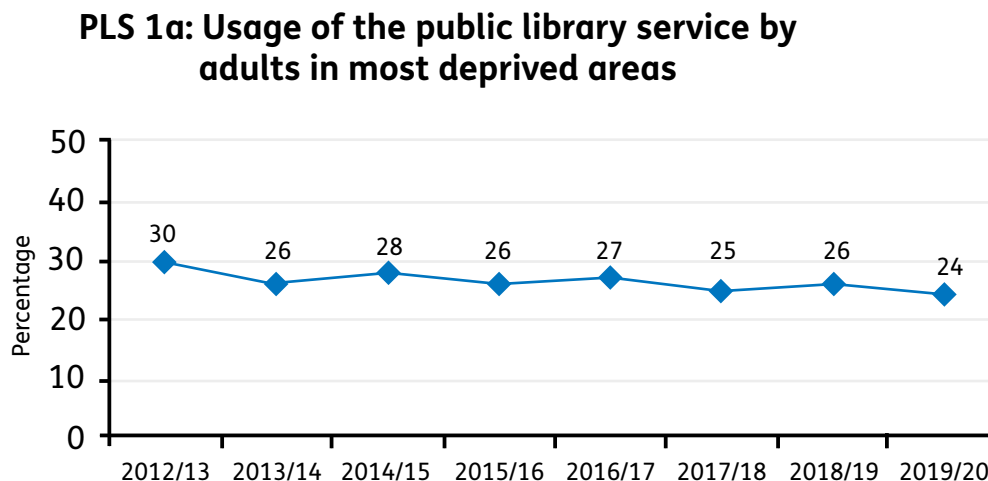
All libraries closed on Monday 20 March due to COVID-19. Online services continued to be available.

# Delivering Tomorrow's Libraries: Public Library Standards - 2019/20 Performance Position

**Theme:** Tackling Poverty and Social Exclusion

**Target(s): 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. 2012/13 baseline – 30%.

**Current Position:** Red



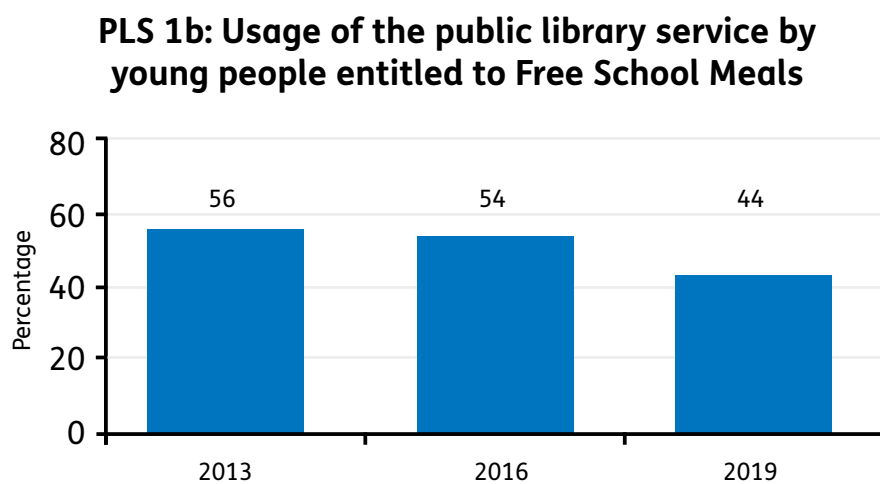
Library usage by adults in the 20% most deprived areas for 2019/2020 has decreased by 6 percentage points from the 2012/13 baseline.

**Data 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.

**Current Position:** Amber



In 2019, 44% of young people entitled to Free School Meals had used the public library service.

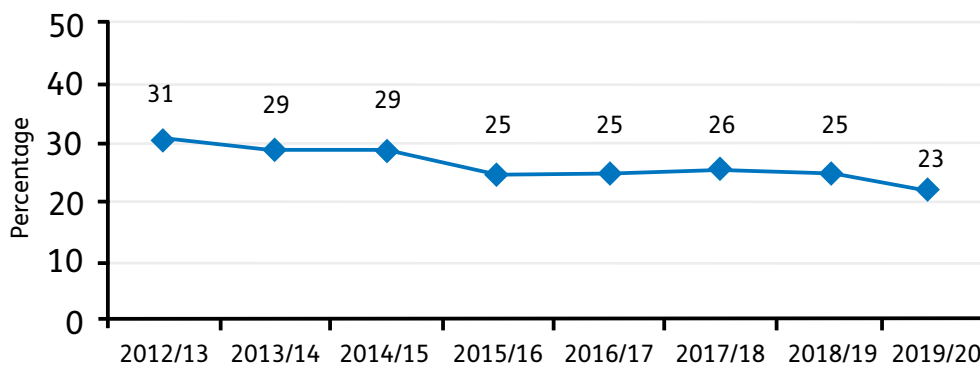
**Data Source:** Young Persons' Behaviour and Attitudes Survey (Triennial).

## 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. 2012/13 baseline – 31%.

**Current Position:** Red

**PLS 2: Usage of the public library service by adults**



The proportion of adults who used the public library service has decreased by 8 percentage points over the period 2012/13 to 2019/20.

**Data Source:** Continuous Household Survey (Annual).

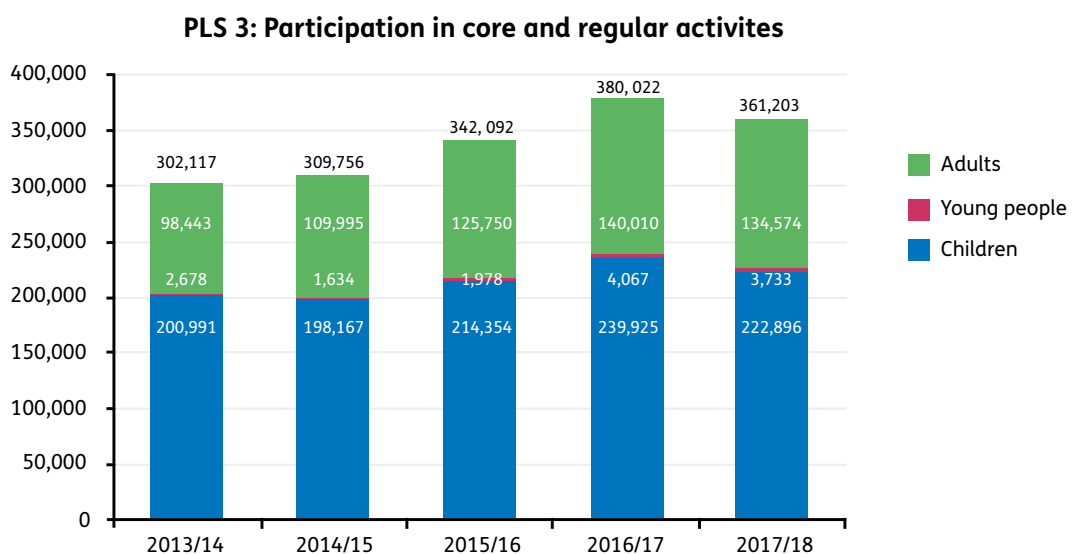
## Theme: Participation

**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. (Genealogy was no longer delivered in 2017/18.) 2013/14 baseline:

- All – 302,117
- Children – 200,991
- Young people – 2,678
- Adults – 98,448

**Note:** No 2018/19 or 2019/20 data available

**Current Position:** Green



2017/18 shows an increase in participation 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.

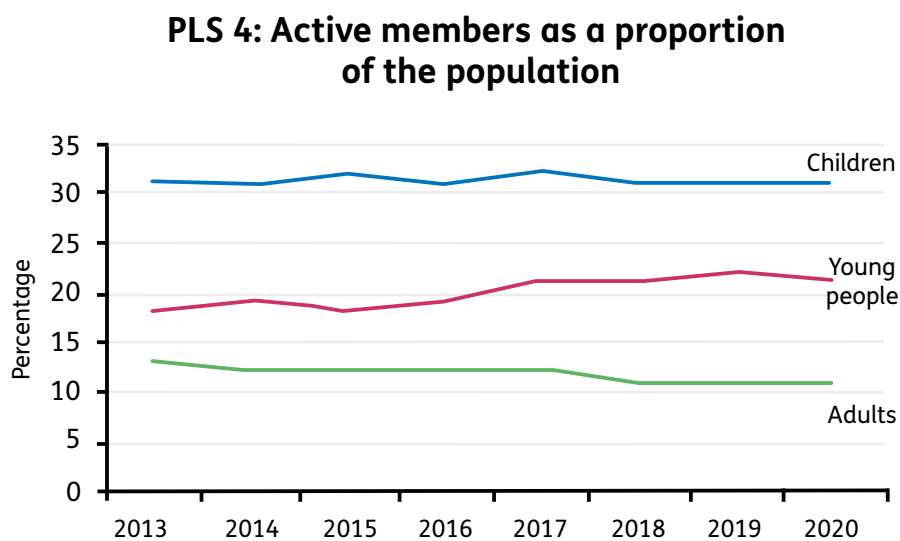
**Data Source:** Libraries NI Activity Database (Annual).

## 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.) 2013 baseline:

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

**Current Position: Red**



The number of active members as a proportion of the population has decreased from 16% in 2013 to 14% in 2020. It is important to note the proportion of young people who are active members has increased by 3 percentage points to 21% in 2020.

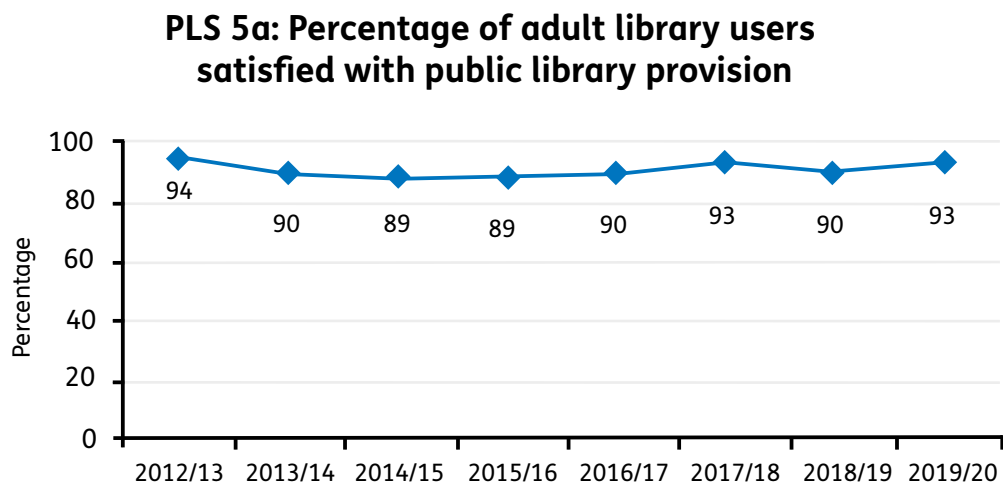
**Data Source:** Libraries NI Management System; NISRA Mid-Year Population Estimates (Annual).



## Theme: Customer Satisfaction

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

**Current Position:** Green



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

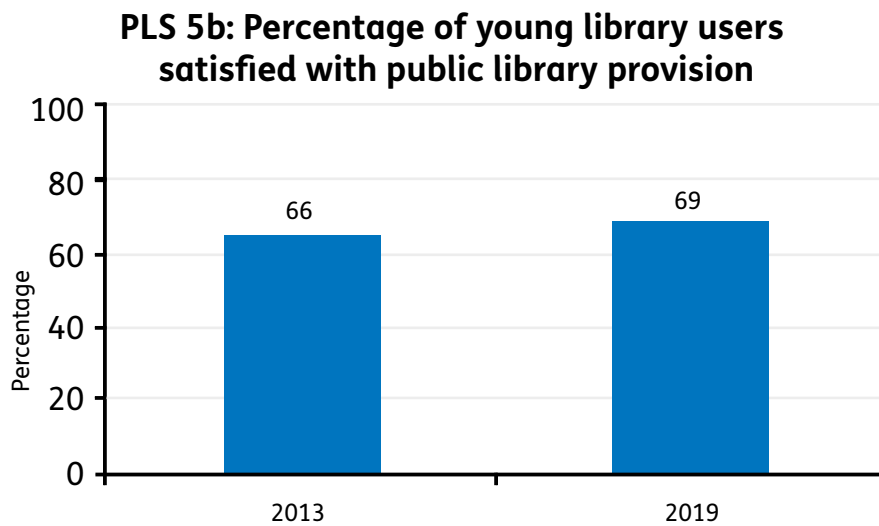
**Data Source:** Continuous Household Survey (Annual).

## 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.

**Note:** No 2016 data available.

**Current Position:** Green



In 2019, 69% of young library users were satisfied with public library provision.

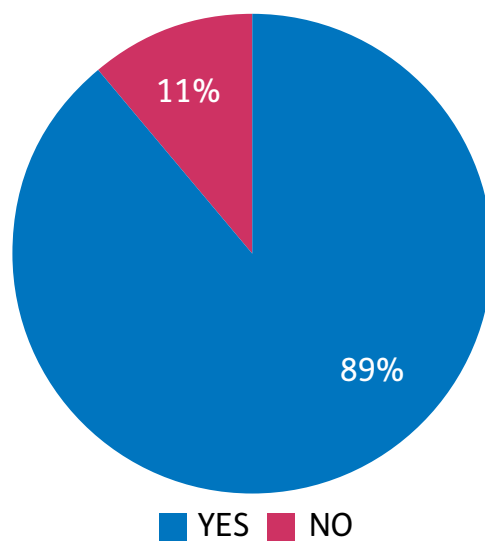
**Data Source:** Young Persons' Behaviour and Attitudes Survey (Triennial).

## Theme: Access

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

**Current Position:** Green

### PLS 6: Access to a library service point within 2 miles



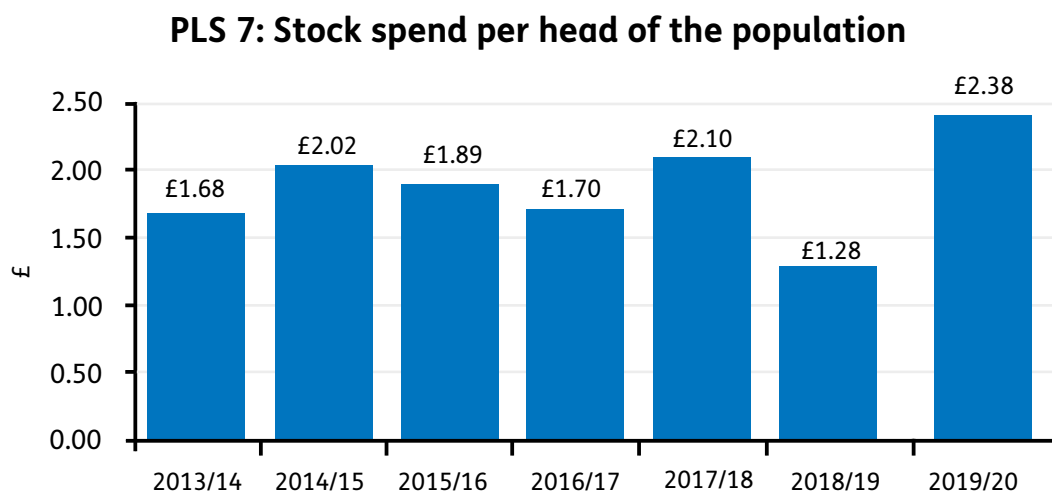
In 2014, 89% of households had access to a library service point within 2 miles.

**Data 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.

**Current Position:** Green



Spend per head on stock in 2019/20 is £2.38 which is above the target of £2.25 and at its highest level since 2017/18.

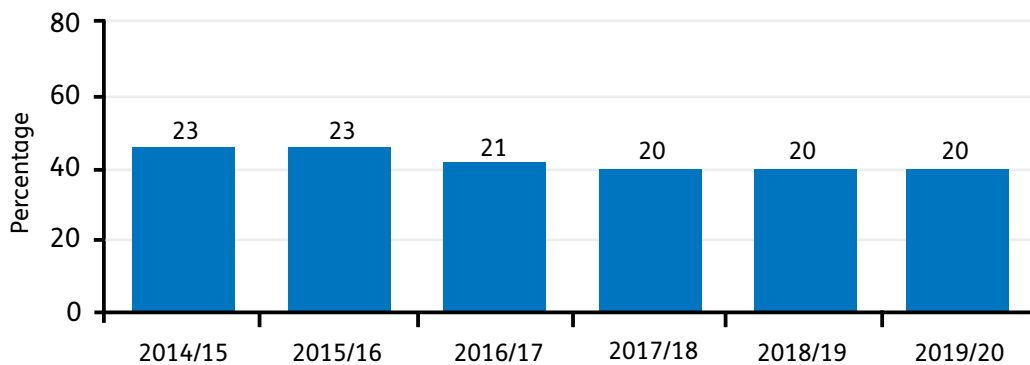
**Data Source:** Libraries NI stock spend; NISRA mid-year population estimates (Annual).

## 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.

**Current Position: Red**

**PLS 8: Annual average proportion of borrowable stock on loan**



The annual average proportion of borrowable stock on loan has decreased to 20% in 2019/20 from the baseline figure.

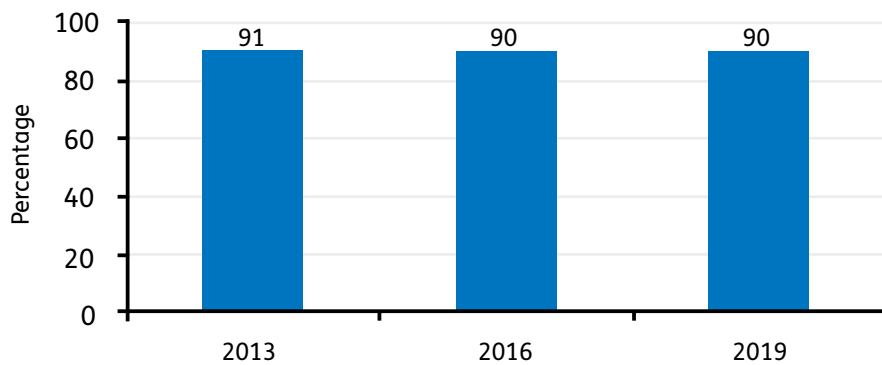
**Data Source:** Libraries NI Library Management System (Annual).

## 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.

**Current Position:** Green

**PLS 9: Proportion of adult library users who agree there is a wide variety of items available**



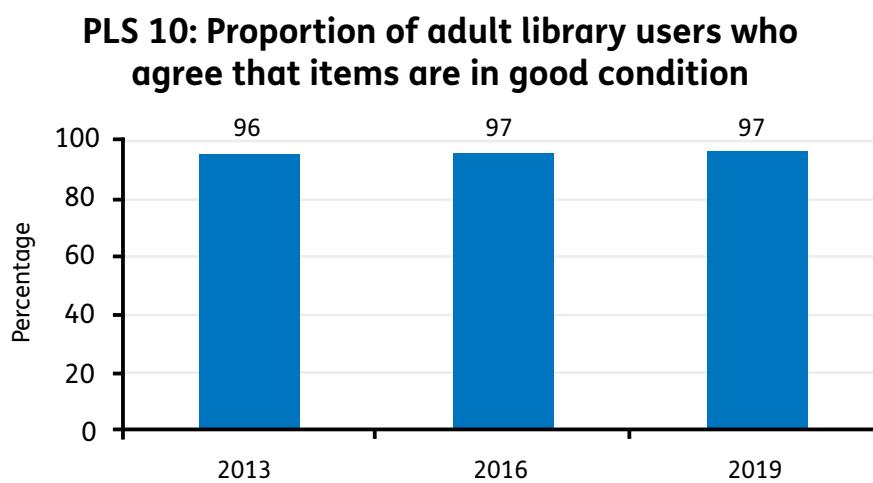
In 2019, 90% of adult library users who have browsed through or borrowed stock in the last 12 months agreed that there is a wide variety of items available.

**Data 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.

**Current Position:** Green



In 2019, 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.

**Data 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.

**Current Position:** Green

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 2019/20, access to the internet was available in all static libraries.

**Data Source:** e2 contract Libraries NI/Fujitsu (Annual).

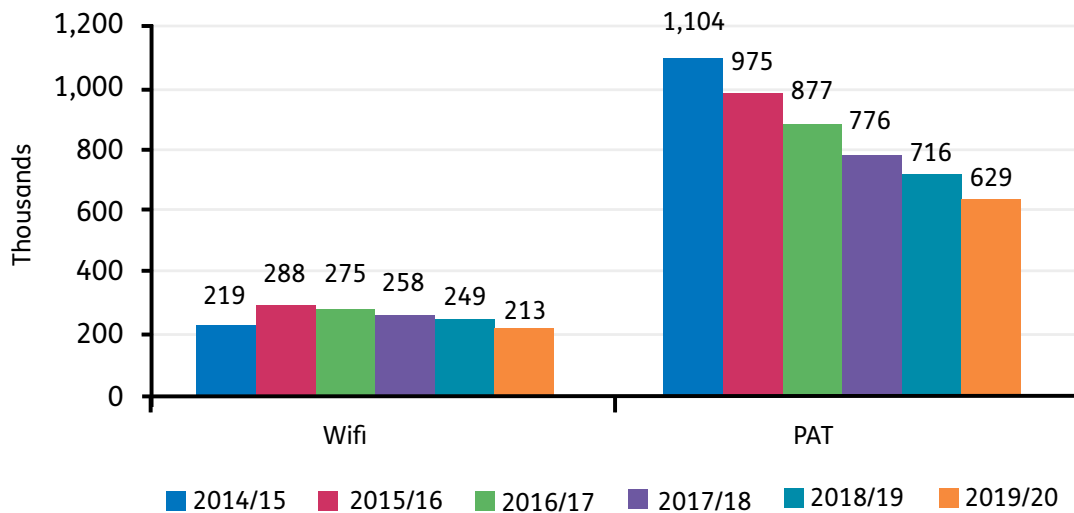


## Theme: Access to Information & Communications Technology (ICT)

**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.

**Current Position: Red**

**PLS 11b: Number of Wi-Fi and public access terminal Public Access Terminal (PAT) sessions**



Compared with 2014/15, the number of Wi-Fi sessions decreased by 3% in 2019/20 while the number of PAT sessions decreased by 43%.

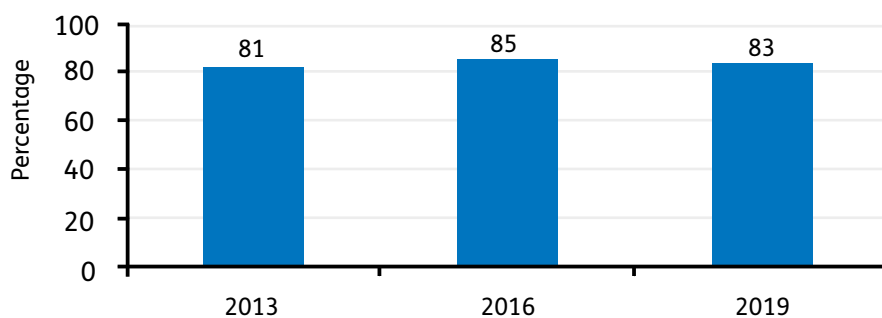
**Data Source:** Libraries NI Library Management System (Annual).

## Theme: ICT Provision

**Target(s): 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.

**Current Position:** Green

**PLS 12: Proportion of adult library users who agree their ability to access and use online resources has improved**



In 2019, 83% of library users agreed that their ability to access and use online resources/services improved due to support provided by library staff.

**Data 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: Green**

### 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.

**Colour: Amber**

### Description

Survey data: Performance has been maintained but has not reached the target.

Administrative data: Performance has improved but may not reach the target.

**Colour: Red**

### Description

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](#).







Available in alternative formats.

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