

How Peterborough Libraries compare with similar authorities

May 2010



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How Peterborough Libraries compare with similar authorities

Introduction

Every library authority in the country is legally required to share their performance information with CIPFA (Chartered Institute of Public Finance and Accountancy).

Each year we compare our performance against library authorities who resemble us closely. [To see how closely we resemble the other library authorities, take a look at the methodology at the end of the document.](#)

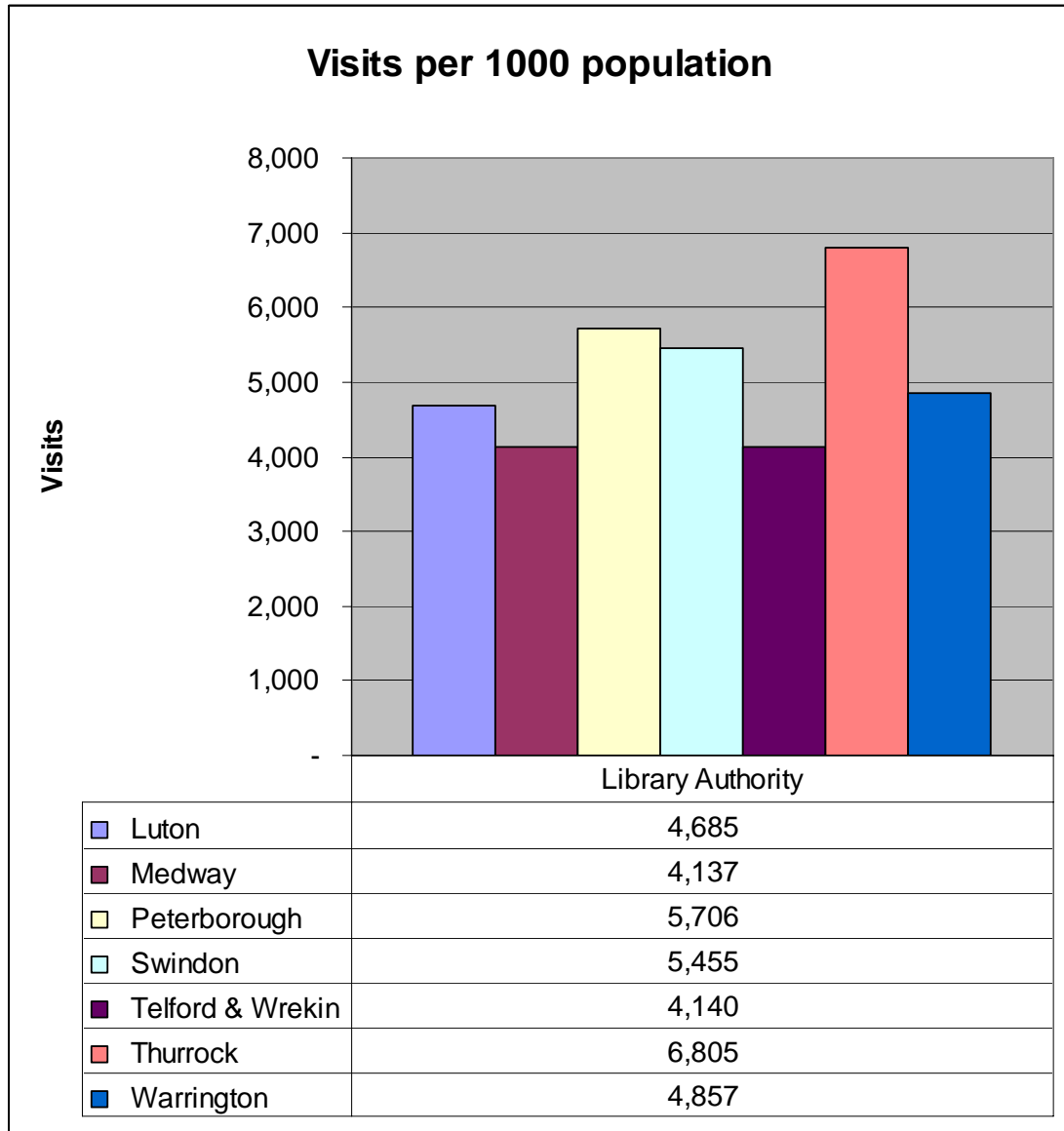
CIPFA assess hundreds of performance indicators but for the sake of clarity, the information provided in this document only reflects the key performance information that the library authority values most.

How Peterborough Libraries compare with similar authorities

A. Performance

Visits

1. Visits per 1000 population

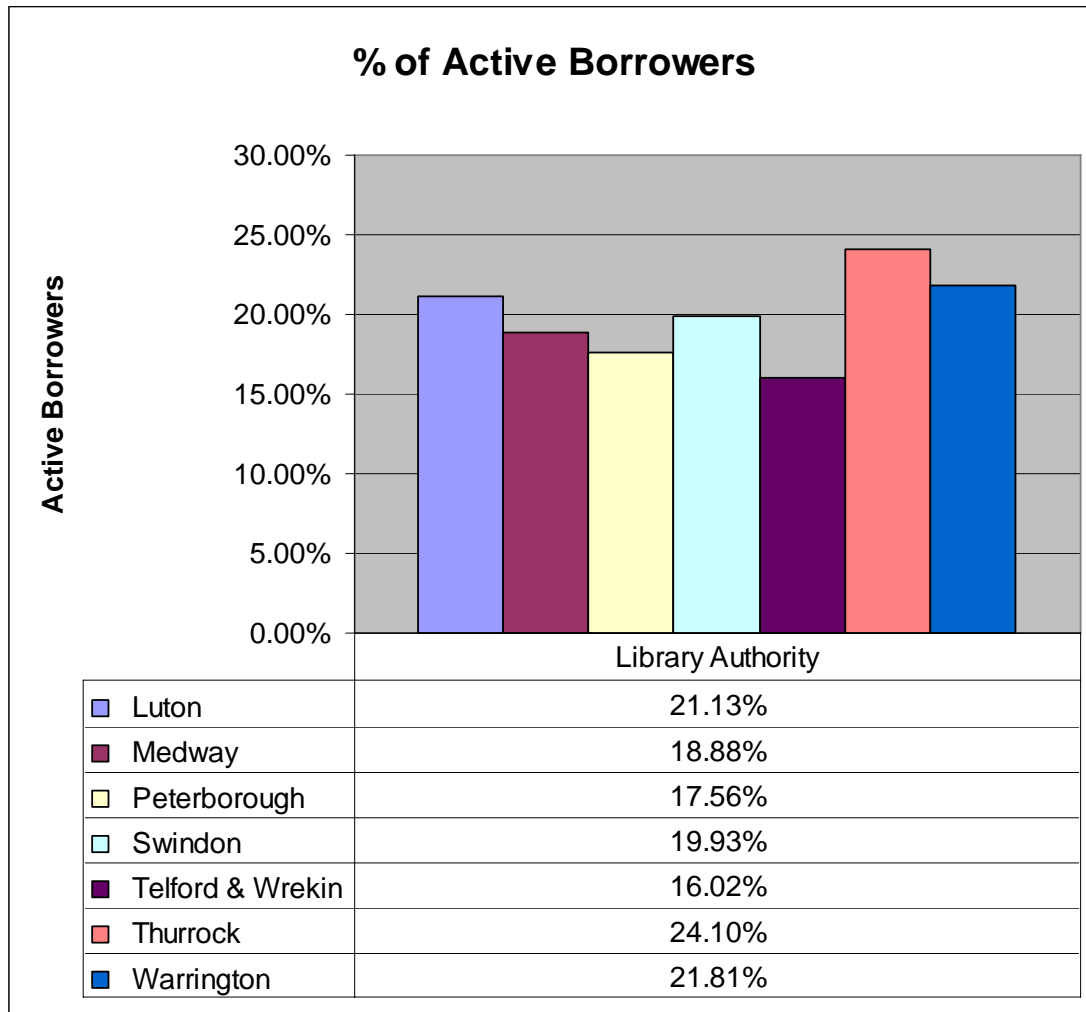


Comment

We are performing well against benchmark partners. Thurrock are performing exceptionally which is likely to be a consequence of their much higher population density.

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2. % of Active Borrowers

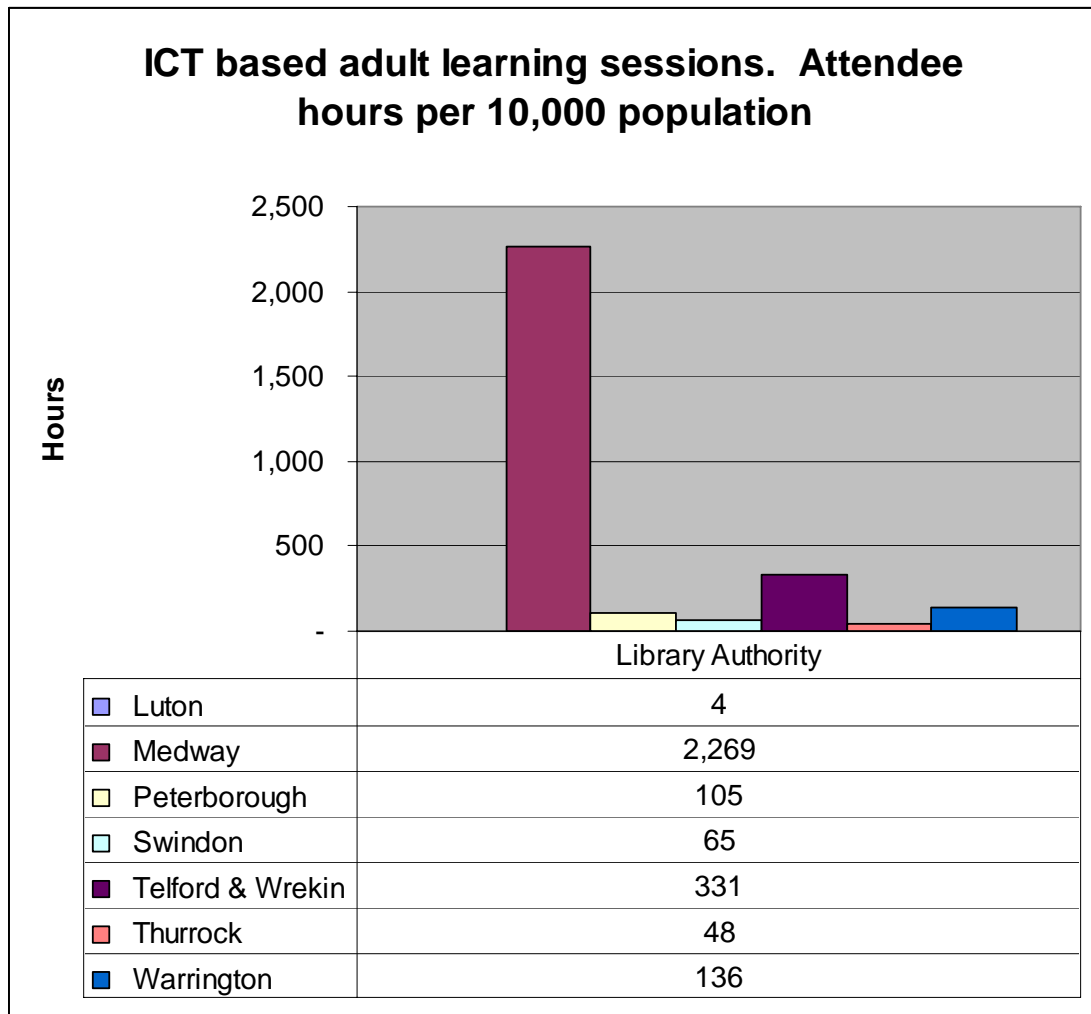


Comments

Changes to the way we manage access to the use of machines in libraries mean we are now required to 'clean up' our database of library users. Once this has been undertaken we anticipate that the number of 'Active Borrowers' will fall but that it will more accurately reflect the true situation. i.e. at present the figure is artificially inflated.

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3. ICT based adult learning sessions.



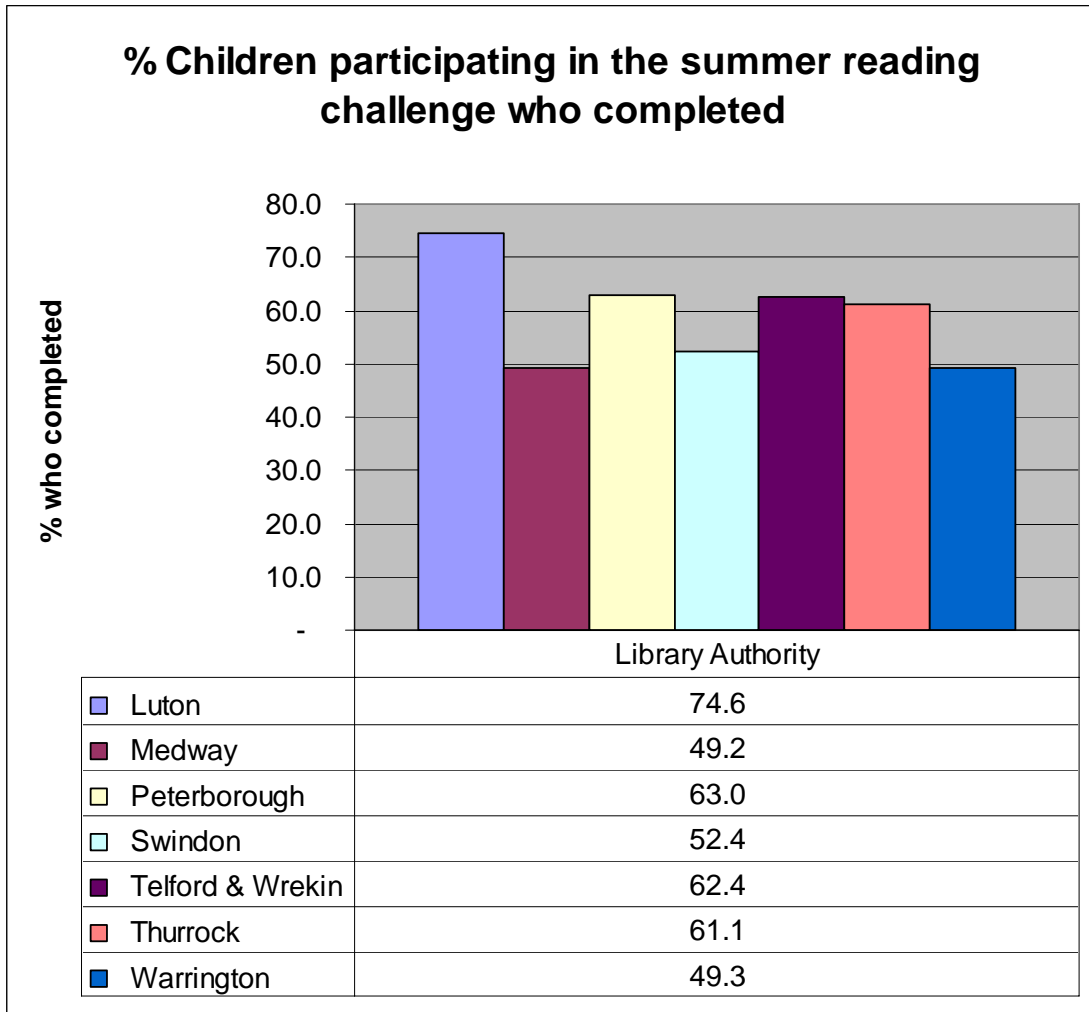
Comment

We have been awarded funding by UKOnline to deliver adult ICT courses (MyGuide) throughout 2009-10. The purpose of the course is to improve digital literacy.

We will be beginning from a very low figure but our target for the year is ambitious.

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4. % Children participating in the summer reading challenge who completed



Comment

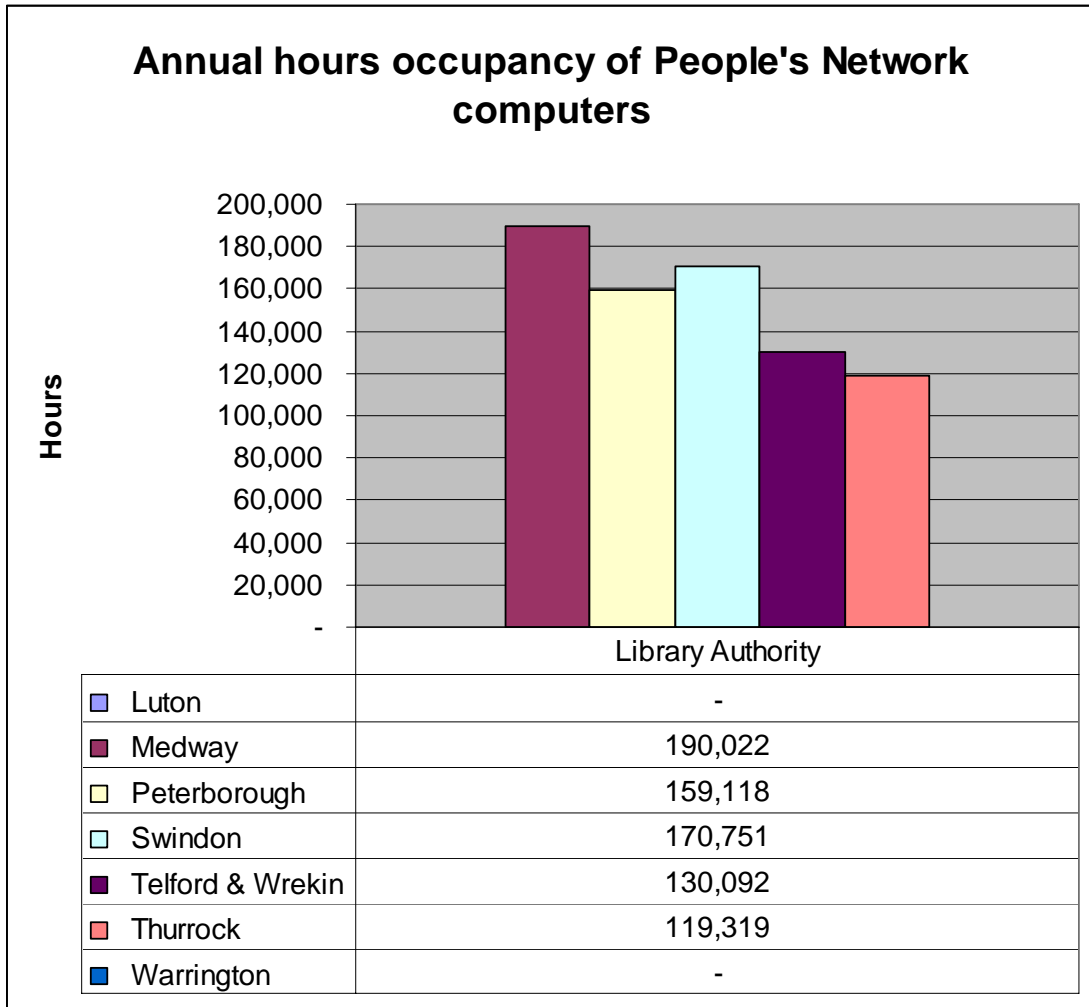
We attracted a large number of children to participate in 'Team Read' but a relatively disappointing number completed.

In 2010 we will be aiming for fewer participants but will be specifically targeting reluctant readers. We are aiming to ensure that 85% of starters complete the challenge.

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Computer Use

5. Annual hours occupancy of People's Network computers



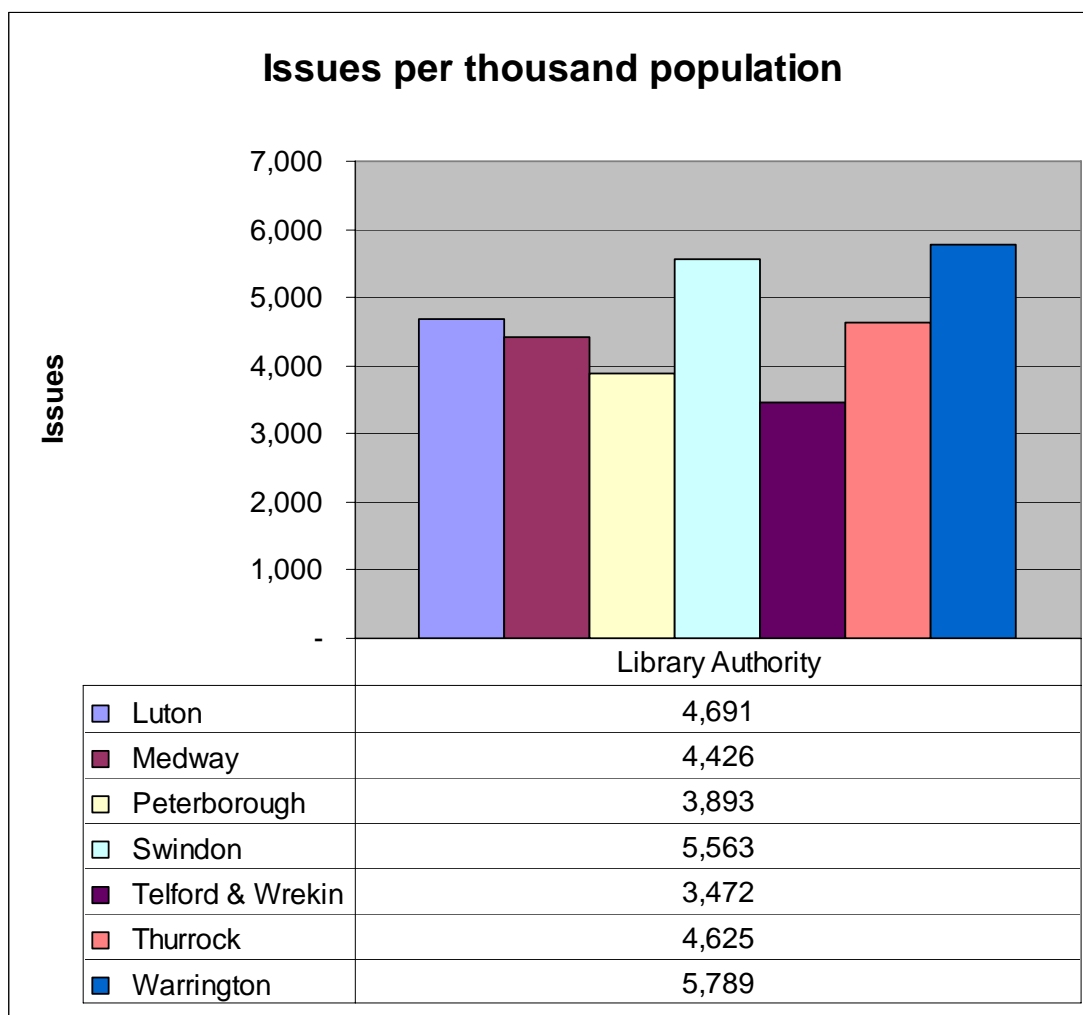
Comments

The high level of occupancy is somewhat skewed by the extremely high levels of use experienced in the Central Library. Drop-in computer training sessions being delivered in all our branches will guarantee a better distribution of activity across all service points.

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Stock

6. Issues per thousand population



Comments

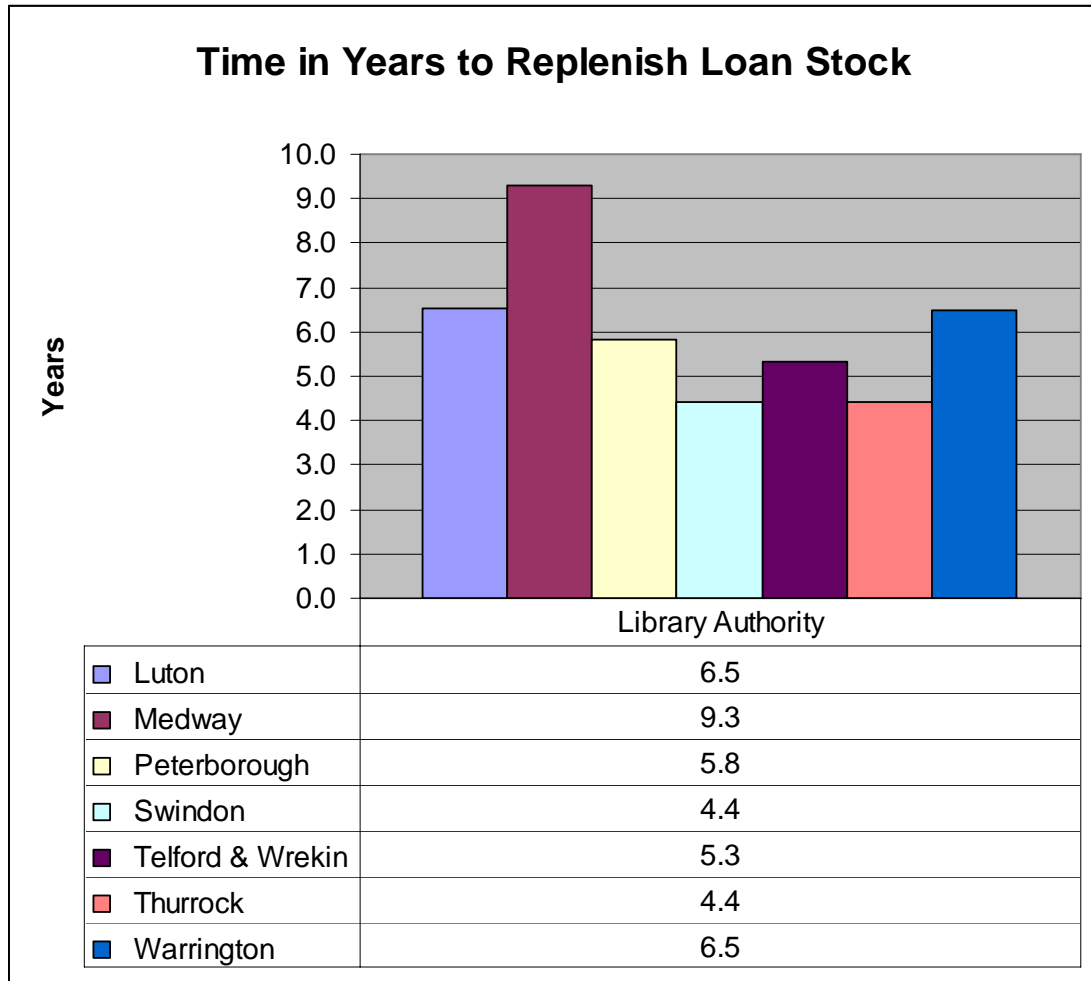
'Peterborough has high levels of people with English as an additional language ... just under 11% of all adults across Peterborough lack basic literacy skills'.¹

For this reason we have increased investment in our Non-English language collections and have also invested in alternatives to conventional book stock such as graphic novels, CD, cassette and MP3 materials but in spite of this issues are still relatively low compared to our benchmark partners.

¹ DEVELOPING THE EVIDENCE BASE FOR THE PETERBOROUGH INVESTING IN COMMUNITIES PROGRAMME (SEPTEMBER 2006)
http://insighteast.org.uk/WebDocuments/Public/approved/user_9/FINAL%20Peterborough%20Report.pdf

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7. Time in years to replenish loan stock



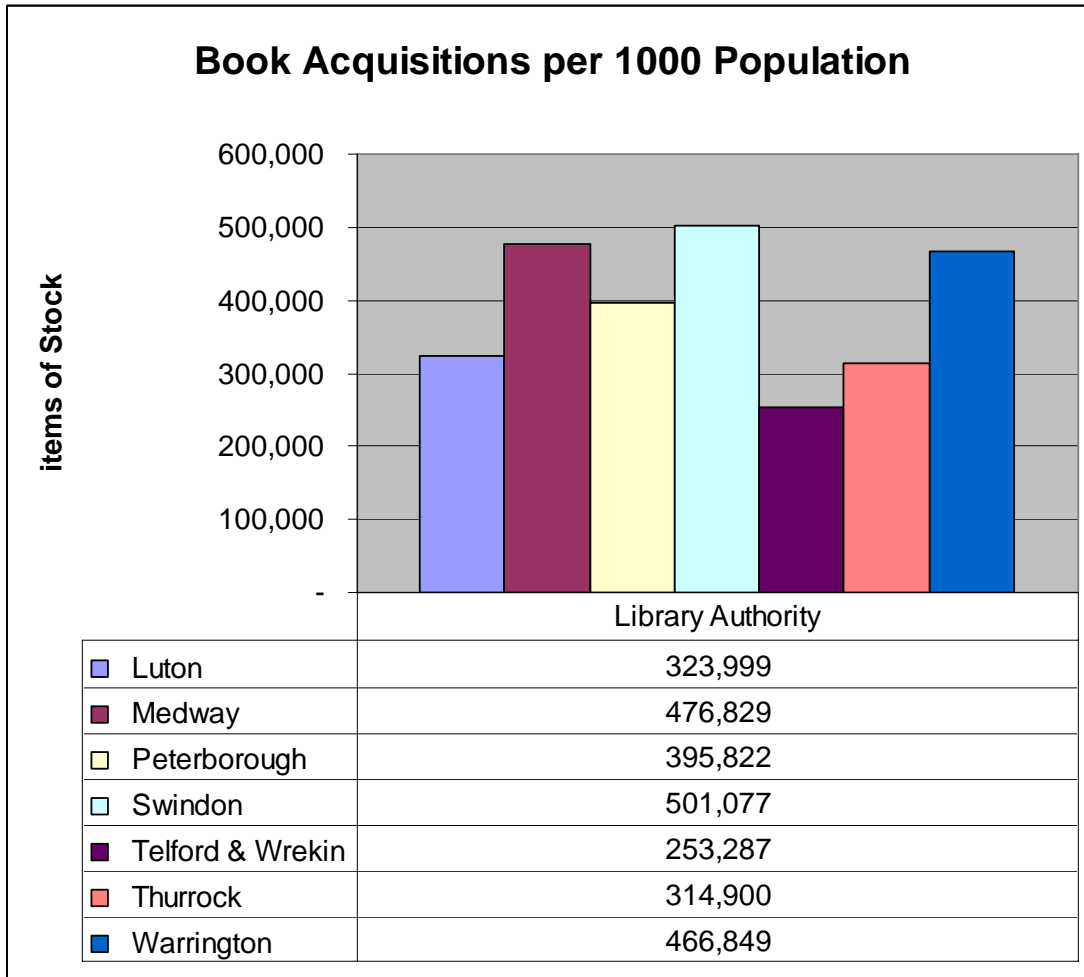
Comment

We were unable to produce meaningful analysis reports from Horizon, our previous Library Computer System owing to a lack of the necessary technical skills required to run the reports. It has therefore been difficult to identify stock that requires withdrawal.

New purchases are high but disposal of stock has been low. This year we intend to dramatically change the ratio of fiction to non-fiction to better reflect borrowing and withdraw a larger proportion of poor-performing stock.

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8. Book acquisitions per 1000 population



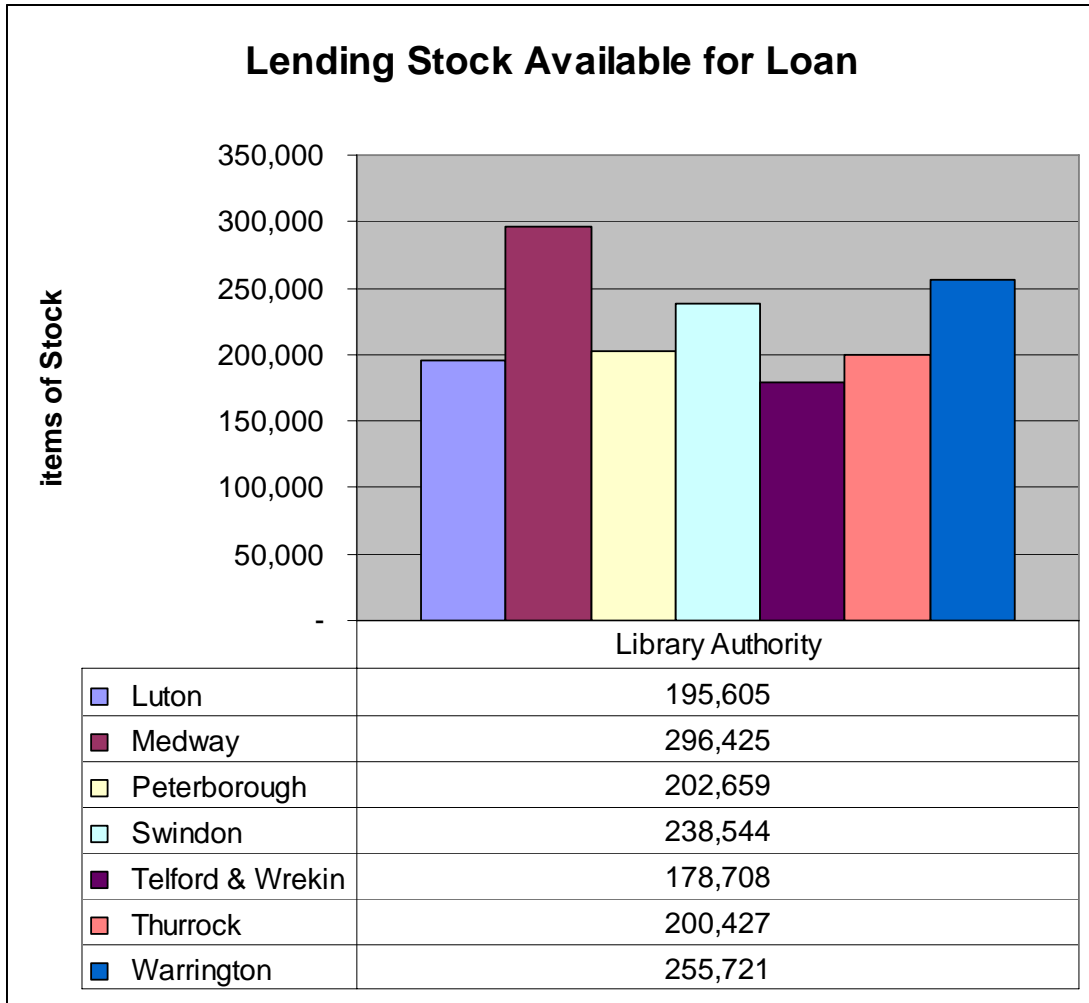
Comments

Book acquisitions are performing steadily against our benchmark partners and the investment in the materials fund is high.

Owing to the need to deliver to a populace with low levels of literacy we have invested a great deal in CD, cassette and MP3 collections. Given the relative expense of these items against hardcopy materials we will naturally display a lower figure.

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9. Lending stock available for loan

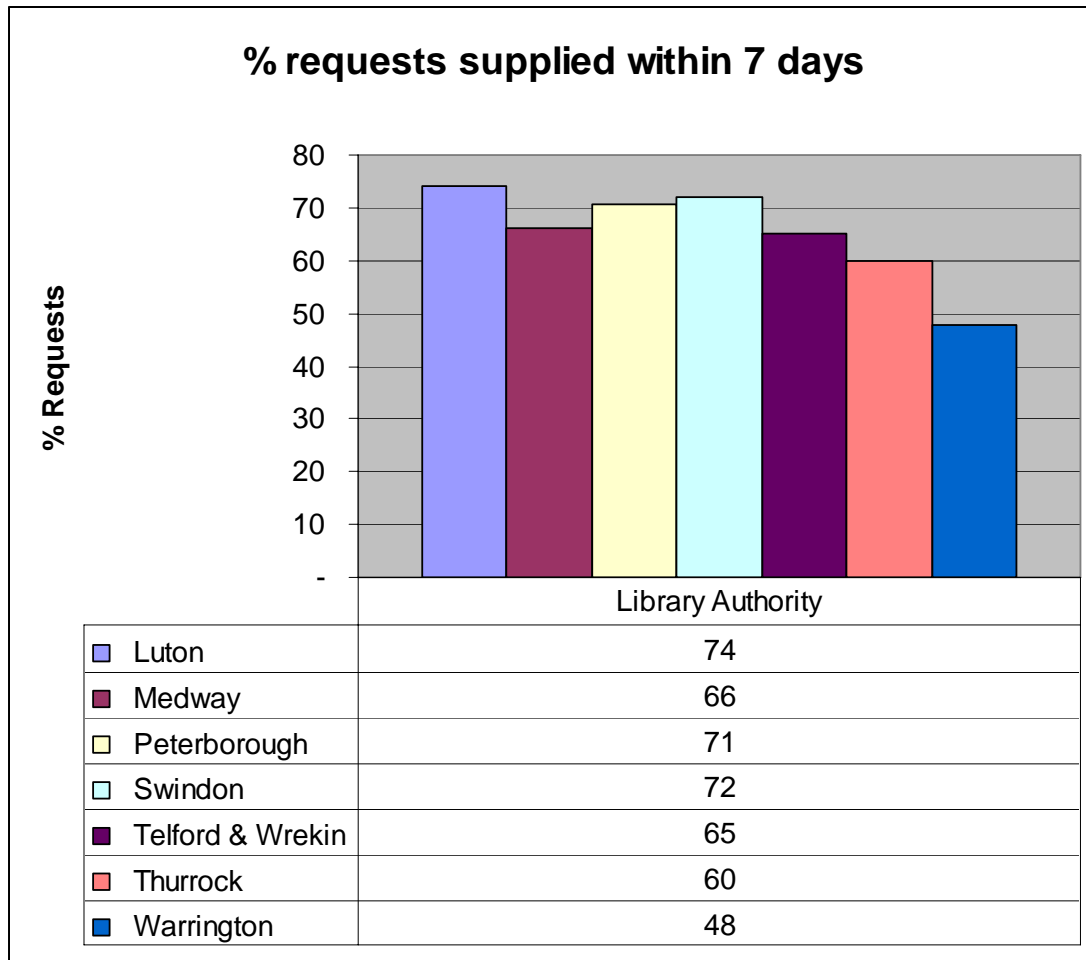


Comment

Lending stock available for loan is high but it is artificially inflated by poor-performing and 'dirty' stock that needs to be withdrawn. This is a priority for the Resource Development Manager.

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10. % requests supplied within 7 days



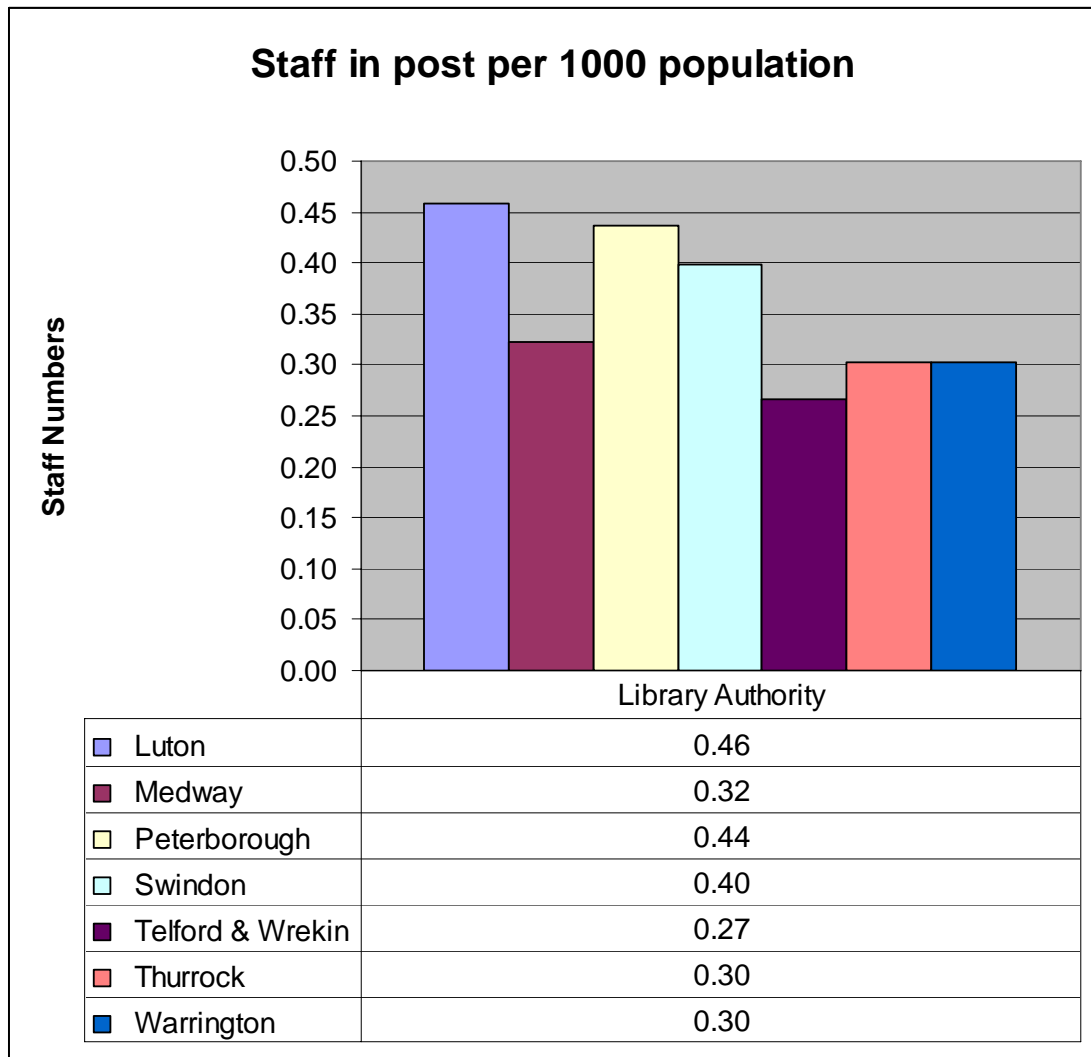
Comments

Our Resource Unit continues to operate efficiently.

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B. Financial

11. Staff in post per 1000 population

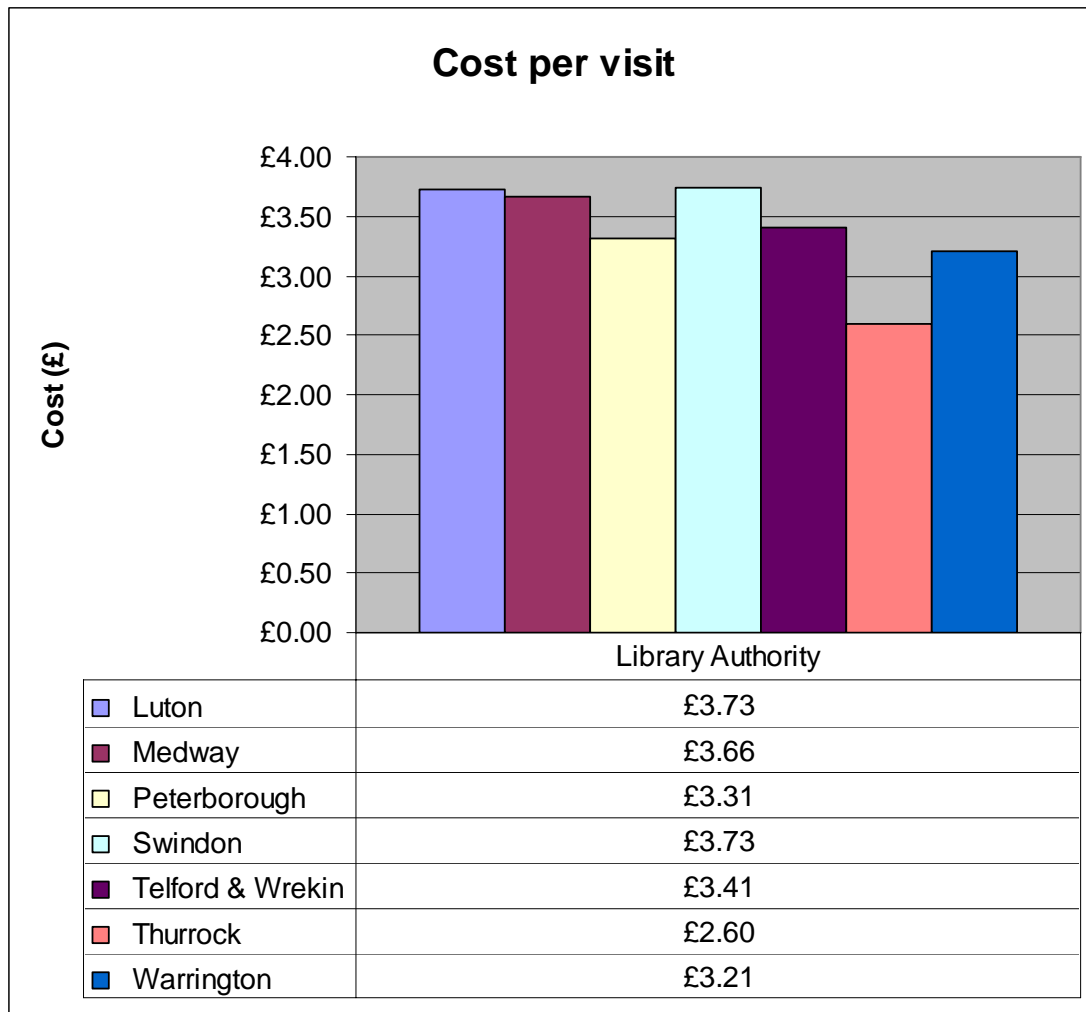


Comment

We are performing well against our benchmark partners. This level of investment is reflected in favourable comments and satisfaction levels in our 2009/10 PLUS survey.

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12. Cost per visit



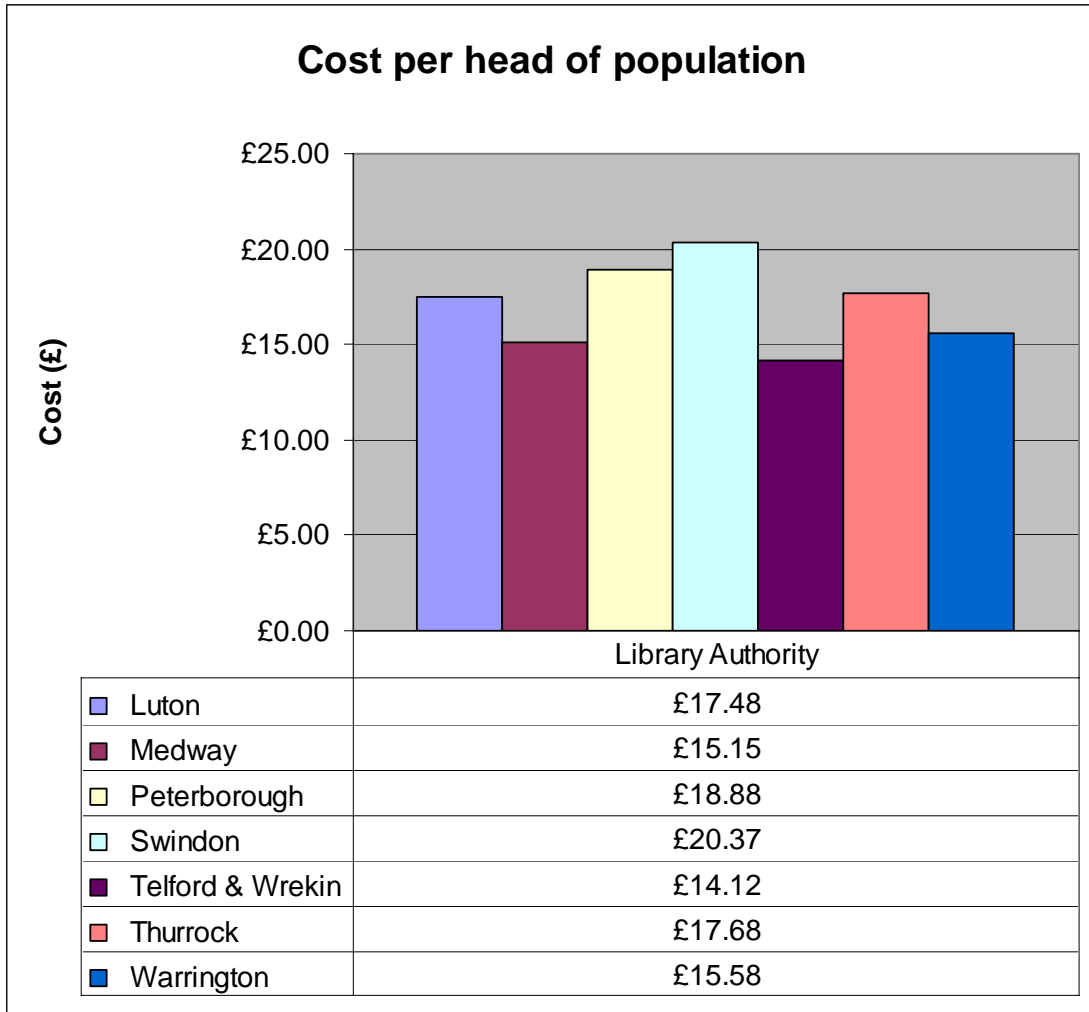
Comment

Our cost per visit has increased since 2007-8 but we remain comparable to our benchmark peers.

Efficiencies taking place in the service 2009-10 are likely to reduce costs per visit significantly.

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13. Cost per head of population



Comment

Our expenditure compares well against our peers and has increased since 2007-8.

Our costs are also high due to the Capital Asset Charges our buildings attract.

Efficiencies taking place in the service 2009-10 are likely to reduce our expenditure significantly.

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Methodology

To identify benchmarking partners we used CIPFA's Nearest neighbour Model (<http://www.cipfastats.net/resources/nearestneighbours>).

We searched for benchmark partners using the criteria:

- Area
- Population density
- % of population - ethnic
- % of population - unemployed
- % of population aged < 15
- % of population aged 15 to 59
- % of population aged 60+
- Total resident population

The top 5 Benchmark partners are:

Position	Neighbour Authorities	Statistical Distance
1	Telford & Wrekin	0.0221
2	Thurrock	0.0343
3	Swindon	0.0348
4	Warrington	0.0612
5	Medway	0.0766

We have also historically used Luton and their details are:

Position	Neighbour Authorities	Statistical Distance
34	Luton	0.3921