



# Comprehensive and Efficient – Standards for Modern Public Libraries: A Consultation Paper

# Contents

---

Section 1: Foreword	3
Section 2: Legislative Background	4
Section 3: The Approach, Structure and Application of the Standards	5
Starting point	5
Special and local need	5
Print versus the new Information and Communications Technology (ICT)	5
Setting levels	6
Meeting the standard	6
Intervention and Links to Best Value and external inspection	6
Local variation	7
The statistical base	7
Section 4: Public Library Standards	8
Location of libraries and access to them	8
Opening hours	8
Application of the new Information and Communications Technology (ICT)	9
Issuing and reserving Books	9
Use of the library service	10
User satisfaction with library services and staffing	10
Books and materials	11
Local application	12
Section 5: Consultation	13
Consultation Questionnaire	15



## Section 1: Foreword

---

1. These draft public library standards will assist Library Authorities and the Secretary of State for Culture Media and Sport carry out their statutory duties under the Public Libraries and Museums Act 1964. They have been developed in partnership with the Local Government Association (LGA) and the Library Association (LA). The draft standards set out, within the context of Best Value and the Annual Library Planning process, what progress is expected and the key criteria against which it will be monitored. The standards set a challenge for the principal stakeholders and are intended to bring about measurable improvements in services in both the short and medium terms.
2. The fundamental need to provide universal free access for all to information and literature which led to the creation of public libraries 150 years ago has created a national institution which retains its value and appeal to the present day. It is true to say that no comparable institution exists. Modern public libraries are widespread, popular and of enduring importance to the maintenance of a democratic society. Their ‘vital statistics’ illustrate this very clearly:
  - there are 3,477 public libraries in cities, towns and villages serving a population of about 49 million people;
  - 55 – 60% of the population use public libraries, rising to 70% where children and elderly people are concerned;
  - adults and children borrow over 430 million books and other items, such as CDs and videos, a year from public libraries.
3. The public library has become a multi-purpose agency with multiple roles covering the areas of information and life long learning, recreation and leisure, culture and research. The new Information and Communication Technologies do not threaten the existence of public libraries but offer an opportunity to provide increasingly valuable and effective services for users.
4. Because of their importance, public libraries are at the heart of both the Department for Culture Media and Sport (DCMS) and broader Government policies:
  - they **underpin** education, providing essential support for school children, students, and lifelong learners;
  - they enhance **public access** to the world’s storehouse of knowledge and information;
  - they promote **social inclusion**, by helping to bridge the gap between those who can afford access to information and those who can’t;
  - they have a role to play in the **modernisation** and delivery of public services;
  - they provide information which underpins commercial and economic endeavour.

In addition, their traditional roles in support of literacy, reading and personal and community growth are undiminished.

## Section 2: Legislative Background

---

5. The Public Libraries and Museums Act 1964 makes it the duty of the Secretary of State for Culture Media and Sport:  
*“to superintend, and promote the improvement of, the public library service provided by local authorities in England ... and to secure the proper discharge by local authorities of the functions in relation to libraries conferred on them as library authorities by or under this Act”.*
6. Under the same Act, library authorities (County Councils, Unitary Authorities, London Boroughs and Metropolitan Districts) are required to:  
*“provide a comprehensive and efficient library service for all persons desiring to make use thereof”.*
7. Library authorities have a duty to allow access to their libraries to all comers, but their obligation to lend extends only to those who live or work or study full-time in their areas.
8. The terms “comprehensive and efficient” are not defined within the 1964 Act, and there have been to date no statutory standards to underpin the legislation. However, the 1964 Act does say that, in fulfilling its duty, a library authority should :
  - ensure that “facilities are available for the borrowing of, or reference to, books and other printed material and pictures ... sufficient in number, range and quality to meet both the general needs and special requirements of adults and children.” This may be done by keeping adequate stocks of such books and other materials, by arrangements with other library authorities and by other appropriate means.
  - encourage both adults and children to make full use of the service, provide advice as to its use and make available bibliographical and other information.
9. In the absence of any clear and agreed definition of “comprehensive and efficient” allied with up-to-date and generally agreed standards of provision, the Government and library authorities have had little other than commonsense in order to determine whether or not statutory duty is being met.
10. However, the Government has made it clear that local authorities must justify library service reductions, including closures, and that it will intervene to ensure that authorities meet their statutory duties. The library standards will provide library users with a clear idea of what they can expect from their services, and how such intervention could be triggered.

## Section 3: The Approach, Structure and Application of the Standards

---

### Starting point

11. All those wishing to use a public library service are entitled to a high quality service, which is consistently friendly and which effectively and efficiently meets their needs.
12. Each standard establishes a fundamental entitlement to a level of library provision accessible to every person who lives, works or studies in the area of the library authority. The aim is to provide a widely recognised benchmark against which individual users and communities can measure their needs, rights and expectations.
13. In addition, the standards aim to:
  - build on the current popularity and strength of the public library service;
  - recognise their contribution to major Government policy objectives;
  - focus on **both** library users and potential users, and their needs for service;
  - be relevant to all public libraries, whatever their local circumstances;
  - reflect the growing importance of technology in providing library services while acknowledging the fundamental role of the printed word and;
  - balance the rights of local people to a suitable and democratically accountable service and of local managers to manage the service as they see fit, in the light of local needs and resources.

### Special and local need

14. Although the standards establish a general entitlement to a level of library provision accessible to every person who lives, works or studies in an authority, the Government expects that authorities will also focus library activity on designated sectors of the population to compensate, for example, for social exclusion or to provide for other specific local needs. The provision and development of such services may be triggered by research, an expressed need or as a result of Best Value consultation, undertaken, for example, with young people, ethnic communities, parents and carers or people with a visual or physical impairment.

### Print versus the new Information and Communication Technologies (ICT)

15. While ICT development is a key issue, the standards seek to recognise the importance and popularity of print-based services and community resources, which public library users value and fiercely defend. The standards acknowledge the importance of libraries in the cultural and social infrastructure of the communities they serve. They are designed both to maintain and improve the physical services, and develop the virtual services which libraries should provide in the new century.

## Setting levels

16. This consultation document proposes that the public library standards are set at a level which reflects existing best practice and which *all authorities should aspire to provide or undertake in accordance with the principles of Best Value*. In each case, an “*Intervention Point*” is also suggested as a level below which authorities would be in breach of their statutory duty to provide a “comprehensive and efficient” library service.
17. Many of the standards relate to the overall service and not to that provided within one library. In addition, an authority will not necessarily be judged on the basis of performance against one standard alone; a public library service is a complex and integrated operation, and any assessment of it by DCMS will take account of the whole range of standards.

## Meeting the standard

18. Where an authority’s existing service falls below any of the DCMS Intervention Points, it will be required to demonstrate in its Annual Library Plan an achievable strategy for gaining the required level of service within three years. The thresholds for DCMS Intervention Points represent the median position, ie the level which 50% of authorities exceeded or met in 1998/99, and, with the exception of expenditure on books, will be fixed at the current level for the three year phase-in period.
19. The standards are based on the concept of continuous review. DCMS, in consultation with the LA and the LGA, will annually review the definitions and coverage of the standards, and the performance of authorities in meeting them. A general review will take place at the end of the three year phase-in period. The mechanism for this continuous review will be preparation of the Guidelines for Annual Library Plans. The framework for monitoring the achievement of these standards will be based on assessments of each authority’s Annual Library Plan.

## Intervention and links to Best Value and external inspection

20. The Public Libraries and Museums Act 1964 gives the Secretary of State for Culture Media and Sport powers to intervene in library authorities in the event of a failure by them to carry out their duty. It is unlikely that the Government will wish to intervene in library authorities in relation to their performance against the library standards during the three year phase-in period, but any significant proposals for service reductions (such as cessation of book purchase or library closures) will continue to be investigated as at present.
21. The Local Government Act 1999 has placed a duty of Best Value on local authorities with effect from April 2000. The aim is to ensure that each local authority makes continuous improvement, in terms of both cost and quality, in the performance of all its services, including the library service. Performance targets are an important driver of improvement and the Government has set out the following indicators for public libraries<sup>1</sup>:

<sup>1</sup> Department of the Environment Transport and the Regions. Best Value and Audit Commission Performance Indicators for 2000/2001. Volume One: the Performance Indicators including The Publication of Information Direction 1999 (England). December 1999. Available gratis.

BVPI 115	Cost per visit to public libraries
BVPI 117	Number of physical visits per head of population to public libraries
BVPI 118	Percentage of library users who found the book/information they wanted, or reserved it, and were satisfied with the outcome

In addition, there is an Audit Commission Performance Indicator dealing with the use of libraries:

AC-16	Number of books and other items issued by an authority's libraries per head of population.
-------	--

These indicators are complementary to, and where appropriate reflected in, the draft standards. Best Value inspections of local authorities will be carried out under the aegis of the Audit Commission which has indicated that it will draw on the library standards when inspecting library services.

22. However, where the Audit Commission and/or District Audit is inspecting a library service, authorities should seek to demonstrate annual progress in raising their own base, rather than justifying performance against the statutory thresholds of the DCMS Intervention Point.

### Local variation

23. There may be justifiable reasons why levels of service vary across the country, arising mainly from differences in topography and population settlement patterns. To cater for this, different thresholds are sometimes specified for different classes of authority, i.e. Counties, Unitaries etc. In addition, some authorities, such as major cities, provide for a population of potential daytime users which far exceeds the number of residents within their area. To cater for this characteristic, those standards which are measured against resident population are also shown against a measure of "enhanced" population. This is a term which adds a proportion of the number of daily visitors and commuters to the resident population to provide an estimate of the realistic number of people who might potentially use the library services. The estimate of enhanced population is calculated annually by the Department of the Environment, Transport and the Regions to inform the Standard Spending Assessments. For inner City and London authorities, in particular, standards set against the "enhanced population" provide a more balanced measure. All authorities will be expected to meet both measures.

### The statistical base

24. Assessment of authority performance against the standards is based mainly on data supplied by authorities to the Chartered Institute of Public Finance and Accountancy (CIPFA) for the annual library statistics and on the definitions in the relevant notes of guidance which are used by all local authorities. Reference can be made to the notes of the survey questionnaire set out at the end of the CIPFA publication "Public Library Statistics: 1998/99 Actuals". In respect of user satisfaction measures, reference needs to be made to the definitions in the Public Library User Survey (PLUS) standard surveys.

## Section 4: Public Library Standards

---

### Location of libraries and access to them

25. All service points (ie. central, branch and mobile libraries) should be located within reasonable travelling time for the majority of intending users, regardless of their method of travel. **(PLS 1)**.
26. National measurements to assess performance against this standard are not currently available. For the time being, taking into account the different patterns of travel, DCMS proposes as a possible standard that no person who is entitled by statute to use an authority's library service should have to travel for more than 20 minutes to a library in both urban and rural areas. Views would be welcome in particular on this issue.
27. In addition, during the next year, DCMS intends to work towards clarification of a reasonable travelling time, and its assessment. Its approach will be as follows:
- (i) During 2001/02, all authorities will investigate whether service points are located so that people are within reasonable travelling time by foot or public transport from their nearest library. In making an assessment, authorities should take into account not only the nature of the journey but also relevant factors such as the characteristics of the population, the road network, car ownership patterns, bus and train timetables, as well as their own policies in relation to Agenda 21 and sustainability.
  - (ii) Authorities will provide information about the estimated proportion of the resident and enhanced populations<sup>2</sup> within their areas who are located within certain time or distance bands from static and/or mobile service points.
  - (iii) In the meantime, the next CIPFA survey (1999/2000 Actuals) will request the postcodes for all service points in order to provide a geographical information system capable of monitoring and refining this standard.
28. Information about (i) and (ii) above must be included in the Annual Library Plan for 2001-02.
29. Emergency non-opening hours of central and branch libraries will be no more than 5% of the total in any year. **(PLS 2)**.
30. Mobile library visits/stops missed or cancelled will be no more than 5% of the total in any year. **(PLS 3)**.

### Opening hours

31. The aggregate opening hours per 1,000 population<sup>3</sup> for service points administered by the authority **(PLS 4)** will be no less than:

	<u>Resident Population</u>	<u>Enhanced population<sup>2</sup></u>
Intervention Point	110	110
Standard	128	128

<sup>2</sup> The enhanced population is the notional population of the authority taking into account daily flows of commuters and visitors to the area. The figure is calculated each year by DETR to inform Standard Spending Assessments. See also paragraph 22.

<sup>3</sup> Aggregate hours per 1000 population will be calculated on the basis of the sum of individual service point opening hours divided by the population.

32. A library authority will provide at least one service point to be open for 60 hours or more per week, and every other library serving a catchment population of more than XXX<sup>4</sup> should be open at least 45 hours per week. (**PLS 5**). The DCMS Intervention Point will be when no library in an authority is open for more than 45 hours per week. (Libraries wishing to operate as University for Industry (UFI) flagship learndirect centres will have to open for a minimum of 65 hours per week.)
32. Library authorities will be required to report in their Annual Library Plans on their policy for opening hours after 1700 hours on weekdays and at weekends, and on the proportion of their aggregate opening hours that fall within this extended period. The data will be analysed by DCMS with a view to formulating a standard or providing guidance to authorities.

### Application of the new Information and Communication Technologies (ICT)

34. The Government has given a commitment that all public libraries, wherever practicable, will be connected to the Internet by 2002. Over the next two years, public libraries will be introducing public internet access terminals funded through the New Opportunities Fund Community Access to Lifelong Learning (CALL) programme. The ICT standards aim to develop the service levels to implement the advantages of the new technologies for the benefit of all users, including those with special needs, and will over time reflect the service levels anticipated in the CALL bidding guidance. In line with the Government's intention that public services should be delivered increasingly through electronic means, library authorities will provide on-line access, to international standards and for 24 hours per day, from remote locations to their catalogue, reservation service, community information service, enquiry service and full information about the range of library services available.
35. It is not possible nor reasonable to set standards covering these new services straightaway and, meanwhile, the following standards will apply.
36. All static service points (i.e. central and branch libraries), which are open for 10 hours or more per week, are to have on-line access to a catalogue. The DCMS Intervention Point will be at 60% of service points. (**PLS 6**).
37. The total number of work stations (including those for on-line catalogues) per thousand population which are available for public use should be no less than 0.7. The DCMS Intervention Point will be 0.35 per thousand population. (**PLS 7**)

### Issuing and Reserving Books

38. A library authority's normal issue period for books will be not less than 3 weeks and the loan entitlement will be not less than 8 books. (**PLS 8**). The DCMS Intervention Point will be 3 weeks and 8 books respectively.
39. The provision of a reservation service is a key element in the provision of a "comprehensive and efficient" service required by the 1964 Public Libraries and Museums Act. Authorities which do not provide a reservation service, place arbitrary restrictions on it, or seek to levy

<sup>4</sup> Data is not currently available on catchment areas of library buildings. The views of library authorities are being invited by means of a short questionnaire issued with these draft standards. Others may comment if they wish.

high charges which act as a barrier to access, are likely to place themselves in breach of their statutory duty. In addition, in order to meet the requirements of the Disability Discrimination Act 1995, an authority should allow requests for items in alternative formats which meet the needs of disabled people.

40. No less than 50% of all requests for books shall be supplied within 7 days of the date on which the request was received by the library; the DCMS Intervention Point will be 35%. In addition, 70% [60%] will be supplied within 15 days, and 85% [80%] within 30 days. Figures in [square brackets] indicate the DCMS Intervention Points. (PLS 9).

### Use of the library service

41. Active library borrowers<sup>5</sup> in an authority should equal or exceed 45% of the higher of resident or enhanced populations. The DCMS Intervention Point will be 30% of the relevant population figure. (PLS 10)
42. The number of library visits per 1000 population will be (PLS 11):

	<u>Resident Population</u>	<u>Enhanced Population</u>
Inner London	7,650 [6,200]	6,800 [5,800]
Outer London	8,600 [7,300]	8,700 [7,500]
Metropolitan Districts	6,000 [5,200]	5,900 [5,700]
Unitaries	6,300 [5,000]	6,200 [5,000]
Counties	6,600 [5,900]	6,600 [5,900]

The figures in [square brackets] represent the DCMS Intervention Points.

43. Annual visits to an authority's library web site per 1,000 population – where one is available – will be within the upper quartile, and the DCMS Intervention Point will be the median. (PLS 12). No data is yet available to monitor this standard and the Committee on Public Library Statistics will seek to collect relevant information as soon as possible.

<sup>5</sup> An active library borrower is someone who has borrowed at least one item from the library during the year.

## User satisfaction with library services and staffing

44. Library authorities should conduct a regular user satisfaction survey to the Public Library User Survey (PLUS) national standards<sup>6</sup>. In any given three year period, the library authority must demonstrate that in at least one year it meets or exceeds the following standards:

<u>Aspect of User Satisfaction</u>	<u>Standard</u> <u>% of users</u>	<u>DCMS Intervention Point</u> <u>% of users</u>
Success in gaining (or reserving) a specific book by title, subject or author (PLS 13)	65%	60%
Success in gaining information as a result of a search (PLS 14)	75%	70%

45. The library authority will ensure the provision of accurate, timely, appropriate and unbiased information to their users. Success will be measured through unobtrusive testing and framed as a percentage of success in the annual test. (PLS 15)

46. Measurement of this standard is not currently possible. During 2000/01, the Committee on Public Library Statistics, in conjunction with DCMS, the LA and the LGA, will develop standardised arrangements for unobtrusive testing of enquiry services on a nationally comparable basis.

47. Using a regular user satisfaction survey conducted to the PLUS national standards as in paragraph 41 above, in any given three year period, the library authority must demonstrate that in at least one year it meets or exceeds the following standards:

<u>Aspect of User Satisfaction</u>	<u>Standard</u> <u>% of users</u>	<u>DCMS Intervention Point</u> <u>% of users</u>
Users rating the knowledge of staff as “good” or “very good” (PLS 16)	95%	90%
Users rating the helpfulness of staff as “good” or “very good” (PLS 17)	95%	90%

48. Professional staff including Chartered Librarians as a percentage of total staff will be no less than 29%. The DCMS Intervention Point will be 25%. (PLS 18)

<sup>6</sup> Further information about the PLUS survey is set out in the PLUS manual and guidance, available from the Institute of Public Finance Limited, 7th Floor, NLA Tower, 12-16 Addiscombe Road, Croydon CR0 0XT.

## Books and materials

49. The library authority will ensure that the library service has a fund sufficient to meet users' needs for books and other materials. Books include periodicals, newspapers and other print; other materials include audio-visual materials, electronic publications and other formats. In the case of this standard, the threshold will rise annually in line with the increase in the Retail Prices Index for Books. The current standard is based on 1998/99 outturn results. **(PLS 19)**

	<u>Fund / 1,000 Resident or Enhanced Population</u>	
	<u>Books &amp; print</u>	<u>Other materials</u>
DCMS Intervention Point	£1,620	£350
Standard	£2,000	£500

50. The minimum replacement rate for stock should be sufficient to replace all stock within 8.5 years. The DCMS Intervention Point will be 11 years. **(PLS 20)**
51. Annual items added through purchase (books and other materials) per 1,000 population will be at least 216. The DCMS Intervention Point will be 170 items. **(PLS 21)**
52. The quality of the bookstock will be measured by library authorities through unobtrusive testing. In the case of fiction, quality will be framed as a percentage of an agreed sample of titles. **(PLS 22)**. In the case of non-fiction, the framework will be the titles published in each major subject field during the year. **(PLS 23)**
53. A methodology for measuring PLS 22 and 23 is not yet in place. During 2000-01, the Committee on Public Library Statistics, in conjunction with DCMS, the LA and the LGA, will develop standardised arrangements for unobtrusive testing of the quality of bookstocks on a national comparable basis. Meanwhile, views are invited on the basis for developing a sample of fiction titles; one approach would be to frame quality as a percentage of the titles nominated for the major literary prizes in the year of report combined with a selection of the top 500 best selling titles.

## Local application

54. All authorities should build on the national standards with local schemes to measure sub-authority-wide service levels, and to monitor their overall progress in advancing the library service over time and in comparison with other authorities. Authorities will be required to report on their scheme in the Annual Library Plan, together with an appraisal of local service levels.

## Section 5: Consultation

---

55. Any views on these draft standards should be sent preferably on the enclosed pro-forma, or in electronic form, to Peter Beauchamp, Chief Library Adviser, Department for Culture, Media and Sport, 2-4 Cockspur Street, London, SW1Y 5DH (e-mail: Peter.Beauchamp@culture.gov.uk). The closing date is Monday 3 July 2000.
56. Additional copies of the draft standards can be obtained from Andy Birleson at the same address (telephone – 020 7211 6128; e-mail Andrew.Birleson@culture.gov.uk); or via the DCMS website [www.culture.gov.uk](http://www.culture.gov.uk)



## Consultation Questionnaire

---

Please return this questionnaire (or the photocopy supplied) by Monday 3 July 2000 to Peter Beauchamp, Chief Library Adviser, Department for Culture, Media and Sport, 2-4 Cockspur Street, London, SW1Y 5DH (e-mail: Peter.Beauchamp@culture.gov.uk)

Name of person completing form \_\_\_\_\_

Name of authority/organisation (if applicable) \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

E-mail address \_\_\_\_\_

Library Authorities only should answer the questions on the reverse of this form. Please attach additional sheets of paper as necessary.

Please make your comments below, indicating the PLS reference number of the draft standard in the left hand column.

Reference:	Comments:

*Please continue on plain paper and attach to this form, if necessary.*



LOCAL AUTHORITY	NUMBER OF LIBRARIES		LIBRARIES OPEN 60 HOURS +		NUMBER OF PROFESSIONAL STAFF		TOTAL BOOKSTOCK		BOOKSTOCK PER 1000 POPULATION		TOTAL SPEND ON MATERIAL ACQUISITIONS PER 1000 POPULATION (£)	
	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99

**LONDON**

Corporation of London	7	6	0	0	45	68.8	475,435	554,793	84,899	106,691	103,695	135,594
-----------------------	---	---	---	---	----	------	---------	---------	--------	---------	---------	---------

**INNER LONDON**

Camden	14	14	3	0	114	41	981,166	566,394	5,113	3,003	6,339	3,080
Greenwich	N/A	15	N/A	0	N/A	25	N/A	540,331	N/A	2,512	N/A	3,179
Hackney	17	9	2	0	92	31	728,266	341,343	3,805	1,753	4,548	2,956
Hammersmith & Fulham	11	7	2	0	59	35	504,029	462,112	3,024	2,934	4,607	2,195
Islington	13	10	2	0	56	34	511,368	438,409	3,073	2,449	4,872	3,602
Kensington & Chelsea	7	7	0	0	32	39	536,765	508,449	3,501	2,993	4,799	3,415
Lambeth	15	13	6	0	81	45.2	N/A	371,510	N/A	1,379	4,669	2,155
Lewisham	18	12	2	0	75	33.3	727,186	532,715	3,029	2,185	3,364	2,099
Southwark	21	14	3	0	94	37	736,237	486,098	3,339	2,095	5,218	2,582
Tower Hamlets	16	14	5	0	74	35.5	451,836	476,285	3,043	2,627	4,035	1,469
Wandsworth	17	13	3	1	85	42.2	1,110,627	808,554	4,031	3,044	4,103	2,628
Westminster	16	13	0	2	97	57	1,388,932	1,000,758	6,617	4,532	8,026	5,259

**OUTER LONDON**

Barking & Dagenham	12	11	0	0	38	27.5	452,896	448,604	3,003	2,883	3,492	2,052
Barnet	19	19	4	0	84	62.5	780,568	893,683	2,693	2,696	4,394	2,607
Bexley	17	15	1	0	58	34.9	465,248	621,412	2,176	2,853	3,006	2,542
Brent	15	13	0	1	61	21.3	698,914	644,330	2,742	2,545	3,162	984
Bromley	19	17	0	0	64	51	870,004	773,064	2,977	2,602	3,388	3,499
Croydon	14	15	0	0	56	58	729,703	697,290	2,275	2,062	3,019	3,281
Ealing	18	13	0	0	64	47	676,848	611,313	2,316	2,024	3,079	1,690
Enfield	18	17	0	0	66	50	741,953	666,986	2,859	2,518	2,688	2,588
Haringey	12	10	3	0	61	41	624,118	533,532	2,745	2,408	3,420	1,796
Harrow	11	11	0	0	46	37.9	428,920	436,954	2,174	2,068	4,177	2,438
Havering	10	10	1	0	47	28	529,570	403,882	2,206	1,769	1,892	2,346
Hillingdon	18	18	1	0	52	29.4	542,764	493,097	2,380	1,963	3,056	1,425
Hounslow	11	12	0	0	55	N/A	487,834	412,973	2,482	1,952	2,879	2,514
Kingston-upon-Thames	9	8	0	0	34	14	352,304	237,078	2,590	1,609	2,983	1,330
Merton	10	10	0	0	41	26.5	507,331	542,801	3,111	2,945	4,280	2,290
Newham	14	11	9	0	44	31.5	484,389	400,364	2,133	1,731	3,385	2,879
Redbridge	14	12	1	0	49	40	550,743	604,581	2,425	2,607	3,592	2,548
Richmond-upon-Thames	12	13	0	0	39	23	383,228	324,881	2,341	1,740	3,521	2,104
Sutton	10	11	0	0	50	24	553,817	450,773	3,318	2,545	4,018	3,173
Waltham Forest	14	12	0	0	60	31.5	693,492	425,369	3,159	1,921	4,009	2,438

	NUMBER OF LIBRARIES		LIBRARIES OPEN 60 HOURS +		NUMBER OF PROFESSIONAL STAFF		TOTAL BOOKSTOCK		BOOKSTOCK PER 1000 POPULATION		TOTAL SPEND ON MATERIAL ACQUISITIONS PER 1000 POPULATION (£)	
	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99

**LOCAL AUTHORITY**

**METROPOLITAN DISTRICTS  
GREATER MANCHESTER**

Bolton	21	16	0	0	42	29.8	613,660	477,167	2,360	1,784	2,770	1,873
Bury	10	7	0	0	24	17.2	347,093	278,915	1,955	1,526	1,651	2,286
Manchester	28	27	4	0	105	79.3	2,152,977	1,982,539	4,400	4,613	4,544	2,976
Oldham	17	15	0	0	22	19	413,150	390,033	1,842	1,779	2,707	N/A
Rochdale	19	19	0	0	28	21	453,798	385,104	2,170	1,850	2,027	1,482
Salford	21	18	0	0	43	20	531,304	331,923	2,075	1,469	2,178	1,748
Stockport	18	16	0	0	46	29.4	528,944	475,460	1,817	1,624	2,312	2,719
Tameside	22	18	5	0	38	27.5	435,017	482,179	1,985	2,188	3,773	N/A
Trafford	17	15	0	2	39	24.5	575,859	N/A	2,550	N/A	2,950	2,354
Wigan	20	19	0	0	43	22.5	619,653	410,759	1,991	1,323	1,574	1,602

**MERSEYSIDE**

Knowsley	9	8	0	0	34	19.3	325,679	N/A	1,787	N/A	1,407	4,288
Liverpool	27	26	10	0	98	47.5	2,693,890	1,196,027	5,102	2,592	3,259	1,886
St Helens	19	15	0	0	36	16	391,670	357,266	2,067	2,003	2,579	2,923
Sefton	21	14	0	0	53	24	686,159	595,496	2,277	2,070	1,874	2,069
Wirral	23	24	0	0	60	40.8	643,346	725,352	1,867	2,218	2,863	1,832

**SOUTH YORKSHIRE**

Barnsley	26	22	1	0	31	22.5	503,419	472,494	2,267	2,071	2,685	702
Doncaster	32	27	0	0	44	23.5	771,480	630,718	2,697	2,171	3,226	2,023
Rotherham	23	19	0	0	40	25	619,426	363,169	2,497	1,428	3,262	1,413
Sheffield	43	33	1	0	88	57.3	1,303,291	759,469	2,379	1,430	2,940	492

**TYNE & WEAR**

Gateshead	17	19	0	0	42	37	432,322	403,336	2,018	2,028	3,865	2,996
Newcastle-upon-Tyne	26	23	1	0	74	43.5	1,091,941	713,431	3,745	2,584	2,441	2,504
North Tyneside	18	16	0	0	39	22.5	506,458	445,080	2,599	2,294	4,406	2,071
South Tyneside	9	8	0	0	18	19	312,819	399,951	1,905	2,587	2,578	2,391
Sunderland	19	23	0	0	46	24	578,180	512,687	1,926	1,754	2,724	1,714

**WEST MIDLANDS**

Birmingham	45	43	0	1	198	106	2,784,265	2,585,613	2,675	2,551	2,937	1,916
Coventry	14	14	0	0	29	32.5	420,964	425,716	1,238	1,399	1,902	1,385
Dudley	19	18	0	0	29	27	672,611	669,808	2,269	2,150	2,650	1,803
Sandwell	26	21	0	0	44	24	859,618	574,644	2,777	1,978	2,338	2,022
Solihull	12	13	0	0	25	19	443,002	530,670	2,234	2,581	2,636	1,546

	NUMBER OF LIBRARIES		LIBRARIES OPEN 60 HOURS +		NUMBER OF PROFESSIONAL STAFF		TOTAL BOOKSTOCK		BOOKSTOCK PER 1000 POPULATION		TOTAL SPEND ON MATERIAL ACQUISITIONS PER 1000 POPULATION (£)	
	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99
<b>LOCAL AUTHORITY</b>												
Walsall	19	22	0	0	28	23.4	455,485	593,757	1,715	2,273	1,697	2,222
Wolverhampton	20	22	0	0	33	22	530,740	511,661	2,037	2,118	2,388	2,357

### WEST YORKSHIRE

Bradford	40	29	2	1	73	36.5	1,219,258	898,378	2,633	1,859	2,708	897
Calderdale	32	23	0	0	29	24	483,550	411,977	2,542	2,136	2,909	2,379
Kirklees	49	33	1	0	49	40.1	950,424	778,759	2,514	1,992	2,061	1,614
Leeds	59	60	1	0	65	74.3	1,804,006	1,240,802	2,476	1,706	3,058	1,615
Wakefield	32	30	0	0	42	25	729,577	568,667	2,369	1,784	2,717	795

### COUNTIES & UNITARY AUTHORITIES

Bath & North East Somerset, North Somerset, South Gloucestershire and Bristol	66	64	2	0	131	70.3	1,657,691	1,548,250	1,798	1,658	2,260	1,313
Bedfordshire, Luton	33	32	1	0	72	41	1,173,374	963,867	2,372	1,731	2,615	1,470
Newbury, Reading, Slough, Windsor and Maidenhead, Wokingham, Bracknell Forest	47	56	0	0	78	86.8	983,081	1,146,945	1,462	1,433	1,607	1,930
Buckinghamshire, Milton Keynes	46	47	0	0	84	57.5	816,253	1,141,884	1,554	1,674	2,005	2,983
Cambridgeshire, Peterborough	62	56	0	0	68	63.5	1,246,555	1,219,350	2,186	1,694	2,784	2,169
Cheshire, Halton, Warrington	62	62	0	0	100	110.1	1,711,000	1,535,497	1,860	1,560	2,690	2,404
Hartlepool, Redcar and Cleveland, Middlesborough, Stockton-on-Tees	46	49	0	0	114	79.2	1,502,855	2,156,905	2,645	3,877	3,495	2,577
Cornwall	39	38	0	0	37	88.4	675,589	760,823	1,629	1,558	2,567	2,716
Cumbria	51	52	0	0	53	44	1,075,836	1,036,506	2,277	2,103	2,095	2,193
Derbyshire, Derby	80	69	0	0	94	93.6	1,710,799	1,440,494	1,909	1,484	2,222	1,815
Devon, Plymouth, Torbay	84	85	1	0	86	102.3	2,131,162	2,359,865	2,248	2,208	3,127	2,006
Dorset, Bournemouth, Poole	60	62	0	0	92	66.4	1,219,646	1,176,032	2,080	1,701	1,830	2,246
Durham, Darlington	55	52	0	0	73	45.5	1,391,525	1,083,961	2,305	1,783	2,370	1,831
East Sussex, Brighton and Hove	42	45	0	0	79	48.6	1,528,578	1,357,327	2,343	1,816	2,546	1,795
Essex, Southend-on-Sea, Thurrock	98	109	3	3	198	N/A	2,551,967	3,222,603	1,778	2,007	1,948	2,433
Gloucestershire	44	45	0	0	77	46.2	1,634,476	1,028,129	3,300	1,845	2,280	1,649
Hampshire, Portsmouth, Southampton	92	92	0	0	184	187.5	3,185,170	3,252,290	2,192	1,978	2,346	2,267
Herefordshire & Worcestershire	42	38	0	0	80	74	1,241,132	1,157,882	2,034	1,639	1,657	1,542
Hertfordshire	65	65	1	0	131	98.3	2,223,855	1,932,626	2,348	1,870	2,630	1,731
East Riding of Yorkshire, North Lincolnshire, North East Lincolnshire, Kingston upon Hull	63	69	0	0	107	79.4	2,245,999	2,013,524	2,658	2,280	2,139	1,977
Isle of Wight	12	13	0	0	15	8.2	287,498	380,250	2,515	2,994	2,302	2,282
Kent, Medway Towns	123	129	0	0	187	136.9	3,449,895	2,968,479	2,301	1,885	2,764	979
Lancashire, Blackburn with Darwen, Blackpool	112	110	1	0	185	163.5	3,514,530	3,036,520	2,566	2,128	2,363	1,993
Leicestershire, Leicester, Rutland	82	88	1	0	107	95.4	1,909,241	1,550,162	2,291	1,669	2,078	1,963

<i>LOCAL AUTHORITY</i>	NUMBER OF LIBRARIES		LIBRARIES OPEN 60 HOURS +		NUMBER OF PROFESSIONAL STAFF		TOTAL BOOKSTOCK		BOOKSTOCK PER 1000 POPULATION		TOTAL SPEND ON MATERIAL ACQUISITIONS PER 1000 POPULATION (£)	
	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99	1978-79	1998-99
Lincolnshire	61	61	0	0	55	47	1,313,066	1,337,309	2,477	2,146	3,027	1,970
Norfolk	57	66	0	0	91	59	1,503,034	1,230,993	2,211	1,558	2,025	1,797
North Yorkshire, York	38	68	0	0	74	58.7	1,211,384	1,157,775	2,346	1,559	2,355	1,495
Northamptonshire	36	41	0	0	29	60	571,000	1,146,056	1,974	1,861	2,716	2,324
Northumberland	75	39	0	0	81	19.5	1,356,565	608,058	2,051	1,964	2,615	1,854
Nottinghamshire, Nottingham	82	86	0	0	113	117.9	2,327,144	1,992,224	2,390	1,931	2,585	2,032
Oxfordshire	51	50	0	0	59	42.5	926,509	1,081,334	1,714	1,753	2,302	2,064
Shropshire, The Wrekin	39	39	0	0	45	45.5	655,628	738,345	1,792	1,716	2,005	1,054
Somerset	45	42	0	0	55	44	823,983	1,071,784	2,004	2,190	2,379	1,777
Staffordshire, Stoke-onTrent	69	67	0	0	108	87.8	2,244,793	1,818,325	2,252	1,713	1,910	1,806
Suffolk	45	49	0	0	50	33.5	1,007,266	1,307,243	1,699	1,948	2,046	2,538
Surrey	67	59	0	0	145	49.1	1,648,745	1,898,740	1,656	1,790	2,259	2,029
Warwickshire	47	39	0	0	76	54.5	1,031,091	920,097	2,196	1,816	2,482	2,427
West Sussex	43	38	1	0	86	68	1,186,990	1,233,900	1,873	1,641	2,652	2,297
Wiltshire, Swindon	52	53	2	0	75	68.7	1,150,606	1,088,005	2,229	1,916	2,508	1,678
<b>Totals</b>	<b>3,634</b>	<b>3,504</b>	<b>87</b>	<b>11</b>	<b>7324</b>	<b>5,103</b>	<b>108,617,037</b>	<b>98,390,084</b>	<b>2,369</b>	<b>1,982</b>	<b>2,695</b>	<b>2,043</b>

The totals for Bookstock per 1000 Population and Total Spend on Material Acquisitions per 1000 Population given as the overall average.

N/A denotes figures 'not available'.

Total Spend on Material Acquisition figures compare spending on acquisitions in 1998/99 with spending in 1978/79 in real terms.