

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Local Authority	Proportion of households resident in the area of the authority (either within or outside the administrative area of the authority) within the following distances of a static service point		Aggregate library opening hours per 1,000 population for all libraries (2)	Number of libraries open for more than 10 hours a week that have internet access and on-line catalogues (3)	Number of electronic workstations available to users per 10,000 population (4)	Percentage of book requests supplied within			
	1 mile (1a)	2 miles (1b)				7 days (5a)	15 days (5b)	30 days (5c)	
	%	%		%		%	%	%	
<u>LONDON</u>									
City of London	100.0		**	1,420	100	101	57	75	89
INNER LONDON									
Camden	100.0		**	127	100	13	47	58	67
Greenwich	98.4		**	118	100	6	70	80	88
Hackney	100.0		**	113	100	8	64	76	86
Hammersmith & Fulham	99.1		**	95	100	5	54	70	82
Islington	100.0		**	115	100	7	62	76	86
Kensington & Chelsea	100.0		**	100	100	6	54	71	83
Lambeth	99.0		**	81	100	6	61	81	87
Lewisham	99.1		**	97	100	6	65	78	93
Southwark	100.0		**	102	100	5	48	59	68
Tower Hamlets	100.0		**	125	100	16	57	70	81
Wandsworth	99.8		**	122	100	10	60	77	89
Westminster	100.0		**	154	100	8	71	85	94
TOTAL INNER LONDON	99.1		**	112	100	8	59	73	84

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Visits	Public Library User Survey (PLUS)		Books, electronic and other acquisitions		Number of standards passed out of ten	Local Authority
Visits per 1,000 population (6)	Overall adult user satisfaction (7) %	Overall children user satisfaction (8) %	Acquisitions per 1,000 Population (9)	Time taken to replenish the lending stock on open access or available for Loan (10) Years		

LONDON

91,959	92	89	2,643	9.1	8	City of London
INNER LONDON						
9,941	85	69	244	6.1	6	Camden
5,423	83	66	233	5.6	5	Greenwich
6,755	82	56	222	6.4	6	Hackney
5,479	87	73	156	8.3	{1}	Hammersmith & Fulham
7,386	86	73	279	5.9	6	Islington
6,947	87	99	235	6.3	6	Kensington & Chelsea
5,077	81	99	135	6.0	5	Lambeth
5,656	83	82	207	7.2	4	Lewisham
6,799	86	57	204	6.8	2	Southwark
9,265	88	62	291	5.9	6	Tower Hamlets
9,709	90	77	338	5.6	8	Wandsworth
11,688	89	75	521	3.8	8	Westminster
7,543	**	**	256	5.8	TOTAL INNER LONDON	

Notes: {} denotes that PLSS1 is not met through static provision, however the authority has demonstrated that if mobile provision is included the BVPI would be met. The number shown is the actual number of standards passed without mobiles being taken into account. For PLSS 5 all three parts must be passed to meet this standard.

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Local Authority	Proportion of households resident in the area of the authority (either within or outside the administrative area of the authority) within the following distances of a static service point		Aggregate library opening hours per 1,000 population for all libraries (2)	Number of libraries open for more than 10 hours a week that have internet access and on-line catalogues (3)	Number of electronic workstations available to users per 10,000 population (4)	Percentage of book requests supplied within		
	1 mile (1a)	2 miles (1b)				7 days (5a)	15 days (5b)	30 days (5c)
	%	%				%	%	%

OUTER LONDON

Barking & Dagenham	100.0	**	121	100	11	53	75	86
Barnet	96.8	**	109	100	8	60	74	86
Bexley	96.0	**	128	100	8	68	75	86
Brent	99.3	**	105	100	6	69	80	89
Bromley	83.5	**	116	100	6	70	80	89
Croydon	92.4	**	90	100	6	55	70	86
Ealing	96.7	**	93	100	6	52	67	84
Enfield	94.9	**	114	100	7	68	76	85
Haringey	100.0	**	135	100	8	67	76	85
Harrow	98.5	**	133	100	7	67	77	93
Havering	78.5	**	94	100	5	54	79	91
Hillingdon	96.4	**	143	100	7	59	77	92
Hounslow	99.8	**	114	100	6	55	71	86
Kingston-upon-Thames	96.0	**	98	100	8	59	73	84
Merton	99.7	**	92	100	6	64	72	86
Newham	99.5	**	103	100	5	44	63	83
Redbridge	93.9	**	98	100	6	59	77	89
Richmond-upon-Thames	99.6	**	133	100	8	70	81	90
Sutton	95.3	**	129	100	6	59	73	87
Waltham Forest	99.7	**	135	100	6	49	88	98
TOTAL OUTER LONDON	95.4	**	113	100	7	61	75	88

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Visits	Public Library User Survey (PLUS)		Books, electronic and other acquisitions		Number of standards passed out of ten (11)	Local Authority
Visits per 1,000 population (6)	Overall adult user satisfaction (7) %	Overall children user satisfaction (8) %	Acquisitions per 1,000 Population (9)	Time taken to replenish the lending stock on open access or available for Loan (10) Years		

OUTER LONDON

5,776	85	99	251	10.7	6 Barking & Dagenham
8,296	88	87	222	7.1	5 Barnet
6,964	94	74	191	5.9	{6} Bexley
6,921	86	68	204	6.1	5 Brent
6,630	92	88	272	6.1	6 Bromley
6,523	92	86	222	6.7	6 Croydon
4,595	82	80	248	6.9	4 Ealing
6,492	89	75	272	5.6	5 Enfield
9,532	86	69	281	5.9	8 Haringey
9,015	91	86	258	7.5	8 Harrow
6,739	94	99	219	5.7	6 Havering
6,397	91	70	294	5.7	6 Hillingdon
7,975	91	87	204	8.7	5 Hounslow
4,595	84	73	225	6.6	4 Kingston-upon-Thames
5,971	83	67	226	7.9	5 Merton
7,817	80	55	216	5.0	4 Newham
7,341	89	84	208	9.0	4 Redbridge
8,506	94	91	363	3.9	9 Richmond-upon-Thames
7,151	93	79	258	7.3	6 Sutton
6,264	80	77	245	3.4	7 Waltham Forest
6,978	**	**	242	6.5	TOTAL OUTER LONDON

Notes: {} denotes that PLSS1 is not met through static provision, however the authority has demonstrated that if mobile provision is included the BVPI would be met. The number shown is the actual number of standards passed without mobiles being taken into account. For PLSS 5 all three parts must be passed to meet this standard.

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Local Authority	Proportion of households resident in the area of the authority (either within or outside the administrative area of the authority) within the following distances of a static service point		Aggregate library opening hours per 1,000 population for all libraries (2)	Number of libraries open for more than 10 hours a week that have internet access and on-line catalogues (3)	Number of electronic workstations available to users per 10,000 population (4)	Percentage of book requests supplied within		
	1 mile (1a)	2 miles (1b)				7 days (5a)	15 days (5b)	30 days (5c)
	%	%				%	%	%

METROPOLITAN DISTRICTS

GREATER MANCHESTER

Bolton	85.0	100.0	117	100	9	66	81	94
Bury	88.6	100.0	136	100	8	68	85	94
Manchester	98.1	100.0	125	100	12	66	75	86
Oldham	94.6	99.9	134	100	8	61	76	91
Rochdale	95.5	100.0	134	100	7	58	78	93
Salford	98.3	100.0	129	100	8	64	73	89
Stockport	92.3	100.0	125	100	6	69	82	92
Tameside	92.9	100.0	145	100	10	67	78	89
Trafford	92.5	99.9	174	100	7	59	75	86
Wigan	69.5	99.7	117	100	6	71	79	89

MERSEYSIDE

Knowsley	87.6	100.0	112	100	9	47	59	72
Liverpool	97.6	100.0	128	100	7	62	76	87
St Helens	89.2	100.0	147	100	6	58	72	84
Sefton	85.7	99.2	102	100	6	69	77	87
Wirral	96.6	100.0	159	100	13	54	66	77

SOUTH YORKSHIRE

Barnsley	80.9	98.0	155	100	7	51	68	84
Doncaster	83.8	96.9	194	100	12	78	86	92
Rotherham	79.6	99.0	138	100	7	65	78	91
Sheffield	87.5	98.8	106	100	5	74	87	95

TYNE & WEAR

Gateshead	93.0	99.8	219	100	9	51	74	88
Newcastle-upon-Tyne	95.3	100.0	173	100	9	65	73	82
North Tyneside	94.1	100.0	150	100	7	67	77	86
South Tyneside	89.8	100.0	113	100	7	49	61	73
Sunderland	93.1	100.0	146	100	8	58	76	91

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Visits	Public Library User Survey (PLUS)		Books, electronic and other acquisitions		Number of standards passed out of ten (11)	Local Authority
Visits per 1,000 population (6)	Overall adult user satisfaction (7) %	Overall children user satisfaction (8) %	Acquisitions per 1,000 Population (9)	Time taken to replenish the lending stock on open access or available for Loan (10) Years		

METROPOLITAN DISTRICTS

GREATER MANCHESTER

5,711	95	77	135	8.9	6 Bolton
4,974	95	79	221	7.5	8 Bury
7,955	93	86	213	6.4	7 Manchester
6,568	95	76	338	4.6	9 Oldham
3,633	95	**	252	6.3	8 Rochdale
3,739	95	90	228	5.0	9 Salford
4,929	94	76	235	5.0	7 Stockport
5,281	95	80	239	5.0	9 Tameside
5,573	92	89	123	11.3	6 Trafford
3,898	94	87	225	5.6	8 Wigan

MERSEYSIDE

5,136	96	89	286	4.7	7 Knowsley
5,231	92	85	231	6.7	8 Liverpool
5,923	95	79	250	7.4	7 St Helens
4,830	94	73	268	5.9	{6} Sefton
5,830	96	91	188	8.5	6 Wirral

SOUTH YORKSHIRE

3,661	95	88	282	4.3	{7} Barnsley
5,640	95	91	185	7.6	{6} Doncaster
5,355	94	71	229	5.1	7 Rotherham
5,210	93	79	195	5.9	4 Sheffield

TYNE & WEAR

7,195	93	88	247	5.0	9 Gateshead
6,532	94	82	257	6.2	9 Newcastle-upon-Tyne
6,281	92	86	311	5.1	9 North Tyneside
6,221	95	99	284	6.4	8 South Tyneside
5,600	93	77	222	6.7	8 Sunderland

Notes: {} denotes that PLSS1 is not met through static provision, however the authority has demonstrated that if mobile provision is included the BVPI would be met. The number shown is the actual number of standards passed without mobiles being taken into account. For PLSS 5 all three parts must be passed to meet this standard.

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Local Authority	Proportion of households resident in the area of the authority (either within or outside the administrative area of the authority) within the following distances of a static service point		Aggregate library opening hours per 1,000 population for all libraries (2)	Number of libraries open for more than 10 hours a week that have internet access and on-line catalogues (3)	Number of electronic workstations available to users per 10,000 population (4)	Percentage of book requests supplied within			
	1 mile (1a)	2 miles (1b)				7 days (5a)	15 days (5b)	30 days (5c)	
	%	%				%	%	%	
WEST MIDLANDS									
Birmingham	93.5	100.0	90	100	7	79	85	91	
Coventry	94.1	99.9	142	100	6	62	79	92	
Dudley	89.8	100.0	115	100	6	76	83	90	
Sandwell	98.0	100.0	127	100	9	57	75	89	
Solihull	79.5	98.7	124	100	7	53	71	83	
Walsall	92.6	100.0	134	100	7	59	75	87	
Wolverhampton	98.3	100.0	161	100	7	60	72	86	
WEST YORKSHIRE									
Bradford	85.9	96.7	108	100	6	52	73	86	
Calderdale	93.4	99.6	195	100	9	66	78	90	
Kirklees	71.3	99.8	133	100	7	56	72	87	
Leeds	90.1	98.2	126	100	7	64	79	90	
Wakefield	87.1	99.6	141	100	10	73	81	88	
TOTAL METROPOLITAN DISTRICTS	90.0	99.5	132	100	8	67	78	89	

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Visits	Public Library User Survey (PLUS)		Books, electronic and other acquisitions		Number of standards passed out of ten (11)	Local Authority
Visits per 1,000 population (6)	Overall adult user satisfaction (7) %	Overall children user satisfaction (8) %	Acquisitions per 1,000 Population (9)	Time taken to replenish the lending stock on open access or available for Loan (10) Years		

WEST MIDLANDS					
4,397	91	84	235	6.9	6 Birmingham
6,980	92	82	262	5.2	9 Coventry
4,737	94	78	215	8.3	6 Dudley
4,939	93	84	193	7.6	5 Sandwell
5,878	93	91	186	10.7	{3} Solihull
6,632	94	89	312	4.9	10 Walsall
4,607	93	91	249	7.9	7 Wolverhampton
WEST YORKSHIRE					
3,730	84	83	162	5.3	{5} Bradford
4,877	91	85	349	4.2	8 Calderdale
5,296	93	93	258	4.7	8 Kirklees
5,574	90	78	223	5.0	{6} Leeds
4,613	93	92	157	8.0	{6} Wakefield
5,301	**	**	229	6.1	TOTAL METROPOLITAN DISTRICTS

Notes: {} denotes that PLSS1 is not met through static provision, however the authority has demonstrated that if mobile provision is included the BVPI would be met. The number shown is the actual number of standards passed without mobiles being taken into account. For PLSS 5 all three parts must be passed to meet this standard.

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Local Authority	Proportion of households resident in the area of the authority (either within or outside the administrative area of the authority) within the following distances of a static service point		Aggregate library opening hours per 1,000 population for all libraries (2)	Number of libraries open for more than 10 hours a week that have internet access and on-line catalogues (3)	Number of electronic workstations available to users per 10,000 population (4)	Percentage of book requests supplied within		
	1 mile (1a)	2 miles (1b)				7 days (5a)	15 days (5b)	30 days (5c)
	%	%				%	%	%

UNITARY AUTHORITIES

Bath & North East Somerset	64.6	86.1	81	100	5	41	71	84
Blackburn with Darwen	82.4	97.3	99	100	9	54	73	90
Blackpool	91.4	100.0	116	100	8	51	73	87
Bournemouth	97.8	100.0	141	100	11	81	87	94
Bracknell Forest	92.6	98.9	148	100	6	82	89	91
Brighton & Hove	92.2	100.0	92	100	8	44	65	81
Bristol	97.7	100.0	112	100	6	47	75	88
Darlington	50.2	87.3	64	100	4	45	62	80
Derby	50.2	98.6	106	100	6	66	82	91
East Riding of Yorkshire	64.9	76.7	138	100	9	77	84	92
Halton	61.5	98.2	91	100	8	50	70	85
Hartlepool	92.7	99.1	203	100	7	53	72	87
Herefordshire	43.8	61.6	119	100	7	68	82	92
Isle of Wight	68.6	89.3	144	100	7	79	86	93
Kingston-upon-Hull	87.6	100.0	132	100	7	69	82	88
Leicester	94.9	100.0	141	100	6	59	78	89
Luton	89.3	100.0	92	100	7	76	84	91
Medway	87.4	96.0	129	100	6	67	77	85
Middlesbrough	98.7	100.0	160	100	10	71	79	87
Milton Keynes	41.2	90.5	74	100	3	50	71	87
North East Lincolnshire	87.8	98.4	135	100	7	67	86	92
North Lincolnshire	69.8	78.6	124	100	6	58	79	93
North Somerset	78.1	95.0	126	100	6	55	77	88
Nottingham	99.1	100.0	133	100	10	61	88	94
Peterborough	73.6	94.8	118	100	7	71	80	95
Plymouth	92.7	100.0	128	100	5	67	79	89
Poole	88.8	99.8	147	100	7	65	80	90
Portsmouth	94.1	100.0	107	100	5	61	71	90

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Visits	Public Library User Survey (PLUS)		Books, electronic and other acquisitions		Number of standards passed out of ten (11)	Local Authority
Visits per 1,000 population (6)	Overall adult user satisfaction (7) %	Overall children user satisfaction (8) %	Acquisitions per 1,000 Population (9)	Time taken to replenish the lending stock on open access or available for Loan (10) Years		

UNITARY AUTHORITIES

4,331	88	87	103	9.1	2	Bath & North East Somerset
7,668	96	94	348	4.0	{8}	Blackburn with Darwen
5,426	94	90	219	4.8	8	Blackpool
6,183	93	87	294	6.4	8	Bournemouth
4,650	93	97	222	6.5	8	Bracknell Forest
7,011	88	77	201	6.7	6	Brighton & Hove
4,820	92	83	230	5.6	6	Bristol
4,387	95	93	183	4.4	{4}	Darlington
5,398	89	83	225	4.6	6	Derby
4,625	94	90	284	4.8	9	East Riding of Yorkshire
5,089	97	93	230	5.2	{7}	Halton
7,061	95	66	300	4.8	9	Hartlepool
4,523	90	76	162	4.8	4	Herefordshire
6,059	91	88	230	6.7	7	Isle of Wight
4,411	90	84	181	8.2	6	Kingston-upon-Hull
7,326	90	70	283	4.9	8	Leicester
5,237	89	98	149	7.7	5	Luton
4,210	94	90	155	9.4	{6}	Medway
4,740	96	81	350	4.7	9	Middlesbrough
5,052	93	75	198	6.1	3	Milton Keynes
5,145	96	89	270	6.2	9	North East Lincolnshire
3,416	93	92	204	5.4	6	North Lincolnshire
4,776	88	74	206	5.2	{4}	North Somerset
4,797	89	87	213	9.7	6	Nottingham
7,039	91	85	202	5.8	{6}	Peterborough
5,521	93	79	210	5.0	6	Plymouth
6,833	94	82	243	5.2	10	Poole
5,298	94	79	151	10.0	5	Portsmouth

Notes: {} denotes that PLSS1 is not met through static provision, however the authority has demonstrated that if mobile provision is included the BVPI would be met. The number shown is the actual number of standards passed without mobiles being taken into account. For PLSS 5 all three parts must be passed to meet this standard.

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Local Authority	Proportion of households resident in the area of the authority (either within or outside the administrative area of the authority) within the following distances of a static service point		Aggregate library opening hours per 1,000 population for all libraries (2)	Number of libraries open for more than 10 hours a week that have internet access and on-line catalogues (3)	Number of electronic workstations available to users per 10,000 population (4)	Percentage of book requests supplied within		
	1 mile (1a)	2 miles (1b)				7 days (5a)	15 days (5b)	30 days (5c)
	%	%				%	%	%
Reading	88.2	100.0	101	100	6	58	78	92
Redcar & Cleveland	86.5	98.9	202	100	13	67	77	89
Rutland	51.9	61.3	167	100	7	62	77	86
Slough	79.6	99.1	72	100	7	64	79	91
South Gloucestershire	75.1	90.8	104	100	6	49	77	89
Southampton	96.2	100.0	100	100	7	71	81	93
Southend	91.7	100.0	100	100	5	58	80	90
Stockton-on-Tees	87.7	97.6	151	100	6	63	72	88
Stoke-on-Trent	75.3	98.5	117	100	8	56	76	86
Swindon	90.3	98.5	131	100	8	72	85	93
Telford & Wrekin	79.3	96.1	125	100	7	65	76	86
Thurrock	88.1	99.3	136	100	10	61	79	87
Torbay	66.3	99.1	76	100	7	58	73	87
Warrington	86.2	99.4	131	100	7	71	82	93
West Berkshire	62.8	83.0	108	100	6	63	76	89
Windsor & Maidenhead	82.1	97.6	124	100	8	67	83	96
Wokingham	71.7	92.0	81	100	6	67	79	86
York	90.8	97.3	106	100	7	67	80	93
TOTAL UNITARY AUTHORITIES	82.1	95.3	119	100	7	63	79	89

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Visits	Public Library User Survey (PLUS)		Books, electronic and other acquisitions		Number of standards passed out of ten (11)	Local Authority
	Overall adult user satisfaction (7) %	Overall children user satisfaction (8) %	Acquisitions per 1,000 Population (9)	Time taken to replenish the lending stock on open access or available for Loan (10) Years		
5,317	91	85	237	5.8	7	Reading
6,583	95	90	269	4.8	{9}	Redcar & Cleveland
4,607	95	78	270	4.8	{8}	Rutland
5,165	90	79	195	9.7	{4}	Slough
4,287	93	88	139	7.1	{3}	South Gloucestershire
6,474	95	73	232	6.2	8	Southampton
5,659	95	94	197	11.2	5	Southend
5,275	95	79	232	5.9	9	Stockton-on-Tees
3,486	95	76	140	5.7	{5}	Stoke-on-Trent
5,629	91	72	222	6.1	7	Swindon
5,680	94	80	283	4.4	7	Telford & Wrekin
7,048	94	99	243	5.9	10	Thurrock
4,955	94	90	222	5.7	7	Torbay
5,038	95	97	219	6.2	8	Warrington
3,930	95	94	218	4.5	7	West Berkshire
5,347	91	73	185	7.1	{3}	Windsor & Maidenhead
3,400	92	95	139	10.8	4	Wokingham
4,564	92	86	156	6.9	5	York
5,257	**	**	215	6.1		TOTAL UNITARY AUTHORITIES

Notes: {} denotes that PLSS1 is not met through static provision, however the authority has demonstrated that if mobile provision is included the BVPI would be met. The number shown is the actual number of standards passed without mobiles being taken into account. For PLSS 5 all three parts must be passed to meet this standard.

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Local Authority	Proportion of households resident in the area of the authority (either within or outside the administrative area of the authority) within the following distances of a static service point		Aggregate library opening hours per 1,000 population for all libraries (2)	Number of libraries open for more than 10 hours a week that have internet access and on-line catalogues (3)	Number of electronic workstations available to users per 10,000 population (4)	Percentage of book requests supplied within		
	1 mile (1a)	2 miles (1b)				7 days (5a)	15 days (5b)	30 days (5c)
	%	%				%	%	%

ENGLISH COUNTIES

Bedfordshire	**	83.0	90	100	4	74	83	91
Buckinghamshire	**	87.5	121	100	5	56	81	91
Cambridgeshire	**	79.6	105	100	7	68	83	90
Cheshire	**	89.7	105	100	6	70	82	92
Cornwall	**	66.7	119	100	4	62	83	92
Cumbria	**	79.9	158	100	6	54	78	91
Derbyshire	**	86.0	131	100	6	53	76	86
Devon	**	74.1	125	100	5	68	82	91
Dorset	**	81.8	141	100	5	65	80	92
Durham	**	92.3	165	100	8	63	73	87
East Sussex	**	86.3	94	100	6	66	82	91
Essex	**	88.4	108	100	3	58	77	87
Gloucestershire	**	85.3	112	100	6	61	82	91
Hampshire	**	86.0	89	100	5	56	79	90
Hertfordshire	**	93.5	128	100	5	70	82	91
Kent	**	90.8	140	100	6	66	79	88
Lancashire	**	93.8	119	100	8	63	83	93
Leicestershire	**	90.9	144	100	6	65	81	91
Lincolnshire	**	72.9	127	100	5	76	82	89
Norfolk	**	68.9	123	100	6	64	77	89
North Yorkshire	**	69.8	129	100	6	71	82	90
Northamptonshire	**	86.1	82	100	6	62	77	89
Northumberland	**	83.7	140	100	6	51	81	91
Nottinghamshire	**	94.4	148	100	7	77	88	96
Oxfordshire	**	83.0	118	100	4	79	88	94
Shropshire	**	71.7	145	100	9	65	81	90
Somerset	**	75.2	111	100	6	64	81	90
Staffordshire	**	85.8	116	100	6	68	81	90

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Visits	Public Library User Survey (PLUS)		Books, electronic and other acquisitions		Number of standards passed out of ten (11)	Local Authority
Visits per 1,000 population (6)	Overall adult user satisfaction (7) %	Overall children user satisfaction (8) %	Acquisitions per 1,000 Population (9)	Time taken to replenish the lending stock on open access or available for Loan (10) Years		

ENGLISH COUNTIES

4,759	94	97	186	6.0	{5} Bedfordshire
6,009	92	90	355	3.4	6 Buckinghamshire
4,149	92	76	168	5.6	5 Cambridgeshire
6,132	94	73	285	5.5	7 Cheshire
6,360	93	88	197	5.5	{4} Cornwall
4,993	94	89	168	8.9	7 Cumbria
4,857	94	92	254	5.0	9 Derbyshire
5,297	92	79	237	5.1	6 Devon
6,095	94	93	159	8.3	{5} Dorset
4,827	97	74	177	5.4	7 Durham
5,191	89	93	228	6.4	7 East Sussex
6,305	92	74	253	5.4	5 Essex
5,167	93	90	228	4.5	7 Gloucestershire
5,443	93	90	196	6.1	5 Hampshire
4,838	92	75	233	5.7	6 Hertfordshire
5,116	91	72	217	5.6	7 Kent
5,962	94	88	221	5.7	8 Lancashire
5,093	95	72	309	4.0	8 Leicestershire
4,467	93	88	211	6.1	5 Lincolnshire
6,264	94	92	258	4.9	{7} Norfolk
5,202	95	92	225	5.7	{8} North Yorkshire
5,034	90	78	177	6.1	6 Northamptonshire
4,157	92	83	216	6.7	7 Northumberland
5,423	95	86	265	5.5	9 Nottinghamshire
6,596	93	77	228	5.3	{5} Oxfordshire
5,732	95	93	225	6.3	9 Shropshire
6,379	94	77	160	7.2	6 Somerset
5,820	94	92	215	5.4	7 Staffordshire

Notes: {} denotes that PLSS1 is not met through static provision, however the authority has demonstrated that if mobile provision is included the BVPI would be met. The number shown is the actual number of standards passed without mobiles being taken into account. For PLSS 5 all three parts must be passed to meet this standard.

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Local Authority	Proportion of households resident in the area of the authority (either within or outside the administrative area of the authority) within the following distances of a static service point		Aggregate library opening hours per 1,000 population for all libraries (2)	Number of libraries open for more than 10 hours a week that have internet access and on-line catalogues (3)	Number of electronic workstations available to users per 10,000 population (4)	Percentage of book requests supplied within		
	1 mile (1a)	2 miles (1b)				7 days (5a)	15 days (5b)	30 days (5c)
	%	%				%	%	%
Suffolk	**	77.6	129	100	7	67	77	85
Surrey	**	90.7	90	100	5	80	85	91
Warwickshire	**	86.4	109	100	5	67	81	90
West Sussex	**	85.6	101	100	3	75	84	92
Wiltshire	**	77.7	127	100	3	64	82	91
Worcestershire	**	84.3	99	100	6	60	74	84
TOTAL ENGLISH COUNTIES	**	84.4	119	100	5	66	81	90
TOTAL ENGLAND	89.3	90.4	121	100	6	65	79	89

APPENDIX PUBLIC LIBRARY SERVICE STANDARDS

Visits	Public Library User Survey (PLUS)		Books, electronic and other acquisitions		Number of standards passed out of ten (11)	Local Authority
	Overall adult user satisfaction (7) %	Overall children user satisfaction (8) %	Acquisitions per 1,000 Population (9)	Time taken to replenish the lending stock on open access or available for Loan (10) Years		
6,558	92	87	235	5.7	8	Suffolk
5,720	92	79	176	6.8	4	Surrey
4,805	93	78	177	8.7	4	Warwickshire
5,881	93	89	218	5.3	6	West Sussex
4,768	93	79	154	7.5	4	Wiltshire
5,903	93	73	209	5.9	{3}	Worcestershire
5,501	**	**	221	5.7		TOTAL ENGLISH COUNTIES
5,679	**	**	226	5.9		TOTAL ENGLAND

Notes: {} denotes that PLSS1 is not met through static provision, however the authority has demonstrated that if mobile provision is included the BVPI would be met. The number shown is the actual number of standards passed without mobiles being taken into account. For PLSS 5 all three parts must be passed to meet this standard.