

Libraries

Processing time – the average time (days) taken to satisfy book requests

This indicator reports how long, on average, each council takes to fulfil a user's request for a book. It excludes musical and visual media.

Points to bear in mind

The time taken to satisfy book requests will be affected by the following factors:

- the level of demand for books
- the availability of books
- the efficiency of the ordering systems in use – for example, whether the council has a computerised system which can speedily check the location and availability of books which have been requested
- the loan period in a particular council, which may vary from two to four weeks
- the extent of late returns from borrowers.

The time taken by other libraries to supply books on inter-library loan, and the extent to which this facility is required, will also affect performance.

When a book has to be purchased, publishers' stocks and the speed of sales and distribution companies will affect performance.

Some councils restrict requests to non-fiction books.

Libraries

Processing time - the average time (days) taken to satisfy library book requests

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	11		20	20	17			✓
Aberdeenshire	19		50	44	21			✓
Angus	12		16	17	18		✗	
Argyll & Bute	30	✗	41	36	36		✓	
Clackmannanshire	25	✗	24	31	26	✗		
Dumfries & Galloway	12		21	21	18		✓	
Dundee City	1	✓	13	11	11			✓
East Ayrshire	8	✓	22	19	16			✓
East Dunbartonshire	14		16	19	19			✗
East Renfrewshire	17		21	21	20			
City of Edinburgh	2	✓	19	15	13			✓
Eilean Siar	29	✗	31	33	32			
Falkirk	8	✓	14	19	16		✗	
Fife	22		34	33	24			✓
Glasgow City	6	✓	22	19	14			✓
Highland	25	✗	37	32	26			✓
Inverclyde	25	✗	26	29	26			
Midlothian	14		33	29	19			✓
Moray	23		<u>24</u>	22	25			
North Ayrshire	19		31	29	21			✓
North Lanarkshire	2	✓	21	22	13			✓
Orkney Islands	17		15	20	20			✗
Perth & Kinross	8	✓	24	15	16			✓
Renfrewshire	19		21	20	21			
Scottish Borders	23		30	19	25			✓
Shetland Islands	2	✓	8	11	13			✗
South Ayrshire	28	✗	33	30	28			✓
South Lanarkshire	6	✓	22	21	14			✓
Stirling	2	✓	14	14	13	✓		
West Dunbartonshire	31	✗	34	39	40			✗
West Lothian	14		20	21	19	✓		
			Scotland					
			25	24	21			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	8	11	11
Upper quartile	20	19	16
Median	22	21	19
Lower quartile	31	30	25
Lowest ranked performance	50	44	40

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	2
10-14%	2
>15%	15
Decline	
5-9%	1
10-14%	2
>15%	4

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
East Lothian	30	32	<u>24</u>

Notes

An underlined PI measurement indicates unreliable data.

Libraries

Processing time - the average time (days) taken to satisfy library book requests

The following councils were ranked 25th or below in 1999/2000:

Aberdeenshire

Argyll & Bute

Fife

Highland

Midlothian

South Ayrshire

West Dunbartonshire

The following councils did not make any material improvement in their performance by 2001/2002:

West Dunbartonshire

Libraries

Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers

This indicator measures the changes in library stock.

Points to bear in mind

The COSLA report '*Standards for the Public Library Service in Scotland*', published in 1995, recommends that "annual additions of children's and teenage material should be 100 items per 1,000 of the population".

Factors likely to affect the performance of councils include:

- the purchasing policy of a council
- the demand for library stock
- levels of investment in the lending stock.

Libraries

Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers

Council	Rank in 01/02		PI measurement			Better ✓ or worse X since 99/00		
	1-32	✓1-8 X 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	27	X	40.1	43.9	34.8		X	
Aberdeenshire	16		58.6	50.0	79.2			✓
Angus	7	✓	88.6	71.5	92.0			
Argyll & Bute	25	X	<u>43.4</u>	<u>43.3</u>	45.2			
Clackmannanshire	2	✓	225.0	220.4	189.8			X
Dumfries & Galloway	24		55.1	48.4	46.2			X
Dundee City	10		91.4	95.0	89.7			
East Ayrshire	15		111.2	78.4	80.2			X
East Dunbartonshire	6	✓	119.0	121.4	92.6			X
East Lothian	3	✓	85.7	99.1	143.3			✓
East Renfrewshire	8	✓	80.0	81.1	90.2		✓	
Eilean Siar	22		172.7	63.4	63.4			X
Falkirk	20		74.7	63.0	66.7		X	
Fife	11		78.5	104.8	89.4		✓	
Glasgow City	5	✓	65.1	64.3	93.3			✓
Highland	12		75.6	80.8	86.6		✓	
Inverclyde	28	X	44.9	30.5	26.0			X
Midlothian	26	X	115.9	50.7	41.8			X
Moray	4	✓	121.6	67.3	96.4			X
North Ayrshire	23		46.8	69.7	52.6		✓	
North Lanarkshire	18		46.8	49.3	70.8			✓
Perth & Kinross	17		46.5	67.7	74.1			✓
Renfrewshire	14		95.6	84.2	83.0		X	
Shetland Islands	1	✓	429.2	354.4	337.9			X
South Ayrshire	13		62.5	93.8	86.1			✓
South Lanarkshire	21		37.0	46.9	64.3			✓
Stirling	9		104.5	99.0	90.0		X	
West Lothian	19		80.3	79.0	68.0			X
			Scotland					
			69.2	71.1	79.1			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	429.2	354.4	337.9
Upper quartile	106.1	94.1	90.6
Median	79.3	70.6	81.6
Lower quartile	53.0	50.5	64.1
Lowest ranked performance	37.0	30.5	26.0

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	-
10-14%	4
>15%	7
Decline	
5-9%	-
10-14%	4
>15%	10

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
City of Edinburgh	36.1	61.9	<u>68.6</u>
Orkney Islands	122.8	<u>137.2</u>	<u>165.6</u>
Scottish Borders	36.4	52.1	<u>33.4</u>
West Dunbartonshire	<u>57.2</u>	<u>48.9</u>	<u>43.3</u>

Notes

An underlined PI measurement indicates unreliable data.

Libraries

Library stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers

The following councils were ranked 25th or below in 1999/2000:

Aberdeen City
Argyll & Bute
Inverclyde
North Ayrshire
Perth & Kinross
South Lanarkshire

The following councils did not make any material improvement in their performance by 2001/2002:

Aberdeen City
Argyll & Bute
Inverclyde

Libraries

Stock turnover – the percentage of the national target met for replenishing lending stock for adults

This indicator measures the changes in library stock.

Points to bear in mind

The COSLA report '*Standards for the Public Library Service in Scotland*', published in 1995, recommends that "annual additions of adult material should be 280 items per 1,000 of the population".

Factors likely to affect the performance of councils include:

- the purchasing policy of a council
- the demand for library stock
- levels of investment in the lending stock.

Libraries

Stock turnover – the percentage of the national target met for replenishing lending stock for adults

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	23		46.7	44.9	44.5			
Aberdeenshire	24		52.7	42.9	42.6			✗
Angus	15		90.9	67.2	70.6			✗
Argyll & Bute	28	✗	<u>31.2</u>	<u>28.4</u>	28.3	✗		
Clackmannanshire	10		103.5	90.6	77.9			✗
Dumfries & Galloway	17		65.4	62.3	66.7			
Dundee City	21		57.4	56.6	57.0			
East Ayrshire	3	✓	81.4	80.3	85.0			
East Dunbartonshire	12		66.3	57.0	72.4	✓		
East Lothian	5	✓	74.7	91.1	82.4		✓	
East Renfrewshire	18		65.1	62.5	62.7			
Eilean Siar	27	✗	86.0	77.0	34.0			✗
Falkirk	6	✓	97.1	91.8	81.4			✗
Fife	4	✓	56.5	77.7	82.7			✓
Glasgow City	16		57.8	66.9	67.9			✓
Highland	11		46.5	61.2	72.9			✓
Inverclyde	26	✗	41.8	38.0	36.3		✗	
Midlothian	25	✗	49.3	46.9	39.2			✗
Moray	7	✓	79.7	73.3	78.3			
North Ayrshire	9		75.0	80.3	78.0			
North Lanarkshire	20		72.4	41.9	57.3			✗
Perth & Kinross	13		56.3	75.8	72.0			✓
Renfrewshire	1	✓	99.6	103.3	105.8	✓		
Shetland Islands	2	✓	98.7	134.6	94.4			
South Ayrshire	19		51.5	63.4	61.0			✓
South Lanarkshire	22		41.8	45.8	53.6			✓
Stirling	8	✓	84.5	71.8	78.2	✗		
West Lothian	14		73.6	74.2	71.3			
			Scotland					
			60.9	62.9	66.4			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	103.5	134.6	105.8
Upper quartile	82.1	78.3	78.2
Median	65.8	67.0	71.0
Lower quartile	52.4	54.2	56.2
Lowest ranked performance	31.2	28.4	28.3

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	2
10-14%	1
>15%	6
Decline	
5-9%	2
10-14%	1
>15%	7

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
City of Edinburgh	39.0	49.1	<u>57.7</u>
Orkney Islands	82.1	<u>78.5</u>	<u>91.4</u>
Scottish Borders	51.4	67.3	<u>33.5</u>
West Dunbartonshire	<u>56.9</u>	<u>59.1</u>	<u>57.7</u>

Notes

An underlined PI measurement indicates unreliable data.

Libraries

Library stock turnover – the percentage of the national target met for replenishing lending stock for adults

The following councils were ranked 25th or below in 1999/2000:

Aberdeen City
Argyll & Bute
Highland
Inverclyde
Midlothian
South Lanarkshire

The following councils did not make any material improvement in their performance by 2001/2002:

Aberdeen City
Argyll & Bute
Inverclyde
Midlothian

Libraries

Use of libraries – the number of borrowers as a percentage of the resident population

This indicator shows the number of people who actively borrowed books and other items of media during the year, expressed as a percentage of the resident population. The average is calculated by dividing the total number of items of all forms of media issued on loan during the year by the number of borrowers.

Points to bear in mind

The percentage of the population who actively use library loan facilities will be affected by:

- the marketing policy of the council
- the ability of the council to supply the stock which its users want
- the loan period and the number of items that may be borrowed
- the location of libraries
- the demand for library stock
- levels of investment in the lending stock.

Libraries

Use of libraries – the number of borrowers as a percentage of the resident population

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	6	✓	22.1	31.8	29.2			✓
Aberdeenshire	19		34.3	22.2	23.2			✗
Angus	5	✓	33.2	32.3	29.3		✗	
Clackmannanshire	17		28.0	25.6	24.9		✗	
Dumfries & Galloway	4	✓	29.9	31.4	29.6			
Dundee City	13		26.5	26.7	26.1			
East Ayrshire	21		FTR	20.4	22.2			
East Dunbartonshire	7	✓	31.8	30.3	29.0	✗		
East Renfrewshire	1	✓	37.8	36.3	35.1	✗		
City of Edinburgh	14		22.0	24.3	25.5			✓
Falkirk	11		29.4	27.7	26.5	✗		
Glasgow City	25	✗	18.8	18.0	18.8			
Highland	16		26.9	24.9	25.0	✗		
Inverclyde	24		FTR	<u>22.7</u>	19.2			
Midlothian	19		FTR	22.4	23.2			
Moray	2	✓	38.3	36.3	34.3		✗	
North Ayrshire	10		FTR	FTR	26.8			
North Lanarkshire	23		24.5	22.3	20.8			✗
Perth & Kinross	8	✓	<u>48.2</u>	29.8	28.6			✗
Renfrewshire	26	✗	18.1	16.3	15.9		✗	
Scottish Borders	22		21.5	22.1	21.5			
South Ayrshire	15		29.0	26.7	25.3		✗	
South Lanarkshire	9		30.8	28.6	27.8	✗		
Stirling	3	✓	31.6	31.6	31.6			
West Dunbartonshire	18		<u>45.1</u>	<u>41.7</u>	23.5			✗
West Lothian	12		28.6	25.6	26.2	✗		
			Scotland					
			28.4	26.0	24.7			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	48.2	41.7	35.1
Upper quartile	32.9	31.4	28.9
Median	29.2	26.7	25.8
Lower quartile	25.0	22.4	23.2
Lowest ranked performance	18.1	16.3	15.9

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	-
10-14%	-
>15%	2
Decline	
5-9%	6
10-14%	5
>15%	4

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
Argyll & Bute	<u>42.3</u>	<u>41.3</u>	<u>44.8</u>
East Lothian	FTR	FTR	<u>21.6</u>
Fife	<u>36.8</u>	27.5	<u>26.7</u>
Orkney Islands	31.7	39.1	<u>35.2</u>
Shetland Islands	48.9	49.0	<u>49.0</u>
Eilean Siar	FTR	FTR	FTR

Notes

An underlined PI measurement indicates unreliable data.

Libraries

Use of libraries – the number of borrowers as a percentage of the resident population

The following councils were ranked 25th or below in 1999/2000:

Glasgow City
Renfrewshire

The following councils did not make any material improvement in their performance by 2001/2002:

Glasgow City
Renfrewshire

Libraries

Use of libraries – the average number of issues per borrower

This indicator shows the extent of borrowing by those people who make use of the library lending facilities. Borrowers exclude those who, although members of the library, did not borrow any items during the year

The average is calculated by dividing the total number of items of all forms of media issued on loan during the year by the number of borrowers.

Points to bear in mind

The percentage of the population who actively use library loan facilities will be affected by:

- the marketing policy of the council
- the ability of the council to supply the stock which its users want
- the loan period and the number of items that may be borrowed
- the location of libraries
- the demand for library stock
- levels of investment in the lending stock.

Libraries

Use of libraries – the average number of issues per borrower

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	25	✗	37.5	24.2	24.1			✗
Aberdeenshire	17		20.0	29.3	28.0			✓
Angus	5	✓	31.3	30.1	30.6			
Clackmannanshire	12		29.0	28.0	28.8			
Dumfries & Galloway	10		30.9	29.6	29.3	✗		
Dundee City	23		29.4	25.8	25.2		✗	
East Ayrshire	4	✓	FTR	31.2	31.8			
East Dunbartonshire	14		26.8	27.9	28.5	✓		
East Renfrewshire	26	✗	25.3	23.9	23.5	✗		
City of Edinburgh	9		40.9	31.5	29.7			✗
Falkirk	2	✓	42.4	42.9	41.4			
Glasgow City	12		32.0	31.5	28.8		✗	
Highland	6	✓	28.0	29.7	30.2	✓		
Inverclyde	24		FTR	<u>20.9</u>	24.7			
Midlothian	18		FTR	30.5	27.0			
Moray	15		29.6	29.1	28.3			
North Ayrshire	19		FTR	FTR	26.9			
North Lanarkshire	10		28.7	27.5	29.3			
Perth & Kinross	7	✓	<u>20.5</u>	30.4	29.9			✓
Renfrewshire	1	✓	42.9	45.5	43.8			
Scottish Borders	8	✓	32.5	30.9	29.8	✗		
South Ayrshire	22		26.4	26.8	25.9			
South Lanarkshire	20		27.8	27.5	26.7			
Stirling	3	✓	36.6	34.3	33.3	✗		
West Dunbartonshire	21		<u>16.3</u>	<u>16.2</u>	26.4			✓
West Lothian	16		31.1	31.4	28.2	✗		
			Scotland					
			29.2	29.0	29.2			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	42.9	45.5	43.8
Upper quartile	32.4	31.2	29.9
Median	29.5	29.6	28.7
Lower quartile	27.1	27.5	26.8
Lowest ranked performance	16.3	16.2	23.5

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	2
10-14%	-
>15%	3
Decline	
5-9%	5
10-14%	2
>15%	2

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
Argyll & Bute	<u>17.4</u>	<u>16.8</u>	<u>14.7</u>
East Lothian	FTR	FTR	<u>36.5</u>
Fife	<u>25.3</u>	30.0	<u>28.6</u>
Orkney Islands	38.7	29.8	<u>31.3</u>
Shetland Islands	21.2	21.0	<u>20.6</u>
Eilean Siar	FTR	FTR	FTR

Notes

An underlined PI measurement indicates unreliable data.

Libraries

Use of libraries – the average number of issues per borrower

The following councils were ranked 25th or below in 1999/2000:

West Dunbartonshire

The following councils did not make any material improvement in their performance by 2001/2002:

None