

### 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 02/03		PI measurement			Better ✓ or worse X since 00/01		
	1-32	✓1-8 X 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	3	✓	20	17	12			✓
Aberdeenshire	20		44	21	21			✓
Angus	15		17	18	19		X	
Argyll & Bute	30	X	36	36	33	✓		
Clackmannanshire	25	X	31	26	26			✓
Dumfries & Galloway	12		21	18	18		✓	
Dundee City	2	✓	11	11	11			
East Ayrshire	7	✓	19	16	16			✓
East Dunbartonshire	15		19	19	19			
East Lothian	12		32	<u>24</u>	18			✓
East Renfrewshire	18		21	20	20			
City of Edinburgh	3	✓	15	13	12			✓
Eilean Siar	29	X	33	32	30	✓		
Falkirk	7	✓	19	16	16			✓
Fife	15		33	24	19			✓
Glasgow City	10		19	14	17		✓	
Highland	24		32	26	25			✓
Inverclyde	25	X	29	26	26		✓	
Midlothian	18		29	19	20			✓
Moray	23		22	25	23			
North Ayrshire	7	✓	29	21	16			✓
North Lanarkshire	1	✓	22	13	9			✓
Orkney Islands	12		20	20	18		✓	
Perth & Kinross	6	✓	15	16	14	✓		
Renfrewshire	20		20	21	21	X		
South Ayrshire	25	X	30	28	26		✓	
South Lanarkshire	10		21	14	17			✓
Stirling	5	✓	14	13	13	✓		
West Dunbartonshire	28	X	39	40	29			✓
West Lothian	22		21	19	22			
			<b>Scotland</b>					
			24	21	20			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	11	11	9
Upper quartile	19	16	16
Median	21	20	19
Lower quartile	31	25	23
Lowest ranked performance	44	40	33

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01		
<b>Improvement</b>		
5-9%		4
10-14%		5
>15%		14
<b>Decline</b>		
5-9%		1
10-14%		1
>15%		-

### Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
Scottish Borders	19	25	<u>16</u>
Shetland Islands	11	13	FTR

### Notes

An underlined PI measurement indicates unreliable data.

# Libraries

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

The following councils were ranked 25th or below in 2000/01:

Aberdeenshire  
Argyll & Bute  
East Lothian  
Eilean Siar  
Fife  
Highland  
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2002/03:

None

## Libraries

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### **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 02/03		PI measurement			Better ✓ or worse X since 00/01		
	1-32	✓1-8 X 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	26	X	43.9	34.8	38.4		X	
Aberdeenshire	21		50.0	79.2	57.9			✓
Angus	20		71.5	92.0	59.9			X
Dumfries & Galloway	16		48.4	46.2	72.0			✓
Dundee City	11		95.0	89.7	80.3			X
East Ayrshire	9		78.4	80.2	89.3		✓	
East Dunbartonshire	5	✓	121.4	92.6	109.6	X		
East Lothian	15		99.1	143.3	73.2			X
East Renfrewshire	12		81.1	90.2	80.1			
Eilean Siar	24		63.4	63.4	49.5			X
Falkirk	23		63.0	66.7	54.4		X	
Fife	17		104.8	89.4	71.4			X
Glasgow City	22		64.3	93.3	57.6		X	
Highland	4	✓	80.8	86.6	116.4			✓
Inverclyde	27	X	30.5	26.0	30.4			
Midlothian	25	X	50.7	41.8	45.5		X	
Moray	1	✓	67.3	96.4	140.5			✓
North Ayrshire	7	✓	69.7	52.6	99.9			✓
North Lanarkshire	19		49.3	70.8	64.2			✓
Orkney Islands	2	✓	<u>137.2</u>	<u>165.6</u>	138.3			
Perth & Kinross	18		67.7	74.1	66.5			
Renfrewshire	3	✓	84.2	83.0	125.2			✓
Shetland Islands	10		354.4	337.9	80.8			X
South Ayrshire	14		93.8	86.1	73.9			X
South Lanarkshire	13		46.9	64.3	74.1			✓
Stirling	8	✓	99.0	90.0	97.4			
West Lothian	6	✓	79.0	68.0	108.7			✓
			<b>Scotland</b>					
			71.1	79.1	76.7			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	354.4	337.9	140.5
Upper quartile	94.4	91.1	98.7
Median	71.5	83.0	73.9
Lower quartile	56.8	65.5	58.9
Lowest ranked performance	30.5	26.0	30.4

Data features	Symbol	00/01	01/02	02/03
PI not applicable	( - )	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	-
10-14%	1
>15%	9
<b>Decline</b>	
5-9%	1
10-14%	4
>15%	7

### Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
Argyll & Bute	<u>43.3</u>	45.2	<u>56.4</u>
Clackmannanshire	220.4	189.8	<u>89.5</u>
City of Edinburgh	61.9	<u>68.6</u>	<u>62.9</u>
Scottish Borders	52.1	<u>33.4</u>	<u>34.4</u>
West Dunbartonshire	<u>48.9</u>	<u>43.3</u>	<u>51.8</u>

### Notes

An underlined PI measurement indicates unreliable data.

## Libraries

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### 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 2000/01:

Aberdeen City  
Inverclyde  
South Lanarkshire

The following councils did not make any material improvement in their performance by 2002/03:

Aberdeen City  
Inverclyde

## Libraries

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### **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 02/03		PI measurement			Better ✓ or worse X since 00/01		
	1-32	✓ 1-8 X 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	23		44.9	44.5	46.7			
Aberdeenshire	26	X	42.9	42.6	32.7			X
Angus	13		67.2	70.6	72.9	✓		
Dumfries & Galloway	7	✓	62.3	66.7	84.2			✓
Dundee City	22		56.6	57.0	51.6	X		
East Ayrshire	16		80.3	85.0	66.1			X
East Dunbartonshire	3	✓	57.0	72.4	96.9			✓
East Lothian	11		91.1	82.4	76.0			X
East Renfrewshire	18		62.5	62.7	64.2			
Eilean Siar	27	X	77.0	34.0	28.1			X
Falkirk	6	✓	91.8	81.4	85.4	X		
Fife	17		77.7	82.7	64.9			X
Glasgow City	12		66.9	67.9	75.3		✓	
Highland	5	✓	61.2	72.9	90.4			✓
Inverclyde	25	X	38.0	36.3	37.8			
Midlothian	24		46.9	39.2	40.4		X	
Moray	2	✓	73.3	78.3	98.3			✓
North Ayrshire	8	✓	80.3	78.0	81.9			
North Lanarkshire	19		41.9	57.3	62.7			✓
Orkney Islands	10		<u>78.5</u>	<u>91.4</u>	78.2			
Perth & Kinross	21		75.8	72.0	56.8			X
Renfrewshire	1	✓	103.3	105.8	105.6			
Shetland Islands	14		134.6	94.4	71.6			X
South Ayrshire	20		63.4	61.0	61.6			
South Lanarkshire	15		45.8	53.6	70.8			✓
Stirling	9		71.8	78.2	80.2		✓	
West Lothian	4	✓	74.2	71.3	92.0			✓
			<b>Scotland</b>					
			62.9	66.4	70.2			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	134.6	105.8	105.6
Upper quartile	78.1	79.9	83.1
Median	67.2	71.3	71.6
Lower quartile	56.8	57.2	59.2
Lowest ranked performance	38.0	34.0	28.1

Data features	Symbol	00/01	01/02	02/03
PI not applicable	( - )	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	1
10-14%	2
>15%	7
<b>Decline</b>	
5-9%	2
10-14%	1
>15%	7

### Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
Argyll & Bute	<u>28.4</u>	28.3	<u>44.3</u>
Clackmannanshire	90.6	77.9	<u>82.0</u>
City of Edinburgh	49.1	<u>57.7</u>	<u>48.8</u>
Scottish Borders	67.3	<u>33.5</u>	<u>29.8</u>
West Dunbartonshire	<u>59.1</u>	<u>57.7</u>	<u>62.6</u>

### Notes

An underlined PI measurement indicates unreliable data.



## Libraries

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

The following councils were ranked 25th or below in 2000/01:

Aberdeenshire  
Inverclyde  
North Lanarkshire

The following councils did not make any material improvement in their performance by 2002/03:

Aberdeenshire  
Inverclyde

## Libraries

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### **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 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	10		31.8	29.2	27.6		X	
Aberdeenshire	22		22.2	23.2	21.7			
Angus	6	✓	32.3	29.3	28.3		X	
Clackmannanshire	17		25.6	24.9	23.8	X		
Dumfries & Galloway	5	✓	31.4	29.6	28.6	X		
Dundee City	16		26.7	26.1	24.6	X		
East Ayrshire	18		20.4	22.2	23.5			✓
East Dunbartonshire	6	✓	30.3	29.0	28.3	X		
East Lothian	8	✓	FTR	<u>21.6</u>	28.0			
East Renfrewshire	2	✓	36.3	35.1	35.1			
City of Edinburgh	15		24.3	25.5	24.7			
Falkirk	12		27.7	26.5	26.5			
Fife	20		27.5	<u>26.7</u>	22.4			X
Glasgow City	26	X	18.0	18.8	19.2	✓		
Highland	19		24.9	25.0	23.0	X		
Inverclyde	27	X	<u>22.7</u>	19.2	19.0			X
Midlothian	21		22.4	23.2	22.2			
Moray	1	✓	36.3	34.3	35.2			
North Ayrshire	9		FTR	26.8	27.9			
North Lanarkshire	25	X	22.3	20.8	20.1	X		
Perth & Kinross	3	✓	29.8	28.6	30.6			
Renfrewshire	28	X	16.3	15.9	18.1		✓	
Scottish Borders	24		22.1	21.5	20.7	X		
South Ayrshire	14		26.7	25.3	25.8			
South Lanarkshire	13		28.6	27.8	26.3	X		
Stirling	4	✓	31.6	31.6	30.2			
West Dunbartonshire	23		<u>41.7</u>	23.5	21.5			X
West Lothian	11		25.6	26.2	27.1	✓		
			<b>Scotland</b>					
			26.0	24.7	24.1			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	41.7	35.1	35.2
Upper quartile	31.1	28.7	28.1
Median	26.7	25.8	25.3
Lower quartile	22.5	23.0	22.1
Lowest ranked performance	16.3	15.9	18.1

Data features	Symbol	00/01	01/02	02/03
PI not applicable	( - )	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	2
10-14%	1
>15%	1
<b>Decline</b>	
5-9%	8
10-14%	2
>15%	3

### Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
Argyll & Bute	<u>41.3</u>	<u>44.8</u>	<u>45.6</u>
Orkney Islands	39.1	<u>35.2</u>	<u>38.7</u>
Eilean Siar	FTR	FTR	FTR
Shetland Islands	49.0	<u>49.0</u>	FTR

### Notes

An underlined PI measurement indicates unreliable data.

## Libraries

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

The following councils were ranked 25th or below in 2000/01:

East Ayrshire  
Glasgow City  
Renfrewshire

The following councils did not make any material improvement in their performance by 2002/03:

None

## Libraries

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### **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 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	25	✗	24.2	24.1	24.1			
Aberdeenshire	24		29.3	28.0	24.5			✗
Angus	10		30.1	30.6	29.3			
Clackmannanshire	3	✓	28.0	28.8	36.1			✓
Dumfries & Galloway	8	✓	29.6	29.3	30.1			
Dundee City	23		25.8	25.2	24.8			
East Ayrshire	11		31.2	31.8	28.7	✗		
East Dunbartonshire	11		27.9	28.5	28.7			
East Lothian	15		FTR	<u>36.5</u>	28.2			
East Renfrewshire	28	✗	23.9	23.5	22.1	✗		
City of Edinburgh	9		31.5	29.7	29.9	✗		
Falkirk	1	✓	42.9	41.4	40.3	✗		
Fife	6	✓	30.0	<u>28.6</u>	31.9	✓		
Glasgow City	16		31.5	28.8	27.7		✗	
Highland	4	✓	29.7	30.2	32.9		✓	
Inverclyde	25	✗	<u>20.9</u>	24.7	24.1			✓
Midlothian	18		30.5	27.0	27.1		✗	
Moray	22		29.1	28.3	25.2		✗	
North Ayrshire	19		FTR	26.9	26.9			
North Lanarkshire	7	✓	27.5	29.3	31.1		✓	
Perth & Kinross	17		30.4	29.9	27.5	✗		
Renfrewshire	2	✓	45.5	43.8	38.0			✗
Scottish Borders	14		30.9	29.8	28.4	✗		
South Ayrshire	27	✗	26.8	25.9	23.3		✗	
South Lanarkshire	20		27.5	26.7	26.2			
Stirling	5	✓	34.3	33.3	32.8			
West Dunbartonshire	11		<u>16.2</u>	26.4	28.7			✓
West Lothian	21		31.4	28.2	25.6			✗
			<b>Scotland</b>					
			29.0	29.1	28.7			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	45.5	43.8	40.3
Upper quartile	31.1	30.0	30.4
Median	29.7	28.7	28.3
Lower quartile	27.5	26.9	25.5
Lowest ranked performance	16.2	23.5	22.1

Data features	Symbol	00/01	01/02	02/03
PI not applicable	( - )	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	1
10-14%	2
>15%	3
<b>Decline</b>	
5-9%	6
10-14%	4
>15%	3

### Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
Argyll & Bute	<u>16.8</u>	<u>14.7</u>	<u>12.5</u>
Orkney Islands	29.8	<u>31.3</u>	<u>26.7</u>
Eilean Siar	FTR	FTR	FTR
Shetland Islands	21.0	<u>20.6</u>	FTR

### Notes

An underlined PI measurement indicates unreliable data.

## Libraries

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### Use of libraries – the average number of issues per borrower

The following councils were ranked 25th or below in 2000/01:

Inverclyde

West Dunbartonshire

The following councils did not make any material improvement in their performance by 2002/03:

None