

Cultural and community services

Sport and Leisure Management - the number of attendances per 1,000 population for all pools

Attendance figures indicate the extent to which pools are used.

This indicator does not record the number of users; a particular figure may reflect high usage by a small number of individuals or low usage by a large number of individuals. The indicator may also conceal wide variations in usage between different facilities within a council.

Points to bear in mind

Important factors that influence attendance levels include:

- number and size of facilities available for use
- the age, quality and range of these facilities
- the extent to which facilities and activities are publicised
- the opening hours, variety, programming and cost of activities on offer
- the location of pools in relation to other competing leisure facilities.

The characteristics of the catchment area for a facility may also have an influence on this indicator.

Cultural and community services

Sport and Leisure Management - the number of attendances per 1,000 population for all pools

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	17		3503	3467	3521			
Aberdeenshire	13		3676	3678	3708			
Angus	18		3637	3079	3470			
Argyll & Bute	7	✓	4596	5467	4613			
Clackmannanshire	30	✗	2590	2709	2670			
Dumfries & Galloway	29	✗	2615	3031	2700			
Dundee City	10		4232	4309	4176			
East Ayrshire	32	✗	2293	2183	2179			
East Dunbartonshire	21		3952	3332	3240			✗
East Lothian	16		4773	3666	3606			✗
East Renfrewshire	27	✗	3520	2874	3043		✗	
City of Edinburgh	14		3691	3595	3652			
Eilean Siar	28	✗	2803	<u>2834</u>	2755			
Falkirk	22		3042	3129	3233	✓		
Fife	15		3557	3514	3642			
Glasgow City	23		2834	2966	3189		✓	
Highland	4	✓	4552	4687	4963	✓		
Inverclyde	9		3507	3947	4224			✓
Midlothian	25	✗	2999	3277	3051			
Moray	3	✓	4345	4671	5050			✓
North Ayrshire	26	✗	4037	3323	3048			✗
North Lanarkshire	20		3483	3254	3251	✗		
Orkney Islands	2	✓	6100	5408	6393			
Perth & Kinross	5	✓	<u>4298</u>	<u>4375</u>	4677			
Renfrewshire	24		3326	3426	3172			
Scottish Borders	6	✓	4403	4556	4654	✓		
Shetland Islands	1	✓	15001	15850	15901	✓		
South Ayrshire	19		3457	3351	3385			
South Lanarkshire	11		3970	3604	4130			
Stirling	31	✗	2286	2495	2654			✓
West Dunbartonshire	12		4270	3995	4103			
West Lothian	8	✓	3862	4364	4357		✓	
			Scotland					
			4046	3588	3684			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	15001	15850	15901
Upper quartile	4277	4323	4257
Median	3657	3491	3564
Lower quartile	3255	3117	3142
Lowest ranked performance	2286	2183	2179

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	4
10-14%	2
>15%	3
Decline	
5-9%	1
10-14%	1
>15%	3

Notes

An underlined PI measurement indicates unreliable data.

Cultural and community services

Sport and Leisure Management - the number of attendances per 1,000 population for all pools

The following councils were ranked 25th or below in 2002/03:

Clackmannanshire
Dumfries & Galloway
East Ayrshire
Eilean Siar
Glasgow City
Midlothian
Stirling

The following councils did not make any material improvement in their performance by 2004/05:

Clackmannanshire
Dumfries & Galloway
East Ayrshire
Eilean Siar
Midlothian

Cultural and community services

Indoor facilities – the number of attendances per 1,000 population

This indicator relates to all activities provided by the council at purpose built indoor sports and recreational facilities other than pools. Attendance figures indicate the extent to which indoor leisure facilities are used. This indicator does not record the number of users; a particular figure may reflect high usage by a small number of individuals or low usage by a large number of individuals.

Points to bear in mind

Important factors that influence attendance levels include:

- the age, quality, size and range of facilities available
- the extent to which facilities and activities are publicised
- the variety, scheduling and cost of activities on offer
- the location of pools in relation to other competing leisure facilities.

When a council has more than one leisure facility, the level of attendance at any facility may vary considerably from the average attendance for that council.

The indicator may also conceal wide variations in usage between different facilities within a council.

Cultural and community services

Indoor facilities - the number of attendances per 1,000 population

Council	Rank in 04/05		PI measurement			Better ✓ or worse X since 02/03		
	1-32	✓1-8 X 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	25	X	2424	2455	2743		✓	
Aberdeenshire	30	X	592	587	542	X		
Angus	5	✓	7810	8361	7930			
Argyll & Bute	28	X	1090	965	1229		✓	
Clackmannanshire	4	✓	8537	7927	7940	X		
Dumfries & Galloway	12		4595	4438	4411			
Dundee City	9		3095	4124	4914			✓
East Ayrshire	8	✓	5045	4867	5123			
East Dunbartonshire	16		3760	3986	3976	✓		
East Lothian	17		4340	4139	3965	X		
East Renfrewshire	15		4363	4180	3998	X		
City of Edinburgh	23		2873	2926	2986			
Eilean Siar	27	X	2049	<u>2073</u>	1808		X	
Falkirk	14		3773	4298	4113	✓		
Fife	6	✓	5029	4862	5310	✓		
Glasgow City	21		2737	3031	3361			✓
Highland	24		2447	2104	2751		✓	
Inverclyde	3	✓	8350	8542	8283			
Midlothian	2	✓	8545	10382	9957			✓
Moray	26	X	2292	2344	2455	✓		
North Ayrshire	13		2992	4468	4211			✓
North Lanarkshire	11		4246	4074	4708		✓	
Perth & Kinross	22		<u>3097</u>	<u>2866</u>	3086			
Renfrewshire	20		3070	3077	3535			✓
Scottish Borders	29	X	812	949	863	✓		
Shetland Islands	1	✓	16508	16269	17126			
South Ayrshire	7	✓	4009	4457	5197			✓
South Lanarkshire	19		4074	3761	3604		X	
Stirling	31	X	110	96	96		X	
West Dunbartonshire	18		3650	3565	3799			
West Lothian	10		5397	4793	4788		X	
			Scotland					
			3664	3758	3889			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	16508	16269	17126
Upper quartile	4812	4631	5019
Median	3760	4074	3976
Lower quartile	2592	2661	2869
Lowest ranked performance	110	96	96

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	5
10-14%	4
>15%	6
Decline	
5-9%	4
10-14%	4
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Orkney Islands	7790	7009	<u>8765</u>

Reason for Unreliable Determination in 2004/05

Orkney Islands - Estimates were used in the calculation of the figures which cannot be verified.

Notes

An underlined PI measurement indicates unreliable data.

Cultural and community services

Indoor facilities - the number of attendances per 1,000 population

The following councils were ranked 25th or below in 2002/03:

Aberdeen City
Aberdeenshire
Argyll & Bute
Eilean Siar
Moray
Scottish Borders
Stirling

The following councils did not make any material improvement in their performance by 2004/05:

Aberdeenshire
Eilean Siar
Stirling

Cultural and community services

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.

Cultural and community services

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

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	2	✓	12	11	11	✓		
Aberdeenshire	22		21	20	20			
Angus	17		19	19	18	✓		
Argyll & Bute	28	✗	33	31	25			✓
Clackmannanshire	30	✗	26	29	28	✗		
Dumfries & Galloway	8	✓	18	16	13			✓
Dundee City	2	✓	11	11	11			
East Ayrshire	12		16	15	15	✓		
East Lothian	14		18	18	16		✓	
East Renfrewshire	11		20	16	14			✓
City of Edinburgh	5	✓	12	12	12			
Falkirk	5	✓	16	13	12			✓
Fife	8	✓	19	12	13			✓
Glasgow City	22		17	16	20			✗
Highland	28	✗	25	25	25			
Inverclyde	18		26	22	19			✓
Midlothian	22		20	17	20			
Moray	26	✗	23	22	22			
North Ayrshire	8	✓	16	11	13			✓
North Lanarkshire	1	✓	9	10	9			
Orkney Islands	18		18	20	19	✗		
Perth & Kinross	12		14	15	15	✗		
Renfrewshire	25	✗	21	21	21			
Scottish Borders	5	✓	<u>16</u>	18	12			
Shetland Islands	16		FTR	<u>24</u>	17			
South Ayrshire	26	✗	26	25	22			✓
South Lanarkshire	14		17	13	16	✓		
Stirling	2	✓	13	11	11			✓
West Dunbartonshire	18		29	23	19			✓
West Lothian	18		22	18	19		✓	
			Scotland					
			20	18	17			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	9	10	9
Upper quartile	16	13	13
Median	18	18	17
Lower quartile	22	22	20
Lowest ranked performance	33	31	28

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	4
10-14%	2
>15%	10
Decline	
5-9%	3
10-14%	-
>15%	1

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
East Dunbartonshire	19	18	<u>16</u>
Eilean Siar	30	25	<u>22</u>

Reason for Unreliable Determination in 2004/05

East Dunbartonshire - Only library book requests relating to in-stock items were recorded by the Council. It was not possible to obtain the necessary data on other book requests in order to accurately report the indicator.

Eilean Siar - Indicator not compiled in accordance with the definition.

Notes

An underlined PI measurement indicates unreliable data.

Cultural and community services

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

The following councils were ranked 25th or below in 2002/03:

Argyll & Bute
Clackmannanshire
Eilean Siar
Inverclyde
South Ayrshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2004/05:

Clackmannanshire
Eilean Siar (unreliable in 2004/2005)

Cultural and community services

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.

Cultural and community services

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

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	27	✗	46.7	47.9	51.3	✓		
Aberdeenshire	30	✗	32.7	40.7	37.3		✓	
Angus	25	✗	72.9	49.9	54.1			✗
Argyll & Bute	24		<u>44.3</u>	27.3	54.4			
Clackmannanshire	7	✓	<u>82.0</u>	100.0	80.8			
Dumfries & Galloway	15		84.2	70.2	67.1			✗
Dundee City	19		51.6	67.9	64.7			✓
East Ayrshire	12		66.1	57.3	73.1		✓	
East Dunbartonshire	14		96.9	67.3	67.3			✗
East Lothian	28	✗	76.0	56.4	49.8			✗
East Renfrewshire	17		64.2	65.2	65.4			
Eilean Siar	29	✗	28.1	37.0	40.5			✓
Falkirk	10		85.4	74.5	76.5		✗	
Fife	18		64.9	51.8	65.0			
Glasgow City	16		75.3	68.2	66.2		✗	
Highland	8	✓	90.4	96.0	78.1		✗	
Inverclyde	31	✗	37.8	35.3	17.3			✗
Midlothian	23		40.4	42.8	55.6			✓
Moray	6	✓	98.3	96.2	81.5			✗
North Ayrshire	4	✓	81.9	90.1	85.0			
North Lanarkshire	11		62.7	85.2	74.5			✓
Orkney Islands	9		78.2	77.2	77.8			
Perth & Kinross	21		56.8	49.5	57.7			
Renfrewshire	1	✓	105.6	99.1	93.6		✗	
Scottish Borders	26	✗	<u>29.8</u>	71.8	52.0			
Shetland Islands	4	✓	71.6	<u>83.1</u>	85.0			✓
South Ayrshire	22		61.6	57.7	57.6	✗		
South Lanarkshire	20		70.8	59.7	63.8	✗		
Stirling	2	✓	80.2	85.3	87.5	✓		
West Dunbartonshire	13		<u>62.6</u>	62.0	68.2			
West Lothian	3	✓	92.0	75.3	86.0	✗		
			Scotland					
			70.1	66.2	65.9			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	105.6	100.0	93.6
Upper quartile	82.0	80.2	77.9
Median	70.8	67.3	66.2
Lower quartile	54.2	50.9	55.0
Lowest ranked performance	28.1	27.3	17.3

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	2
10-14%	2
>15%	5
Decline	
5-9%	3
10-14%	4
>15%	6

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
City of Edinburgh	<u>48.8</u>	<u>59.5</u>	<u>61.3</u>

Reason for Unreliable Determination in 2004/05

City of Edinburgh - The IT system does not record the data that is required for the indicator.

Notes

An underlined PI measurement indicates unreliable data.

Cultural and community services

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

The following councils were ranked 25th or below in 2002/03:

Aberdeenshire
Eilean Siar
Inverclyde

The following councils did not make any material improvement in their performance by 2004/05:

Inverclyde

Cultural and community services

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.

Cultural and community services

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

Council	Rank in 04/05		PI measurement			Better ✓ or worse X since 02/03		
	1-32	✓1-8 X 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	25	X	38.4	42.7	50.8			✓
Aberdeenshire	11		57.9	66.5	74.6			✓
Angus	21		59.9	46.9	58.3			
Argyll & Bute	30	X	<u>56.4</u>	48.2	40.9			
Clackmannanshire	13		<u>89.5</u>	115.2	69.3			
Dumfries & Galloway	23		72.0	63.0	56.4			X
Dundee City	5	✓	80.3	82.1	87.6	✓		
East Ayrshire	6	✓	89.3	80.7	83.8	X		
East Dunbartonshire	3	✓	109.6	97.3	96.0		X	
East Lothian	16		73.2	73.5	65.9	X		
East Renfrewshire	15		80.1	72.3	68.3		X	
Eilean Siar	24		49.5	52.4	55.4		✓	
Falkirk	20		54.4	59.6	60.5		✓	
Fife	8	✓	71.4	68.8	77.8	✓		
Glasgow City	17		57.6	51.0	64.3		✓	
Highland	9		116.4	75.2	77.5			X
Inverclyde	31	X	30.4	27.0	11.7			X
Midlothian	22		45.5	36.9	57.4			✓
Moray	4	✓	140.5	71.4	95.0			X
North Ayrshire	26	X	99.9	94.8	49.8			X
North Lanarkshire	12		64.2	76.4	72.3		✓	
Orkney Islands	2	✓	138.3	128.5	116.1			X
Perth & Kinross	19		66.5	48.8	62.3	X		
Renfrewshire	9		125.2	96.1	77.5			X
Scottish Borders	28	X	<u>34.4</u>	33.7	46.7			
Shetland Islands	1	✓	80.8	<u>249.6</u>	244.0			✓
South Ayrshire	14		73.9	67.0	68.7	X		
South Lanarkshire	29	X	74.1	53.5	42.2			X
Stirling	7	✓	97.4	104.7	82.9		X	
West Dunbartonshire	27	X	<u>51.8</u>	57.1	47.7			
West Lothian	18		108.7	73.3	63.3			X
			Scotland					
			75.4	65.5	66.3			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	140.5	249.6	244.0
Upper quartile	93.5	81.4	77.6
Median	73.2	68.8	65.9
Lower quartile	57.0	51.7	55.9
Lowest ranked performance	30.4	27.0	11.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	2
10-14%	4
>15%	4
Decline	
5-9%	4
10-14%	3
>15%	9

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
City of Edinburgh	<u>62.9</u>	<u>68.4</u>	<u>76.1</u>

Reason for Unreliable Determination in 2004/05

City of Edinburgh - The IT system does not record the data that is required for the indicator.

Notes

An underlined PI measurement indicates unreliable data.

Cultural and community services

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 2002/03:

Aberdeen City
Inverclyde
Midlothian

The following councils did not make any material improvement in their performance by 2004/05:

Inverclyde

Cultural and community services

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.

Cultural and community services

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

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	8	✓	27.6	27.1	27.9			
Aberdeenshire	22		21.7	22.7	22.3			
Angus	11		28.3	27.6	26.7	✗		
Clackmannanshire	21		23.8	22.4	22.8			
Dumfries & Galloway	7	✓	28.6	29.5	28.1			
Dundee City	14		24.6	25.5	25.5			
East Ayrshire	26	✗	23.5	22.1	20.3		✗	
East Dunbartonshire	13		28.3	27.6	26.1	✗		
East Lothian	15		28.0	27.5	25.2		✗	
East Renfrewshire	4	✓	35.1	34.8	33.0	✗		
City of Edinburgh	19		24.7	25.0	24.0			
Falkirk	16		26.5	26.1	25.0	✗		
Fife	25	✗	22.4	21.2	21.2	✗		
Glasgow City	28	✗	19.2	18.7	18.7			
Highland	20		23.0	23.6	23.2			
Inverclyde	30	✗	19.0	17.9	16.0			✗
Midlothian	23		22.2	23.0	21.8			
Moray	3	✓	35.2	34.4	33.2	✗		
North Ayrshire	12		27.9	27.8	26.6			
North Lanarkshire	27	✗	20.1	20.3	20.0			
Orkney Islands	1	✓	<u>38.7</u>	<u>38.9</u>	37.7			
Perth & Kinross	9		30.6	27.8	27.5		✗	
Renfrewshire	18		18.1	23.0	24.5			✓
Scottish Borders	29	✗	20.7	19.4	18.2		✗	
Shetland Islands	2	✓	FTR	<u>41.6</u>	35.7			
South Ayrshire	6	✓	25.8	28.4	28.4		✓	
South Lanarkshire	17		26.3	25.2	24.6	✗		
Stirling	5	✓	30.2	29.9	29.2			
West Dunbartonshire	24		21.5	24.2	21.6			
West Lothian	10		27.1	27.7	26.9			
			Scotland					
			24.3	24.3	23.7			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	38.7	41.6	37.7
Upper quartile	28.3	27.8	27.8
Median	25.8	25.8	25.1
Lower quartile	22.2	22.8	21.9
Lowest ranked performance	18.1	17.9	16.0

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	1
>15%	1
Decline	
5-9%	7
10-14%	4
>15%	1

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Argyll & Bute	<u>45.6</u>	<u>23.1</u>	<u>20.0</u>
Eilean Siar	FTR	FTR	FTR

Reason for Unreliable Determination in 2004/05

Argyll & Bute - Not all libraries have a computerised system to record active borrowers, instead simply count registered borrowers with no record of whether these members have taken out an item in the year.

Notes

An underlined PI measurement indicates unreliable data.

Cultural and community services

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

The following councils were ranked 25th or below in 2002/03:

Glasgow City
Inverclyde
North Lanarkshire
Renfrewshire

The following councils did not make any material improvement in their performance by 2004/05:

Glasgow City
Inverclyde
North Lanarkshire

Cultural and community services

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.

Cultural and community services

Use of libraries – the average number of issues per borrower

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	27	✗	24.1	23.8	23.2			
Aberdeenshire	20		24.5	26.3	25.0			
Angus	11		29.3	27.4	27.3	✗		
Clackmannanshire	2	✓	36.1	34.5	32.9	✗		
Dumfries & Galloway	16		30.1	26.8	26.2		✗	
Dundee City	24		24.8	23.8	23.5	✗		
East Ayrshire	8	✓	28.7	29.0	29.5			
East Dunbartonshire	12		28.7	27.1	27.1	✗		
East Lothian	10		28.2	27.2	27.5			
East Renfrewshire	29	✗	22.1	21.3	21.6			
City of Edinburgh	9		29.9	27.9	29.0			
Falkirk	1	✓	40.3	34.4	33.5			✗
Fife	3	✓	31.9	31.6	30.8			
Glasgow City	19		27.7	26.0	25.1	✗		
Highland	4	✓	32.9	31.8	30.6	✗		
Inverclyde	24		24.1	24.0	23.5			
Midlothian	24		27.1	25.4	23.5		✗	
Moray	21		25.2	24.9	24.5			
North Ayrshire	17		26.9	26.1	25.4	✗		
North Lanarkshire	6	✓	31.1	30.0	30.0			
Orkney Islands	14		<u>26.7</u>	<u>23.0</u>	26.8			
Perth & Kinross	12		27.5	27.9	27.1			
Renfrewshire	21		38.0	28.1	24.5			✗
Scottish Borders	15		28.4	27.9	26.4	✗		
Shetland Islands	7	✓	FTR	<u>24.8</u>	29.8			
South Ayrshire	30	✗	23.3	19.5	19.2			✗
South Lanarkshire	17		26.2	26.0	25.4			
Stirling	5	✓	32.8	32.1	30.2	✗		
West Dunbartonshire	23		28.7	23.6	24.3			✗
West Lothian	27	✗	25.6	23.5	23.2	✗		
			Scotland					
			28.7	27.2	26.8			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	40.3	34.5	33.5
Upper quartile	30.1	28.1	29.4
Median	28.2	26.6	26.3
Lower quartile	25.6	24.2	24.4
Lowest ranked performance	22.1	19.5	19.2

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	10
10-14%	2
>15%	4

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Argyll & Bute	<u>12.5</u>	<u>23.3</u>	<u>26.4</u>
Eilean Siar	FTR	FTR	FTR

Reason for Unreliable Determination in 2004/05

Argyll & Bute - Not all libraries have a computerised system to record active borrowers, instead simply count registered borrowers with no record of whether these members have taken out an item in the year.

Notes

An underlined PI measurement indicates unreliable data.

Cultural and community services

Use of libraries – the average number of issues per borrower

The following councils were ranked 25th or below in 2002/03:

Aberdeen City
East Renfrewshire
Inverclyde
South Ayrshire

The following councils did not make any material improvement in their performance by 2004/05:

Aberdeen City
East Renfrewshire
Inverclyde
South Ayrshire

Cultural and community services

Learning centre and learning access points - number of users as a percentage of the resident population

This indicator reflects the use being made of the learning opportunities and access to electronic information provided through councils' library services in conjunction with the New Opportunities Fund as part of the government's commitment to life-long learning and improving information technology and communications skills. The proportion of the population using the learning centres and access points will reflect the extent to which each council is developing its provision across its area in accordance with the needs of its population.

Learning centres or access points' are terminals provided either in clusters or singly within the council's public libraries (including mobile libraries) for the provision of a range of electronic resources that must be networked and include:

- office packages covering word processing, spreadsheet and database applications
- information resources including CD Rom, disk and database services
- Internet and e-mail facilities.

They include only those in public library facilities and exclude provision for schools.

Cultural and community services

Learning centre and learning access points - number of users as a percentage of the resident population

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	23		2.8	6.0	6.8			✓
Aberdeenshire	24		NS	3.6	6.1			
Angus	13		6.1	7.9	9.3			✓
Clackmannanshire	22		2.4	5.4	7.0			✓
Dumfries & Galloway	2	✓	10.9	8.7	15.2			✓
Dundee City	6	✓	FTR	7.2	12.4			
East Ayrshire	26	✗	2.6	3.6	4.7			✓
East Dunbartonshire	5	✓	2.8	7.0	13.9			✓
East Renfrewshire	11		5.7	9.3	9.8			✓
City of Edinburgh	10		2.3	8.5	10.4			✓
Falkirk	14		3.4	8.3	9.1			✓
Fife	9		2.8	5.2	10.6			✓
Inverclyde	19		5.4	6.5	7.9			✓
Midlothian	18		3.7	10.5	8.0			✓
Moray	1	✓	13.5	13.7	16.1			✓
North Ayrshire	17		<u>10.1</u>	4.7	8.3			
North Lanarkshire	25	✗	<u>6.2</u>	4.5	5.1			
Orkney Islands	16		2.2	3.9	8.8			✓
Perth & Kinross	19		<u>1.9</u>	<u>6.0</u>	7.9			
Renfrewshire	7	✓	<u>15.7</u>	14.5	11.5			
Scottish Borders	12		NS	5.9	9.4			
Shetland Islands	4	✓	5.9	<u>10.1</u>	14.5			✓
South Ayrshire	21		3.1	4.5	7.4			✓
South Lanarkshire	3	✓	8.3	11.4	15.1			✓
Stirling	8	✓	<u>4.8</u>	9.4	11.1			
West Dunbartonshire	15		4.5	5.7	8.9			✓
West Lothian	27	✗	3.4	3.9	4.3			✓
			Scotland					
			4.6	7.2	9.5			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	16	14.5	16.1
Upper quartile	6	9.0	11.3
Median	4	6.5	9.1
Lower quartile	3	5.0	7.7
Lowest ranked performance	2	3.6	4.3

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	2	0	0

Count of councils showing significant change since 2002/03		
Improvement		
5-9%	-	
10-14%	-	
>15%	19	
Decline		
5-9%	-	
10-14%	-	
>15%	-	

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Argyll & Bute	<u>5.1</u>	<u>10.9</u>	<u>16.1</u>
East Lothian	<u>2.3</u>	5.7	<u>7.8</u>
Glasgow City	<u>8.0</u>	<u>14.3</u>	<u>20.5</u>
Highland	5.1	<u>9.0</u>	<u>9.3</u>
Eilean Siar	FTR	FTR	FTR

Reason for Unreliable Determination in 2004/05

Argyll & Bute - Existing records cannot identify active users.

East Lothian - Data lost for 6 months of year therefore estimates were used which cannot be relied upon.

Glasgow City - Manual system. Incomplete data.

Highland - The IT system did not record all data.

Notes

An underlined PI measurement indicates unreliable data.

Cultural and community services

Learning centre and learning access points - number of time terminals are used per 1,000 population

This indicator reflects the use being made of the learning opportunities and access to electronic information provided through councils' library services in conjunction with the New Opportunities Fund as part of the government's commitment to life-long learning and improving information technology and communications skills. The number of times terminals are accessed will be the number of times/sessions each terminal is logged on to or opened by a user, whether registered or not.

Learning centres or access points' are terminals provided either in clusters or singly within the council's public libraries (including mobile libraries) for the provision of a range of electronic resources that must be networked and include:

- office packages covering word processing, spreadsheet and database applications
- information resources including CD Rom, disk and database services
- Internet and e-mail facilities.

They include only those in public library facilities and exclude provision for schools.

Cultural and community services

Learning centre and learning access points - number of time terminals are used per 1,000 population

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	3	✓	672.6	1185.0	1453.4			✓
Aberdeenshire	26	✗	NS	277.9	427.0			
Angus	16		388.4	597.7	760.9			✓
Clackmannanshire	27	✗	177.2	347.7	426.8			✓
Dumfries & Galloway	6	✓	357.3	735.0	996.3			✓
Dundee City	4	✓	1427.0	1077.6	1273.1		✗	
East Ayrshire	28	✗	254.9	403.9	401.9			✓
East Dunbartonshire	2	✓	99.5	940.1	1472.1			✓
East Renfrewshire	9		707.1	874.6	864.8			✓
City of Edinburgh	14		113.1	617.4	767.9			✓
Eilean Siar	1	✓	209.9	1283.4	1552.6			✓
Falkirk	23		137.2	453.3	514.4			✓
Fife	18		242.0	507.1	730.3			✓
Glasgow City	5	✓	<u>678.5</u>	<u>1052.4</u>	1153.5			
Inverclyde	22		173.1	444.7	532.9			✓
Midlothian	8	✓	252.1	857.4	935.8			✓
Moray	10		451.9	635.5	823.9			✓
North Ayrshire	17		237.8	553.7	737.0			✓
North Lanarkshire	29	✗	<u>229.8</u>	363.7	378.1			
Orkney Islands	11		39.0	483.0	802.9			✓
Perth & Kinross	19		<u>78.8</u>	<u>523.8</u>	705.9			
Renfrewshire	21		411.8	607.2	626.0			✓
Scottish Borders	12		NS	668.0	802.0			
Shetland Islands	7	✓	564.1	<u>1051.0</u>	978.9			✓
South Ayrshire	20		209.5	427.3	704.6			✓
South Lanarkshire	24		376.8	441.7	468.2			✓
Stirling	13		<u>333.4</u>	599.5	785.1			
West Dunbartonshire	15		209.7	480.8	766.0			✓
West Lothian	25	✗	330.8	402.3	433.2			✓
			Scotland					
			359.2	593.0	927.9			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	1427	1283.4	1552.6
Upper quartile	400	857.4	935.8
Median	252	597.7	766.0
Lower quartile	193	444.7	532.9
Lowest ranked performance	39	277.9	378.1

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	2	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	22
Decline	
5-9%	-
10-14%	1
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Argyll & Bute	<u>269.9</u>	<u>465.5</u>	<u>503.2</u>
East Lothian	<u>181.2</u>	730.3	<u>729.5</u>
Highland	533.2	<u>600.2</u>	<u>624.8</u>

Reason for Unreliable Determination in 2004/05

Argyll & Bute - Existing records cannot identify active users.

East Lothian - Data lost for 6 months of year therefore estimates were used which cannot be relied upon.

Highland - The IT system did not record all data.

Notes

An underlined PI measurement indicates unreliable data.