

Stockton Borough Libraries

Public Library Service Standards



In 2001 the Government launched the Public Library Standards. The aim of the standards was to help create a clear and widely accepted definition of the Library Authority's statutory duty to provide a "comprehensive and efficient service", and set for the first time a performance monitoring framework for public libraries. Since then there has been a significant increase in library opening hours, improvements to stock and ICT provision, an increase in user satisfaction and visits.

With the introduction of the governments "Framework for the Future", the standards have been revised and the standards set out below form the first of two elements. The second element - Impact Measures - will help the library service assess the impact that libraries have in contributing to achievements in priority areas and in meeting local needs. Impact measures are to be introduced in 2005/06.

How did Stockton Borough Libraries perform against the standards in 2004/05?

You will see from the table below that Stockton Borough Libraries met the majority of standards that were set, and only just failed to meet the standards set for the "% of requests for books met within 15 days" and the "% of library users 16 and over who view the library service as "very good" or "good".

While Stockton Borough Libraries return for the "number of library visits per 1,000 population" fell well short of the 6,300 standard it should be noted that current performance is based on three 1-week manual counts undertaken during the year. It is the Library Service's belief that this sampling methodology does not provide a true representation of the increase in visitor numbers and all libraries have now been fitted with electronic counters, which should provide more accurate returns. System checks are currently in progress.

	Stockton Borough Libraries	Standard Set	Standard Met?
PLS1 Proportion of households living within 1 mile of a static library	88%	88%	YES
PLS2 Aggregate scheduled opening hours per 1,000 population	152.6 hours	128 hours	YES
PLS3 % of static libraries providing access to electronic resources connected to the internet	100%	100%	YES
PLS4 Total number of electronic workstations with access to the internet and the libraries catalogue available to users per 1,000 population	6.1	6.0	YES
PLS5 % of requests for books met within 7 days	56%	50%	YES
% of requests for books met within 15 days	69%	70%	-
% of requests for books met within 30 days	86%	85%	YES
PLS6 Number of library visits per 1,000 population	5,022	6,300	-
PLS7 % of library users 16 and over who view their library service as "very good" or "good"	93%	94%	-
PLS8 % of library users under 16 who view their library service as "good"	81%	77%	YES
PLS9 Annual items added through purchase per 1,000 population	217 additions	216 additions	YES
PLS10 Time taken to replenish the lending stock on open access or available on loan	6.6 years	6.7 years	YES