



SUFFOLK LIBRARIES ANNUAL RETURN 2014 / 2015

Introduction

Below is the annual report for 2014 – 2015 for Suffolk Libraries comprising data for April 2014 to March 2015.

SCC Commissioner comments are inserted into the report in boxes. The measures and 2014/15 targets are shown.

RAG ratings:

RAG	Outcome	Direction of travel
■	Target not reached	Performance unacceptable.
■	Within 5% of target	DOT acceptable, attention needs to be paid to delivery or measurement
■	Target achieved or exceeded	DOT shows improvement in numerical terms, or aligns well with ACS/SCC priorities

Performance Measures

Ethical and Professional Delivery

Measure Description and Number		2013 / 2014	Annual total
1.1 Complaints, comments and compliments analysis	Comments	0	0
	Complaints	10	3
	Compliments	4	5
	Number considered discriminatory	0	2

Comment: We identified at the end of Q1 that library managers required clarification about what was reportable for each of these categories. No figures were therefore submitted for Q3 and Q4. We have now provided much clearer instructions to managers about what they need to provide and therefore we will be able to provide full and more accurate figures for 15/16.

The two complaints considered discriminatory by the complainant are as follows:

- Suffolk County Council is not providing for Suffolk Libraries to deliver an accessible service to people with visual impairments. This was rejected by the Ombudsman.
- Suffolk Libraries' fines policy is discriminatory towards people with learning difficulties. The in-house appeals process has been exhausted and it is expected to be referred to the Ombudsman

1.1	Measure: Complaints, comments and compliments analysis	Outcome: ■	Direction of travel: ■																				
Target 2014-15: Max 30 unresolved complaints on performance issues, or unethical/discriminatory service																							
<table border="1"> <thead> <tr> <th>Detail</th> <th>2013/14</th> <th>2014/15</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td>Comments</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Complaints</td> <td>10</td> <td>3</td> <td>-7</td> </tr> <tr> <td>Compliments</td> <td>4</td> <td>5</td> <td>1</td> </tr> <tr> <td>Number considered discriminatory</td> <td>0</td> <td>2</td> <td>2</td> </tr> </tbody> </table>				Detail	2013/14	2014/15	Change	Comments	0	0	0	Complaints	10	3	-7	Compliments	4	5	1	Number considered discriminatory	0	2	2
Detail	2013/14	2014/15	Change																				
Comments	0	0	0																				
Complaints	10	3	-7																				
Compliments	4	5	1																				
Number considered discriminatory	0	2	2																				

1.2	Measure: Service quality check to be commissioned directly by the Development Manager	Outcome: ■	Direction of travel: ■
Target 2014-15: Evidence shows that the service is being delivered to the standards required. Issues raised are discussed and any agreed actions are planned and implemented.			
See attached review of Commissioner Library visits 2014-15 at Annex C			

Stock/Library Assets

Measure Description and Number		2013 / 2014	Annual Total
2.1 Stock count by category	Total Lending book stock	872,653	Adult fiction: 292,571 Adult non-fiction: 292,186 Children's fiction: 197,310 Children's non-fiction: 56,672 e-books: 9,834 Total: 848,573
	Lending AV	66,169	CD's: 12,818 DVD's: 28,438 Adult spoken word: 10,709 Children's spoken word: 1,080 Multimedia and open learning: 1,764 Games: 1,946 eAudio: 2,415 Total: 59,170
	Ref Bookstock	36,273	Books: 28,900 Audio-visual: 80 Total: 28,980
	Non-loanable	606	Included in Ref Bookstock
2.2 Annual items purchased per 1,000 population		170	163
2.3 Stock turn: number of books issued divided by bookstock giving average number of times each book was issued during the year (including ebooks)	Snapshot 31 March 2015	4.3	3.40
2.4 Stock refresh: number of new books added to stock divided by the book stock (including ebooks)	Snapshot 31 March 2015	0.125 (12.5%)	0.128 (12.8%)

Comment

2.1. Stock Count by Category. Overall holdings continue to reduce. This is reflective of a reduced and increasingly stretched budget available for stock purchase, alongside ongoing editing and tidying of the stock and catalogue. This year, there has also been a conscious shaping of purchasing in line with evidence showing evidence of actual borrowing within different categories. Additionally, there is the continued move from printed book stock to digital downloading and streaming and our resources are managed to reflect this. The holdings and acquisitions statistics do not include the over seven million tracks available for download and streaming through Freegal. However, this constitutes a significant addition to the resources available to our users.

The figures will differ slightly from the CIPFA return as the categorisation is different and there are a few items included above that are not included on the CIPFA return:

- eBooks are included in the stock book figures, in CIPFA they are included in Audio-visual
- On the CIPFA return the reserve stock is separated out; here it is included in the general adult fiction/adult non-fiction/reference totals
- Games are not included on the CIPFA return.

2.2 Annual items purchased per 1,000 population & 2.5 Stock refresh. Many of the points outlined above in relation to 2.1 apply equally to these measures.

2.1	Measure: Stock count by category	Outcome: ■	Direction of travel: ■
Target 2014-15: Total number of stock items per 1000 population will be at or above the average value for the CIPFA Near Neighbours comparator group for the previous year reported			

	Suffolk /1000 pop	CIPFA NN /1000
Grand total	1,266	1,161
Category:		
Adult Fiction	396	340
Adult non-fiction	396	310
Children's fiction	267	248
Children's non-fiction	77	79
e-books	13	7.5
Lending stock Total	1,149	985
CDs	17.4	18
DVDs	38.5	35.3
Adult spoken word	14.5	27.3
Children's spoken word	1	6
Multimedia/open learning	2.4	1.8
Games		no comparator
eAudio	3.3	2.6
Lending AV Total	77	91
Books	39.1	85
AV	0.11	0.2
Reference Total	39.21	85.2

2.2.1	Measure: Total items purchased per 1,000 population	Outcome: ■	Direction of travel: ■						
Target 2014-15: Number of items purchased will be at or above the average value for the CIPFA Near Neighbours comparator group for the last year reported.									
<table border="1"> <thead> <tr> <th>Category</th> <th>Suffolk /1000 pop</th> <th>CIPFA NN /1000</th> </tr> </thead> <tbody> <tr> <td>2.2.1 all material</td> <td>163</td> <td>150.9</td> </tr> </tbody> </table>				Category	Suffolk /1000 pop	CIPFA NN /1000	2.2.1 all material	163	150.9
Category	Suffolk /1000 pop	CIPFA NN /1000							
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2.2.2	Measure: Total items purchased per 1,000 population	Outcome: ■	Direction of travel: ■						
Benchmark only: % of total stock purchased in eBook format.									
<table border="1"> <thead> <tr> <th>Category</th> <th>2013/14</th> <th>2014/15</th> </tr> </thead> <tbody> <tr> <td>2.2.2 % stock bought in eBook format</td> <td>0.06%</td> <td>1.04%</td> </tr> </tbody> </table>				Category	2013/14	2014/15	2.2.2 % stock bought in eBook format	0.06%	1.04%
Category	2013/14	2014/15							
2.2.2 % stock bought in eBook format	0.06%	1.04%							

2.3	Measure: Stock turn: Total number of books issued divided by the book stock (i.e. the average number of times each book was issued during the year)	Outcome: ■	Direction of travel: ■												
Target 2014-15: Stock turn will be at or above the average value for the CIPFA Near Neighbours comparator group for the last year reported															
<p>The direct comparison takes account only of the performance of printed books. Comparing all stock against the average, and noting the much higher issue rate of eBooks, the decline in printed book stock turn is being at least partly countered by eBook loans increasing, with issues per eBook being higher than for printed books as they become available as soon as they are returned by the previous borrower.</p> <table border="1" data-bbox="387 555 1348 754"> <thead> <tr> <th>Category</th> <th>Suffolk /1000 pop</th> <th>CIPFA NN /1000</th> </tr> </thead> <tbody> <tr> <td>2.3 all stock</td> <td>3.8</td> <td>No comparator</td> </tr> <tr> <td>2.3.1 Excluding eBooks (CIPFA measure)</td> <td>3.4</td> <td>4.4</td> </tr> <tr> <td>2.3.2 eBooks only</td> <td>6.25</td> <td>No comparator</td> </tr> </tbody> </table>				Category	Suffolk /1000 pop	CIPFA NN /1000	2.3 all stock	3.8	No comparator	2.3.1 Excluding eBooks (CIPFA measure)	3.4	4.4	2.3.2 eBooks only	6.25	No comparator
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2.3.1 Excluding eBooks (CIPFA measure)	3.4	4.4													
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2.4	Measure: Stock refresh: Total number of new books added to stock divided by the book stock	Outcome: ■	Direction of travel: ■												
Target 2014-15: Stock refreshed will be no less than 10% of total stock. Ebooks included															
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Delivering the Vision

Measures Description and Number		2013 / 2014	Annual Total
3.1 Number of self-service terminals		58	58
3.2 Number of libraries with public Wi-Fi access		44	44
3.4 Number of public access computers		357	334
3.5 Internet-capable devices for loan in libraries			See Annex A for figures on Chromebooks per site. In addition, approximately 10 tablet devices are available at some locations

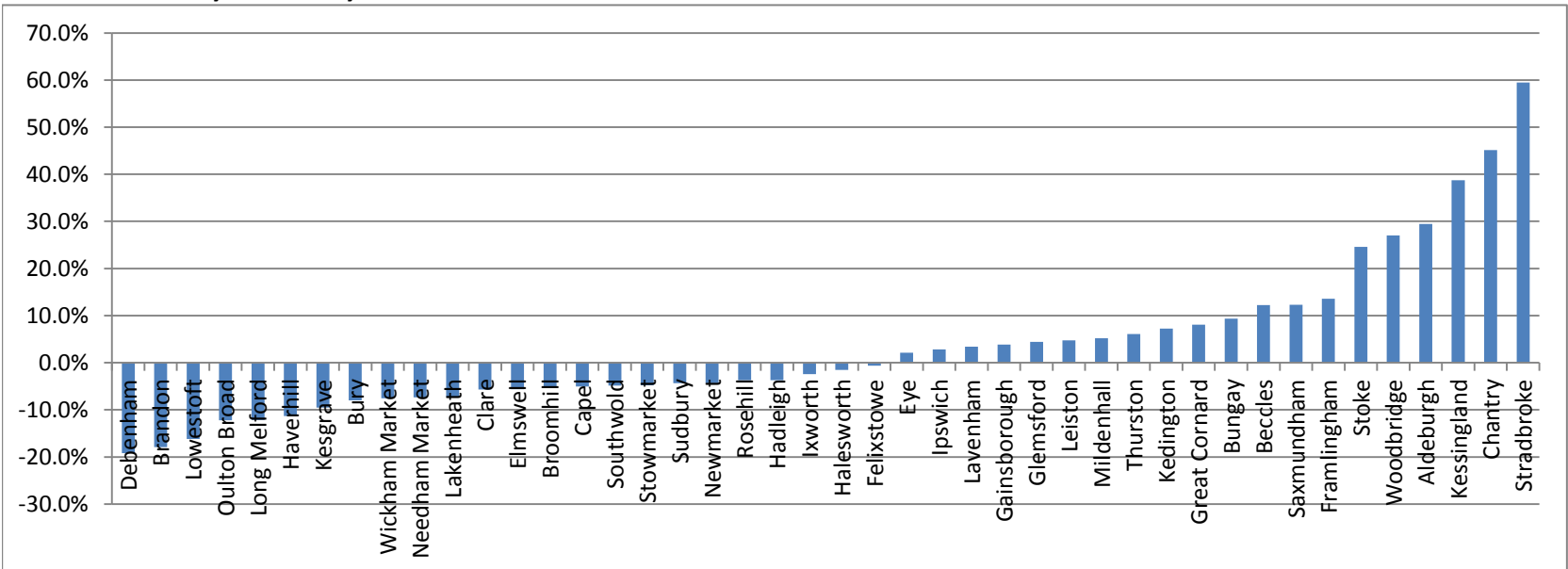
3.1	Measure: Number of self service terminals	Outcome: ■	Direction of travel: ■						
Target 2014-15: Will be no fewer than 1 per library									
There are 58 self-service terminals available, including one in Endeavour House. They will be reviewed and replaced during 2015/16, and the total number may reduce, but stay above the minimum.									
3.2	Measure: Number of libraries with public Wi-Fi access	Outcome: ■	Direction of travel: ■						
Target 2014-15: 44 (all)									
All libraries have Wi-Fi access. The three largest were provisioned as part of SCC’s ongoing work. All others were provisioned through Suffolk Libraries and Friends’ Groups effort.									
3.3	Measure: Number of unique wireless device logins	Outcome: -	Direction of travel: ■						
Benchmark only									
<table border="1"> <thead> <tr> <th>Category</th> <th>2013/14</th> <th>2014/15</th> </tr> </thead> <tbody> <tr> <td>3.3 Number of unique wireless device logins</td> <td>-</td> <td>49,432</td> </tr> </tbody> </table>				Category	2013/14	2014/15	3.3 Number of unique wireless device logins	-	49,432
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3.3 Number of unique wireless device logins	-	49,432							

3.4	Measure: Number of public access computers	Outcome: ■	Direction of travel: ■						
Target 2014-15: Minimum provision: 1 per library. Baseline at handover: 305									
<p>Public access machines were replaced in all libraries during 2014-15, and Suffolk Libraries took the opportunity to rationalise provision, taking account of the need for portable loanable devices (Chromebooks) that allow people to work anywhere in the library, wirelessly. The estate consists of a mixture of these, Chromebases and traditional PCs,</p> <table border="1" data-bbox="383 520 1290 603"> <thead> <tr> <th data-bbox="383 520 911 560">Category</th> <th data-bbox="911 520 1081 560">2013/14</th> <th data-bbox="1081 520 1290 560">2014/15</th> </tr> </thead> <tbody> <tr> <td data-bbox="383 560 911 603">3.3 Number of public access computers</td> <td data-bbox="911 560 1081 603">357</td> <td data-bbox="1081 560 1290 603">334</td> </tr> </tbody> </table>				Category	2013/14	2014/15	3.3 Number of public access computers	357	334
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3.3 Number of public access computers	357	334							
3.5	Measure: Internet-capable devices for loan in libraries. Number and locations	Outcome: -	Direction of travel: ■						
Benchmark only									
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Measures Description and Number		2013 / 2014	Annual Total
3.6 Number of visits total		3,120,242	3,106,987
3.7 Attendance at activities by customer group – men, women, children, minority ethnic groups	Toptime - Male	2,298	2,410
	Toptime - Female	13,812	14,969
	Bookstart - Boy	16,440	18,018
	Bookstart - Girl	20,688	22,820
	Bookstart – Adult Male	3,342	3,886
	Bookstart - Adult Female	27,788	28,591 (plus a further 428 unspecified)
			Please also see Annex B for information on customer ethnicity
3.8 Number of visits by service point			Attached at Annex C
3.9 Numbers attending events out of library hours organised by the friends group or library-staff			The total for 17 libraries who have provided figures for the year is 4,825. Extrapolated to 44 libraries, this equates to 12,488
3.10 Number of bookings of library space by third parties (including Friends groups)			The total for 17 libraries who have provided figures for the year is 1,903. Extrapolated to 44 libraries, this equates to 4,925

3.6	Measure: Total number of visits to libraries C	Outcome: ■	Direction of travel: ■																																				
Target 2014-15: Visits will be sustained at or above 2013/14 levels																																							
<p>This is a critical measure, and after a protracted period of adjustment and rebasing as historical inaccuracies in counting and logging visitors have been ironed out, it is concerning to see that there has been a small drop in visitors. It is likely that the headline figure conceals a shift away from people visiting to undertake traditional library transactions (borrowing, returning and renewing items) towards attendance at events and activities in and outside library opening hours. The rising number of attendees at events for younger and older people supports this view.</p> <table border="1" data-bbox="383 408 1285 491"> <thead> <tr> <th>Category</th> <th>2013/14</th> <th>2014/15</th> </tr> </thead> <tbody> <tr> <td>3.6 Total number of visits to libraries</td> <td>3,120,242</td> <td>3,106,987</td> </tr> </tbody> </table>				Category	2013/14	2014/15	3.6 Total number of visits to libraries	3,120,242	3,106,987																														
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3.7	Measure: Attendance at activities by customer group. Girls, boys, men, women and by minority ethnic groups. (by standard categories). Split out events targeted at older people and children under 5 with their parents/carers	Outcome: ■	Direction of travel: ■																																				
Target 2014-15: Total attendance at activities will grow by 5% compared to 2013/14																																							
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x 3

<p>3.8</p>	<p>Measure: Total number of visits by service point exception report for individual library change plus/minus 10%</p>	<p>Outcome: ■</p>	<p>Direction of travel: ■</p>																																																																																										
<p>Target 2014-15: Visits will be sustained at or above 2013/14 levels</p>																																																																																													
<p>See Annex A for details and explanations. The trend library by library can be seen below. Note that seven libraries report a decline of greater than 10%, nine report an increase in visitors of more than 10%. Stradbroke has seen visitors rise by half as much again since opening the Post Office in the library. Aldeburgh remodelled the interior of the library in 2014/15. It is disappointing that Brandon's figures show a decline, which may be due to historic over-counting. Of the three largest libraries, Ipswich and Bury appear to be relatively stable, while Lowestoft's visitor figures may reflect a broader decline in the town centre.</p>																																																																																													
<p>Variation % 2013/14 – 2014/15</p>  <table border="1"> <caption>Variation % 2013/14 – 2014/15</caption> <thead> <tr> <th>Library</th> <th>Variation %</th> </tr> </thead> <tbody> <tr><td>Debenham</td><td>-15.0%</td></tr> <tr><td>Brandon</td><td>-10.0%</td></tr> <tr><td>Lowestoft</td><td>-10.0%</td></tr> <tr><td>Qulton Broad</td><td>-10.0%</td></tr> <tr><td>Long Melford</td><td>-10.0%</td></tr> <tr><td>Havehill</td><td>-10.0%</td></tr> <tr><td>Kesgrave</td><td>-10.0%</td></tr> <tr><td>Bury</td><td>-10.0%</td></tr> <tr><td>Wickham Market</td><td>-10.0%</td></tr> <tr><td>Needham Market</td><td>-10.0%</td></tr> <tr><td>Lakenheath</td><td>-10.0%</td></tr> <tr><td>Clare</td><td>-10.0%</td></tr> <tr><td>Elmswell</td><td>-10.0%</td></tr> <tr><td>Broomhill</td><td>-10.0%</td></tr> <tr><td>Capel</td><td>-10.0%</td></tr> <tr><td>Southwold</td><td>-10.0%</td></tr> <tr><td>Stowmarket</td><td>-10.0%</td></tr> <tr><td>Sudbury</td><td>-10.0%</td></tr> <tr><td>Newmarket</td><td>-10.0%</td></tr> <tr><td>Rosehill</td><td>-10.0%</td></tr> <tr><td>Hadleigh</td><td>-10.0%</td></tr> <tr><td>Ixworth</td><td>-10.0%</td></tr> <tr><td>Halesworth</td><td>-10.0%</td></tr> <tr><td>Felixstowe</td><td>-10.0%</td></tr> <tr><td>Eye</td><td>-10.0%</td></tr> <tr><td>Ipswich</td><td>-10.0%</td></tr> <tr><td>Lavenham</td><td>-10.0%</td></tr> <tr><td>Gainsborough</td><td>-10.0%</td></tr> <tr><td>Glensford</td><td>-10.0%</td></tr> <tr><td>Leiston</td><td>-10.0%</td></tr> <tr><td>Mildenhall</td><td>-10.0%</td></tr> <tr><td>Thurston</td><td>-10.0%</td></tr> <tr><td>Kedington</td><td>-10.0%</td></tr> <tr><td>Great Cornard</td><td>-10.0%</td></tr> <tr><td>Bungay</td><td>-10.0%</td></tr> <tr><td>Becles</td><td>-10.0%</td></tr> <tr><td>Saxmundham</td><td>-10.0%</td></tr> <tr><td>Framlingham</td><td>-10.0%</td></tr> <tr><td>Stoke</td><td>25.0%</td></tr> <tr><td>Woodbridge</td><td>28.0%</td></tr> <tr><td>Aldeburgh</td><td>30.0%</td></tr> <tr><td>Kessingland</td><td>38.0%</td></tr> <tr><td>Chantry</td><td>45.0%</td></tr> <tr><td>Stradbroke</td><td>60.0%</td></tr> </tbody> </table>				Library	Variation %	Debenham	-15.0%	Brandon	-10.0%	Lowestoft	-10.0%	Qulton Broad	-10.0%	Long Melford	-10.0%	Havehill	-10.0%	Kesgrave	-10.0%	Bury	-10.0%	Wickham Market	-10.0%	Needham Market	-10.0%	Lakenheath	-10.0%	Clare	-10.0%	Elmswell	-10.0%	Broomhill	-10.0%	Capel	-10.0%	Southwold	-10.0%	Stowmarket	-10.0%	Sudbury	-10.0%	Newmarket	-10.0%	Rosehill	-10.0%	Hadleigh	-10.0%	Ixworth	-10.0%	Halesworth	-10.0%	Felixstowe	-10.0%	Eye	-10.0%	Ipswich	-10.0%	Lavenham	-10.0%	Gainsborough	-10.0%	Glensford	-10.0%	Leiston	-10.0%	Mildenhall	-10.0%	Thurston	-10.0%	Kedington	-10.0%	Great Cornard	-10.0%	Bungay	-10.0%	Becles	-10.0%	Saxmundham	-10.0%	Framlingham	-10.0%	Stoke	25.0%	Woodbridge	28.0%	Aldeburgh	30.0%	Kessingland	38.0%	Chantry	45.0%	Stradbroke	60.0%
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Great Cornard	-10.0%																																																																																												
Bungay	-10.0%																																																																																												
Becles	-10.0%																																																																																												
Saxmundham	-10.0%																																																																																												
Framlingham	-10.0%																																																																																												
Stoke	25.0%																																																																																												
Woodbridge	28.0%																																																																																												
Aldeburgh	30.0%																																																																																												
Kessingland	38.0%																																																																																												
Chantry	45.0%																																																																																												
Stradbroke	60.0%																																																																																												

3.9	Measure: Numbers attending events out of library hours organised by the friends group or library-staff	Outcome: -	Direction of travel: ■
Benchmark only:			
This is a new measure for 2015, and is designed to monitor the success of the library and its supporters in providing activities outside usual working hours.			
3.10	Measure: Number of bookings of library space by third parties (including Friends groups)	Outcome: -	Direction of travel: ■
Benchmark only:			
This is a new measure for 2015, and is designed to monitor the use of the library building outside usual library hours, and show how successfully it is promoted and used as a community asset..			

Measures Description and Number		2013 / 2014	Annual Total
3.11 number of issues per 1000 population total C			
3.11.1 Physical items			Books (including eBooks, excluding other physical items): 3,729
3.11.2 E-material			Physical books: 4,219

3.12 Number of issues		2013/14	2014/15
	Adult eAudio book	23	-
	Adult fiction hardback	254,239	251,074
	Adult fiction large print hardback	63,557	53,436
	Adult fiction large print paperback	100,719	87,423
	Adult fiction paperback	927,171	843,597
	Adult non fiction hardback	231,147	205,356
	Adult non fiction large print hardback	6,580	5,810
	Adult non-fiction large print paperback	392,125	7,483
	Adult non-fiction paperback	-	340,416
	Adult spoken word cassette	568	460
	Adult spoken word cassette set	11,166	7,776
	Adult spoken word CD	3,150	3,091
	Adult spoken word CD set	58,830	56,542
	Band music	11	14
	Book + CD	807	854
	CD	13,572	13,331
	CD set	1,338	1,761
	CD-ROM/DVD-ROM	178	267
	Chamber music set	5	6
	Children's spoken word cassette	568	212
	Children's spoken word cassette set	292	199
	Children's spoken word CD	256	1,680
	Children's spoken word CD set	1,923	2,252
	Chromebook 125 Minute Loans	-	1,059

Evidence Set 1 – Appendix 3

	Chromebook 65 Minute Loans	-	2,165
	DVD	234	180
	DVD Free Rental	205	336
	DVD Premier: U	26	-
	DVD Premier: 12	353	6
	DVD Premier: 15	-	9
	DVD Premier: PG	87	-
	DVD Premier: 18	19	-
	DVD set: 12	488	579
	DVD set: 15	1,656	1,989
	DVD set: 18	873	885
	DVD set: PG	586	475
	DVD set: U	388	325
	DVD undefined	4,833	839
	DVD: 12	13,436	17,728
	DVD: 15	18,490	19,498
	DVD: 18	2,816	2,691
	DVD: PG	7,615	8,235
	DVD: U	23,217	20,480
	Electricity Monitor	732	348
	Error	1,512	-
	Game	2,013	1,281
	Game 12+	448	209
	Game 15+	20	8
	Game 16+	88	47
	Game 18+	18	7
	Game 7+	958	652
	Grabbit	16,607	23,052
	Great Cornard School Ref	798	41
	Inst book	500	243
	Inter-library loan	1,765	1,668

Evidence Set 1 – Appendix 3

	Junior fiction hardback	159,513	150,600
	Junior fiction paperback	658,566	623,462
	Junior large print	2,764	1,806
	Junior non-fiction hardback	36,819	34,941
	Junior non-fiction paperback	89,284	85,571
	Knowledge centre	2,570	1,730
	Language cassette	210	183
	Language cassette set	198	117
	Language CD	1,268	1,146
	Language CD set	1,448	1,658
	Map	-	3
	Nook Simple Touch	-	45
	Orchestral set	166	138
	Playset	181	196
	Playset on approval	306	329
	Promotional Item (Books)	-	3,028
	Quick Choice (non-reservable)	168,941	137,034
	Recorder music	4	4
	Reference	79	97
	Reference: loan	344	162
	Story sack	-	68
	Toy	420	181
	Vocal score	1,080	984
	Vocal score; sheet	190	162
	Young adult	-	1
	Young adult fiction hardback	5,712	6,116
	Young adult fiction paperback	44,080	44,975
	Young adult large print	467	293
	Young adult non-fiction hardback	1,163	879
	Young adult non-fiction paperback	3,256	2,604
	eBooks	-	61,554

Evidence Set 1 – Appendix 3

	eAudio	-	15,042
	Music Downloads	-	40,248
	Music Streams	-	79,869
	Total	3,358,434	3,285,301
3.13 No of issues to children, men, women (split by age to match census data)/minority ethnic groups	Total	3,358,434	3,285,301
	Men	708,018	636,002
	Women	1,758,347	1,616,171
	Children	659,070	614,279
	Gender not recorded		147,587
	Issues / downloads (not reportable by age / gender)		196,713
	Loans to borrower categories with no gender (book groups, tutor cards etc.)		74,549
	Minority Ethnic Groups	Not available	Not available

3.11	Measure: number of issues per 1000 population total C	Outcome: ■	Direction of travel: ■																					
Target 2014-15: Book issues will be at or above the average value for the CIPFA Near Neighbours comparator group for the last year reported																								
<p>The context is a decline in book borrowing nationally, and it is important to remember that Suffolk's performance is being measured against that of the comparator group in the previous year. Note also the shift in loans, from printed to e-material at 3.12, below</p>																								
<table border="1"> <thead> <tr> <th>Category</th> <th>Suffolk /1000 pop</th> <th>CIPFA NN /1000</th> </tr> </thead> <tbody> <tr> <td>3.11 number of book issues per 1000 population total</td> <td></td> <td></td> </tr> <tr> <td>Books (inc eBooks, excluding other physical items)</td> <td>3729</td> <td>4365.9</td> </tr> <tr> <td>Physical books</td> <td>3646</td> <td>4219</td> </tr> </tbody> </table>				Category	Suffolk /1000 pop	CIPFA NN /1000	3.11 number of book issues per 1000 population total			Books (inc eBooks, excluding other physical items)	3729	4365.9	Physical books	3646	4219									
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3.12	Measure: Number of issues by category	Outcome: ■	Direction of travel: ■																					
Target 2014-15: Book issues by CIPFA category will be at or above the average value for the CIPFA Near Neighbours comparator group for the last year reported																								
<p>Loans per1000 population are lower than the Near Neighbour average for all categories of printed stock, and significantly higher for e-material.</p>																								
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3.13	Measure: Number of issues to: Boys, girls, men, women (split by age to match census data)	Outcome:-	Direction of travel: ■																																				
<p>Target 2014-15: Benchmark only, pending outcome of study on library card use in 2014/15. Expectation is that issues will be broadly in proportion to the overall population of Suffolk +/- 5%. It is accepted that narrative may be required to explain deviation from this expectation.</p> <p>Note that Suffolk Libraries has recently completed credible research that shows on average that every registered card is used by 1.8 people.</p>																																							
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3.14 Number of remote transactions		973,486	893,353
3.15 Number of web page hits	Page Views	1,307,363	1,117,394
	Visits	707,965	637,533
	Unique Visitors	291,901	321,732

3.14	Measure: Number of remote access transactions. Online visits to reserve, renew or consult the catalogue	Outcome: ■	Direction of travel: ■																									
Target 2014-15: Remote access transactions will be sustained at or above 2013/14 levels																												
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Target 2014-15: Web page hits will be sustained at or above 2013/14 levels																												
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3.16 Number of enquiries		294,042	250,679 (in library)
3.17 % reservations satisfied within 7 days, 15 days and 30 days	7 days	71%	73%
	15 Days	85%	76%
	30 days	92%	84%

Comment:

3.17 % reservations satisfied within 7 days, 15 days and 30 days. The percentage of reservations satisfied in 7 days has increased compared to the previous year (71%, 2013/14). This is despite the introduction of SPINE reservations, which by default will require a longer time in transit.

3.16	Measure: Number of enquiries	Outcome: ■	Direction of travel: ■											
Target 2014-15: Enquiry levels will remain at 2013/14 levels														
<table border="1"> <thead> <tr> <th>Category</th> <th>2013/14</th> <th>2014/15</th> <th>difference</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>3.16 Number of enquiries</td> <td>294,042</td> <td>250,679</td> <td>-43,363</td> <td>-15</td> </tr> </tbody> </table>					Category	2013/14	2014/15	difference	%	3.16 Number of enquiries	294,042	250,679	-43,363	-15
Category	2013/14	2014/15	difference	%										
3.16 Number of enquiries	294,042	250,679	-43,363	-15										
3.17	Measure: Percentage of reservations satisfied within 7 days	Outcome: ■	Direction of travel: ■											
Target 2014-15: 60% of reservations will be satisfied within 7 days														
<table border="1"> <thead> <tr> <th>Category</th> <th>2013/14</th> <th>2014/15</th> <th>difference</th> </tr> </thead> <tbody> <tr> <td>3.17 Percentage of reservations satisfied within 7 days</td> <td>70%</td> <td>73%</td> <td>3</td> </tr> </tbody> </table>					Category	2013/14	2014/15	difference	3.17 Percentage of reservations satisfied within 7 days	70%	73%	3		
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3.18 No of people assisted to get on-line		7,580	21,421
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3.18 Examples of people assisted to get online

Staff at **Bungay Library** have helped an older lady learn how to skype. She is now able to skype from home to her daughter who is working in China and her son, who lives in Devon – along with her first grandchild. Without this she would have little contact with them.

Hadleigh Library had a customer who was sending letters to her pen pal and was encouraged by the pen pal to get online to make it much easier to stay in touch. The customer came in and, over a couple of sessions, she learnt how to email and now she is able to email her pen pal.

Beccles Library received the following comment from a happy customer.

“I have just completed a very interesting hour on how to access e-books from Suffolk Libraries. I can recommend this – only an hour and a very patient teacher!”

3.19 Examples of people assisted to find and apply for jobs online

Bungay Library has had a customer who relocated to the area from London as part of his drug rehabilitation and is staying at a local halfway house. The Library Manager helped him to get online, sort his email address, register for Universal job search and Government Gateway, compile and upload a CV and then apply for jobs.

He had very limited IT skills and the process took about 5 hours over the course of several half hour sessions. He still regularly comes in, is helped by all the staff and is still confident about getting work.

Every Wednesday afternoon in **Beccles Library** from 1pm to 3pm, the Library is closed but hosts a job club. Lin Johnson meets adult job-seekers and works with them on CV writing, letters of application and interview techniques. She regularly has up to 6 clients. Ed Rolph works for DWP, supporting Under-18s. He meets with the youngsters and their families, working with them to search online for jobs and apply. He has also set up some opportunities for these young people to start apprenticeships and volunteering projects within the town, including at the library. Library staff are on hand to help with accessing the computers and printing CVs etc.

Mrs M from **Lavenham** had no internet access at home and therefore used the library to access the Jobsearch website and other employment sites. She volunteered in the library to support people who needed help with IT both to enhance her cv and to increase our IT offer. As a result of this she has now got a full time job in a bookshop in Bury

3.20. Examples of organised learning events facilitated in libraries

The majority of learning delivered in libraries tends to be informal, but there are some good examples of formal qualifications being achieved.

Gainsborough Library has had success with young people achieving formal qualifications during the year. These include the following:

- 4 young volunteers completed Introduction to safeguarding children and young people
- 3 young volunteers completed Understanding youth work principles and practices
- 14 café volunteers completed Level 2 Food Safety

There are a number of young people who volunteer in libraries as part of their Duke of Edinburgh award. Whilst this is not a formal qualification, it is an excellent extra-curricular activity for young people to include on their CV.

3.21. Examples of people attending informal adult learning sessions

Informal training courses take place in a number of libraries across the county.

Aldeburgh Library is the most prolific, with courses facilitated by the library IPS Member (Aldeburgh Library Foundation). They run a number of courses throughout the year on various topics, including computers, dance / movement, film, flowers and insects, languages, literature, local history, mindfulness, music and yoga. The income generated from these courses has funded various improvements to the library.

Southwold Library has facilitated courses in Spanish, Italian and iPads during 2014 / 2015. The library started running iPad courses to meet a local demand and skills gap. People have gone on from the beginners course to rent or buy their own iPads and now come in the library to use the wifi, print from their iPads and be shown how to use Suffolk Libraries ebook, eaudio, emusic and emagazine offer. Many return to do an improvers course.

3.22. Caring for vulnerable people contribution:

Email from coach of a local professional football team – May 2014

“ Hi, I’m concerned that one of my players is in a bad way and don’t know where to turn. He has just split from his wife, depressed, self-harming, smoking weed and homeless- sleeping in his car- what can I do, feel out of my depth?- can you ring me urgently! Got your details from leaflet in Library.”

Telephoned back and talked through concerns and we went through www.suffolklibraries.co.uk/mhis looking at the links pages together whilst on the phone, found a local GP and details on the Suffolk Wellbeing service, looked at Drug / Alcohol treatment services, signposted to

information on depression and self-harm that could be downloaded to give more knowledge. . Took customer on phone through Suffolk Infolink pages <http://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page> and found specialist Housing and advice service that has a broader sensitive reach to the issues concerned in the location of contact.

Outcome : A week later we heard that the football coach had encouraged player to visit GP and Housing provider. The player had seen GP Link worker , they had both visited a housing provider and was looking at emergency accommodation and had appointment with Turning Point (Drug/Alcohol treatment).

Open Space project:

“Open Space “ at Ipswich Library has been meeting every Wednesday afternoon , attracts between 16 and 27 people a week. It is a Collaboration between Suffolk Libraries (MHWIS), Julian Support, and NSFT. The sessions model wellness in the community and have people explore questions and topics around mental health and wellness. Data collected shows that 339 recorded individuals took part in the sessions from March- July this year.

Regular feedback from attendees is obtained, and the results show an improvement in wellbeing, confidence and a break in Isolation for attendees.

Informal sessions can be self-organised, do not usually require formal monitoring and work on a drop-in basis so anyone accessing the library could participate without having to book in advance . Measures of success would typically be how many attended the session and what they got out of it.

This performance framework does not require attendance and outcomes to be reported, although Suffolk Libraries may choose to give examples if they are logging such performance data for another funding or organising body, such as the Skills Funding Agency or another SCC commissioner.

3.23	<p>a) Number of volunteering activities and opportunities for people with Mental ill-health/physical disabilities/learning disabilities referred by other agencies to get (back) into work</p> <p>b) Number of days of volunteering or work experience offered</p>			<p>a) 995 b) 5,345</p>
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3.18	Measure: Number of people assisted to get on-line (support to use the public computer beyond simple log-in)	Outcome: ■	Direction of travel: ■										
<p>Target 2014-15: At least 75 people to be assisted to get online per quarter</p> <p>Data will demonstrate that people from target groups are receiving assistance in proportion to their prevalence in the general population. For example: jobseekers, older people, people with life limiting illness or with disabilities. It is accepted that there may be some deviation, and that narrative to explain this will be required.</p>													
<table border="1" data-bbox="322 555 1877 671"> <thead> <tr> <th data-bbox="322 555 1061 595">Category</th> <th data-bbox="1061 555 1272 595">2013/14</th> <th data-bbox="1272 555 1509 595">2014/15</th> <th data-bbox="1509 555 1727 595">difference</th> <th data-bbox="1727 555 1877 595">%</th> </tr> </thead> <tbody> <tr> <td data-bbox="322 595 1061 671">3.18 At least 75 people to be assisted to get online per quarter</td> <td data-bbox="1061 595 1272 671">7,580</td> <td data-bbox="1272 595 1509 671">21,421</td> <td data-bbox="1509 595 1727 671">13,841</td> <td data-bbox="1727 595 1877 671">83</td> </tr> </tbody> </table>				Category	2013/14	2014/15	difference	%	3.18 At least 75 people to be assisted to get online per quarter	7,580	21,421	13,841	83
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3.19	Measure: Examples of people assisted to find and apply for jobs online	Outcome: -	Direction of travel: ■										
<p>Target 2014-15: This is a narrative, not a numerical measure. Demonstrating libraries contribution to economic jobs and growth</p>													
3.20	Measure: Examples of organised learning events facilitated in libraries	Outcome: -	Direction of travel: ■										
<p>Target 2014-15: This is a narrative, not a numerical measure. Demonstrating libraries contribution to education.</p>													

<p>3.21</p>	<p>Measure: Examples of people attending informal adult learning sessions. Organised learning events will have formal outcomes and these will be recorded. Typically such sessions would be designed for a specific group and measures of success will include how many people attended and how many achieved the learning outcomes</p>	<p>Outcome: -</p>	<p>Direction of travel: ■</p>
<p>Target 2014-15: This is a narrative, not a numerical measure. Demonstrating libraries contribution to education. Informal sessions can be self-organised, do not usually require formal monitoring and work on a drop-in basis so anyone accessing the library could participate without having to book in advance. Measures of success would typically be how many attended the session and what they got out of it</p>			
<p>3.22</p>	<p>Measure: Caring for vulnerable people contribution</p>	<p>Outcome: -</p>	<p>Direction of travel: ■</p>
<p>Measure: Number of volunteering activities and opportunities for people with Mental ill-health/physical disabilities/learning disabilities referred by other agencies to get (back) into work.</p>			
<p>3.23</p>	<p>Measure: Number of volunteering activities and opportunities for people with Mental ill-health/physical disabilities/learning disabilities referred by other agencies to get (back) into work.</p>	<p>Outcome: -</p>	<p>Direction of travel: ■</p>
<p>Target 2014-15: Benchmark only</p>			

Access

Measures Description and Number		2013 / 2014	Annual Total
4.1 Number of active library cards – cards used in the period – M, F, Ch	Total	95,222	88,966
	Adult M	21,996	19,971
	Adult F	46,250	42,661
	Adult unspecified	2,299	2,063
	Child M	9,791	9,630
	Child F	12,649	12,256
	Child unspecified	1,139	1,242
		4.1 – important note Please note that we recently carried out a survey of library card holders to establish how many people tend to use each library card. We surveyed 1,355 people and the average number of users per card was 1.61. Based on this figure, the total number of 88,966 active cardholders equates to 143,235 users.	
4.2 No of children and young people registered as library users		162,561	80,093
4.3 No registered CYP as % of CYP 0-15 population		81.75%	64.06% (based on U15 population of 125,030)
4.4 No of housebound readers receiving Home Library Service		1206	1,270

4.1	Measure: Number of active library cards. (total and by type) C	Outcome: ■	Direction of travel: ■																																																				
Target 2014-15: Average use per quarter is above the average use for the same quarter in the preceding year (Quarterly measure – use for year between Apr 14 and Mar 15 shown)																																																							
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4.2	Measure: Number of children and young people registered as library users	Outcome: ■	Direction of travel: ■										
Target 2014-15: 85,000 children and young people registered (baseline)													
2013/14 figure used looks likely to have been accidentally doubled. Target missed by 6%.													
<table border="1" data-bbox="271 491 1843 608"> <thead> <tr> <th>Category</th> <th>2013/14</th> <th>2014/15</th> <th>difference</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>4.2 Number of children and young people registered as library users</td> <td>162,561</td> <td>80,093</td> <td>82,468</td> <td>-51</td> </tr> </tbody> </table>				Category	2013/14	2014/15	difference	%	4.2 Number of children and young people registered as library users	162,561	80,093	82,468	-51
Category	2013/14	2014/15	difference	%									
4.2 Number of children and young people registered as library users	162,561	80,093	82,468	-51									
4.3	Measure: Number of registered CYP as percentage of CYP 0-16 population	Outcome: ■	Direction of travel: ■										
Target 2014-15: 50% of CYP population are registered													
It seems unlikely that the number of registered young people would have dropped so significantly in a year. Requires investigation.													
<table border="1" data-bbox="271 911 1458 1027"> <thead> <tr> <th>Category</th> <th>2013/14</th> <th>2014/15</th> </tr> </thead> <tbody> <tr> <td>4.2 Number of registered CYP as percentage of CYP 0-16 population</td> <td>81.75%</td> <td>64.06%</td> </tr> </tbody> </table>				Category	2013/14	2014/15	4.2 Number of registered CYP as percentage of CYP 0-16 population	81.75%	64.06%				
Category	2013/14	2014/15											
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4.4	Measure: Number of people receiving Home Library/ Outreach services C	Outcome: ■	Direction of travel: ■											
Target 2014-15: 20% growth over the year compared to the annual total 2013-14														
Number of recipients has increased this year, but not by the target percentage														
<table border="1"> <thead> <tr> <th data-bbox="277 467 1016 507">Category</th> <th data-bbox="1016 467 1229 507">2013/14</th> <th data-bbox="1229 467 1464 507">2014/15</th> <th data-bbox="1464 467 1684 507">difference</th> <th data-bbox="1684 467 1850 507">%</th> </tr> </thead> <tbody> <tr> <td data-bbox="277 507 1016 582">4.4 Number of people receiving Home Library/ Outreach services</td> <td data-bbox="1016 507 1229 582">1,206</td> <td data-bbox="1229 507 1464 582">1,270</td> <td data-bbox="1464 507 1684 582">64</td> <td data-bbox="1684 507 1850 582">5.3</td> </tr> </tbody> </table>					Category	2013/14	2014/15	difference	%	4.4 Number of people receiving Home Library/ Outreach services	1,206	1,270	64	5.3
Category	2013/14	2014/15	difference	%										
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Measures Description and Number		2013 / 2014	Annual Total
4.5 Opening hours per week (breakdown by library)			Attached at Annex B
4.6 Opening hours per 1,000 population		2.3 hours per week 10 hours per month 120.8 hours per year	2.28 hours per week 9.91 hours per month 118.92 hours per year
4.7 Unscheduled closures including mobiles missed stops – number of hours lost		2 sessions unscheduled closure	1 sessions unscheduled closures

Comment:

4.6. Note that opening hours have not reduced

4.5	Measure: Opening hours per week. (breakdown by Library)	Outcome: ■	Direction of travel: ■								
Target 2014-15: Opening hours to remain at 12/13 levels for all libraries											
4.6	Measure: Opening hours per 1,000 population	Outcome: ■	Direction of travel: ■								
Target 2014-15: Opening hours per 1000 population will be at or above the average value for the CIPFA Near Neighbours comparator group for the last year reported CIPFA Near Neighbour comparator not available. Instead, opening hours per 1000 population will be compared between 2013/14 and 2014/15											
<table border="1"> <thead> <tr> <th>Category</th> <th>2013/14</th> <th>2014/15</th> <th>Difference %</th> </tr> </thead> <tbody> <tr> <td>4.6 Opening hours per 1000 population</td> <td>120.8</td> <td>118.92</td> <td>-1.6</td> </tr> </tbody> </table>				Category	2013/14	2014/15	Difference %	4.6 Opening hours per 1000 population	120.8	118.92	-1.6
Category	2013/14	2014/15	Difference %								
4.6 Opening hours per 1000 population	120.8	118.92	-1.6								
4.7	Measure: Unscheduled closures including mobiles missed stops C. Number and commentary	Outcome: ■	Direction of travel: ■								
Target 2014-15: Maximum of 5% of opening hours lost through unscheduled closure											
<table border="1"> <thead> <tr> <th>Category</th> <th>2013/14</th> <th>2014/15</th> <th>% of opening hours</th> </tr> </thead> <tbody> <tr> <td>4.7 Unscheduled closures including mobiles missed stops</td> <td>2 sessions</td> <td>1 session</td> <td>>1</td> </tr> </tbody> </table>				Category	2013/14	2014/15	% of opening hours	4.7 Unscheduled closures including mobiles missed stops	2 sessions	1 session	>1
Category	2013/14	2014/15	% of opening hours								
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4.8 does not exist											
4.9	Measure: Socio-economic profile of active Library borrowers	Outcome: ■	Direction of travel: ■								
Target 2014-15: Suffolk Libraries to demonstrate general match between profile of library users and general population of Suffolk											

Customer Satisfaction

Measures Description and Number		Annual Total
5.1 User survey results % satisfied/very satisfied		Suffolk Libraries Customer Survey held between November to December 2013 83.23%
5.2 Number of libraries with community governance in place	Target 44	44

5.1	Measure: User Survey results. Percentage satisfied/ very satisfied	Outcome: ■	Direction of travel: ■
Target 2014-15: 90% satisfaction average for all users			
5.2 C	Measure: Number of libraries with active community groups engaged with Suffolk Libraries	Outcome: ■	Direction of travel: ■
Target 2014-15: 44			

Staff

Measures Description and Number		Annual Total
6.1 No of staff employed (total)	FTE	181.03 at 31 March 2015
	Headcount	417 at 31 March 2015
	Contracts	557 at 31 March 2015
6.2 Profile by staff type, paid and volunteer	Professional library qualification	Individuals: 13, FTE: 12
	Ethnicity	African: 2 Not stated: 109 Other: 12 Bangladeshi: 2 British: 287 Indian: 2 Irish: 3
	Disability	Disabled: 8 Not specified: 409
	Age Band	16 – 21 years: 15 22 – 40 years: 109 41 to 64 years: 267 65+ years: 26
	Gender	Male 76 Female 341
	Sexual orientation	Not available
	Religion or belief	Not available
6.3 No of volunteers	1,489	1400

Comment

6.1 During the year, Suffolk Libraries introduced a front-line new role, to reflect the changing nature of the work of front-line library staff. Previously, there were two main front-line positions; 'Library Assistant' and the more senior role of 'Enquiry Officer'. However, it was identified

that, over time, the work carried out by people in these roles had become largely indistinguishable and therefore one role was introduced which all Library Assistants and Enquiry Officers were transferred across to: Library and Information Advisor. The role profile for this new position has much more emphasis on IT and digital skills than the previous profiles, as this is an increasingly important aspect of the work of front line library staff.

6.4 Contribution of volunteering to developing skills for jobseeking

There is a growing range of Volunteering Opportunities within Suffolk Libraries. For example, in Ipswich Library EL started doing her Duke of Edinburgh bronze award with Ipswich Library during 2014 / 2015 and enjoyed it so much, that she has subsequently been recruited as a relief staff member. OS-W has been working as a volunteer helping with children's activities and shelving and shelf tidying for two years. She has been invaluable at many of the recent children's activities and the Summer Reading Challenge.

In Bungay Library, a young volunteer with learning difficulties has done excellent work, helping to sort out stock deliveries quickly and efficiently.

In Wickham Market, volunteers continue to enable the library to open for an additional 22 hours each week.

6.1	Measure: Number of staff employed (total)	Outcome: -	Direction of travel: ■
Target 2014-15: Suffolk Libraries will add narrative describing trends in the changing roles of library staff			
Suffolk libraries has addressed the disparity between the traditional roles of libraries and the expectation that libraries are community hubs and staff will act as facilitators and community activists. My observation through visits is that staff are much more involved in working with the community, giving guidance and immediate help to those that need it, especially those with vulnerabilities and particular needs, and then allowing people to find their own path.			
6.2	Measure: Profile by staff type	Outcome: -	Direction of travel: ■
Target 2014-15: Suffolk Libraries will add narrative describing trends in the changing roles of library staff			
As many staff choose not to declare their protected characteristics the statistics do not yet reflect accurately the make-up of the Suffolk Libraries workforce. However, observation suggests that it appropriately reflects the Suffolk population at large in terms of ethnicity – if anything being slightly more diverse than the population outside the major towns. Anecdotally, the workforce is getting younger and people with a broader set of skills than the traditional library ones are being recruited.			
6.3	Measure: Number of volunteers	Outcome: -	Direction of travel: ■
Target 2014-15: Suffolk Libraries will add narrative describing trends in the changing roles of library staff			
Suffolk is exceptional for the number of volunteers involved in all levels of service provision and governance. Huge numbers of volunteers return year after year to assist with the Summer Reading Challenge, and the Friends groups and Board are almost entirely made of volunteers.			
6.4	Measure: Contribution of volunteering to developing skills for jobseeking	Outcome: -	Direction of travel: ■
Suffolk Libraries will demonstrate and evidence the organisation’s contribution to helping people into the workplace through volunteering, delivering SCC priorities			

Finance

Measures Description and Number	Annual Total
7.1 Revenue Expenditure	£6,574,287
7.2 Capital Expenditure	0
7.3 Income – fines and charges	£199,935
7.4 Income – fundraising, entrepreneurialism, other business	£1,148,971
7.5 Income – SLS and prisons contracts	

7.1	Measure: Revenue expenditure	Outcome: ■	Direction of travel: ■
Target 2014-15: The library service is delivered for no more cost to SCC than the agreed contract price			
7.2, 7.3, 7.4 reported only			

Annex A

Library	12/13	13/14	Variation	% variation	14/15	Variation	% variation	Explanation where variation 10% or greater
Aldeburgh	46,206	26,702	-19,504	-42.21%	34,566	7,864	29.45%	Increasing popularity of adult learning courses, run by the Aldeburgh Library Foundation
Beccles	82,521	97,292	14,771	17.90%	109,186	11,894	12.23%	Increasingly successful at organising events and activities, plus library generally popular
Brandon	37,551	36,590	-961	-2.56%	30,028	-6,562	-17.93%	Library moved in September 13 leading to a burst of additional interest which will have bolstered 13/14 figure. Also, there's no footfall counter at new building, there was at the old premises and this will impact the figures as there's a reliance on manual counting.
Bungay	48,635	50,472	1,838	3.78%	55,205	4,733	9.38%	
Bury	324,782	317,860	-6,922	-2.13%	292,549	-25,311	-7.96%	
Capel	17,459	18,763	1,305	7.47%	17,818	-945	-5.04%	
Chantry	51,749	29,545	-22,204	-42.91%	42,882	13,337	45.14%	We believe that the increase is down to the library having a more accurate visitor counter
Clare	19,475	20,162	688	3.53%	19,009	-1,153	-5.72%	
Debenham	12,794	11,767	-1,027	-8.03%	9,505	-2,262	-19.22%	Manager believes footfall counter faulty - waiting for library move before replacing.
Elmswell	37,802	41,667	3,866	10.23%	39,311	-2,356	-5.65%	
Eye	31,722	32,055	333	1.05%	32,741	686	2.14%	
Felixstowe	170,907	166,547	-4,360	-2.55%	165,545	-1,002	-0.60%	
Framlingham	36,633	38,254	1,621	4.42%	43,460	5,206	13.61%	General increase in library usage
Gainsborough	110,114	122,209	12,096	10.98%	126,899	4,690	3.84%	
Glensford	7,119	7,218	99	1.39%	7,538	320	4.43%	
Great Cornard	69,966	26,821	-43,145	-61.67%	28,980	2,159	8.05%	
Hadleigh	73,427	72,453	-974	-1.33%	69,769	-2,684	-3.70%	
Halesworth	65,762	70,018	4,257	6.47%	68,968	-1,050	-1.50%	
Haverhill	130,788	125,231	-5,557	-4.25%	111,064	-14,167	-11.31%	
Ipswich	337,736	325,204	-12,532	-3.71%	334,322	9,118	2.80%	
Ixworth	30,429	30,140	-289	-0.95%	29,400	-740	-2.46%	
Kedington	4,643	5,226	584	12.58%	5,603	377	7.21%	
Kesgrave	43,188	24,429	-18,759	-43.44%	22,106	-2,323	-9.51%	
Kessingland	19,034	17,774	-1,260	-6.62%	24,655	6,881	38.71%	Increase in children's activities, problems with footfall counter in previous year
Lakenheath	23,798	11,683	-12,115	-50.91%	10,832	-851	-7.28%	
Lavenham	13,152	6,792	-6,360	-48.36%	7,024	232	3.42%	
Leiston	37,788	35,385	-2,403	-6.36%	37,057	1,672	4.73%	
Long Melford	5,148	6,088	940	18.26%	5,348	-740	-12.16%	Apparent general reduction in footfall. Internal improvements will help to address this.
Lowestoft	450,945	434,666	-16,279	-3.61%	364,288	-70,378	-16.19%	Problems with footfall counter. No longer getting large groups of teenagers rushing in and out. Town centre generally is quieter than it was
Mildenhall	36,857	38,950	2,094	5.68%	40,972	2,022	5.19%	
Needham Market	27,407	24,910	-2,497	-9.11%	23,079	-1,831	-7.35%	
Newmarket	112,362	114,476	2,114	1.88%	109,525	-4,951	-4.32%	
Oulton Broad	24,393	20,748	-3,645	-14.94%	18,213	-2,535	-12.22%	There is no footfall counter and it is possible that current staff are less vigilant in counting.
Rosehill	40,670	43,619	2,950	7.25%	41,992	-1,627	-3.73%	
Saxmundham	28,472	39,664	11,193	39.31%	44,538	4,874	12.29%	General increase in library usage, plus success with IT training courses and activities
Southwold	32,814	34,730	1,916	5.84%	33,039	-1,691	-4.87%	
Stoke	23,400	6,431	-16,969	-72.52%	8,012	1,581	24.58%	General increase in library usage and possible inaccurate footfall count in previous year
Stowmarket	131,556	133,080	1,524	1.16%	126,701	-6,379	-4.79%	
Stradbroke	12,681	11,951	-730	-5.76%	19,056	7,105	59.45%	Opening of post office
Sudbury	208,893	208,915	22	0.01%	199,782	-9,133	-4.37%	
Thurston	15,738	16,247	509	3.23%	17,235	988	6.08%	
Westbourne	66,131	46,927	-19,204	-29.04%	44,554	-2,373	-5.06%	
Wickham Market	21,762	26,057	4,295	19.74%	24,083	-1,974	-7.58%	
Woodbridge	148,143	144,524	-3,619	-2.44%	183,576	39,052	27.02%	More successful events and activities, plus a general increase in custom
Totals	3,272,552	3,120,242	-152,300	-4.65%	3,080,015	-40,227	-1.29%	

Annex B

Library	Opening hours per week	Opening hours per year (weekly hours x 52.148)
Aldeburgh	33.00	1720.71
Beccles	49.50	2581.07
Brandon	39.00	2033.57
Bungay	45.50	2372.50
Bury	63.50	3311.07
Capel	28.50	1486.07
Chantry	38.50	2007.50
Clare	25.00	1303.57
Debenham	16.00	834.29
Elmswell	30.00	1564.29
Eye	31.00	1616.43
Felixstowe	56.00	2920.00
Framlingham	38.50	2007.50
Gainsborough	52.00	2711.43
Glensford	20.00	1042.86
Great Cornard	52.00	2711.43
Hadleigh	46.00	2398.57
Halesworth	39.50	2059.64
Haverhill	51.50	2685.36
Ipswich	61.50	3206.79
Ixworth	25.00	1303.57
Kedington	25.00	1303.57
Kesgrave	28.50	1486.07
Kessingland	27.00	1407.86
Lakenheath	27.00	1407.86
Lavenham	24.50	1277.50
Leiston	36.00	1877.14
Long Melford	16.00	834.29
Lowestoft	61.00	3180.71
Mildenhall	43.50	2268.21
Needham Market	31.00	1616.43
Newmarket	50.00	2607.14
Oulton Broad	38.00	1981.43
Rosehill	45.00	2346.43
Saxmundham	31.50	1642.50
Southwold	39.50	2059.64
Stoke	21.00	1095.00
Stowmarket	52.25	2724.46
Stradbroke	20.00	1042.86
Sudbury	56.50	2946.07
Thurston	24.00	1251.43
Westbourne	44.50	2320.36
Wickham Market	43.50	2268.21
Woodbridge	57.50	2998.21
Total	1684.25	87821.61

Annex C:

Measure 1.2: Commissioner review of Library visits 2014-15

I visited 18 libraries through the course of the year. On each visit I aimed to quality assess the service provided and the customer experience. I spoke to library customers, staff and volunteers where this as possible and not intrusive. I took photographs and notes, which I later supplied to Suffolk Libraries to provide critical informed feedback to them on areas of good practice that might be shared, to suggest areas for improvement, and to note where there specific issues that required more immediate attention.

I have also attended events and activities at various libraries, and have made occasional incognito visits outside the schedule. I observed no variation in service standards when I believe staff had not identified me.

I visited the following libraries:

- Beccles
- Bury St Edmunds (once scheduled and once incognito)
- Brandon
- Broomhill (formerly Westbourne)
- Bungay
- Capel
- Chantry
- Gainsborough (once scheduled and incognito)
- Great Cornard
- Hadleigh
- Ipswich Library
- Kedington
- Kessingland
- Lowestoft
- Needham Market
- Newmarket
- Rosehill
- Sudbury (once scheduled and another unscheduled)

I observed evidence of good practice in:

- Promoting the free Wi-Fi service throughout the building, and on windows and doors, so that passers-by would be aware of this service.
- Utilising social media
- Offering events and services that attract people from minority ethnic groups to use the library space and services.
- Providing space and appropriate support for community groups and the VCS to run events and surgeries in libraries.
- Providing space and maintenance for Information notices and leaflets on community events, in the library and elsewhere.
- Promotion and supporting activity for messages of importance to SCC and its strategic partners on mental health and wellbeing, girls' self-esteem, support for jobseekers and those in need of up-skilling, literacy for both adults and

children, managing ongoing and life-changing illness, being a carer, delaying the onset and symptoms of dementia.

- Liaising with stakeholders and partners to reinforce libraries' role as community hubs.
- Expanding the range of income-generating services, goods and activities.
- Working with Friends and community groups to fundraise and develop new services to meet local need
- Working with volunteers to expand or enrich the library offer, and in some places to offer longer opening hours.
- Promoting reading as a leisure and creative activity.
- Cross-promotion of services, including linking to services provided by others.
- Joint and shared working spaces with other organisations. Libraries are a flexible, imaginative and welcoming partner.

I saw areas for improvement:

- Maintenance of library informational notices to avoid them being unclear or becoming outdated
- Design and execution of event and guidance notices. Standards vary between libraries
- Presentation and display of council information where this is held for access purposes.
- Developing a coherent information offer, that moves away from often outdated printed reference material towards online services.
- Establishing Suffolk Libraries' identity as a separate entity, in some libraries public areas. Surprisingly perhaps, this was in larger libraries, where notices and branded signage have either been overlooked, or has not been a priority for replacement.

I noted specific issues with

- The fabric of some buildings. This is an SCC responsibility as landlord or head lessee. There has been an ongoing issue with refurbishment of Sudbury Library, which has been intrusive and hindered the development of services in the library.
- The utility of much of the IT estate, remedied over the year as new devices were rolled out and the IT offer re-launched.
- Underuse of the Arts Library at Ipswich (later remedied by the re-purposing of the whole floor)