

APPENDIX 5

LIBRARY ASSESSMENT METHODOLOGY: EXPLANATION, CRITERIA AND BANDINGS

The assessment process aims to be as objective and rational as possible. A comprehensive range of community and performance criteria has been employed, in order to ensure that all factors which count towards the value of each individual library in its community are taken into consideration. The criteria draw in information on all measurable aspects of performance and community factors to provide a comprehensive assessment framework and a balanced scorecard of quantifiable indicators in relation to each service point.

As explained in paragraphs 5.1 – 5.4 of the main report, this methodology and its results are not an end in themselves and are not the sole basis on which future decisions will be made. Rather they serve as the starting point for the second stage in the review process - more detailed discussion, engagement and consultation, exploring at local level with communities and partners the future possibilities for delivery of local services.

The performance factors within the methodology provide:

- an indication of current usage - based on the latest full year for which figures are available, 2009/10. This takes into account a number of aspects of usage. In this case visitor figures are included as well as book issues, in order to ensure that all aspects of the usage of different aspects of the service – e.g. use of IT to access information and services, study use for homework, finding local community information - are fully reflected in a rounded picture of the usage trends
- an indication of the longer term (4 or 5 years) usage trends is also included to give a different perspective on performance alongside the current position.
- an indication of the costs related to use. The costs included are those which relate directly to the local service delivery provision – local staff plus premises costs, less income raised locally (overdue charges, photocopying takings etc)

The community factors reflect:

- population served – based on catchment areas determined pragmatically by analysing current users of each service point on the online library management system
- planned growth within the catchment area of each library – using the CCC Research Group's data on forecast population 2009-2021.
- distance to nearest libraries, including the hub libraries / Central Library with their wider range of stock, services and facilities – and also including libraries in neighbouring counties. The distance thresholds used are those previously specified in the national Public Library Standards

- socio-economic deprivation, using the overall ranking of wards within the Index of Multiple Deprivation (IMD)
- rural deprivation / inequality of access to services issues. In order to take account of the Cabinet's requirement. This further criterion has been introduced, using the scores from the Barriers to Housing and Services Score within the Index of Multiple Deprivation specifically to factor in these issues.
- access to public transport and car ownership are also used as criteria – again in to ensure that equality of access to service is fully accounted for.

As indicated in the previous paragraphs, the data used to provide the analysis based on this methodology is taken from a range of verifiable sources – the Library Service online computer system and the staff's own monitoring (for the use figures); Cambridgeshire County Council (CCC) financial data; and CCC Research Group's data (for the population and the local presentation of the IMD rankings); the CCC Environment Services data on local passenger transport.

For each of the criteria, bandings have been worked out, based on the quartile ranges of the figures for this set of libraries. By allocating scores from 1 to 4 for these bandings, it has been possible to work out rankings, based on the aggregate scores for these criteria and for the two main groupings of them – those relating to the performance criteria and those for the community ones. 4 is a high score rather than a low one. Those libraries which have a high score on the community factors are those in locations with poor access to services and/or in socially deprived areas; this is consistent with the principle that reasons are being sought for retaining libraries.

The table below shows the full range of criteria used and the bandings for scoring each one. The bandings are determined by the quartiles of the range of scores for each criterion. The only exception to this is in the case of the distances between libraries where 1 mile intervals are used.

The methodology is that each library is allocated a score for each of a range of criteria, according to the detailed scoring system below. The community and performance scores are then aggregated and an overall score is allocated for each of those two aspects. Those final scores are then used to plot the position of each library on the scatter diagram at the end of this Appendix, according to where each library falls within the two ranges of scores.

A key consideration which needs to be highlighted here has been the need to acknowledge that four libraries – Huntingdon, Great Shelford, Wisbech and the Central Library in Cambridge – re-opened during the course of 2009-10. This has, of course, had an impact on the usage levels not only at those libraries but also, especially in the case of the Central Library, at a range of other libraries. For this reason the time period used for most of the performance figures is the year October 2009 to September 2010, rather than the normal period which would be the financial April 2009 to March 2010. This is to ensure on the one hand that the effects of the

closure period are removed and on the other that the impact of the new facilities on neighbouring libraries is fully represented.

CRITERIA	BANDINGS		SCORES
Community Criteria:			
Current Population (Catchment Area)	Up to 6,999		1
	7,000 to 8,600		2
	8,601 to 12,650		3
	More than 12,650		4
Forecast Population at 2021: percentage change (Catchment Area)	-4% or less		1
	-3% to +3 %		2
	+4 to +14%		3
	More than +14%		4
Age Profile (1) (Percentage of 0-4 year olds in the catchment population)	Up 5.3%		1
	5.4% to 5.8%		2
	5.9% to 6.7%		3
	More than 6.7%		4
Age Profile (2) (Percentage of 65+ year olds in the catchment population)	Up to 14.3%		1
	14.4% to 16.2%		2
	16.3% to 18.3%		3
	More than 18.3%		4
Distance to Nearest Library (including those outside the County)	Up to 1 mile		1
	More than 1 mile		2
	More than 2 miles		3
	More than 3 miles		4
Distance to Nearest Central or Hub Library (including those outside the County)	Up to 1 mile		1
	More than 1 mile		2
	More than 2 miles		3
	More than 3 miles		4
Index of Multiple Deprivation (Number of Lower Layer Super Output Areas (LSOAs) in the catchment area which fall within the 30% most deprived LSOAs in Cambridgeshire in the overall IMD) See Note 1 below	None		1
	1		2
	2 to 3		3
	More than 3		4
Barriers to Housing and Services Index	None or 1		1
	2		2

(Number of Lower Layer Super Output Areas (LSOAs) in the catchment area which fall within the 30% most deprived LSOAs in Cambridgeshire in relation to this specific IMD Indicator) <i>See Note 2 below</i>	3		3
	More than 3		4
Public Transport Accessibility <i>See Note 3 below</i>			1
			2
			3
			4
Car Ownership (Percentage of households in the catchment area within no cars or vans)	Up to 10.9%		1
	11% to 14%		2
	14.1% to 16.6%		3
	More than 16.6%		4
Performance Criteria:			
Visitors: Total 2009-10		Up to 16,614	1
		16,615 to 24,895	2
		24,896 to 44,330	3
		More than 44,330	4
Visitors per Hour Open 2009-10		Up to 17	1
		18 to 25	2
		26 to 28	3
		More than 28	4
Book Issues: Total 2009-10		Up to 30,863	1
		30,864 to 43,660	2
		43,661 to 70,571	3
		More than 70,571	4
Active Borrowers: Total 2009-10 <i>See Note 4 below</i>		Up to 1,054	1
		1,055 to 1,731	2
		1,732 to 2,620	3
		More than 2,620	4
Public PC Usage (Occupancy Rate): Total 2009-10 <i>See Note 5 below</i>		Up to 18%	1
		19% to 22%	2
		23% to 27%	3
		More than 27%	4

Visitors: 5 Year Trend (percentage change)		Worse than –11%	1
		-11% to +4%	2
		+5% to +12%	3
		Better than +12%	4
Book Issues: 5 Year Trend (percentage change)		Worse than –10%	1
		-10% to -1%	2
		0% to +7%	3
		Better than +7%	4
Active Borrowers 2009-10 as a percentage of the current catchment population <i>See Note 4 below</i>		Up to 14.57%	1
		14.58% to 17.74%	2
		17.75% to 21.58%	3
		More than 21.58%	4
Public PC Usage: 4 Year Trend (percentage change in occupancy rate) <i>See Note 5 below</i>		Worse than –38%	1
		-38% to -26%	2
		-25% to +4%	3
		Better than +4%	4
Net Cost per Visitor 2009-10 <i>See Note 6 below</i>		£1.70 or more	1
		£1.32 to £1.69	2
		£1.04 to £1.31	3
		Up to £1.03	4

Note 1:

The Index of Multiple Deprivation is a single measure of deprivation and is made up of seven individual indices which cover:

- Income
- Employment
- Health and disability
- Education, skills and training
- Barriers to housing and services
- Living environment
- Crime

Note 2:

The purpose of this domain within the Index of Multiple Deprivation is to measure barriers to housing and key local services. The geographical barriers to services element covers:

- Road distance to a GP surgery
- Road distance to a general store or supermarket
- Road distance to a primary school
- Road distance to a post office or sub-post office

Note 3:

For the public transport accessibility criterion scores have been derived from data relating to the following factors:

- number / frequency of buses (including after school and evening services)
- journey times
- costs

A low score means good accessibility, a high one poor accessibility.

Note 4:

Active borrowers are defined as those who have used the service to borrow items on at least one occasion in the past 12 months. The data is obtained from the Library Service online computer system. In the case of the trend figures a 4-year time span has been used because data is not available before the introduction of the current computer system in 2006.

Note 5:

PC usage is measured in terms of the occupancy rate of the PCs available in each library – comparing the number of PC hours used to the total number of PC hours available. The data is obtained from the online booking system. In the case of the trend figures a 4-year time span has been used because data is not available before the introduction of the computerised booking system in 2006.

Note 6:

The cost figures used are the direct local operating budgets of the libraries – i.e. the local staffing costs plus the premises revenue costs, minus the income taken at each library.

RESULTS OF USING THE LIBRARY ASSESSMENT METHODOLOGY

Using the assessment methodology - and the separate scores obtained from the performance and community criteria - produces the scatter diagram below, showing the position of each library in relation to both the performance and the community criteria within the assessment framework. Also included below are the actual scores which have determined each library's position on the axes of the diagram.

- 1) The libraries in upper right section of the diagram are those which are above the median of the 25 community libraries in terms of both performance and community factors. The libraries in this group are not expected to be considered for community management and operation but the possibilities of combination of services to form community hubs may be considered.
- 2) At the other end of the spectrum the libraries in lower left section are below the median of the 25 community libraries in terms of both the performance and the community factors. To be below the median means that the scores must be low on most if not all of the individual criteria. As explained in the preceding section, a wide range of measures has been included, in order to ensure that all factors which may count in favour of each individual library in terms of performance or community need are taken into account. This is the group of libraries which would be considered first for alternative forms of service delivery – community hubs or community management and operation models.
- 3) Libraries in the upper left section are those which are performing less well, but have scored above average on the community factors – i.e they are in communities which have poor access to services and / or experience other aspects of deprivation.
- 4) Finally, the lower right section shows those libraries which are above average on performance, but below average in terms of community factors – i.e their communities are comparatively well provided with accessible services and/or not generally deprived in other aspects.

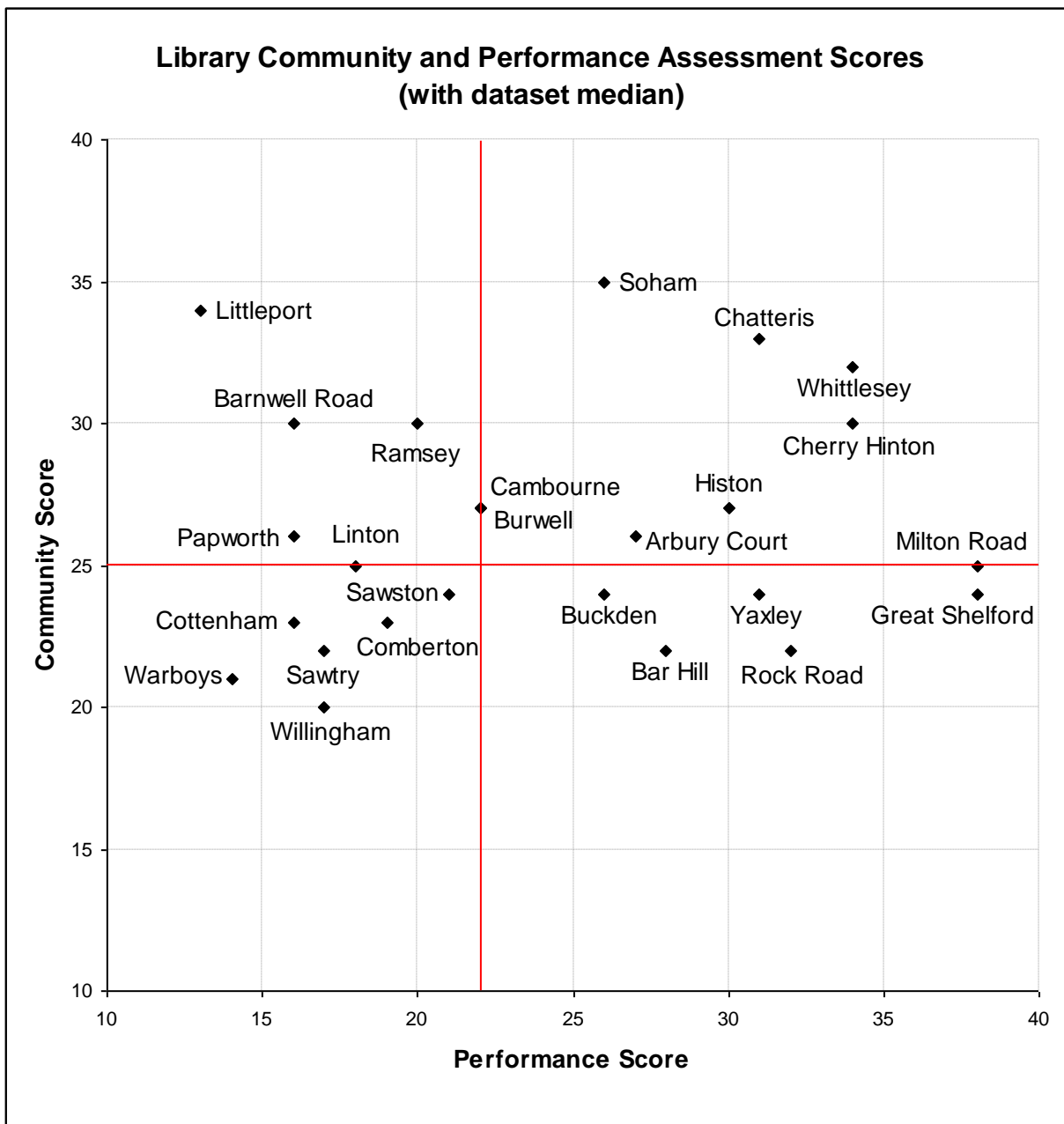
Presenting the results on the diagram below provides the basis for making judgements between the relative importance to be attached to the performance or the community need factors. As set out in paragraph 5.4 of the main report, Officers recommend that the Council adopts the principle of targeting the Council's direct operation of libraries at the largest libraries and at communities with the greatest need.

Ranking - Performance Score

Great Shelford	38
Milton Road	38
Cherry Hinton	34
Whittlesey	34
Rock Road	32
Chatteris	31
Yaxley	31
Histon	30
Bar Hill	28
Arbury Court	27
Buckden	26
Soham	26
Burwell	22
Cambourne	22
Sawston	21
Ramsey	20
Comberton	19
Linton	18
Sawtry	17
Willingham	17
Barnwell Road	16
Cottenham	16
Papworth	16
Warboys	14
Littleport	13

Ranking - Community Score

Soham	35
Littleport	34
Chatteris	33
Whittlesey	32
Barnwell Road	30
Cherry Hinton	30
Ramsey	30
Burwell	27
Cambourne	27
Histon	27
Arbury Court	26
Papworth	26
Linton	25
Milton Road	25
Buckden	24
Great Shelford	24
Sawston	24
Yaxley	24
Comberton	23
Cottenham	23
Bar Hill	22
Rock Road	22
Sawtry	22
Warboys	21
Willingham	20



Notes

1. The seven libraries serving the largest populations in the county – Central Library in Cambridge, Huntingdon, Wisbech, St Ives, St Neots, Ely, and March – have not been included in the assessment, as explained in Appendix 4 paragraph 5.2, and do not therefore appear in the diagram above.
2. Cambourne and Burwell Libraries have identical total scores for both community and performance factors and therefore share the same point on the diagram above.