

## Section 2 Public Library Statistics

### Introduction

This section of the report provides a comprehensive ten-year trend analysis for public libraries in the UK, divided into local authority sectors, against which individual library authorities can compare their own results. It also provides a succinct, yet comprehensive picture of the changes in the public library service in the UK over the last ten years. It does not include any detail for individual authorities, which can be found in the annual CIPFA *Public Library Statistics – Actuals and Estimates*, and in the *Public Library Materials Fund & Budget Survey*, published by LISU. (Full references to these publications can be found in the Bibliography on pages 190-196.)

Some of the questions relating to public library services over the last ten years include:

- Why are book issues continuing to fall, and what can libraries do to change this?
- How can libraries keep children's interest when there are so many other competitors for their time?
- Has the growing emphasis on electronic resources detracted from the more traditional reference and lending functions?
- What should libraries do to continue to grow their visitor numbers?

Not all these questions can be answered by such general statistics as are included here. They can, however, shed some light on relevant areas for further investigation, and give an indication of which are the pertinent questions to ask. For example, implementation of the People's Network brought increases in both provision and use of electronic resources, but the impact on other areas of activity is not well documented. New metrics are urgently needed to monitor the changing library environment, and ensure that public libraries continue to provide the services people want in the most cost-effective way.

### Methodology

The primary source of the statistics in this section is the data collected annually by CIPFA (Chartered Institute of Public Finance and Accountancy) and published in their *Public Library Statistics – Actuals*. CIPFA have been collecting and publishing data on public libraries since 1972; their publications cover an extensive range of operations and include considerable financial detail.

As each new year's data become available, they are subjected to a series of checks and investigations at LISU. Over the years, the initial quality, and level of completeness, of the data have improved considerably. There is abundant evidence that most CIPFA data are now carefully collected, with a high level of consistency between years. The reasonableness of the data shines through in the majority of cases.

Following a preliminary assessment of the data, LISU may issue a supplementary questionnaire to chief librarians requesting the most significant of any missing items from each authority's return. This year a supplementary survey was sent to all authorities, requesting those data (such as items on loan) habitually included in this volume, but that

have not been collected by CIPFA this year, as well as some of the key items missing from individual authorities' returns. A total of 116 responses (56%) were received. We would like to record our thanks to those who have gone to some trouble to find figures for us.

Remaining gaps in the historical database have been filled by interpolation. Missing data for the current year are estimated by extrapolation – estimating for the missing figure by taking the percentage change over the previous year for the whole of the sector to which the authority belongs, and applying this to the authority's figure for the previous year. Where this procedure is carried out over a number of years, distortions can be introduced, so such estimates are checked whenever new data become available.

Numerous checks are also performed: examination of trends in both actual and per capita figures; consideration of ratios such as cost per book, proportions of stock on loan; comparison of figures with the rest of the sector. Such checks often throw up suspected transcription errors, and these are queried with the authority concerned. This work occasionally results in changes to the historical data; in consequence the totals presented here may have changed slightly from those published in previous years.

Details of the authorities that did not complete a CIPFA return in the years included here are given in Appendix A. Any queries on the detail of the database or methodology should be directed to LISU.

There are some important changes and features to note:-

1. Accounting conventions change over the years and are not always well publicised. For example, the change from historical accounting for capital charges to the asset rents basis occurred over a period of three years, with all authorities reporting on the new basis from 1996-97. The effects are discussed in the commentary to Tables 2a and 2.1.
2. Some authorities in some years acquired books through leasing arrangements or purchases from capital sources: where known about (from notes to the returns, for instance) the bookspend and capital payments figures have been amended, to give consistency between authorities.
3. Books and other materials bought for new libraries may not appear as book expenditure if treated as capital, but they will be counted in the additions and stock columns and will give rise to issues. This distortion needs to be avoided.
4. In some cases definitions are interpreted differently: one notable example is the enquiry count. This statistic is included here, as recent research has improved the consistency, although care is needed in interpretation of the figures.

## Local government reorganisation

Local government reorganisation began on 1 April 1995 with the incorporation of the Isle of Wight as a unitary authority. The major element of reorganisation took place on 1 April 1996, with the creation of 22 unitary authorities in Wales, 32 in Scotland, and 13 in England. Thirteen further authorities were created on 1 April 1997, and the final changes made on 1 April 1998, at which date there were 46 unitary authorities in England, and 34 counties.

The most recent year in these statistics is 2004-05 – i.e. the ninth year of operation of the first batch of new authorities and the eighth year for the second set. The English unitary authorities have been shown as a separate sector throughout this section, although data for 1995-96 for the Isle of Wight – which became a unitary authority that year – have been included with the English counties. The degree of reorganisation in the former English counties has made it impossible to calculate formal percentage changes over ten years, or even to comment on longer term trends for this sector. Of the 38 counties in England in 1995-96 (not including the Isle of Wight), five have been disbanded completely, one new county has been created, and nineteen have “lost” one or more major cities to unitary status. The consequent reduction in the population of the counties as a whole is more than a quarter of the total.

Figures are given in all the main tables of this section for both English counties and unitary authorities, with the discontinuities clearly marked. Only percentage changes over the last year and five years are shown, and little comment is made on trends. Whilst it would be possible to derive trends for the English counties based on only those which have not been affected by reorganisation, it is felt that this reduced set would not be representative of the sector as a whole. Similarly, data from counties and unitary authorities could be amalgamated to calculate trends based on the old geographical boundaries; however, such an amalgamation would be of little value to either sector.

The 1995-96 statistics for Scotland, Wales and the former counties of Avon, Cleveland and Humberside were collected on the ‘old’ basis from the ‘new’ authorities. This has led to a few problems in the completeness of the data set for these areas. The worst affected area was Wales, where no data were supplied in respect of four of the 13 old counties and districts. There is therefore a greater degree of estimation than is usual in the figures for Wales in 1995-96.

## Public Library Service Standards

The current Public Library Service Standards for England cover aspects of the service including access to service points, provision of computers and stock, user satisfaction, and visits. Full details are available at

[www.culture.gov.uk/Reference\\_library/Publications/archive\\_2006/pls\\_standards06.htm](http://www.culture.gov.uk/Reference_library/Publications/archive_2006/pls_standards06.htm).

Not all the data required for monitoring the standards are collected and published on a national scale at present. Where national data are available, comment on the standards has been included in the relevant sections of this report. Note that these standards relate only to England; a separate set cover public libraries in Wales (*see Bibliography, pages 190-196*).

## Scope and presentation

As part of the United Kingdom, Northern Ireland is included in these statistics. The Isle of Man and Channel Islands are not included. The basic layout of this section follows that of previous years. It starts with a number of summary tables and graphs, including the main financial data after adjustment for inflation. The detailed tables which follow cover expenditure, income, stock and acquisitions, issues and material on loan, allowances and issue periods, inter-library lending, staff and service points. The final tables in this section are derived from the CIPFA PLUS national user survey results, covering the last eight years of these surveys.

## Tables 2a – 2i Summaries of general trends

These tables give an overview of the public library scene and the main trends in the UK as a whole over the last ten years. While they are all of great interest, the most important is perhaps Table 2a (page 15), which shows trends in the main financial statistics after adjustment for inflation. Elsewhere, no allowance for inflation has been made, although changes in the retail price index are quoted for reference. Where inflation statistics are calculated by calendar year, the figure for the first part of the financial year has been applied, i.e. 2004 for 2004-05. In previous editions of this report, book price increases as published in *The Bookseller* have also been shown as an indication of relevant inflation levels. These statistics are no longer available – see Section 5 (page 177) for more details.

Table 2a illustrates that the upward trend apparent since 1998 has continued, with an increase in real expenditure on public libraries for the seventh consecutive year (Fig 2.1). However book expenditure has continued to fluctuate in real terms, and following decreases in the two most recent years, now stands at its lowest level for the ten-year period – just 8.7% of total revenue expenditure was on books in 2004-05 (Table 2c, page 17). The trends are illustrated in Fig 2.1. The squeeze on book funds in the most recent years is clearly shown here. “Other” expenditure covers computing costs, transport, payments to third parties, central support costs and other supplies and services. This element of expenditure has been increasing in real terms over the last five years, and now accounts for some 22% of total expenditure. Over 45% of this (10.0% of total revenue expenditure) is accounted for by central support costs (Table 2c).

**Fig 2.1 Total library expenditure, adjusted for inflation**

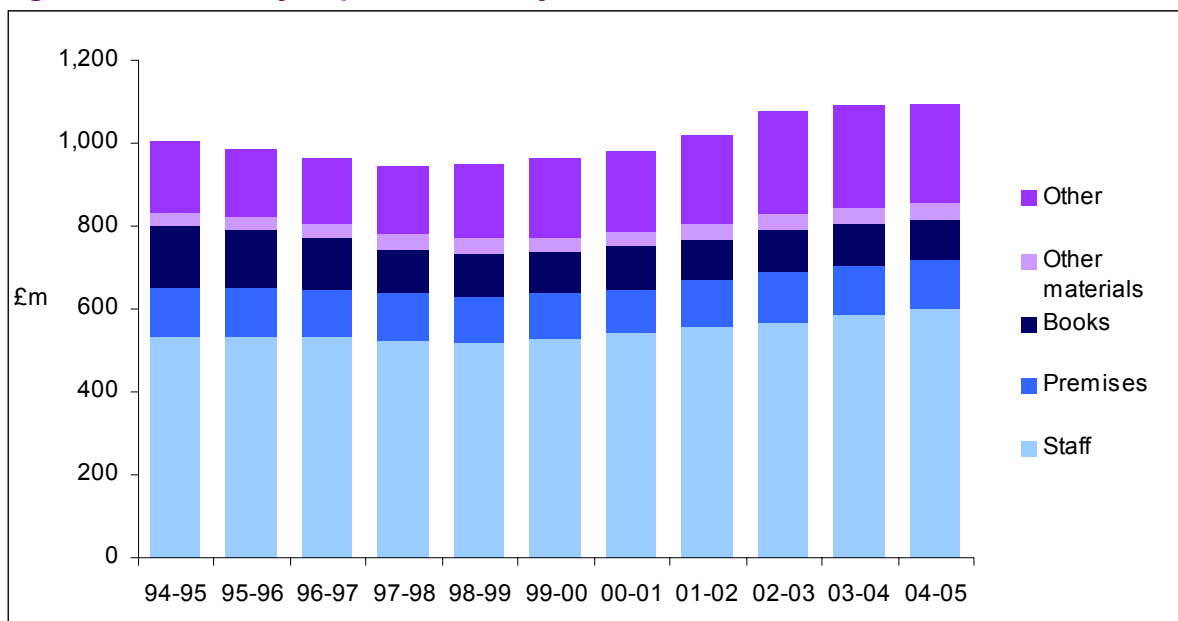


Table 2b (page 16) gives rather more detail, although the figures are not adjusted for inflation. The area of greatest growth over the last ten years has been in the provision of non-book materials, particularly videos and electronic resources. Central charges and computing costs have also more than doubled in ten years. Income is being generated at a fast pace, however, particularly in the area of hire of audio-visual materials. In 2002-03, the largest single element of income was “income from specific grants”, however, a decrease of

54% in 2003-04 means that in the two most recent years the hire of audio-visual materials once again provides the largest proportion of income (25%).

Table 2c ([page 17](#)) illustrates the expenditure figures as percentages of total expenditure and income. The change in emphasis away from materials expenditure towards areas which are less easily cut back is clearly shown here.

Table 2d ([page 18](#)) considers book issues, stock and additions, and shows the decline in book issues is largely due to a fall in adult fiction. The percentage of issues accounted for by non-fiction has remained stable and the proportions of children's book issues have risen over the ten-year period. Adult fiction accounts for almost half of all issues – 49% in 2004-05 compared to 54% in 1994-95 – but only 35% of lending stock and 41% of additions to stock are adult fiction. The statistics raise complex questions of cause and effect over which debate will continue for some time to come.

Table 2e ([page 19](#)) shows that audio-visual services continue to grow. Electronic provision is not well served by the CIPFA statistics at present, although information on CD-ROM holdings and lending has been shown from 1995-96, and other details are beginning to be collected. Expenditure on electronic resources, including CD-ROM, multi-media, open learning and language packs, and online costs, has been included although trends are not yet available. Although activity is at generally low levels, it is an area that is continuing to grow, and now accounts for 4.5% of materials expenditure, compared to 2.8% in 1999-00. Both audio and video businesses are growing, but the fastest growth is in video, now accounting for 43% of all non-book additions, compared to 24% in 1999-00. This could be largely due to increased popularity of DVDs, which have been included in this category for the third time this year and may have been included elsewhere previously. The growth in audio business has slowed considerably over the most recent years. Income from hire of all audio-visual materials has grown by 133% in the ten-year period considered here, and it is this income generating potential which has fuelled expansion of services in many authorities.

Table 2f ([page 19](#)) presents some interesting ratios on stock turn (issues divided by total lending stock) and the proportion of items on loan. Overall, bookstock turn has declined over the ten-year period, and again adult fiction is the main reason. The decline in stock turn for children's books, and the relatively low usage rates for this sector may indicate a potential concern for the future of book-lending services.

The proportion of items on loan has also fallen, in line with declining patterns of use shown in the other statistics. These figures should signal warnings to public librarians concerned for the longer term future of traditional library services. Details of items on loan have not been collected by CIPFA this year. A supplementary questionnaire was issued to authorities in an attempt to acquire this information. However, a response rate of 56% has resulted in a greater degree of estimation than would normally be the case.

Overall, the number of service points open to the public has declined by 9% over the ten years ([Table 2g, page 20](#)). This decrease equates to a total of 452 service points, with half of these coming from the closure of traditional branches, and half representing the closure of small service points open for ten hours or less. It is encouraging to see an increase of 26% in the number of service points open for 60 hours or more in 2004-05 – the sixth consecutive increase. Further to this there has been an increase of 5% since 2000-01 in the total hours open per week so that the total is now at its highest level for the ten-year period. The

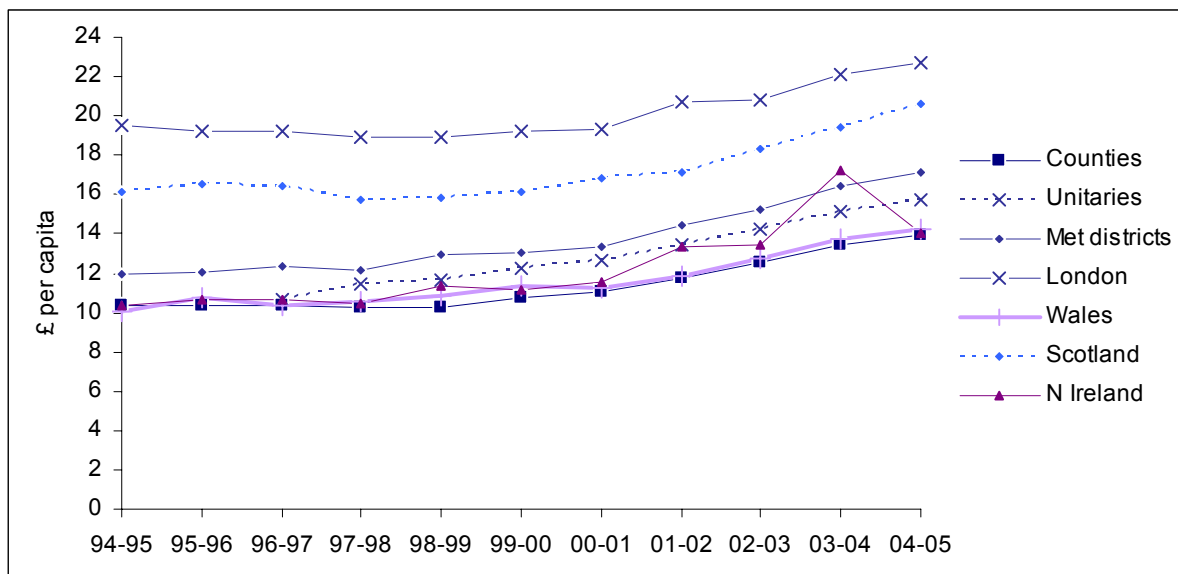
number of static service points with internet connection has increased rapidly over the last five years, so that 99.5% of those open for ten or more hours per week now offer this service. This is an area where the introduction of the Public Library Service Standards has clearly made an impact.

A slight increase in total staff numbers in 2004-05 sees total staff in post at its highest level since 1996 (Table 2h, page 21). This is still encouraging and is perhaps due to the increase in service points being open for 45 or more hours per week seen in Table 2g. However, the number of professional library staff in post has fallen by 13%, with the number of all other staff in post being 1% higher than ten years ago.

More detailed figures and commentary on all these points are given in the rest of this section. One final comment which should be made here, however, is that these figures represent general trends over the whole of the UK. They serve to give a general picture of the state of public libraries, but, as with all summary statistics, they cannot be used to draw conclusions about any specific authority or area. There is considerable variation between authorities both in the absolute levels of provision and use and in the trends over time. The next sets of tables go some way to mitigating these differences by presenting results according to sector, but considerable differences can also be observed within sectors. Differences between sectors are illustrated in Fig 2.2, showing net expenditure per capita by sector.

The highest levels of net expenditure per capita are in London, followed by Scotland with the English counties, Wales and Northern Ireland the lowest. For Northern Ireland, a decrease of 18% in 2004-05 follows on from an increase of 28% for the sector overall in 2003-04 and indicates that the level of spend achieved last year cannot be maintained. It is interesting to note that net expenditure per capita initially declined in Scotland following local government reorganisation, although there have been increases in the seven most recent years, and it now stands at its highest level for the ten-year period. The level in the English unitary authorities remains somewhere between the levels of the English counties and the metropolitan districts.

**Fig 2.2 Net expenditure per capita (excluding capital accounting)**





**Table 2a Summary statistics adjusted for inflation**

United Kingdom		1994-95	1995-96	1996-97	1997-98	1998-99	1999-2000	2000-01	2001-02	2002-03	2003-04	2004-05
Population	(m)	58.39	58.59	58.80	59.01	59.23	59.50	59.75	58.79	59.23	59.57	59.86
<b>Indexes of inflation (2004)</b>												
GDP deflator		77.0	79.4	82.0	84.4	86.6	88.3	89.6	91.7	94.5	97.3	100
RPI		77.2	79.8	81.8	84.4	87.2	88.6	91.2	92.8	94.4	97.1	100
Ave. cost of library book purchases	(Table 2.5)	114.7	118.8	119.2	109.2	105.8	102.7	103.8	102.4	100.2	101.4	100
Composite of last two		95.9	99.3	100.5	96.8	96.5	95.7	97.5	97.6	97.3	99.2	100
<b>A Income and expenditure at current prices</b>												
Expenditure												
On staff	(£m)	412.1	423.9	436.9	441.5	448.1	465.2	485.4	509.8	537.0	570.6	602.3
On books	(£m)	111.8	110.0	102.8	90.4	91.8	87.6	90.5	89.1	94.7	95.9	95.2
<b>Total</b>	(£m)	<b>774.1</b>	<b>782.4</b>	<b>790.5</b>	<b>797.2</b>	<b>821.0</b>	<b>848.3</b>	<b>879.2</b>	<b>935.9</b>	<b>1,017.1</b>	<b>1,062.1</b>	<b>1,096.7</b>
Asset rents & capital financing	(£m)	68.7	81.0	90.8	89.0	91.3	95.3	120.0	135.2	139.2	109.4	119.3
Income	(£m)	60.2	59.7	64.5	73.3	76.5	77.9	86.8	105.9	138.5	111.6	109.1
Capital expenditure	(£m)	31.6	32.6	29.5	30.7	33.5	41.8	35.7	58.5	67.1	45.7	67.5
<b>B Income and expenditure deflated at 2004 prices (GDP deflator)</b>												
Expenditure												
On staff	(£m)	535.0	534.0	532.4	522.9	517.6	526.7	541.8	556.0	568.0	586.2	602.3
Staff % of total		53.2	54.2	55.3	55.4	54.6	54.8	55.2	54.5	52.8	53.7	54.9
On books	(£m)	145.1	138.6	125.3	107.0	106.0	99.1	101.0	97.2	100.2	98.5	95.2
Books as % of total		14.4	14.1	13.0	11.3	11.2	10.3	10.3	9.5	9.3	9.0	8.7
<b>Total</b>	(£m)	<b>1,004.9</b>	<b>985.7</b>	<b>963.4</b>	<b>944.1</b>	<b>948.2</b>	<b>960.4</b>	<b>981.5</b>	<b>1,020.6</b>	<b>1,075.8</b>	<b>1,091.0</b>	<b>1,096.7</b>
<b>Total per capita</b>	(£)	<b>17.21</b>	<b>16.82</b>	<b>16.39</b>	<b>16.00</b>	<b>16.01</b>	<b>16.21</b>	<b>16.43</b>	<b>17.36</b>	<b>18.17</b>	<b>18.31</b>	<b>18.32</b>
Asset rents & capital financing	(£m)	89.2	102.1	110.6	105.5	105.5	107.9	134.0	147.5	147.2	112.4	119.3
Income	(£m)	78.1	75.2	78.6	86.8	88.4	88.2	96.9	115.4	146.5	114.7	109.1
Income per capita	(£)	1.03	1.02	1.10	1.24	1.29	1.32	1.45	1.80	2.34	1.87	1.82
Capital expenditure	(£m)	41.1	41.1	35.9	36.4	38.7	47.4	39.8	63.8	70.9	46.9	67.5
<b>C Expenditure on books</b>												
Book spend	(£m)	111.8	110.0	102.8	90.4	91.8	87.6	90.5	89.1	94.7	95.9	95.2
Book spend in real terms - adjusted by composite book index		116.5	110.8	102.3	93.3	95.1	91.5	92.9	91.3	97.3	96.6	95.2
Real book spend per capita	(£)	1.99	1.89	1.74	1.58	1.61	1.54	1.55	1.55	1.64	1.62	1.59

**Table 2b Expenditure and income per 1,000 population (£)**

	1994-95	1999-2000	2003-04	2004-05	% change 1995-2005
<b>Expenditure on</b>					
Employees	7,059	7,854	9,579	10,063	43
Premises	1,559	1,654	1,924	1,954	25
Books & pamphlets	1,914	1,478	1,610	1,587	- 17
Newspapers & periodicals	118	115	122	121	3
Sound recordings	136	162	227	226	67
Video recordings	63	91	141	160	153
Other acquisitions	61	107	129	161	65
Book binding	93	63	41	35	- 63
Supplies and services	840	822	994	959	14
Vehicles	217	243	287	288	33
Computing costs	354	483	815	780	121
Central establishment charges	843	1,161	1,794	1,838	118
Third party	-	106	164	147	-
<b>Total expenditure</b>	<b>13,258</b>	<b>14,321</b>	<b>17,827</b>	<b>18,323</b>	<b>38</b>
<b>Income from</b>					
Fines & fees	315	341	316	318	1
AV hire *	200	354	469	480	140
Lettings	48	55	63	66	38
Specific grants	29	52	366	275	860
Misc. receipts from the public	351	363	409	464	86
Misc. corporate income		102	219	188	
<b>Total income</b>	<b>1,030</b>	<b>1,315</b>	<b>1,874</b>	<b>1,822</b>	<b>77</b>
<b>Net expenditure</b>	<b>12,224</b>	<b>13,007</b>	<b>15,920</b>	<b>16,481</b>	<b>35</b>
Capital accounting & asset rents	1,177	1,602	1,837	1,994	69
Capital payments	542	706	767	1,128	108
<b>RPI</b> (Jan 1987=100)	<b>144.1</b>	<b>165.4</b>	<b>181.3</b>	<b>186.7</b>	<b>30</b>

\* Includes income from electronic resources from 1997-98



**Table 2c Expenditure and income proportions (% of total)**

	1994-95	1999-2000	2003-04	2004-05
<b>Expenditure on</b>				
Employees	53.2	54.8	53.7	54.9
Premises	11.8	11.5	10.8	10.7
Books & pamphlets	14.4	10.3	9.0	8.7
Newspapers & periodicals	0.9	0.8	0.7	0.7
Sound recordings	1.0	1.1	1.3	1.2
Video recordings	0.5	0.6	0.8	0.9
Other acquisitions	0.5	0.7	0.2	0.9
Book binding	0.7	0.4	0.2	0.2
Supplies and services	6.3	5.7	5.6	5.2
Vehicles	1.6	1.7	1.6	1.6
Computing costs	2.7	3.4	4.6	4.3
Central establishment charges	6.4	8.1	10.1	10.0
Third party	-	0.7	0.9	0.8
<b>Total expenditure</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Income from</b>				
Fines & fees	30.5	25.9	16.9	17.5
AV hire	19.4	27.0	25.0	26.4
Lettings	4.7	4.2	3.3	3.6
Specific grants	2.8	4.0	19.5	15.1
Misc. receipts from the public	34.1	28	21.8	25.5
Misc. corporate income		7.8	11.7	10.3
<b>Total income</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 2d Books**

	1994-95	1999-2000	2004-05	% change 1995-2005
<b>Books Issued</b>				
Total (million)	534.6	430.1	330.2	- 38
Per capita	9.2	7.3	5.5	- 40
% Adult fiction	54	52	49	
% Adult non-fiction	25	25	25	
% Children's	21	23	27	
<b>Additions</b>				
Total ('000)	12,333	10,787	12,021	- 3
Per 1,000 population	211	182	201	- 5
% Adult fiction	40	40	41	
% Adult non-fiction	27	25	25	
% Children's				
% Reference	5	5	4	
Total expenditure (£'000)	111,770	87,565	95,161	- 15
Average cost per book (£)	9.06	8.12	7.92	- 13
<b>Active lending stock</b>				
Total (million)	97.3	88.2	79.5	- 18
Per capita	1.7	1.5	1.3	- 20
% Adult fiction	38	36	35	
% Adult non-fiction	38	36	36	
% Children's	25	27	30	
Reference books (million)	18.8	18.0	16.5	- 12
Total bookstock* (million)	129.6	121.4	107.6	- 17

\* Including reserve collections

**Table 2e Audio visual and electronic media**

	1994-95	1999-2000	2004-05	% change 1995-2005
<b>Annual issues</b>				
Total ('000)	33,080	37,787	38,687	*
% Audio	76	64	57	
% Video	24	33	40	
Per capita	0.57	0.64	0.64	*
<b>Annual additions</b>				
Total ('000)	1,400	1,464	1,739	24
% Audio	76	54	50	
% Video	24	36	43	
<b>Total expenditure (£'000)</b>				
Audio	7,915	9,609	13,555	71
Video	3,694	5,413	9,590	160
Electronic resources	-	3,309	6,137	-
<b>Average cost per unit (£)</b>				
Audio	7.45	12.22	15.46	107
Video	10.94	10.28	12.89	18
<b>Total audio-visual stock</b>				
Total ('000)	7,213	8,288	8,848	23
% Audio	87	69	59	
% Video	13	21	29	
Income from audio-visual hire (£'000) **	11,666	21,049	28,738	146

\* Definition changed, therefore not directly comparable (see text page 65 for details)

\*\* Includes income from electronic resources from 1997-98

**Table 2f Stock ratios**

	1994-95	1999-2000	2004-05
<b>Stock turn (issues÷total stock)</b>			
Total	5.5	4.9	4.2
Adult fiction	7.9	6.9	5.7
Adult non-fiction	3.7	3.4	2.9
Audio visual	4.9	5.0	4.8
Children's	4.6	4.2	3.8
<b>Items on loan as % active stock</b>			
Total	33.0	29.8	27.7
Adult fiction	40.4	35.6	31.3
Adult non-fiction	25.9	23.8	21.4
Children's	32.5	30.0	30.0
Audio visual	27.4	25.4	24.0
Active lending bookstock as % of total	75.0	72.7	73.9
Reference bookstock as % of total	14.5	14.9	15.3

**Table 2g Service points**

	31.3.1995	31.3.2000	31.3.2005	% change 1995-2005
Hours open: 60 or more	44	18	78	77
45 - 59	705	709	957	36
30 - 44	1,643	1,527	1,444	- 12
10 - 29	1,689	1,710	1,480	- 12
<b>Mobiles</b>	692	666	590	- 15
<b>Subtotal</b>	4,773	4,630	4,549	- 5
<b>Open less than 10 hours</b>	394	240	166	8
<b>Total</b>	<b>5,167</b>	<b>4,870</b>	<b>4,715</b>	<b>- 1</b>
Hours per week	148,670	141,890	148,961	0
Per 1,000 population	2.55	2.40	2.49	- 2
Population per service point (open 10 hours or more per week incl. mobiles)	12,233	12,850	13,158	8
% Static service points (open 10 hours or more) with internet connection	-	54.7	99.5	-
Number of terminals for public internet access	-	2,167	36,509	-

**Table 2h Staff**

	31.3.1995	31.3.2000	31.3.2005	% change 1995-2005
<b>Total staff *</b>				
In post	27,281	25,680	26,594	- 3
per 10,000 population	4.7	4.3	4.4	- 5
<b>Professional staff</b>				
In post	6,999	6,335	6,100	- 13
% of total	26	25	23	
per 10,000 population	1.2	1.1	1.0	- 15
<b>All other staff</b>				
In post	20,283	19,356	20,494	1
per 10,000 population	3.5	3.3	3.4	- 1

\* Not equal to sum of the parts due to estimation procedures

**Table 2i Visits**

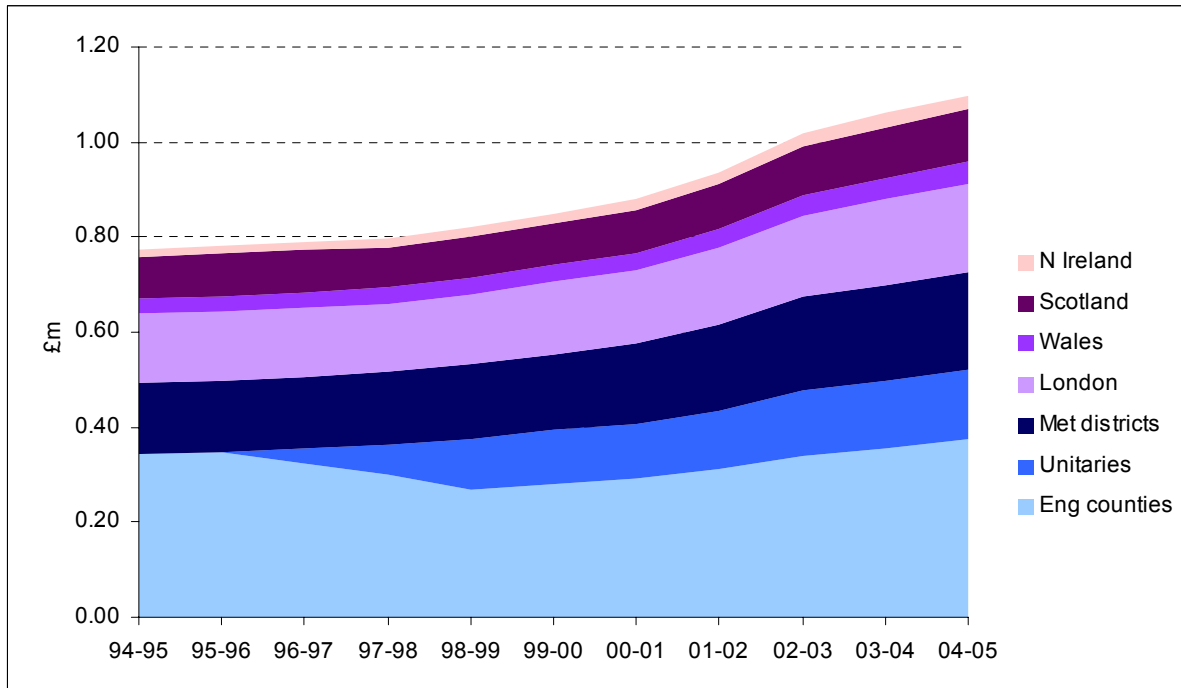
	1994-95	1999-2000	2004-05	% change 1995-2005
Visits ('000s)	388,605	331,234	339,676	- 13
Per capita	6.7	5.6	5.7	- 15

## Tables 2.1 – 2.3 Expenditure

The staggered changeover to the asset rent method of accounting for capital introduced a major discontinuity into the series for total library expenditure. However, for the first time this year, total library expenditure has been calculated using the current definitions for all sectors with no amendments necessary. Therefore, direct comparisons can be made over ten years for all sectors except the English counties. There are three discontinuities here caused by local government reorganisation, and no direct comparisons are possible.

Table 2.1a (page 24) shows total library expenditure, while Table 2.1b (page 25) presents the same figures per head of resident population, and it is here that the most interesting comparisons can be made. London shows the highest expenditure per capita, followed by Scotland. Over the ten-year period, the greatest increase has been in Wales, albeit from a low starting position. The large increase in Northern Ireland in 2003-04 has been followed this year by a decrease of over 15%, suggesting that the level of spend achieved last year was atypical. However, total expenditure is still at a higher level than in 2002-03.

**Fig 2.3 Total library expenditure**



### Expenditure on staff

Staff expenditure has continued to increase throughout the last ten years, and now accounts for almost 55% of total library expenditure in the UK. Table 2.2a (page 26) shows total expenditure on staff, and Table 2.2b (page 27) gives figures per head of resident population.

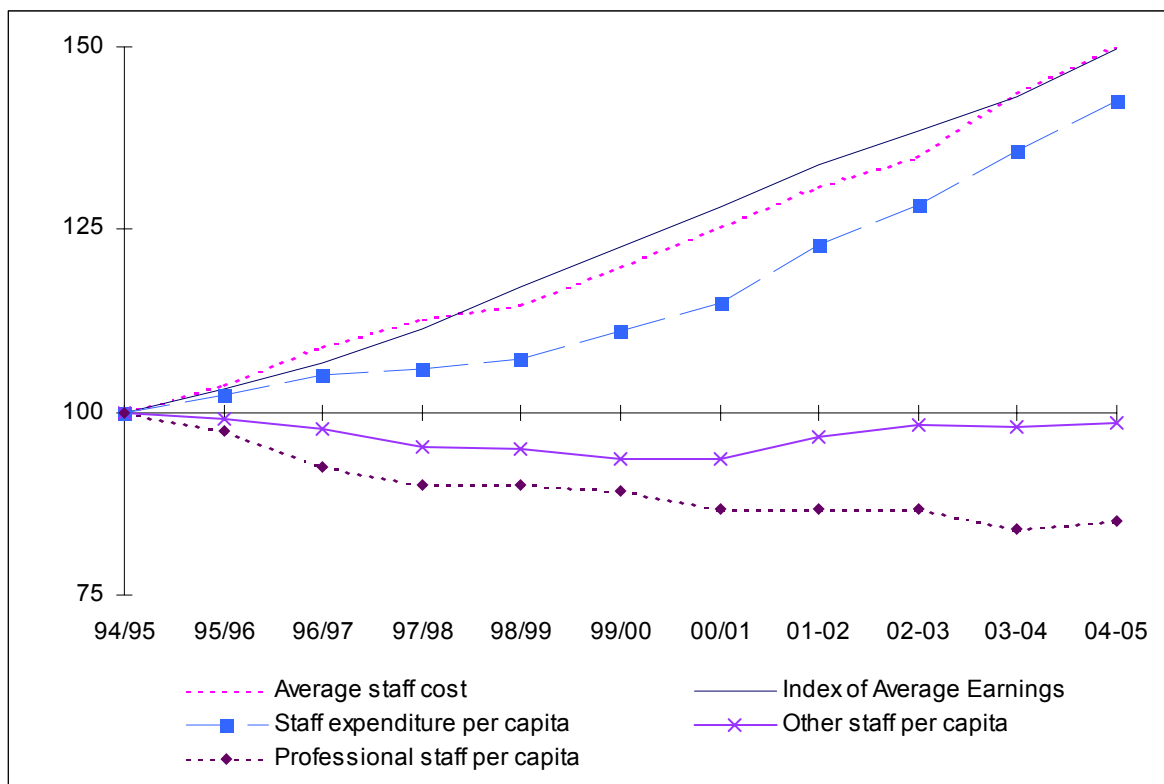
Staff costs per capita are greatest in London and Scotland; these should be considered in conjunction with Tables 2.24a and 2.24b (pages 100-102) giving details of staff numbers. Over the ten-year period, staff expenditure has risen most rapidly in Northern Ireland followed by the metropolitan districts and Wales. The increase in Northern Ireland is largely due to a significant increase of 26% in 2001-02, common to all five of the authorities. All sectors report an increase in staff expenditure this year.

Table 2.3 shows the average cost per staff member by sector. This has been calculated as the total expenditure on staff divided by the total number of staff in post. It gives a general average cost of employing a member of library staff, with no distinction made between professionals and others, and includes the indirect costs of National Insurance, superannuation and so on. The average cost per staff member has risen significantly in all sectors over the ten-year period considered here, with increases throughout in 2004-05.

As might be expected, average wage costs are highest in London – some 22% above the average for the UK as a whole. Around half this difference can be accounted for by formal London weighting allowances.

For comparison purposes, changes in the average earnings index are shown following Table 2.3. Fig 2.4 brings together the various elements of the staffing question to show how these interrelate for the UK as a whole. It is immediately apparent that average staff costs have kept pace with the increase in average earnings. The total salary bill has been kept down, however, by reducing staff numbers, particularly professional staff numbers, to a considerable extent (*Table 2.24*).

**Fig 2.4 Indexes of staffing figures**





**Table 2.1a Total expenditure (£'000)**

(excluding capital payments &amp; agency services and capital accounting)

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	343,176		150,954	145,149	639,279
95-96	349,127		148,688	144,595	642,411
96-97	321,842	32,212	151,339	146,332	651,724
97-98	298,303	64,596	152,346	145,563	660,808
98-99	267,298	106,768	158,911	147,671	680,649
1999-2000	281,728	111,726	159,736	151,985	705,175
2000-01	291,600	116,237	167,213	156,435	731,486
01-02	311,211	123,981	181,262	161,988	778,442
02-03	338,727	138,452	197,117	171,761	846,057
03-04	356,209	141,832	201,543	181,208	880,793
04-05	373,748	146,571	206,775	184,992	912,087
<i>Change %</i>					
<i>Last year</i>	4.9	3.3	2.6	2.1	3.6
<i>5 year</i>	33	32	29	22	29
<i>10 year</i>	n/a	n/a	37	27	43

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	30,821	86,346	17,672	774,117
95-96	33,119	88,540	18,347	782,417
96-97	32,177	88,030	18,571	790,503
97-98	32,751	85,208	18,412	797,179
98-99	33,948	86,456	19,936	820,988
1999-2000	35,526	87,872	19,749	848,323
2000-01	35,871	91,173	20,643	879,173
01-02	37,269	95,680	24,513	935,903
02-03	42,284	103,469	25,263	1,017,072
03-04	43,810	107,083	30,371	1,062,056
04-05	46,182	112,673	25,771	1,096,713
<i>Change %</i>				
<i>Last year</i>	5.4	5.2	- 15.1	3.3
<i>5 year</i>	30	28	30	29
<i>10 year</i>	50	30	46	42

Change in the RPI: Last year + 3.0%, over 5 years + 12.9%, over 10 years + 29.6%

**Table 2.1b Expenditure per capita (£)**  
(excluding capital payments & agency services and capital accounting)

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	11.23		13.48	20.83	13.12
95-96	11.37		13.30	20.64	13.14
96-97	11.45	11.80	13.54	20.69	13.28
97-98	11.55	12.49	13.66	20.44	13.41
98-99	11.69	12.89	14.26	20.55	13.75
1999-2000	12.23	13.47	14.35	20.86	14.17
2000-01	12.59	13.97	15.02	21.21	14.63
01-02	13.55	15.17	16.75	22.59	15.84
02-03	14.66	16.84	18.15	23.37	17.08
03-04	15.32	17.12	18.45	24.53	17.67
04-05	15.98	17.63	18.87	24.90	18.21
<i>Change %</i>					
<i>Last year</i>	4.3	3.0	2.3	1.5	3.1
<i>5 year</i>	31	31	32	19.4	28
<i>10 year</i>	n/a	n/a	40	19.5	39

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	10.58	16.82	10.87	13.26
95-96	11.36	17.24	11.24	13.36
96-97	11.02	17.17	11.17	13.44
97-98	11.19	16.63	10.99	13.51
98-99	11.57	16.88	11.81	13.86
1999-2000	12.10	17.17	11.70	14.32
2000-01	12.18	17.83	12.16	14.71
01-02	12.82	18.89	14.53	15.92
02-03	14.47	20.38	14.89	17.17
03-04	14.91	21.08	17.84	17.83
04-05	15.64	22.09	15.07	18.82
<i>Change %</i>				
<i>Last year</i>	4.9	4.8	- 15.5	2.8
<i>5 year</i>	29	29	29	28
<i>10 year</i>	48	31	39	38

**Table 2.2a Expenditure on employees (£'000)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	177,721		82,214	78,667	338,602
95-96	183,007		82,761	80,577	346,344
96-97	173,984	17,454	85,063	81,564	358,064
97-98	161,978	33,782	86,469	81,351	363,580
98-99	144,034	54,679	88,322	81,918	368,953
1999-2000	150,118	57,456	90,650	84,855	383,079
2000-01	157,349	60,116	95,205	88,638	401,308
01-02	164,509	63,248	100,443	90,703	418,902
02-03	173,592	68,003	105,682	94,580	441,856
03-04	185,200	73,431	112,253	100,791	471,674
04-05	194,588	78,199	117,018	107,132	496,938
<i>Change %</i>					
<i>Last year</i>	5.1	6.5	4.2	6.3	5.4
<i>5 year</i>	30	26	29	26	30
<i>10 year</i>	n/a	n/a	42	36	47

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	16,663	46,042	10,841	412,148
95-96	17,599	48,680	11,246	423,869
96-97	17,465	49,969	11,365	436,864
97-98	17,827	48,698	11,411	441,516
98-99	18,429	48,818	11,944	448,144
1999-2000	19,105	50,738	12,283	465,206
2000-01	19,488	51,281	13,276	485,353
01-02	20,138	54,121	16,657	509,818
02-03	21,183	57,164	16,792	536,996
03-04	22,914	59,547	16,513	570,647
04-05	24,355	63,357	17,652	602,301
<i>Change %</i>				
<i>Last year</i>	6.3	6.4	6.9	5.5
<i>5 year</i>	27	25	44	29
<i>10 year</i>	46	38	63	46

Change in the RPI: Last year + 3.0%, over 5 years + 12.9%, over 10 years + 29.6%

Change in average earnings index:

Whole economy: Last year +4.5%, over 5 years +21.9%, over 10 years +49.6%

**Table 2.2b Expenditure on employees per capita (£)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	5.82		7.34	11.29	6.95
95-96	5.96		7.40	11.50	7.08
96-97	6.19	6.39	7.61	11.53	7.29
97-98	6.27	6.53	7.75	11.42	7.38
98-99	6.30	6.60	7.92	11.40	7.45
1999-2000	6.52	6.93	8.14	11.65	7.70
2000-01	6.79	7.23	8.55	12.02	8.03
01-02	7.16	7.74	9.28	12.65	8.53
02-03	7.51	8.28	9.73	12.87	8.92
03-04	7.96	8.86	10.27	13.64	9.46
04-05	8.32	9.40	10.60	14.42	9.92
<i>Change %</i>					
Last year	4.4	6.1	3.9	5.7	4.9
5 year	28	36	31	24	29
10 year	n/a	n/a	45	28	43

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	5.72	8.97	6.67	7.06
95-96	6.03	9.48	6.89	7.23
96-97	5.98	9.74	6.83	7.43
97-98	6.09	9.51	6.81	7.48
98-99	6.28	9.53	7.07	7.57
1999-2000	6.51	9.91	7.28	7.85
2000-01	6.61	10.03	7.82	8.12
01-02	6.93	10.69	9.88	8.67
02-03	7.25	11.26	9.90	9.07
03-04	7.80	11.72	9.70	9.58
04-05	8.25	12.42	10.32	10.06
<i>Change %</i>				
Last year	5.8	6.0	6.4	5.1
5 year	27	25	42	28
10 year	44	38	55	43

**Table 2.3 Average salary/wage cost (£)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	14,732		14,416	18,297	15,345
95-96	15,210		14,864	18,932	15,847
96-97	16,084	16,169	15,680	19,797	16,699
97-98	16,778	15,948	16,090	20,869	17,276
98-99	16,939	16,742	16,596	20,855	17,553
1999-2000	17,622	17,469	17,182	21,859	18,271
2000-01	18,462	18,138	18,220	22,996	19,186
01-02	19,064	19,275	18,829	23,657	19,872
02-03	19,780	20,175	19,375	24,083	20,524
03-04	20,750	21,889	20,938	26,564	22,004
04-05	21,672	22,476	21,825	27,672	22,910
<i>Change %</i>					
<i>Last year</i>	4.4	2.7	4.2	4.2	4.1
<i>5 year</i>	23	29	27	27	25
<i>10 year</i>	47	n/a	51	51	49

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	14,110	14,299	13,310	15,107
95-96	14,886	15,226	13,988	15,676
96-97	14,647	16,112	14,612	16,477
97-98	16,185	15,963	15,389	17,022
98-99	16,123	16,588	15,862	17,331
1999-2000	17,352	17,575	16,919	18,115
2000-01	17,975	17,981	17,128	18,938
01-02	18,701	18,918	21,355	19,762
02-03	18,670	19,569	21,678	20,372
03-04	19,464	20,752	20,549	21,709
04-05	19,843	22,123	21,738	22,648
<i>Change %</i>				
<i>Last year</i>	1.9	6.6	5.8	4.3
<i>5 year</i>	14.4	26	28	25
<i>10 year</i>	41	55	63	50

Change in average earnings index:

Whole economy: Last year +4.5%, over 5 years +21.9%, over 10 years +49.6%

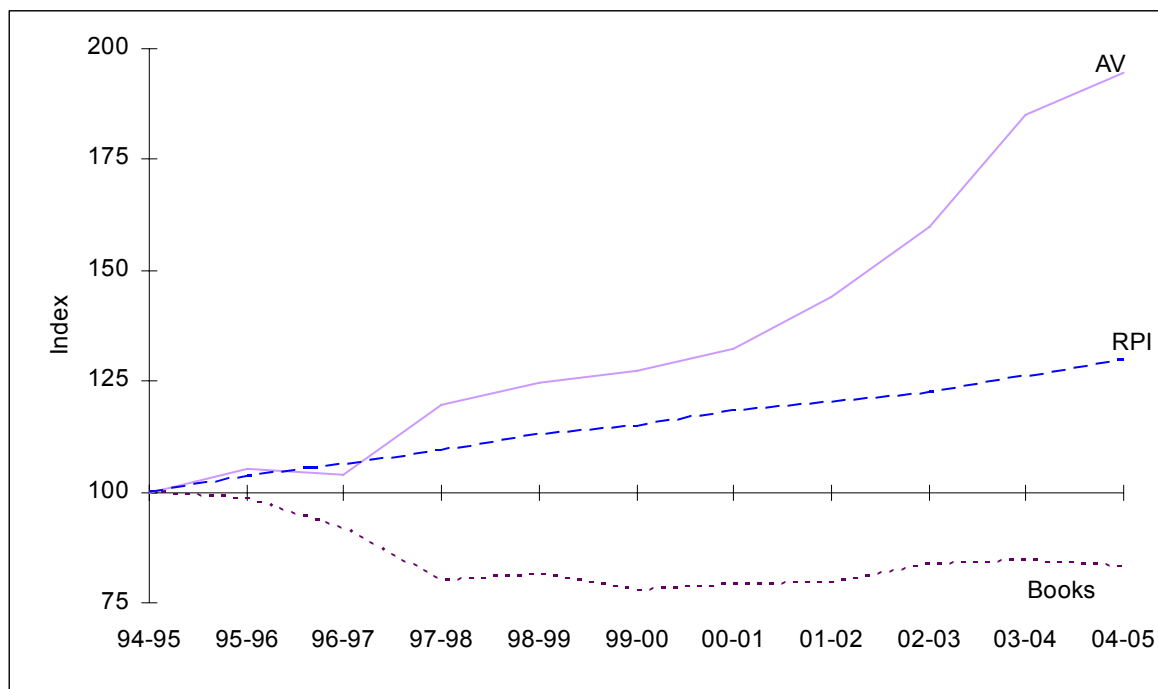
## Tables 2.4 and 2.5 Materials expenditure

Table 2.4a (pages 34-36) shows total expenditure on books and audio-visual materials in cash terms. In 2004-05 book expenditure was £95.2 million for the UK as a whole, a decrease of almost 1% over the previous year, which follows increases of 1.3% and 6.2% over the period 2001-03. Audio-visual expenditure was £23.2 million – an increase of 5.6% over last year. Expenditure per capita is shown in Table 2.4b (pages 34-36).

Whilst staff costs account for rather more than half of all expenditure, the next largest segment is spent on materials. The proportion has been falling over the last ten years, from 18.0% of the total in 1994-95 to 12.5% in 2004-05. Expenditure on books is the largest element of materials expenditure; it accounts for 8.7% of total expenditure (compared to 14.4% in 1994-95). The proportion of expenditure on non-book materials has increased slightly over the ten-year period, and now accounts for 3.8% of total expenditure, compared to 3.6% in 1994-95.

Fig 2.5 illustrates the trends in books and audio-visual expenditure per capita, and shows the retail price index for comparison. Audio-visual expenditure per capita has increased at a much faster rate than inflation over the ten-year period, and the fall in 1996-97 has been shown to be a temporary feature. After considerable falls in 1996-97 and 1997-98, book expenditure has remained relatively stable.

**Fig 2.5 Comparison of book and audio-visual expenditure per capita with inflation**



### Books

Book expenditure per capita fell in cash terms between 1994-95 and 1997-98. The period 2000-02 saw book expenditure per capita remain constant for the UK overall, followed by increases in 2002-03 and 2003-04. Despite a decrease of 1.2% in 2004-05, book expenditure per capita is at a higher level than it was in 1997-98 (Table 2.4b).

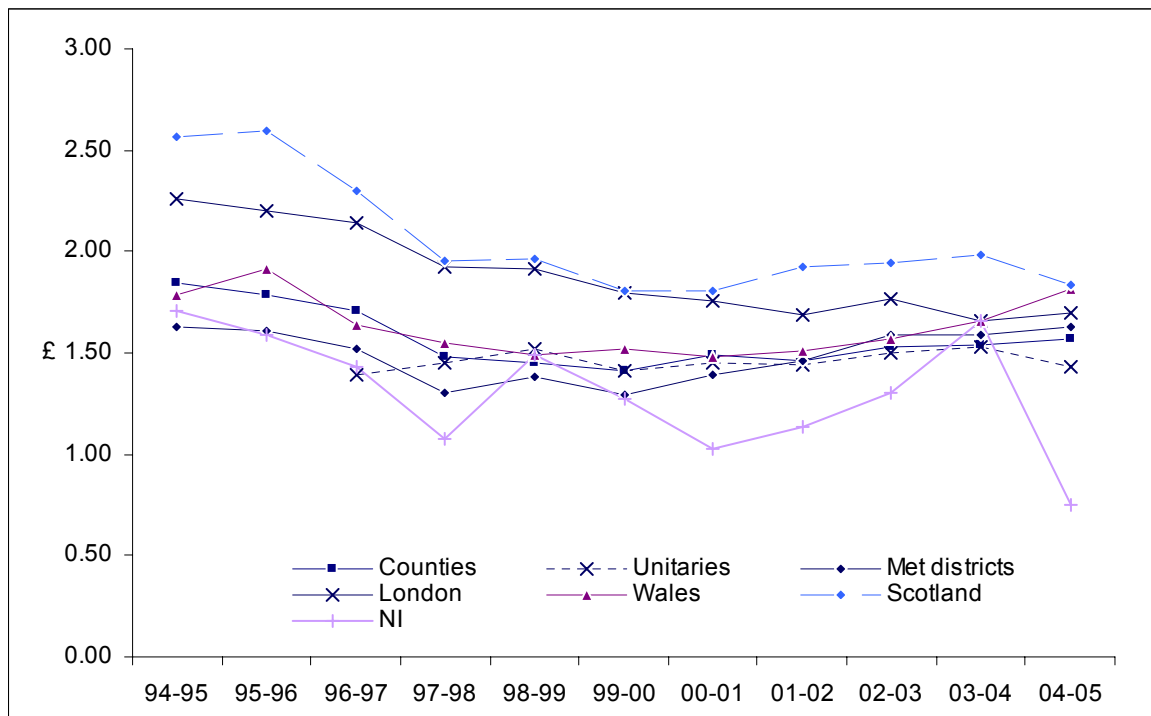
There are substantial differences between the sectors, both in the levels of expenditure and in the extent to which expenditure has been cut, illustrated in Fig 2.6. The last year has seen increases in book expenditure in all sectors except for the English unitary authorities, Northern Ireland and Scotland, with Wales faring the best with an increase of 10%. It is also encouraging that five of the seven sectors are spending more than they were five years ago.

Northern Ireland has seen a staggering decrease of 49% in book expenditure in 2004-05. Further investigation illustrates that this is sector wide, with four out of five Education and Library Boards suffering large drops in book spend – three of these reporting falls of more than 60%. *The Public Library Materials Fund and Budget Survey 2005-07* indicates that this has been reversed somewhat in 2005-06 and so is not indicative of a new level of expenditure.

All areas experienced major cuts in spending between 1995 and 1998. Since then, the trends have levelled somewhat, with only Northern Ireland suffering significant cuts in any one year. There is now little difference in the overall levels of provision in the English sector averages, with spending between £1.43 and £1.70 per capita in 2004-05.

In Scotland, expenditure levels in 1995-96 were £2.60 per capita – easily the best provision in the UK. In the first five years following local government reorganisation, cuts of 31% were made in book expenditure per capita in Scotland. However, Scotland has still seen the highest levels of book expenditure per capita in each year of the ten-year period, despite a decrease of 7% in 2004-05.

**Fig 2.6 Book expenditure per capita by sector**



Spending per capita in Northern Ireland appears particularly variable which may be due in part to its relative size. With only five ELBs covering the province, an unusual year in any one of them can have a significant impact on the overall figures. This is not always the case,



however, the fall in spending in 1997-98 was common to four of the five authorities, for example, and the decrease in the last year is once again common to four ELBs.

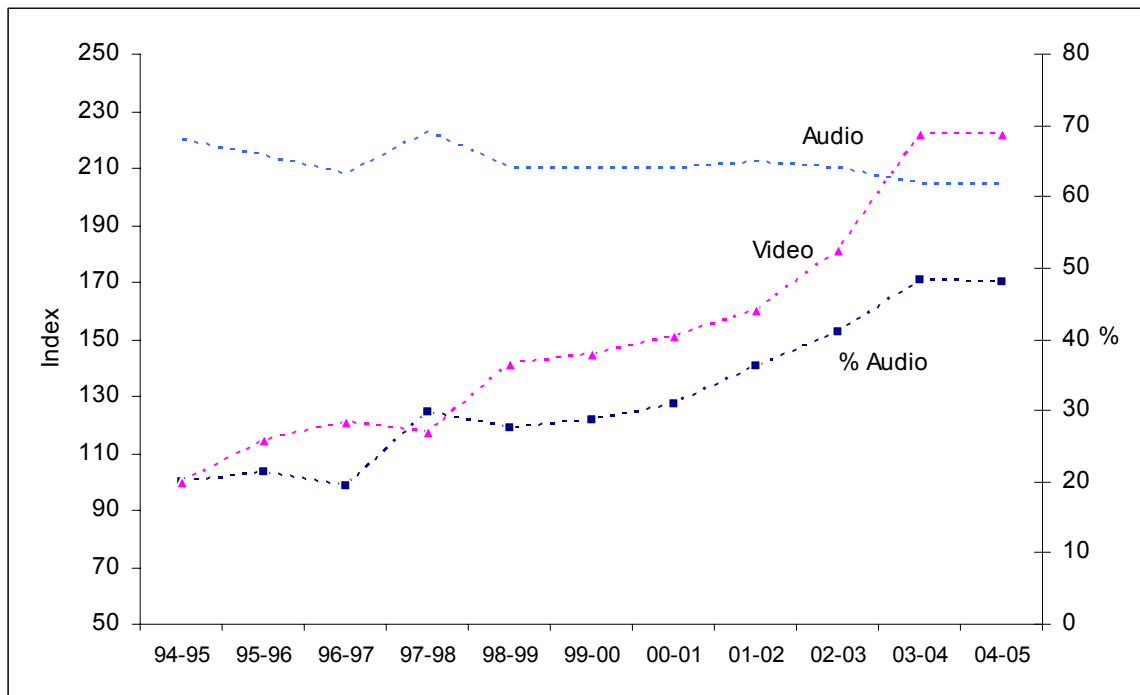
It is difficult to interpret the above average spending levels in London, which apply to other areas as well as books. On an individual authority basis, the 'per capita' statistic works unfairly in places like Westminster and the City of London, where there are many more users than are represented by their resident populations. However, these have little effect on the overall London figure, and on that wider basis it could be argued that a considerable proportion of central London's daytime users still live within the London area.

Looking at individual authorities, there were 17 (out of 208 in total, or 8%) which spent less than £1 per head of population on books in 2004-05 – this compares to ten (5%) in 2003-04. The lowest expenditure per capita was in Croydon at 34p per head.

### Audio-visual materials

Spending on audio-visual materials per capita is highest in the English counties and London, and lowest in Northern Ireland, which is largely due to a decrease of 54% in 2004-05. As with book expenditure, the decrease appears to be sector wide – four out of five ELBs suffered large decreases in 2004-05, with three ELBs reporting falls of more than 60%. Growth in spending on audio-visual materials has been considerable over the period, with per capita spending almost doubling in England, more than doubling in Wales and increasing by almost a half in Scotland. Fig 2.7 shows the difference in growth rates of expenditure per capita on audio and video materials separately for the UK as a whole. Also shown is the percentage of total audio-visual expenditure on audio materials.

**Fig 2.7 Audio-visual expenditure**



## Electronic resources

Table 2.4c (page 37) shows expenditure on electronic resources since 1997-98, when figures were first collected by CIPFA. Although it is difficult to measure use at present, the majority of authorities do distinguish between expenditure on electronic resources and that on other materials, and it is an area that is continuing to grow. The figures given in Table 2.4c include expenditure on CD-ROMs, multi-media, open learning and language packs and online resources. The table shows that, in 2004-05, all sectors except London and Northern Ireland experienced increases in expenditure on electronic resources, ranging from 2% in the metropolitan districts to 58% in Wales, with an increase of 21% overall for the UK. An average of over 10p per person was spent on electronic resources in 2004-05, with the highest expenditures per capita in the English counties and Scotland. Overall for the UK, expenditure on electronic resources has more than doubled since 1997-98, and increased by 85% over five years.

## Average cost of materials

Table 2.5 (pages 38-39) shows the average price paid for books, audio and video items separately over the last ten years. The statistic 'average price paid' is derived by dividing total expenditure by gross additions. Technically there are some likely problems. Where books are bought for a newly opened library the books may be included in the gross additions but not in expenditure – if the purchase has been capitalised. Donations count as additions but have cost nothing. In particular, demarcation between audio, video and books may not be followed consistently. However, the outcome is that the average price for books appears to be a reasonable and consistent statistic – as is the price of audio material.

The average cost of videos shows rather more variation, perhaps indicative of the rapidly changing formats available. The greatest increase over the ten-year period has been in the average cost of audio materials, with the average price paid more than doubling since 1994-95.

## Books

The average price paid for books increased in the English counties, London and the metropolitan districts in 2004-05, with decreases elsewhere. London saw the largest increase, at 3.5%. Northern Ireland saw a considerable decrease of 50% in the average price paid for books. This is largely due to four out of five ELBs reporting significant decreases in their book spend in 2004-05. However, it is unclear through what other means books were acquired, therefore leading to a sector average of £4.46 per book, compared to £8.94 last year. For the UK as a whole, the average price paid increased year on year in cash terms until 1996-97, then fell in each year until 1999-2000. The period 2000-05 has seen fluctuations in the average price paid for books, so that it now stands at its lowest level for the ten-year period.

The average price of books covers both hardback and paperback versions. The mix of hardback and paperback is not revealed in these statistics: nor is it feasible to distinguish statistically between the mass market paperbacks and the larger paperback originals, trade paperbacks, etc. Even if CIPFA had arranged to collect paperback data separately in the past, it would now be extremely difficult to analyse it – such is the variety of book formats on offer at present.

### Audio materials

There has been an increase of 2.7% in the average cost of audio items in 2004-05. This may indicate a general move towards higher quality items – CDs rather than cassettes for music, for example, or full text as opposed to abridged versions of audio books. Over the UK as a whole the cost of audio items is higher than that of videos for the eighth consecutive year. London saw the largest increase in 2004-05, at 32%, with decreases elsewhere except the English counties and Wales.

### Video materials

For videos and DVDs, the data show that over the UK as a whole, the average price paid remained relatively stable between 1992 and 2002. However, 2002-03 saw a decrease of 12.5% to its lowest level over the ten-year period, and less than £10 for the first time. This has been largely reversed over the last two years, with increases of 12% and 16% so that the average price paid for a video now stands at almost £13 – the highest for the ten-year period and is perhaps attributable to an increase in the number of DVDs purchased. Northern Ireland recorded a decrease of 45%, in line with similar falls in the average price paid for books and audio materials. Again, the decrease appears to be sector wide with all five ELBs reporting decreases of between 28% and 99% in video expenditure.

A number of factors affect the average price of videos, including:

- Increasing volumes of videos purchased, resulting in the smoothing of the effects of a small number of particularly expensive titles
- Improved record keeping and accounting procedures, so that both numbers of additions and expenditure recorded actually relate to the videos bought
- Increasing proportions of cheaper popular titles in some authorities as the basis for income generation
- A move from VHS to newer DVD formats, and their relative pricing in the market place

**Table 2.4a Expenditure on books and audio visual (£'000)**

	English counties		Unitary authorities <sup>(a)</sup>		Metropolitan districts	
	Books	AV	Books	AV	Books	AV
1994-95	56,585	5,954			18,243	1,863
95-96	55,105	6,516			17,993	1,864
96-97	47,982	5,954	3,800	360	16,963	1,726
97-98	38,333	6,241	7,475	1,122	14,522	2,034
98-99	33,169	5,644	12,611	1,998	15,367	1,983
1999-2000	32,531	6,077	11,720	1,843	14,328	2,052
2000-01	34,601	6,940	12,094	1,855	15,500	2,152
01-02	33,414	7,550	11,767	2,087	15,813	2,339
02-03	35,446	8,502	12,357	2,483	17,239	2,437
03-04	35,823	9,672	12,680	2,793	17,392	3,264
04-05	36,600	10,859	11,895	2,922	17,854	3,142
<i>Change %</i>						
<i>Last year</i>	2.2	12.3	- 6.2	4.6	2.7	- 3.7
<i>5 year</i>	12.5	79	1.5	59	25	53
<i>10 year</i>	- 35	82	n/a	n/a	- 2.1	69

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.4b Expenditure on books and audio visual per capita (£)**

	English counties		Unitary authorities <sup>(a)</sup>		Metropolitan districts	
	Books	AV	Books	AV	Books	AV
1994-95	1.85	0.195			1.63	0.166
95-96	1.79	0.212			1.61	0.167
96-97	1.71	0.212	1.39	0.132	1.52	0.154
97-98	1.48	0.242	1.45	0.217	1.30	0.182
98-99	1.45	0.247	1.52	0.241	1.38	0.178
1999-2000	1.41	0.264	1.41	0.222	1.29	0.184
2000-01	1.49	0.300	1.45	0.223	1.39	0.193
01-02	1.46	0.329	1.44	0.255	1.46	0.216
02-03	1.53	0.368	1.50	0.302	1.59	0.224
03-04	1.54	0.416	1.53	0.337	1.59	0.299
04-05	1.57	0.464	1.43	0.351	1.63	0.287
<i>Change %</i>						
<i>Last year</i>	1.6	11.5	- 6.5	4.2	2.4	- 4.0
<i>5 year</i>	10.8	76	1.3	58	27	56
<i>10 year</i>	- 15.5	138	n/a	n/a	0.0	73

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.4a Expenditure on books and audio visual (£'000) cont**

	London		Total England		Wales	
	Books	AV	Books	AV	Books	AV
1994-95	15,768	1,990	90,596	9,808	5,223	315
95-96	15,430	1,968	88,528	10,348	5,561	339
96-97	15,113	2,182	83,859	10,222	4,800	401
97-98	13,700	2,474	74,031	11,871	4,545	507
98-99	13,752	2,607	74,900	12,232	4,365	448
1999-2000	13,111	2,582	71,690	12,554	4,462	478
2000-01	12,977	2,539	75,173	13,485	4,355	446
01-02	12,118	2,518	73,112	14,495	4,397	418
02-03	13,007	2,677	78,089	16,099	4,584	596
03-04	12,234	2,939	78,129	18,667	4,866	747
04-05	12,615	3,121	78,964	20,044	5,373	917
<i>Change %</i>						
<i>Last year</i>	3.1	6.2	1.1	7.4	10.4	23
<i>5 year</i>	- 3.8	21	10.1	60	20	92
<i>10 year</i>	- 20	57	- 12.8	104	2.9	191

**Table 2.4b Expenditure on books and audio visual per capita (£) cont**

	London		Total England		Wales	
	Books	AV	Books	AV	Books	AV
1994-95	2.26	0.286	1.86	0.201	1.79	0.108
95-96	2.20	0.281	1.81	0.212	1.91	0.116
96-97	2.14	0.308	1.71	0.208	1.64	0.137
97-98	1.92	0.347	1.50	0.241	1.55	0.173
98-99	1.91	0.363	1.51	0.247	1.49	0.153
1999-2000	1.80	0.354	1.44	0.252	1.52	0.163
2000-01	1.76	0.344	1.50	0.270	1.48	0.151
01-02	1.69	0.351	1.49	0.295	1.51	0.144
02-03	1.77	0.364	1.58	0.325	1.57	0.204
03-04	1.66	0.398	1.57	0.374	1.66	0.254
04-05	1.70	0.420	1.58	0.400	1.82	0.311
<i>Change %</i>						
<i>Last year</i>	2.5	5.5	0.6	7.0	9.9	22
<i>5 year</i>	- 5.7	18.6	9.4	59	19.8	91
<i>10 year</i>	- 25	47	- 15.3	99	1.5	188

Change in the RPI: Last year +3.0%, over 5 years +12.9%, over 10 years +29.6%

**Table 2.4a Expenditure on books and audio visual (£'000) cont**

	Scotland		Northern Ireland		Total UK	
	Books	AV	Books	AV	Books	AV
1994-95	13,174	1,295	2,777	222	111,770	11,639
95-96	13,330	1,290	2,603	239	110,022	12,216
96-97	11,769	1,318	2,381	214	102,808	12,155
97-98	9,973	1,516	1,812	155	90,360	14,049
98-99	10,028	1,681	2,509	314	91,802	14,675
1999-2000	9,274	1,730	2,139	242	87,565	15,004
2000-01	9,232	1,591	1,754	197	90,514	15,720
01-02	9,737	1,552	1,908	433	89,154	16,898
02-03	9,840	1,629	2,212	524	94,685	18,848
03-04	10,063	1,902	2,832	604	95,891	21,920
04-05	9,380	1,911	1,445	279	95,161	23,151
<i>Change %</i>						
<i>Last year</i>	- 6.8	0.5	- 49	- 54	- 0.8	5.6
<i>5 year</i>	1.1	10.5	- 32	15.3	8.7	54
<i>10 year</i>	- 29	48	- 48	26	- 14.9	99

**Table 2.4b Expenditure on books and audio visual per capita (£) cont**

	Scotland		Northern Ireland		Total UK	
	Books	AV	Books	AV	Books	AV
1994-95	2.57	0.252	1.71	0.137	1.91	0.199
95-96	2.60	0.251	1.59	0.146	1.88	0.209
96-97	2.30	0.257	1.43	0.129	1.75	0.207
97-98	1.95	0.296	1.08	0.092	1.53	0.238
98-99	1.96	0.328	1.49	0.186	1.55	0.248
1999-2000	1.81	0.338	1.27	0.143	1.48	0.253
2000-01	1.81	0.311	1.03	0.116	1.52	0.263
01-02	1.92	0.306	1.13	0.257	1.52	0.287
02-03	1.94	0.321	1.30	0.309	1.60	0.317
03-04	1.98	0.374	1.66	0.355	1.61	0.369
04-05	1.84	0.375	0.85	0.163	1.59	0.387
<i>Change %</i>						
<i>Last year</i>	- 7.2	0.3	- 49	- 54	- 1.2	5.2
<i>5 year</i>	1.5	10.9	- 33	14.0	7.6	53
<i>10 year</i>	- 28	49	- 51	19.0	- 16.9	94

Change in the RPI: Last year +3.0%, over 5 years +12.9%, over 10 years +29.6%

**Table 2.4c Expenditure on electronic resources**

	English counties		Unitary authorities <sup>(a)</sup>		Metropolitan districts		London		Total England	
	Total (£000)	pence per capita	Total (£000)	pence per capita	Total (£000)	pence per capita	Total (£000)	pence per capita	Total (£000)	pence per capita
1997-98	1,106	4.2	172	3.3	527	4.7	516	7.2	2,232	4.7
98-99	925	4.0	416	5.0	430	3.9	605	8.5	2,376	4.7
1999-2000	928	4.0	379	4.6	665	6.0	806	11.0	2,779	5.6
2000-01	1,142	5.0	367	4.4	597	5.4	692	9.4	2,798	5.7
01-02	1,506	6.6	461	5.6	675	6.2	594	8.3	3,235	6.6
02-03	1,443	6.3	396	4.7	722	6.6	741	10.1	3,302	6.7
03-04	2,007	8.7	516	6.1	893	8.1	844	11.5	4,261	8.6
04-05	2,946	12.5	567	6.8	914	8.3	698	9.4	5,125	10.2
<i>Change %</i>										
<i>Last year</i>	47	44	9.9	11.4	2.3	2.5	- 17.3	- 18.3	20	18.7
<i>5 year</i>	217	213	50	48	37	38	15.4	- 14.5	84	82
<i>10 year</i>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales		Scotland		Northern Ireland		Total UK	
	Total (£000)	pence per capita	Total (£000)	pence per capita	Total (£000)	pence per capita	Total (£000)	pence per capita
1997-98	16	5.0	83	1.7	41	2.4	2,462	4.1
98-99	148	5.0	397	7.8	167	9.9	2,397	5.2
1999-2000	101	3.4	347	6.7	83	4.9	3,309	5.6
2000-01	164	5.6	414	8.0	41	2.5	3,417	5.7
01-02	237	8.2	305	6.0	63	3.7	3,840	6.5
02-03	136	4.7	363	7.2	97	5.7	3,898	6.6
03-04	174	6.0	428	8.4	199	11.7	5,061	8.5
04-05	275	9.3	653	12.8	83	4.9	6,137	10.3
<i>Change %</i>								
<i>Last year</i>	58	55	53	52	- 58	- 58	21	21
<i>5 year</i>	174	174	88	91	0.3	0.0	85	84
<i>10 year</i>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a



**Table 2.5 Average price paid (£)**

	English counties			Unitary authorities <sup>(a)</sup>			Metropolitan districts		
	Books	Audio	Video	Books	Audio	Video	Books	Audio	Video
1994-95	9.06	7.53	9.40				9.07	8.44	12.49
95-96	9.36	7.75	10.91				9.62	8.85	12.24
96-97	9.24	9.42	9.96	10.25	11.48	12.97	9.88	7.16	13.57
97-98	8.71	11.91	8.40	9.70	12.73	8.37	8.29	11.28	12.74
98-99	7.94	11.65	8.99	9.15	13.92	9.12	8.79	9.72	14.10
1999-2000	8.05	12.75	9.20	8.10	12.07	8.85	7.93	12.34	12.59
2000-01	8.15	14.25	10.19	8.55	14.76	8.75	8.17	11.40	13.07
01-02	8.11	14.77	11.23	8.06	15.03	9.26	8.32	12.97	13.23
02-03	7.74	15.49	9.63	7.49	14.12	8.88	8.44	13.59	12.09
03-04	7.84	15.82	10.91	8.05	16.78	10.15	8.26	16.79	14.05
04-05	8.03	16.88	14.18	7.60	15.91	11.01	8.43	14.88	12.43
<i>Change %</i>									
<i>Last year</i>	2.3	6.7	30	- 5.7	- 5.1	8.5	2.0	- 11.4	- 11.5
<i>5 year</i>	- 0.3	32	54	- 6.2	32	24	6.2	21	- 1.3
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	- 7.1	76	- 0.5

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	London			Total England			Wales		
	Books	Audio	Video	Books	Audio	Video	Books	Audio	Video
1994-95	9.50	7.45	13.75	9.13	7.69	10.56	8.58	8.45	9.33
95-96	9.04	7.39	11.94	9.36	7.88	11.26	10.34	10.23	8.63
96-97	9.63	7.61	13.62	9.48	8.60	11.16	9.18	9.76	12.50
97-98	8.29	9.96	11.86	8.63	11.44	9.58	8.33	17.12	12.54
98-99	8.28	10.56	11.43	8.35	11.33	9.99	7.50	12.64	10.01
1999-2000	8.20	10.99	11.06	8.06	12.18	9.84	8.68	16.23	10.51
2000-01	7.97	11.22	10.99	8.19	13.09	10.47	8.47	12.05	14.38
01-02	7.08	10.49	11.58	7.95	13.58	11.27	9.06	11.13	7.13
02-03	7.80	10.39	9.73	7.85	13.88	9.79	8.44	17.35	8.36
03-04	7.25	10.04	11.37	7.86	14.84	11.20	8.87	16.62	9.29
04-05	7.60	13.27	11.83	7.96	15.98	13.09	8.86	21.06	13.80
<i>Change %</i>									
<i>Last year</i>	3.5	32	4.0	1.2	5.6	16.9	- 0.1	27	49
<i>5 year</i>	- 8.5	21	7.0	- 1.3	29	33	2.1	30	31
<i>10 year</i>	- 21	78	- 14.0	- 12.9	104	24	3.3	149	48

**Table 2.5 Average price paid (£) cont**

	Scotland			Northern Ireland			Total UK		
	Books	Audio	Video	Books	Audio	Video	Books	Audio	Video
1994-95	8.85	5.86	14.67	8.83	6.82	10.51	9.06	7.45	10.94
95-96	9.46	5.30	15.69	8.35	7.56	11.29	9.39	7.54	11.54
96-97	8.99	7.49	16.90	10.27	6.99	11.38	9.42	8.47	11.60
97-98	8.61	9.56	15.45	9.81	6.03	9.86	8.63	11.29	10.08
98-99	8.55	10.96	18.53	9.63	10.45	10.38	8.36	11.31	10.53
1999-2000	8.14	11.84	15.54	8.98	10.33	13.97	8.12	12.22	10.28
2000-01	7.95	12.00	17.14	9.73	12.29	10.82	8.20	12.92	10.93
01-02	8.29	12.00	14.61	11.38	21.60	9.89	8.09	13.48	11.38
02-03	8.13	12.88	11.60	8.50	17.63	15.02	7.92	13.99	9.98
03-04	8.62	15.49	10.89	8.94	17.83	12.36	8.01	15.05	11.14
04-05	8.05	12.30	11.59	4.46	14.99	6.75	7.92	15.46	12.89
<i>Change %</i>									
<i>Last year</i>	- 6.6	- 21	6.5	- 50	- 16.0	- 45	- 1.2	2.7	15.7
<i>5 year</i>	- 1.1	3.9	- 25	- 50	45	- 52	- 2.5	27	25
<i>10 year</i>	- 9.0	110	- 21	- 50	120	- 36	- 12.7	107	17.8

Change in the RPI: Last year +3.0%, over 5 years +12.9%, over 10 years +29.6%

## Tables 2.6 – 2.8 Income generated

Tables 2.6a and 2.6b (pages 42-43) show the total income generated and income per head of resident population respectively over the last ten years.

There has been real growth in levels of income generated – 81% over ten years and 40% over five years, compared to general inflation of 30% and 13% respectively. The past year has seen a decrease of 2% overall for the UK, however.

All sectors, except the English counties, Wales and Northern Ireland, have experienced decreases in 2004-05, ranging from 2.9% in London to 15% in the metropolitan districts. Income from grants reached exceptional levels in 2002-03, however these levels have not been maintained and this has had a significant impact on total income. Fig 2.8 illustrates the trends in income per capita over the ten-year period covered here. It shows that the greatest fluctuations have been in the metropolitan districts. The greatest increase over the ten years is in Wales.

**Fig 2.8 Trends in income per capita**

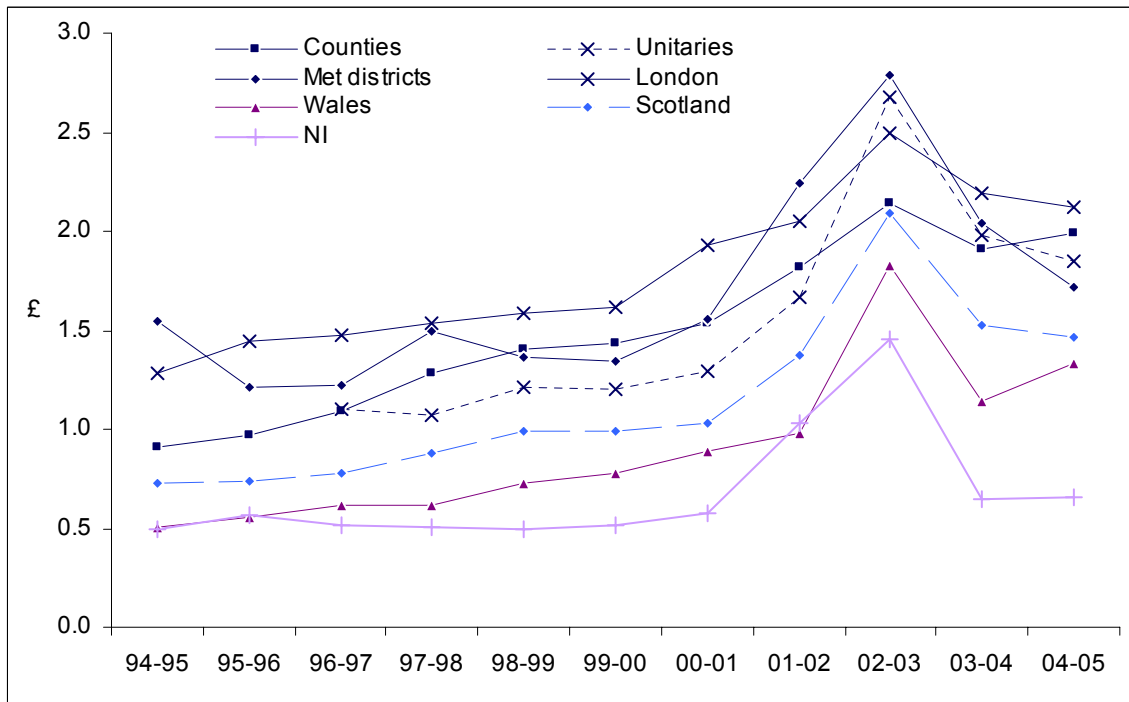
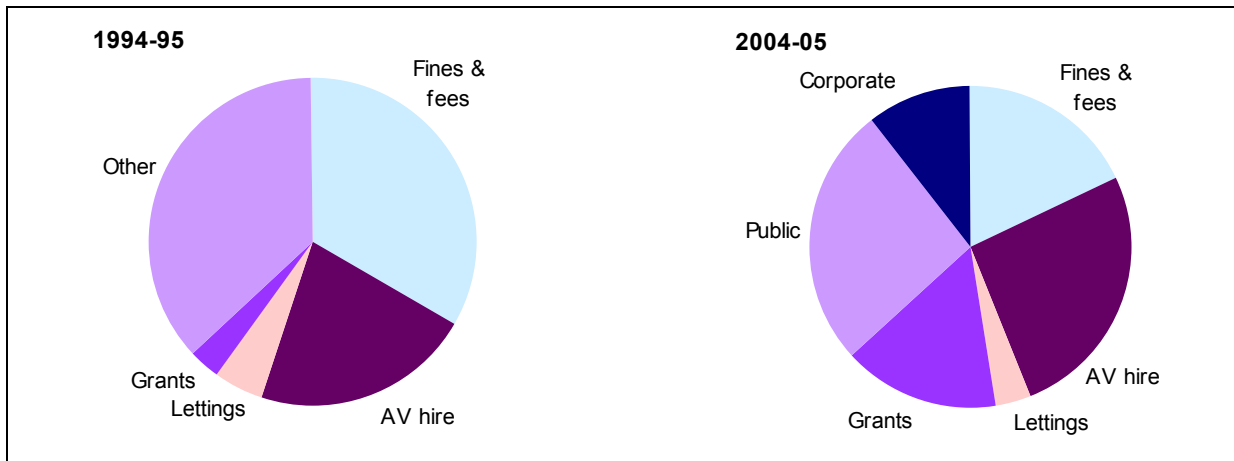


Fig 2.9 shows how the breakdown of this income has changed. The area of miscellaneous income is a grey one, and some of what is included will depend on individual accounting practices as well as the services provided and charged for by each authority. The *CIPFA Actuals* now include more detailed reporting categories for income, allowing us to break down the miscellaneous income in 2004-05 into receipts from the public and corporate income (including income from the provision of library services to other authorities). Income generated from electronic resources has been included with AV hire in 2004-05. However it is still a relatively small category, accounting for 1.4% of total income generated for the UK as a whole, and equating to £26 per thousand of the population.

**Fig 2.9 Sources of income**

### Fines and fees

Tables 2.7a and 2.7b (pages 44-45) show the income raised from fines and fees, not including the hire of AV materials, both in cash terms and per head of population. The more detailed statistics this year show that the majority of this income is raised from fines – 86% of the total. Growth here has not been as dramatic as in the overall income figures and is significantly lower than the RPI over ten years for the UK as a whole. The most substantial increase over the ten-year period has been in Scotland, whilst Wales and the metropolitan districts have seen decreases of 21% and 12% respectively. The increase of 45% in 2003-04 in Northern Ireland was due to two of the five authorities experiencing increases of 61% and 244%; this level of income has not been maintained.

Per head of population, London has the highest income at 40p, closely followed by the English counties at 39p, Northern Ireland has the lowest (15p). The extent to which this is affected by different loan periods and levels of charges between the sectors is beyond the scope of this report. Details of fines and charges for authorities in England and Wales are available from a survey conducted annually by The Sheffield Information Organisation (SINTO) (see *Bibliography for details of relevant publications – page 193*).

### Audio-visual hire

Since 1997-98 income from hire of AV materials (Tables 2.8a & 2.8b, pages 46-47) has been rivalling that from fines and fees in importance, and for the fifth consecutive year has surpassed it. Although practice varies enormously between authorities in the levels of charges made, if any, as well as in the services provided, it is an income source which is set to rise further. London and the English counties raise the most income from this source at 56p and 63p per capita respectively, with Wales and Northern Ireland raising least, at 16p and 12p per capita respectively.

**Table 2.6a Total income (£'000)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	27,858		17,350	8,928	54,136
95-96	29,638		13,575	10,095	53,308
96-97	30,703	3,008	13,686	10,413	57,810
97-98	33,034	5,524	16,623	10,944	66,124
98-99	31,932	9,987	15,122	11,451	68,491
1999-2000	32,948	9,950	14,924	11,819	69,641
2000-01	35,584	10,736	17,413	14,198	77,932
01-02	41,761	13,617	24,263	14,720	94,362
02-03	49,356	22,027	30,335	18,410	120,121
03-04	44,517	16,371	22,301	16,202	99,390
04-05	46,623	15,397	18,833	15,731	96,584
<i>Change %</i>					
<i>Last year</i>	4.7	- 5.9	- 15.5	- 2.9	- 2.8
<i>5 year</i>	41	26	26	33	39
<i>10 year</i>	n/a	n/a	8.6	76	78

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	1,480	3,763	788	60,167
95-96	1,632	3,816	922	59,679
96-97	1,804	3,994	869	64,477
97-98	1,806	4,485	854	73,269
98-99	2,138	5,078	838	76,546
1999-2000	2,280	5,081	873	77,874
2000-01	2,607	5,265	983	86,787
01-02	2,839	6,917	1,744	105,862
02-03	5,347	10,609	2,451	138,536
03-04	3,361	7,798	1,100	111,650
04-05	3,913	7,423	1,136	109,055
<i>Change %</i>				
<i>Last year</i>	16.4	- 4.8	3.2	- 2.3
<i>5 year</i>	72	46	30	40
<i>10 year</i>	164	97	44	81

Change in the RPI: Last year +3.0%, over 5 years +12.9%, over 10 years +29.6%

**Table 2.6b Total income per capita (£)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	0.91		1.55	1.28	1.11
95-96	0.97		1.21	1.44	1.09
96-97	1.09	1.10	1.22	1.47	1.18
97-98	1.28	1.07	1.49	1.54	1.34
98-99	1.40	1.21	1.36	1.59	1.38
1999-2000	1.43	1.20	1.34	1.62	1.40
2000-01	1.54	1.29	1.56	1.93	1.56
01-02	1.82	1.67	2.24	2.05	1.92
02-03	2.14	2.68	2.79	2.50	2.42
03-04	1.91	1.98	2.04	2.19	1.99
04-05	1.99	1.85	1.72	2.12	1.93
<i>Change %</i>					
<i>Last year</i>	4.1	- 6.3	- 15.8	- 3.5	- 3.3
<i>5 year</i>	39	54	28	31	38
<i>10 year</i>	n/a	n/a	10.9	65	74

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	0.51	0.73	0.49	1.03
95-96	0.56	0.74	0.57	1.02
96-97	0.62	0.78	0.52	1.10
97-98	0.62	0.88	0.51	1.24
98-99	0.73	0.99	0.50	1.29
1999-2000	0.78	0.99	0.52	1.31
2000-01	0.89	1.03	0.58	1.45
01-02	0.98	1.37	1.03	1.80
02-03	1.83	2.09	1.45	2.34
03-04	1.14	1.54	0.65	1.87
04-05	1.33	1.46	0.66	1.82
<i>Change %</i>				
<i>Last year</i>	15.8	- 5.2	2.8	- 2.8
<i>5 year</i>	71	47	28	39
<i>10 year</i>	161	98	37	77

Change in the RPI: Last year +3.0%, over 5 years +12.9%, over 10 years +29.6%

**Table 2.7a Income from fines and fees (£'000)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	10,366		2,788	3,022	16,177
95-96	11,070		2,767	3,252	17,088
96-97	11,074	696	3,084	3,733	18,587
97-98	9,929	1,654	2,769	3,377	17,729
98-99	9,029	2,829	2,618	3,432	17,908
1999-2000	8,952	2,816	2,540	3,405	17,713
2000-01	8,814	2,807	2,644	3,306	17,570
01-02	8,590	2,646	2,511	3,316	17,062
02-03	8,961	2,619	2,441	3,167	17,188
03-04	8,465	2,612	2,395	3,113	16,585
04-05	9,051	2,398	2,443	2,992	16,884
<i>Change %</i>					
<i>Last year</i>	6.9	- 8.2	2.0	- 3.9	1.8
<i>5 year</i>	- 12.1	- 14.8	- 3.8	- 12.1	- 4.7
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	- 12.4	- 1.0	4.4

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	714	1,241	233	18,365
95-96	708	1,308	231	19,336
96-97	711	1,511	224	21,033
97-98	699	1,457	268	20,153
98-99	754	1,387	281	20,329
1999-2000	784	1,419	287	20,202
2000-01	809	1,448	267	20,094
01-02	673	1,404	267	19,406
02-03	650	1,374	213	19,424
03-04	613	1,335	310	18,842
04-05	565	1,363	250	19,062
<i>Change %</i>				
<i>Last year</i>	- 7.9	2.1	- 19.1	1.2
<i>5 year</i>	- 28	- 3.9	- 12.7	- 5.6
<i>10 year</i>	- 21	9.8	7.6	3.8

Change in the RPI: Last year +3.0%, over 5 years +12.9%, over 10 years +29.6%

**Table 2.7b Income from fines and fees per capita (£)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	0.34		0.25	0.43	0.33
95-96	0.36		0.25	0.46	0.35
96-97	0.39	0.26	0.28	0.53	0.38
97-98	0.38	0.32	0.25	0.47	0.36
98-99	0.39	0.34	0.24	0.48	0.36
1999-2000	0.39	0.34	0.23	0.47	0.36
2000-01	0.38	0.34	0.24	0.45	0.35
01-02	0.37	0.32	0.23	0.46	0.35
02-03	0.39	0.32	0.23	0.43	0.35
03-04	0.36	0.32	0.22	0.42	0.33
04-05	0.39	0.29	0.22	0.40	0.34
<i>Change %</i>					
<i>Last year</i>	6.3	- 8.6	1.8	- 4.3	1.2
<i>5 year</i>	- 0.5	- 15.0	- 2.2	- 13.7	- 5.3
<i>10 year</i>	n/a	n/a	- 10.4	- 7.1	1.5

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	0.25	0.24	0.14	0.32
95-96	0.24	0.26	0.14	0.33
96-97	0.24	0.29	0.14	0.36
97-98	0.24	0.28	0.16	0.34
98-99	0.26	0.27	0.17	0.34
1999-2000	0.27	0.28	0.17	0.34
2000-01	0.27	0.28	0.16	0.34
01-02	0.23	0.28	0.16	0.33
02-03	0.22	0.27	0.13	0.33
03-04	0.21	0.26	0.18	0.32
04-05	0.19	0.27	0.15	0.32
<i>Change %</i>				
<i>Last year</i>	- 8.6	1.5	- 19.8	0.6
<i>5 year</i>	- 28	- 3.6	- 14.1	- 6.7
<i>10 year</i>	- 22	10.3	2.1	1.0

Change in the RPI: Last year +3.0%, over 5 years +12.9%, over 10 years +29.6%



**Table 2.8a Income from hire of AV materials (£'000)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	6,377		2,257	2,149	10,784
95-96	7,502		2,215	2,122	11,840
96-97	8,284	224	2,184	2,467	13,159
97-98	9,301	1,000	2,293	2,692	15,284
98-99	9,285	2,242	2,389	2,949	16,864
1999-2000	9,886	2,588	2,431	3,028	17,933
2000-01	10,535	2,809	2,421	3,099	18,865
01-02	12,280	2,969	2,665	3,664	21,579
02-03	13,718	3,204	2,598	3,770	23,290
03-04	14,661	3,401	2,789	4,037	24,888
04-05	14,696	3,790	2,842	4,188	25,517
<i>Change %</i>					
<i>Last year</i>	0.2	11.4	1.9	3.7	2.5
<i>5 year</i>	49	46	16.9	38	42
<i>10 year</i>	n/a	n/a	26	95	137

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	123	604	155	11,666
95-96	151	615	164	12,770
96-97	183	613	176	14,131
97-98	189	801	180	16,453
98-99	206	937	185	18,191
1999-2000	288	933	176	19,330
2000-01	322	968	178	20,332
01-02	319	971	175	23,043
02-03	354	1,022	190	24,857
03-04	429	1,023	209	26,549
04-05	484	1,009	201	27,210
<i>Change %</i>				
<i>Last year</i>	12.7	- 1.4	- 4.1	2.5
<i>5 year</i>	68	8.2	13.8	41
<i>10 year</i>	292	67	30	133

Change in the RPI: Last year +3.0%, over 5 years +12.9%, over 10 years +29.6%

**Table 2.8b Income from hire of AV materials per capita (£)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	0.209		0.202	0.308	0.221
95-96	0.244		0.198	0.303	0.242
96-97	0.295	0.082	0.195	0.349	0.268
97-98	0.360	0.193	0.206	0.378	0.310
98-99	0.406	0.271	0.214	0.410	0.341
1999-2000	0.429	0.312	0.218	0.416	0.360
2000-01	0.455	0.338	0.217	0.420	0.377
01-02	0.535	0.363	0.246	0.511	0.439
02-03	0.594	0.390	0.239	0.513	0.470
03-04	0.630	0.410	0.255	0.547	0.499
04-05	0.628	0.456	0.259	0.564	0.509
<i>Change %</i>					
<i>Last year</i>	- 0.3	11.2	1.6	3.1	2.0
<i>5 year</i>	46	46	18.8	36	41
<i>10 year</i>	n/a	n/a	28	83	130

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	0.042	0.118	0.095	0.200
95-96	0.052	0.120	0.100	0.218
96-97	0.063	0.119	0.106	0.240
97-98	0.064	0.156	0.107	0.279
98-99	0.070	0.183	0.109	0.307
1999-2000	0.098	0.182	0.104	0.326
2000-01	0.109	0.189	0.105	0.340
01-02	0.110	0.192	0.104	0.392
02-03	0.121	0.201	0.112	0.420
03-04	0.146	0.201	0.123	0.446
04-05	0.164	0.198	0.117	0.455
<i>Change %</i>				
<i>Last year</i>	12.3	- 1.5	- 4.9	2.0
<i>5 year</i>	67	8.8	12.5	40
<i>10 year</i>	290	68	23	128

Change in the RPI: Last year +3.0%, over 5 years +12.9%, over 10 years +29.6%

## Tables 2.9 and 2.10 Bookstock

Tables 2.9a and 2.9b (pages 49-51) show total bookstock and bookstock per capita respectively, split according to whether stock is for lending or for reference/in reserve. The total number of books held in public libraries has continued to decline, to under 108 million volumes in March 2005, 1.8 per head of population. Until March 1998, the decline was mostly in lending stock; however there were sharp falls in reference and reserve stock in 1998-99. A decrease of 3.0% has been seen in reference and reserve and a 2.1% decrease in lending stock in 2004-05.

Table 2.10 (pages 52-53), which shows the proportions of lending stock in each of the three categories, indicates that it is the adult stock which has experienced the greatest fall. This is illustrated in Fig 2.10, where the inner circle depicts the breakdown of stock categories in March 1995, and the outer ring shows the position in March 2005.

**Fig 2.10 Breakdown of stock by type**

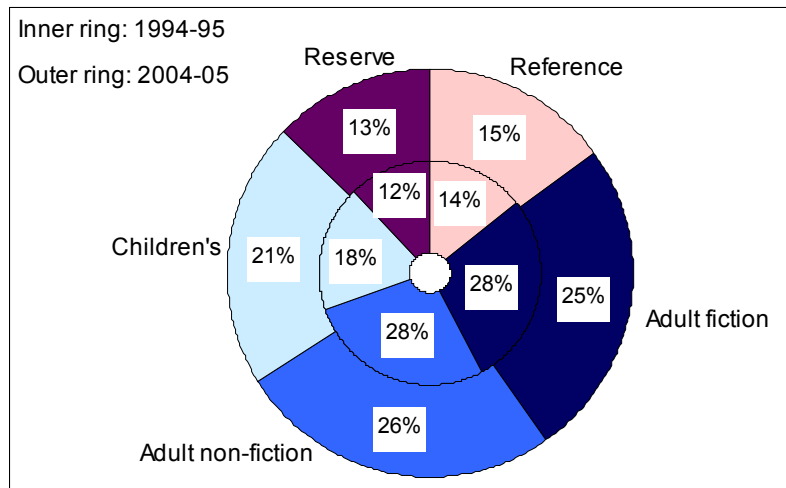


Table 2.9b shows considerable differences between the sectors in available stock per head of population, and differences in the trends over the last ten years. The highest levels of lending stock per capita are now in Scotland and Northern Ireland, at just under 1.8 books per person. Wales, which has not suffered the same decline in lending stock levels, and London are close behind. The lowest levels are in the English unitaries and the English counties, with 1.2. Northern Ireland has reported its third consecutive increase in lending stock.

There are similar differences in the levels of reference and reserve stock. These are lowest in the English counties, and highest in Scotland and Northern Ireland, the latter despite a decrease of 24% in 2004-05. The decrease in Northern Ireland is largely due to one ELB reporting a 97% decrease in the level of reserve stock – it remains to be seen if this is indicative of a new stock level. One possible explanation would be a transfer of reference and reserve stock to lending; detailed examination of the figures suggests this might be the case in three of the five ELBs.

For the first time this year CIPFA have further split children's lending stock into fiction and non-fiction. The proportion of children's stock that is fiction ranges from 62% in London to 72% in Northern Ireland, with an average of 67% for the UK overall. Children's fiction bookstock per capita also varies between the sectors, and ranges from 0.23 in the English counties to 0.37 in Northern Ireland with an average of 0.26 for the UK overall.

**Table 2.9a Total bookstock ('000)**

	English counties			Unitary authorities <sup>(a)</sup>			Metropolitan districts		
	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total
March 1995	45,064	13,087	58,151				19,344	7,091	26,434
1996	45,316	13,306	58,623				18,904	8,508	27,412
1997	40,480	11,824	52,304	3,977	1,834	5,811	17,861	9,877	27,738
1998	36,258	10,388	46,646	7,022	3,350	10,372	17,000	10,147	27,147
1999	31,380	9,828	41,208	11,373	4,402	15,775	16,601	6,625	23,226
2000	30,491	9,598	40,090	11,249	4,581	15,830	16,149	7,030	23,179
2001	29,810	9,499	39,308	10,973	4,593	15,565	15,843	6,901	22,744
2002	28,900	9,503	38,403	10,950	4,336	15,286	15,331	6,719	22,050
2003	28,624	9,125	37,749	10,547	4,278	14,825	15,049	6,853	21,902
2004	27,115	8,157	35,272	10,664	3,969	14,633	15,064	6,406	21,470
2005	26,865	8,292	35,157	10,280	3,837	14,117	14,213	6,270	20,484
<i>Change %</i>									
<i>Last year</i>	- 0.9	1.7	- 0.3	- 3.6	-3.3	- 3.5	- 5.6	- 2.1	- 4.6
<i>5 year</i>	- 11.9	- 13.6	- 12.3	- 8.6	- 16.2	- 10.8	- 12.0	- 10.8	- 11.6
<i>10 year</i>	n/a	n/a	n/a	n/a	n/a	n/a	- 27	- 11.6	- 23

**Table 2.9b Total bookstock per capita**

	English counties			Unitary authorities <sup>(a)</sup>			Metropolitan districts		
	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total
March 1995	1.48	0.43	1.90				1.73	0.63	2.36
1996	1.48	0.43	1.91				1.69	0.76	2.45
1997	1.44	0.42	1.86	1.46	0.67	2.13	1.60	0.88	2.48
1998	1.40	0.40	1.81	1.36	0.65	2.01	1.52	0.91	2.43
1999	1.37	0.43	1.80	1.37	0.53	1.90	1.49	0.59	2.08
2000	1.32	0.42	1.74	1.36	0.55	1.91	1.45	0.63	2.08
2001	1.29	0.41	1.70	1.32	0.55	1.87	1.42	0.62	2.04
2002	1.26	0.41	1.67	1.34	0.53	1.87	1.42	0.62	2.04
2003	1.24	0.40	1.63	1.28	0.52	1.80	1.39	0.63	2.02
2004	1.17	0.35	1.52	1.29	0.47	1.77	1.38	0.59	1.97
2005	1.15	0.35	1.50	1.24	0.46	1.70	1.30	0.57	1.87
<i>Change %</i>									
<i>Last year</i>	- 1.5	0.9	- 0.9	- 4.0	- 3.5	- 3.9	- 5.9	- 2.2	- 4.8
<i>5 year</i>	- 13.2	- 14.9	- 13.6	- 8.8	- 16.3	- 11.0	- 10.6	- 9.3	- 10.2
<i>10 year</i>	n/a	n/a	n/a	n/a	n/a	n/a	- 25	- 9.5	- 21

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.9a Total bookstock ('000) cont**

	London			Total England			Wales		
	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total
March 1995	14,521	4,235	18,756	78,929	24,413	103,341	5,576	1,930	7,506
1996	14,682	4,180	18,862	78,902	25,995	104,897	5,700	1,657	7,357
1997	14,435	4,349	18,785	76,753	27,885	104,637	5,591	1,952	7,543
1998	13,728	4,474	18,202	74,009	28,359	102,368	5,708	1,765	7,475
1999	13,446	4,251	17,698	72,800	25,108	97,908	5,727	1,708	7,436
2000	13,032	4,469	17,501	70,922	25,678	96,600	5,472	1,774	7,246
2001	12,827	3,878	16,705	69,452	24,870	94,322	5,404	1,752	7,157
2002	12,578	4,046	16,624	67,760	24,604	92,363	5,128	1,620	6,749
2003	12,205	3,884	16,089	66,425	24,242	90,566	5,189	1,415	6,604
2004	11,751	3,785	15,536	64,593	22,317	86,910	4,893	1,495	6,388
2005	11,253	3,532	14,785	62,611	21,932	84,543	4,767	1,530	6,297
<i>Change %</i>									
<i>Last year</i>	- 4.2	- 6.7	- 4.8	- 3.1	- 1.7	- 2.7	- 2.6	2.4	- 1.4
<i>5 year</i>	- 13.7	- 21	- 15.5	- 11.7	- 14.6	- 12.5	- 12.9	- 13.7	6.7
<i>10 year</i>	- 23	- 16.6	- 21	- 21	- 10.2	- 18.2	- 14.5	- 21	- 4.4

	Scotland			Northern Ireland			Total UK		
	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total
March 1995	10,553	3,811	14,363	2,215	2,186	4,402	97,272	32,340	129,612
1996	10,333	4,151	14,484	2,278	2,027	4,305	97,213	33,830	131,043
1997	10,510	3,806	14,316	2,225	1,912	4,137	95,079	35,555	130,634
1998	10,340	3,735	14,076	2,083	2,039	4,122	92,143	35,898	128,040
1999	10,308	3,440	13,749	2,214	1,783	3,997	91,049	32,040	123,089
2000	9,751	3,810	13,561	2,081	1,864	3,945	88,227	33,126	121,352
2001	9,722	3,709	13,431	2,082	1,737	3,819	86,660	32,068	118,729
2002	9,543	3,581	13,124	2,037	1,730	3,767	84,468	31,535	116,003
2003	9,372	3,563	12,936	2,234	1,786	4,019	83,220	30,905	114,125
2004	9,038	3,597	12,635	2,702	1,568	4,270	81,226	28,976	110,202
2005	9,109	3,461	12,571	3,024	1,184	4,208	79,511	28,108	107,619
<i>Change %</i>									
<i>Last year</i>	0.8	- 3.8	- 0.5	11.9	- 24	- 1.4	- 2.1	- 3.0	- 2.3
<i>5 year</i>	- 6.6	- 9.2	- 7.3	45	- 36	6.7	- 9.9	- 15.2	- 11.3
<i>10 year</i>	- 13.7	- 9.2	- 12.5	37	- 46	- 4.4	- 18.3	- 13.1	- 17.0

**Table 2.9b Total bookstock per capita cont**

	London			Total England			Wales		
	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total
March 1995	2.08	0.61	2.69	1.62	0.50	2.12	1.91	0.66	2.58
1996	2.10	0.60	2.69	1.61	0.53	2.15	1.95	0.57	2.52
1997	2.04	0.61	2.66	1.56	0.57	2.13	1.91	0.67	2.58
1998	1.93	0.63	2.56	1.50	0.58	2.08	1.95	0.60	2.55
1999	1.87	0.59	2.46	1.47	0.51	1.98	1.95	0.58	2.54
2000	1.79	0.61	2.40	1.43	0.52	1.94	1.86	0.60	2.47
2001	1.74	0.53	2.27	1.39	0.50	1.89	1.83	0.60	2.43
2002	1.75	0.56	2.32	1.38	0.50	1.88	1.76	0.56	2.32
2003	1.66	0.53	2.19	1.34	0.49	1.83	1.78	0.49	2.26
2004	1.59	0.51	2.10	1.30	0.45	1.74	1.67	0.51	2.17
2005	1.52	0.48	1.99	1.25	0.44	1.69	1.62	0.52	2.13
<i>Change %</i>									
<i>Last year</i>	- 4.8	- 7.2	- 5.4	- 3.5	- 2.0	- 3.2	- 3.1	2.0	- 1.9
<i>5 year</i>	- 15.3	- 23	- 17.2	- 12.3	- 15.3	- 13.1	- 13.3	- 14.2	- 13.5
<i>10 year</i>	- 27	- 22	- 26	- 23	- 12.6	- 20	- 15.6	- 22	- 17.2

	Scotland			Northern Ireland			Total UK		
	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total	Active lending stock	Reference & reserve	Total
March 1995	2.06	0.74	2.80	1.36	1.35	2.71	1.67	0.55	2.22
1996	2.01	0.81	2.82	1.40	1.24	2.64	1.66	0.58	2.24
1997	2.05	0.74	2.79	1.34	1.15	2.49	1.62	0.60	2.22
1998	2.02	0.73	2.75	1.24	1.22	2.46	1.56	0.61	2.17
1999	2.01	0.67	2.69	1.31	1.06	2.37	1.54	0.54	2.08
2000	1.91	0.74	2.65	1.23	1.10	2.34	1.49	0.56	2.05
2001	1.90	0.73	2.63	1.23	1.02	2.25	1.45	0.54	1.99
2002	1.88	0.71	2.59	1.21	1.03	2.23	1.44	0.54	1.97
2003	1.85	0.70	2.55	1.32	1.05	2.37	1.40	0.52	1.93
2004	1.78	0.71	2.49	1.59	0.92	2.51	1.36	0.49	1.85
2005	1.79	0.68	2.46	1.77	0.69	2.41	1.33	0.47	1.80
<i>Change %</i>									
<i>Last year</i>	0.4	- 4.2	- 0.9	11.4	- 25	- 1.9	- 2.6	- 3.5	- 2.8
<i>5 year</i>	- 6.2	- 8.9	- 7.0	43	- 37	5.3	- 10.8	- 16.1	- 12.2
<i>10 year</i>	- 13.1	- 8.7	- 12.0	30	- 49	- 9.2	- 20	- 15.2	- 19.0

**Table 2.10 Bookstock categories (%)**  
(percentage of available active lending stock)

	English counties			Unitary authorities <sup>(a)</sup>			Metropolitan districts		
	AF	ANF	Ch	AF	ANF	Ch	AF	ANF	Ch
March 1995	38	38	24				39	36	25
1996	38	39	24				38	35	27
1997	37	39	24	39	36	24	39	35	26
1998	37	38	25	37	37	26	38	35	26
1999	36	38	26	36	39	26	39	35	26
2000	36	38	26	36	38	27	39	35	27
2001	36	37	27	35	38	27	38	35	27
2002	36	37	27	35	37	28	38	35	28
2003	36	37	28	34	38	28	37	34	29
2004	35	37	28	34	37	29	37	34	30
2005	36	36	28	35	37	29	37	34	30
<i>Change %</i>									
<i>Last year</i>	2.0	- 2.9	1.4	0.3	- 1.1	1.4	0.5	0.3	- 1.0
<i>5 year</i>	- 1.9	- 4.2	8.9	- 2.8	- 3.2	9.0	- 5.2	- 2.3	10.4
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	- 5.2	- 6.1	16.5

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	London			Total England			Wales		
	AF	ANF	Ch	AF	ANF	Ch	AF	ANF	Ch
March 1995	31	42	27	37	38	25	41	37	23
1996	30	41	29	36	38	25	40	37	23
1997	31	40	29	36	38	26	41	36	24
1998	30	40	30	36	38	26	39	35	26
1999	30	40	30	36	38	27	38	36	26
2000	30	40	30	36	37	27	39	34	28
2001	29	41	30	35	37	27	37	35	28
2002	29	39	32	35	37	28	38	33	29
2003	28	39	33	34	37	29	37	35	28
2004	29	38	33	34	37	29	37	34	29
2005	29	37	34	35	36	30	40	34	28
<i>Change %</i>									
<i>Last year</i>	0.3	- 1.3	1.2	1.2	- 1.6	0.7	8.9	0.6	- 3.8
<i>5 year</i>	- 2.7	- 6.5	11.2	- 3.1	- 4.0	9.6	3.6	1.2	2.5
<i>10 year</i>	- 7.9	- 10.4	25	- 7.0	- 6.0	19.8	0.0	- 8.1	25

**Table 2.10 Bookstock categories (%) cont**

	Scotland			Northern Ireland			Total UK		
	AF	ANF	Ch	AF	ANF	Ch	AF	ANF	Ch
March 1995	42	33	26	33	36	31	38	38	25
1996	42	32	26	34	37	29	37	38	25
1997	41	32	26	34	36	30	37	37	26
1998	40	32	27	35	32	32	37	37	27
1999	40	32	28	35	33	33	36	37	27
2000	41	31	29	35	32	33	36	36	27
2001	41	31	29	34	33	33	36	36	28
2002	40	30	30	35	32	34	36	36	29
2003	40	30	30	34	33	33	35	36	29
2004	39	31	31	29	37	34	35	36	30
2005	39	31	30	29	42	29	35	36	30
<i>Change %</i>									
<i>Last year</i>	- 0.8	2.3	- 3.6	0.0	14.5	- 15.5	1.4	- 0.3	- 0.7
<i>5 year</i>	- 3.5	1.0	3.5	- 14.8	29	- 13.0	- 3.0	- 2.2	7.7
<i>10 year</i>	- 6.2	- 4.0	15.6	- 9.9	14.8	- 6.8	- 6.6	- 5.3	19.0

## Table 2.11 and 2.12 Acquisitions

Table 2.11a (page 54) shows the level of additions to stock over the last ten years. Just over 12 million books were added in 2004-05, 11.2% of the total stock. This compares to 9.5% of total stock added in 1994-95, and is an improvement over last year's figure of 10.9%. This may be partly attributable to the introduction of the public library standards for both England and Wales, which specify a target time to replenish total stock (including AV materials) of 6.7 years – equivalent to a replenishment rate of 14.9%.

Table 2.11b (page 55) reveals differences between the sectors, both in levels of additions per capita and the trends over the last ten years. The greatest fall has been in Scotland at 21% over the period 1994-2005. Over the ten-year period the metropolitan districts are the only sector to experience an increase at just under 8%. In 1998-99 Northern Ireland experienced a dramatic increase of 41% in total bookstock additions. This was followed by three consecutive decreases, however, the three most recent years have seen increases of 54%, 21% and 2% respectively. The English unitary authorities and Northern Ireland have the lowest bookstock additions per capita at 188 and 189 per 1,000 population respectively.

Note that the standard for total acquisitions for public libraries in England is 216 per 1,000 population; in 2004-05, 50 out of the 149 English authorities (34%) met this standard compared to 37% last year. Similar levels are set for Wales, where eight authorities out of 22 met the target (36%).

Table 2.12 and Fig 2.11 (pages 56-57) show the proportions of additions to stock by category. There are few differences between sectors – the greatest proportion of additions are adult fiction, followed by children's books except for Wales where it is adult fiction followed by adult non-fiction, and Northern Ireland where this is reversed. Northern Ireland has the highest proportion of reference additions followed by Scotland, with the English counties the lowest. In general the proportions of acquisitions in each category are in line



with the stipulations of the public library standards for England and Wales. For the first time this year CIPFA have split additions to children's bookstock into fiction and non-fiction. The proportion of total additions that is children's non-fiction ranges from 5.7% in Northern Ireland to 10.3% in London, with a UK average of 7.3% and highlights the fact that children's non-fiction is a relatively small category.

**Table 2.11a Additions to total bookstock ('000)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	6,249		2,011	1,660	9,920
95-96	5,886		1,870	1,708	9,463
96-97	5,191	371	1,717	1,570	8,848
97-98	4,401	771	1,753	1,653	8,577
98-99	4,180	1,379	1,749	1,661	8,968
1999-2000	4,043	1,447	1,806	1,600	8,896
2000-01	4,244	1,415	1,896	1,628	9,183
01-02	4,119	1,459	1,901	1,712	9,191
02-03	4,583	1,649	2,042	1,668	9,942
03-04	4,568	1,575	2,105	1,687	9,935
04-05	4,560	1,566	2,118	1,681	9,926
<i>Change %</i>					
<i>Last year</i>	- 0.2	- 0.6	0.6	- 0.4	- 0.1
<i>5 year</i>	12.8	8.2	17.3	5.1	11.6
<i>10 year</i>	n/a	n/a	5.3	1.3	0.1

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	609	1,490	315	12,333
95-96	538	1,409	312	11,722
96-97	523	1,310	232	10,913
97-98	546	1,159	185	10,466
98-99	582	1,173	261	10,984
1999-2000	514	1,139	238	10,787
2000-01	514	1,161	180	11,038
01-02	485	1,175	168	11,019
02-03	543	1,211	260	11,956
03-04	549	1,167	317	11,967
04-05	606	1,165	324	12,021
<i>Change %</i>				
<i>Last year</i>	10.4	- 0.2	2.3	0.4
<i>5 year</i>	17.9	2.2	36	11.4
<i>10 year</i>	- 0.4	- 22	3.0	- 2.5

**Table 2.11b Additions to total bookstock per 1,000 population**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	205		180	238	204
95-96	192		167	244	194
96-97	185	136	154	222	180
97-98	170	149	157	232	174
98-99	183	166	157	231	181
1999-2000	175	174	162	220	179
2000-01	183	170	170	221	184
01-02	179	178	176	239	187
02-03	198	201	188	227	201
03-04	196	190	193	228	199
04-05	195	188	193	226	198
<i>Change %</i>					
<i>Last year</i>	- 0.8	- 0.9	0.4	- 0.9	- 0.6
<i>5 year</i>	11.1	7.9	19.2	3.1	10.8
<i>10 year</i>	n/a	n/a	7.6	- 5.0	- 2.7

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	209	290	194	211
95-96	184	274	191	200
96-97	179	255	139	186
97-98	186	226	110	177
98-99	198	229	154	185
1999-2000	175	223	141	182
2000-01	174	227	106	185
01-02	167	232	99	187
02-03	186	238	153	202
03-04	187	230	186	201
04-05	205	228	189	201
<i>Change %</i>				
<i>Last year</i>	9.9	- 0.6	1.9	0.0
<i>5 year</i>	17.3	2.6	34	10.3
<i>10 year</i>	- 1.7	- 21	- 2.1	- 4.9

**Table 2.12 Proportion of additions in each category (%)**

	English counties				Unitary authorities <sup>(a)</sup>			
	AF	ANF	Ch	Ref	AF	ANF	Ch	Ref
1994-95	39.2	28.2	27.2	5.4				
95-96	38.3	27.8	28.6	5.2				
96-97	38.4	26.8	29.8	4.4	44.8	23.6	26.8	4.8
97-98	38.0	26.4	31.6	4.3	38.7	24.9	29.9	6.5
98-99	38.0	27.4	30.5	4.0	38.7	25.5	30.1	5.5
1999-2000	40.1	25.7	29.4	4.5	38.7	24.4	31.5	5.4
2000-01	40.3	24.0	31.3	4.0	39.1	24.8	31.1	4.8
01-02	40.2	25.1	30.7	3.7	39.2	24.0	32.4	4.1
02-03	41.9	25.0	29.2	3.6	39.0	24.7	32.5	3.5
03-04	42.9	23.4	30.5	3.1	40.8	23.9	31.6	3.8
04-05	42.2	24.0	31.0	2.7	41.1	24.5	30.7	3.7

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Metropolitan districts				London			
	AF	ANF	Ch	Ref	AF	ANF	Ch	Ref
1994-95	41.8	22.5	30.6	5.1	33.6	30.1	28.3	6.5
95-96	42.0	22.2	30.7	5.1	33.5	27.8	32.1	6.5
96-97	42.1	21.8	30.2	5.9	33.4	29.2	30.3	6.9
97-98	40.0	22.7	32.9	4.4	32.3	28.3	32.8	6.6
98-99	42.1	22.2	30.9	4.7	33.5	26.7	32.7	6.7
1999-2000	41.1	23.3	31.2	4.4	34.7	26.7	32.5	6.2
2000-01	38.7	24.3	32.3	4.7	33.6	28.1	32.4	5.9
01-02	40.3	23.3	32.4	4.1	34.7	26.8	33.6	5.0
02-03	39.9	24.3	31.4	4.4	34.6	27.4	33.5	5.4
03-04	42.3	23.4	30.1	4.1	35.0	26.0	34.4	4.6
04-05	40.3	24.1	31.8	3.8	35.7	27.3	32.4	4.6

	Total England			
	AF	ANF	Ch	Ref
1994-95	38.8	27.4	28.1	5.5
95-96	38.2	26.7	29.7	5.4
96-97	38.5	26.1	29.8	5.2
97-98	37.4	25.9	31.9	4.9
98-99	38.1	26.0	30.9	4.9
1999-2000	39.1	25.2	30.7	4.9
2000-01	38.6	24.9	31.7	4.6
01-02	39.0	24.9	31.8	4.1
02-03	39.8	25.2	30.9	4.0
03-04	41.1	23.9	31.3	3.7
04-05	40.6	24.7	31.4	3.4

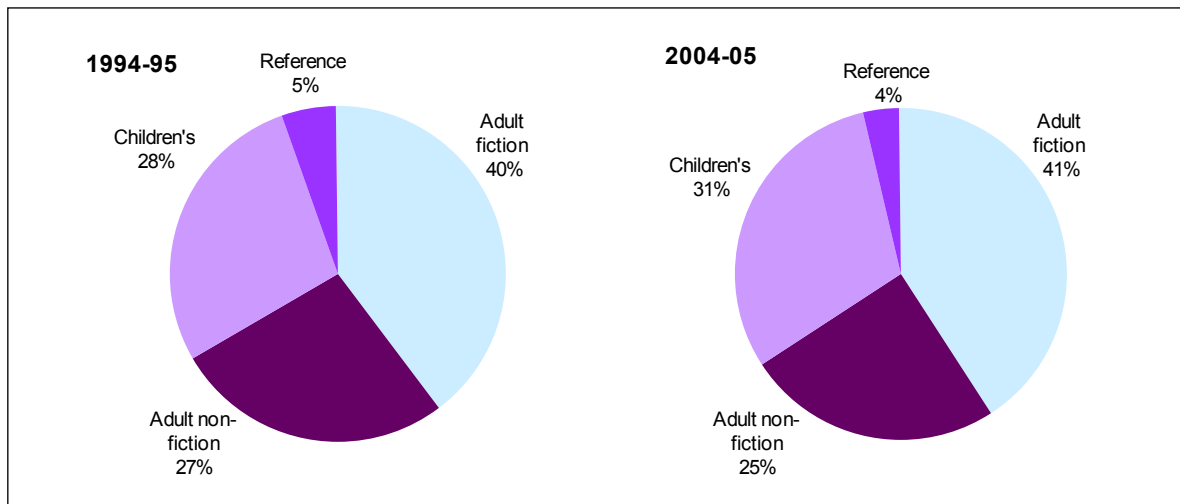
**Table 2.12 Proportion of additions in each category (%) cont**

	Wales				Scotland			
	AF	ANF	Ch	Ref	AF	ANF	Ch	Ref
1994-95	39.6	26.3	29.2	4.9	47.4	21.5	26.7	4.3
95-96	40.5	26.1	28.3	5.0	44.3	22.4	29.2	4.1
96-97	37.2	23.5	34.1	4.9	43.1	22.6	29.9	3.6
97-98	38.7	25.1	31.4	4.5	43.4	22.6	30.6	3.4
98-99	39.5	24.4	30.8	5.2	43.5	21.7	30.9	3.9
1999-2000	41.4	23.6	30.8	4.1	44.5	22.6	28.9	4.0
2000-01	39.1	23.1	33.6	3.8	44.1	22.3	29.5	4.1
01-02	40.5	24.2	31.1	4.2	44.6	21.4	29.7	4.2
02-03	37.6	24.9	28.2	3.5	45.0	21.7	29.2	4.1
03-04	43.5	24.7	27.4	4.4	46.7	21.7	27.5	4.1
04-05	41.0	28.8	26.1	4.0	45.9	21.3	27.9	5.0

	Northern Ireland				Total UK			
	AF	ANF	Ch	Ref	AF	ANF	Ch	Ref
1994-95	33.5	27.6	33.1	5.6	39.7	26.6	28.1	5.3
95-96	35.4	27.3	33.8	3.7	39.0	26.2	29.7	5.2
96-97	35.6	19.1	40.0	5.2	38.9	25.4	30.3	5.0
97-98	33.3	18.2	42.7	5.6	38.0	25.3	31.9	4.8
98-99	30.8	26.5	38.6	3.9	38.5	25.4	31.1	4.8
1999-2000	32.5	20.7	41.3	5.4	39.6	24.7	30.7	4.8
2000-01	35.4	18.4	39.6	6.6	39.2	24.5	31.7	4.5
01-02	32.7	24.1	40.1	3.1	39.6	24.5	31.7	4.1
02-03	33.7	19.2	41.4	5.0	40.1	24.7	30.9	4.0
03-04	38.8	21.7	36.9	2.6	41.7	23.7	30.9	3.7
04-05	30.2	34.8	28.1	6.9	40.8	24.8	30.7	3.7

**Fig 2.11 Total UK additions in each category**



## Tables 2.13 and 2.14 Audio-visual stock and acquisitions

For the seventh consecutive year there has been a slight increase in stocks of audio-visual material, with stocks of audio materials – talking books and music on cassette or CD – decreasing in each year of the ten-year period. Tables 2.13a and 2.13b show differences between the sectors. For videos, growth continues, with stock almost half of the level of audio materials.

Stocks per capita of audio materials are highest in London and Scotland, and lowest in the English counties. London also has the most generous provision of video materials, with Wales and the metropolitan districts having the least.

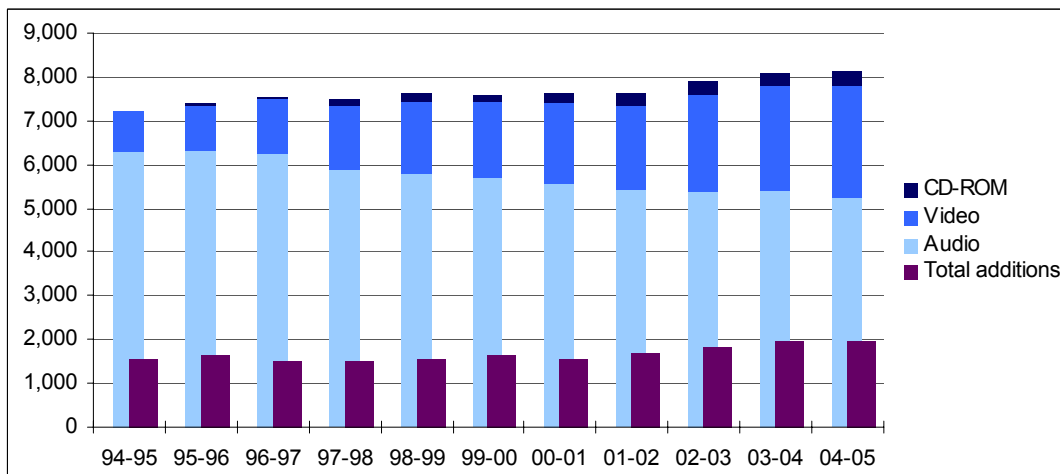
As part of the revision of CIPFA statistics which took place in 1995-96, data began to be collected on stocks of CD-ROM materials and figures have been included in Tables 2.13a and 2.13b from that year. This area is increasing in popularity, being offered by 205 of the 208 library authorities in 2004-05, compared to 188 in 2001-02. Following significant early increases as provision became more widespread, figures have fluctuated in recent years, with 2004-05 seeing the first increase in three years, so that it is now at its highest level for the ten-year period. The total increase since 1996 has been 536%. Scotland has levels of CD-ROM provision more than twice that of most other sectors.

Tables 2.14a and 2.14b (pages 62-63) show that additions to audio-visual stock have increased by just 0.4% for the UK as a whole, and is the fourth consecutive increase. London is maintaining its position with the highest levels of additions to stock per capita. The lowest level of additions to stock per capita is in Northern Ireland as a result of a decrease of 32% in 2004-05. The decrease in Northern Ireland would appear to be sector wide with each ELB reporting a drop of at least 10%.

For the UK as a whole, the replenishment rate for audio-visual stock remains higher than that for books, at 19.7% in 2004-05.

Fig 2.12 summarises the trends in AV stock and additions for the UK as a whole. Note that although the percentage increases in CD-ROM provision appear dramatic, they start from a very low base.

**Fig 2.12 Audio-visual stock and additions**



**Table 2.13a Audio-visual stock ('000)**

	English counties			Unitary authorities <sup>(a)</sup>			Metropolitan districts		
	Audio	Video	CD-ROM	Audio	Video	CD-ROM	Audio	Video	CD-ROM
March 1995	2,565	447					1,146	153	
1996	2,551	521	12.1				1,168	178	8.1
1997	2,369	621	18.1	236	15	0.1	1,136	182	8.4
1998	2,025	679	55.9	447	90	11.5	1,046	194	19.9
1999	1,729	693	61.8	704	182	21.4	1,025	210	27.6
2000	1,678	742	51.7	680	201	17.2	1,015	212	28.9
2001	1,632	787	72.7	684	222	38.2	951	242	31.0
2002	1,600	791	116.5	671	234	39.8	928	242	37.2
2003	1,636	895	113.1	670	282	33.9	910	270	34.2
2004	1,618	1,006	95.7	665	309	31.6	936	306	39.0
2005	1,581	1,013	83.2	682	341	35.3	903	319	70.6
<i>Change %</i>									
<i>Last year</i>	- 2.3	0.7	- 13.0	2.4	10.3	11.7	- 3.6	4.3	81
<i>5 year</i>	- 5.8	37	61	0.3	70	106	- 11.1	50	144
<i>10 year</i>	n/a	n/a	n/a	n/a	n/a	n/a	- 21	108	n/a

**Table 2.13b Audio-visual stock per 1,000 population**

	English counties			Unitary authorities <sup>(a)</sup>			Metropolitan districts		
	Audio	Video	CD-ROM	Audio	Video	CD-ROM	Audio	Video	CD-ROM
March 1995	84.0	14.6					102.4	13.7	
1996	83.1	17.0	0.4				104.4	16.0	0.7
1997	84.3	22.1	0.6	86.4	5.6	0.04	101.7	16.3	0.7
1998	78.4	26.3	2.2	86.4	17.4	2.2	93.8	17.4	1.8
1999	75.6	30.3	2.7	84.9	21.9	2.6	91.9	18.8	2.5
2000	72.8	32.2	2.2	81.9	24.2	2.1	91.1	19.1	2.6
2001	70.5	34.0	3.1	82.2	26.6	4.6	85.4	21.7	2.8
2002	69.7	34.4	5.1	82.0	28.6	4.9	85.7	22.4	3.4
2003	70.8	38.8	4.9	81.5	34.3	4.1	83.9	24.8	3.2
2004	69.6	43.3	4.1	80.3	37.2	3.8	85.7	28.0	3.6
2005	67.6	43.3	3.6	82.0	41.0	4.3	82.4	29.1	6.4
<i>Change %</i>									
<i>Last year</i>	- 2.9	0.1	- 13.5	2.1	10.0	11.3	- 3.8	4.0	80
<i>5 year</i>	- 7.2	34	59	- 7.2	69	106	- 9.6	53	148
<i>10 year</i>	n/a	n/a	n/a	n/a	n/a	n/a	- 19.6	112	n/a

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.13a Audio-visual stock ('000) cont**

	London			Total England			Wales		
	Audio	Video	CD-ROM	Audio	Video	CD-ROM	Audio	Video	CD-ROM
March 1995	1,363	166		5,074	766		243	19	
1996	1,323	205	4.0	5,042	904	24.2	262	24	0.7
1997	1,263	234	3.9	5,004	1,053	30.4	271	28	3.8
1998	1,187	261	23.2	4,704	1,224	110.5	264	43	8.7
1999	1,162	297	27.8	4,619	1,382	138.7	268	64	9.3
2000	1,153	331	20.7	4,525	1,486	118.4	261	49	7.9
2001	1,134	364	32.5	4,400	1,615	174.4	257	51	10.5
2002	1,099	368	50.4	4,298	1,635	243.9	265	53	12.6
2003	1,078	439	45.4	4,295	1,886	226.6	262	70	11.4
2004	1,048	442	51.6	4,268	2,063	218.0	241	83	10.5
2005	982	476	59.6	4,147	2,148	248.8	220	91	15.0
<i>Change %</i>									
<i>Last year</i>	- 6.3	7.6	15.5	- 2.8	4.1	14.1	- 8.6	9.8	42
<i>5 year</i>	- 14.8	44	187	- 8.4	45	110	- 15.5	86	89
<i>10 year</i>	- 28	187	n/a	- 18.3	180	n/a	- 9.4	371	n/a

	Scotland			Northern Ireland			Total UK		
	Audio	Video	CD-ROM	Audio	Video	CD-ROM	Audio	Video	CD-ROM
March 1995	791	91		198	30		6,307	906	
1996	844	103	25.2	159	34	0.3	6,306	1,065	50.4
1997	816	120	24.5	162	32	0.9	6,252	1,232	59.6
1998	791	122	38.7	149	36	11.8	5,908	1,425	169.7
1999	781	141	45.5	152	38	3.1	5,819	1,625	196.6
2000	781	143	39.4	153	37	1.4	5,720	1,715	167.1
2001	736	159	40.8	157	41	1.5	5,551	1,865	227.2
2002	718	171	48.1	151	42	2.3	5,432	1,901	306.9
2003	699	199	48.5	143	52	2.9	5,399	2,207	289.4
2004	675	211	55.0	205	65	4.7	5,388	2,422	288.2
2005	682	230	51.6	215	68	5.3	5,264	2,537	320.7
<i>Change %</i>									
<i>Last year</i>	1.0	8.9	- 6.3	5.0	4.6	14.1	- 2.3	4.8	11.3
<i>5 year</i>	- 12.7	61	31	41	83	73	- 8.0	48	92
<i>10 year</i>	- 13.8	153	n/a	8.5	115	n/a	- 16.5	180	n/a

**Table 2.13b Audio-visual stock per 1,000 population cont**

	London			Total England			Wales		
	Audio	Video	CD-ROM	Audio	Video	CD-ROM	Audio	Video	CD-ROM
March 1995	195.6	23.8		104.2	15.7		83.5	6.6	
1996	188.8	29.2	0.6	103.1	18.5	0.5	89.9	8.1	0.3
1997	178.5	33.0	0.5	101.9	21.4	0.6	92.8	9.5	1.3
1998	166.6	36.6	3.3	95.5	24.8	2.2	90.1	14.5	3.0
1999	161.7	41.4	3.9	93.3	27.9	2.8	91.3	21.7	3.2
2000	158.2	45.4	2.8	91.0	29.9	2.4	88.9	16.7	2.7
2001	153.7	49.3	4.4	88.0	32.3	3.5	87.4	17.2	3.6
2002	153.3	51.4	7.0	87.5	33.3	5.0	91.2	18.3	4.3
2003	146.7	59.7	6.2	86.7	38.1	4.6	89.6	23.9	3.9
2004	141.9	59.9	7.0	85.6	41.4	4.4	82.1	28.2	3.6
2005	132.1	64.1	8.0	82.8	42.9	5.0	74.7	30.8	5.1
<i>Change %</i>									
<i>Last year</i>	- 6.9	7.0	14.9	- 3.3	3.6	13.3	- 9.0	9.3	42
<i>5 year</i>	- 16.5	41	182	- 9.0	44	109	- 16.0	85	88
<i>10 year</i>	- 32	170	n/a	- 21	173	n/a	- 10.6	365	n/a

	Scotland			Northern Ireland			Total UK		
	Audio	Video	CD-ROM	Audio	Video	CD-ROM	Audio	Video	CD-ROM
March 1995	154.1	17.7		122.1	18.6		108.0	15.5	
1996	164.3	20.1	4.9	97.2	21.1	0.2	107.6	18.2	0.9
1997	159.0	23.5	4.8	97.4	19.0	0.5	106.3	21.0	1.0
1998	154.4	23.8	7.6	88.9	21.8	7.1	100.1	24.2	2.9
1999	152.5	27.6	8.9	89.7	22.8	1.8	98.2	27.4	3.3
2000	152.5	27.9	7.7	90.7	21.8	0.8	96.6	28.9	2.8
2001	143.8	31.2	8.0	92.8	23.9	0.9	92.9	31.2	3.8
2002	141.8	33.7	9.5	89.7	24.7	1.4	92.4	32.3	5.2
2003	137.7	39.2	9.6	84.2	30.6	1.7	91.2	37.3	4.9
2004	132.8	41.6	10.8	120.4	38.1	2.7	90.4	40.7	4.8
2005	133.6	45.1	10.1	125.9	40.0	3.1	87.9	42.4	5.4
<i>Change %</i>									
<i>Last year</i>	0.6	8.5	- 6.7	4.6	4.6	13.5	- 2.8	4.3	10.8
<i>5 year</i>	- 12.4	61	31	39	83	285	- 8.9	46	91
<i>10 year</i>	- 13.3	155	n/a	3.1	115	n/a	- 18.6	173	n/a



**Table 2.14a Additions to total audio-visual stock ('000)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	735		203	225	1,163
95-96	756		201	233	1,190
96-97	632	31	208	237	1,108
97-98	615	102	189	239	1,145
98-99	550	173	192	250	1,164
1999-2000	670	167	174	240	1,250
2000-01	595	162	197	242	1,196
01-02	643	184	194	258	1,279
02-03	722	216	194	276	1,408
03-04	766	214	222	289	1,491
04-05	732	220	239	284	1,476
<i>Change %</i>					
<i>Last year</i>	- 4.4	2.8	7.9	- 1.8	- 1.0
<i>5 year</i>	9.2	32	38	18.3	17.0
<i>10 year</i>	n/a	n/a	18.2	26	27

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	37	171	28	1,400
95-96	34	198	28	1,449
96-97	41	146	26	1,321
97-98	34	144	21	1,344
98-99	40	145	31	1,381
1999-2000	36	145	22	1,453
2000-01	39	132	17	1,384
01-02	45	135	24	1,483
02-03	44	144	33	1,629
03-04	58	146	38	1,733
04-05	65	173	26	1,739
<i>Change %</i>				
<i>Last year</i>	13.0	18.4	- 32	0.4
<i>5 year</i>	83	18.6	19.4	18.8
<i>10 year</i>	78	0.7	- 7.8	24

**Table 2.14b Additions to total audio-visual stock per 1,000 population**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	24		18	32	24
95-96	25		18	33	24
96-97	23	11	19	33	23
97-98	24	20	17	34	23
98-99	24	21	17	35	24
1999-2000	29	20	16	33	25
2000-01	26	20	18	33	24
01-02	28	23	18	36	26
02-03	31	26	18	38	28
03-04	33	26	20	39	30
04-05	31	26	22	38	29
<i>Change %</i>					
<i>Last year</i>	- 5.0	2.4	7.6	- 2.3	- 1.5
<i>5 year</i>	20	32	40	16.0	16.2
<i>10 year</i>	n/a	n/a	21	18.0	23

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	13	33	17	24
95-96	12	39	17	25
96-97	14	28	16	22
97-98	12	28	13	23
98-99	14	28	19	23
1999-2000	12	28	13	25
2000-01	13	26	10	23
01-02	16	27	14	25
02-03	15	28	19	28
03-04	20	29	23	29
04-05	22	34	15	29
<i>Change %</i>				
<i>Last year</i>	12.4	18.0	- 32	- 0.1
<i>5 year</i>	82	19.0	17.8	17.6
<i>10 year</i>	75	1.4	- 12.4	21

## Tables 2.15 – 2.19 Use of Stock

### Issues

#### Book issues

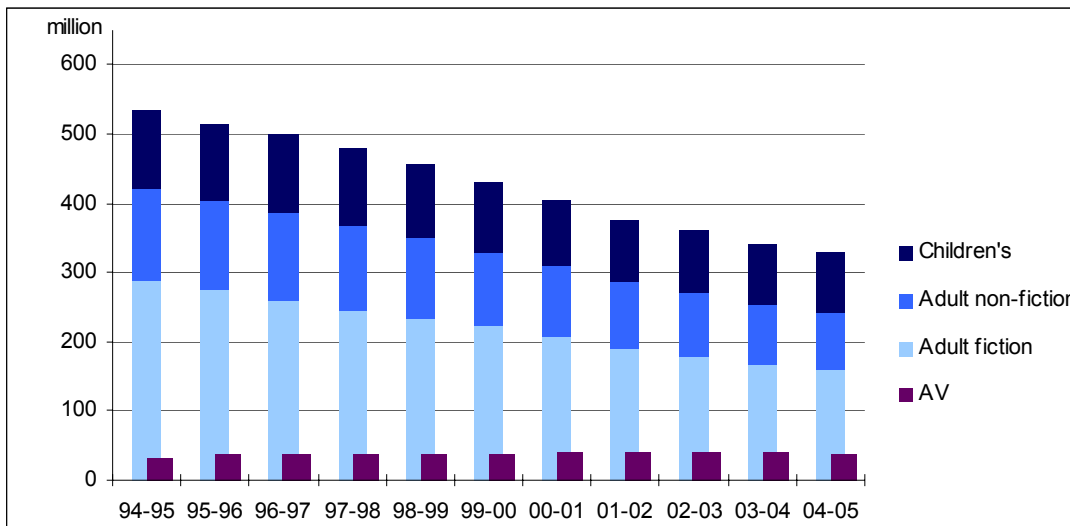
The decline in book issues continues, as shown in Fig 2.13, Tables 2.15a, 2.15b and 2.16. The overall fall is now 38% over the last ten years, with decreases within the sectors ranging from 34% in Northern Ireland to 44% in the metropolitan districts and Scotland.

Book issues per capita are highest in the English counties, and lowest in Northern Ireland. The English unitary authorities have a level of issues per capita similar to those in London and Wales. The metropolitan districts and Scotland have experienced the greatest decline in book issues per capita over the past ten years – 43%.

The picture is much less uniform when the different categories are considered separately (Table 2.16, pages 70-71). This year adult issues decreased in every sector except Northern Ireland, with children’s issues increasing in every sector except London and Scotland. However, most of the overall decline is accountable to adult fiction, which in 2004-05 accounted for 49% of all books issued (compared to 54% in 1994-95). The fall in adult fiction issues is 45% over ten years, representing almost two-thirds of the total drop in issues over this period. Adult non-fiction issues have fared particularly badly in the metropolitan districts and Scotland, with falls of 44% and 43% respectively since 1994-95. For the first time this year CIPFA has split children’s issues between fiction and non-fiction. Again, there are differences between the sectors, with children’s fiction issues per capita ranging from 0.9 in Wales to 1.4 in London and a UK average of 1.2. Children’s non-fiction issues range from 0.2 in Northern Ireland to 0.4 in London with an overall UK average of 0.3 per capita. (Note that these figures are per head of total population, not per child.)

Fig. 2.15 (page 71) shows stock turn (issues divided by total lending stock) for adult fiction and non-fiction, and children’s books. It illustrates that in general, stock turn has declined over the ten-year period, with adult fiction the main culprit.

**Fig 2.13 Total issues**



## Audio-visual issues

Following the 1996 review of CIPFA public library statistics, the collection of data on non-book materials underwent substantial revision. From 1992-93 the figures on non-book issues were split into audio, video and other materials; in 1995-96 the breakdown was further refined to collect separate issues figures for talking books, music (on any medium), videos and CD-ROMs. Figures are no longer collected on issues of any other materials. There was little consensus as to what was included in the 'other' issues category; it may have covered material in specialist collections or items which were not catalogued. In some authorities, this category of 'other' was quite large; in many it was zero.

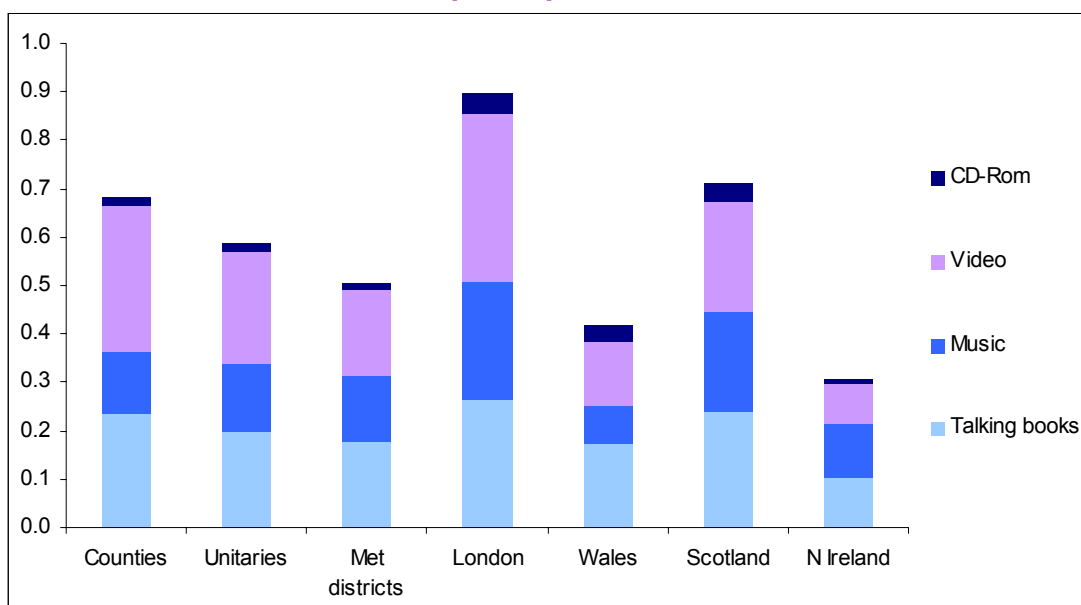
This has resulted in a discontinuity in the series for 'all non-book issues'. The worst affected areas are Wales, the metropolitan districts and Scotland, where these 'other' issues accounted for more than 5% of the total non-book issues.

Tables 2.17a and 2.17b (pages 72-80) give figures for total and per 1,000 population issues for the three main categories of materials – talking books, music and videos. From 1995-96 the total includes only audio, video and CD-ROM. For the first time this year, separate figures have been included for CD-ROM issues in these tables.

For the first time this year CIPFA has collected separate data on issues of adult and children's talking books. To allow the trends to be illustrated they will be shown here as a combined category. However, it is worth noting that the adult talking book issues per capita range from 0.09 in Northern Ireland to 0.22 in London, with a UK average of 0.17; and children's talking book issues range from 0.02 in Northern Ireland to 0.06 in the English counties, with a UK average of 0.04 (figures per head of total population).

Fig 2.14 summarises the breakdown of issues per capita for 2004-05. Table 2.13b (page 59) showed that stocks of audio and video materials are highest in London and Scotland, so it is not surprising that issues of these materials per capita should be greater in these sectors than elsewhere.

**Fig 2.14 Audio-visual issues per capita 2004-05**



Video issues have increased considerably over the past five years in England, Wales and Scotland, with Northern Ireland actually seeing a decrease. However, video lending per capita is very low in Wales and Northern Ireland. Video accounts for the largest proportion of non-book issues in the English counties, London, the English unitaries, and Wales. Elsewhere the largest proportion of audio-visual issues is talking books, except Northern Ireland where it is music.

Data on CD-ROM issues have been collected by CIPFA since 1995-96, and it is an area that has experienced vast growth (695%) between 1995 and 2002. An increase in the number of CD-ROM issues overall for the UK in 2001-02 has been followed by three consecutive decreases in the most recent years. Decreases are seen for 2004-05 in the English counties, the metropolitan districts and Northern Ireland, with increases elsewhere. This is perhaps indicative that the boom is over with only a 42% increase in the last five years – compared to 483% since 1995-96. Changing technologies and methods of delivering information may be at the root of this, with increasing resources available online for download rather than on the physical medium of a CD-ROM.

## Material on loan

Tables 2.18, 2.19a and 2.19b summarise the volumes of material on loan at the end of March each year. These statistics provide an alternative measure of use to those relating to issues shown in the previous tables. In some ways, the measure of material on loan is superior to issues in that it gives a better indication of the amount of material away from the library, and hence a superior reflection of stock utilisation by borrowers. CIPFA did not collect data on items on loan in 2004-05, so LISU issued a supplementary questionnaire to all 208 authorities. Responses were received from 116 authorities (56%) with the gaps filled by extrapolation and so the data that follows are based on a larger degree of estimation than is usual.

In summary terms, both sets of statistics present broadly the same picture: declining use of books and steady use of audio-visual materials, although there are differences in the detail.

## Books

Table 2.18 (*pages 81-85*) shows details of total books on loan by category, the proportions of books in each category which were on loan on 31 March each year, and the total books on loan per capita.

The proportion of the total lending stock which was on loan at 31 March each year is an interesting ratio – at its simplest it shows the proportion of stock which is not available on the shelves for readers to find. On average just under one third of adult fiction, one fifth of adult non-fiction and one third of children's books are not on the shelves. Changes in these proportions will have an effect on the 'needs fill rates' which are obtained from user surveys such as CIPFA PLUS.

Both adult fiction and non-fiction show a steady decline over the last ten years, most notably fiction, which has fallen from 40% in March 1995 to 31% in March 2005. There has been rather more fluctuation in the pattern for children's books on loan, which have increased by 5.8% this year (*illustrated in Fig 2.16, page 85*).

The average proportion of children's books on loan in Wales and Scotland is lower than the UK average. That said, this is not the type of indicator where a particularly high or low level should be aimed for – rather there is a range of values which can be considered 'normal', and individual results much above or below this range give cause for concern. A number of factors can give rise to high or low ratios, for example:

- inadequate stock to meet demand and offer choice
- out-dated or unsuitable stock which is rarely borrowed
- poor publicity given to the range of stock available
- location of stock between service points not optimised

### Audio-visual

Tables 2.19a and 2.19b (pages 86-87) show the total volume of AV material which was on loan at 31 March, and the levels per head of population. Here any trends are, as for issues, confounded with the increasing levels of provision of AV materials. However, the volumes of stock on loan have not increased at the same rate as total stock levels, shown in Tables 2.13a and 2.13b (pages 59-61).

London, the metropolitan districts and Wales have shown a decrease in both the total volume of AV material on loan and AV on loan per 1,000 population since March 1995. The largest increase has been in Northern Ireland, which has seen an increase of 66% since March 1995 in AV on loan per 1,000 population.

Overall, the proportions of AV stock which are on loan at 31 March are relatively stable, at almost one quarter of the total lending stock for the UK as a whole.

**Table 2.15a Annual issues of books (million)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	294.73		94.61	60.74	450.07
95-96	286.13		88.72	59.64	434.49
96-97	258.34	20.96	85.69	57.11	422.11
97-98	231.20	38.86	80.76	54.93	405.76
98-99	198.81	61.57	75.92	52.41	388.71
1999-2000	186.02	57.50	71.14	47.89	362.55
2000-01	177.07	53.72	66.20	45.65	342.65
01-02	163.77	49.93	61.96	42.51	318.17
02-03	157.34	47.14	58.91	41.69	305.08
03-04	149.29	44.76	55.39	39.77	289.22
04-05	145.15	43.69	52.74	38.34	279.92
<i>Change %</i>					
<i>Last year</i>	- 2.8	- 2.4	- 4.8	- 3.6	- 3.2
<i>5 year</i>	- 22	- 24	- 26	- 19.9	- 23
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	- 44	- 37	- 38

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	24.29	49.75	10.53	534.64
95-96	23.16	47.05	10.47	515.17
96-97	22.57	45.98	10.39	501.04
97-98	21.38	43.43	9.82	480.39
98-99	20.76	40.98	9.44	459.90
1999-2000	20.48	37.94	9.13	430.10
2000-01	19.25	34.75	8.97	405.62
01-02	17.76	32.62	8.22	376.77
02-03	16.58	31.25	7.83	360.74
03-04	15.76	29.41	6.52	340.92
04-05	15.35	27.95	6.95	330.17
<i>Change %</i>				
<i>Last year</i>	- 2.6	- 5.0	6.6	- 3.2
<i>5 year</i>	- 25	- 26	- 24	- 23
<i>10 year</i>	- 37	- 44	- 34	- 38

**Table 2.15b Annual issues of books per capita**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
1994-95	9.6		8.5	8.7	9.2
95-96	9.3		7.9	8.5	8.9
96-97	9.2	7.7	7.7	8.1	8.6
97-98	8.9	7.5	7.2	7.7	8.2
98-99	8.7	7.4	6.8	7.3	7.9
1999-2000	8.1	6.9	6.4	6.6	7.3
2000-01	7.6	6.5	5.9	6.2	6.9
01-02	7.1	6.1	5.7	5.9	6.5
02-03	6.8	5.7	5.4	5.7	6.2
03-04	6.4	5.4	5.1	5.4	5.8
04-05	6.2	5.3	4.8	5.2	5.6
<i>Change %</i>					
<i>Last year</i>	- 3.3	- 2.7	- 5.1	- 4.1	- 3.7
<i>5 year</i>	- 23	- 24	- 25	- 21	- 23
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	- 43	- 41	- 40

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
1994-95	8.3	9.7	6.5	9.2
95-96	7.9	9.2	6.4	8.8
96-97	7.7	9.0	6.2	8.5
97-98	7.3	8.5	5.9	8.1
98-99	7.1	8.0	5.6	7.8
1999-2000	7.0	7.4	5.4	7.3
2000-01	6.5	6.8	5.3	6.8
01-02	6.1	6.4	4.9	6.4
02-03	5.7	6.2	4.6	6.1
03-04	5.4	5.8	3.8	5.7
04-05	5.2	5.5	4.1	5.5
<i>Change %</i>				
<i>Last year</i>	- 3.1	- 5.4	6.1	- 3.6
<i>5 year</i>	- 25	- 26	- 25	- 24
<i>10 year</i>	- 38	- 43	- 37	- 40



**Table 2.16 Book issues by category (million)**

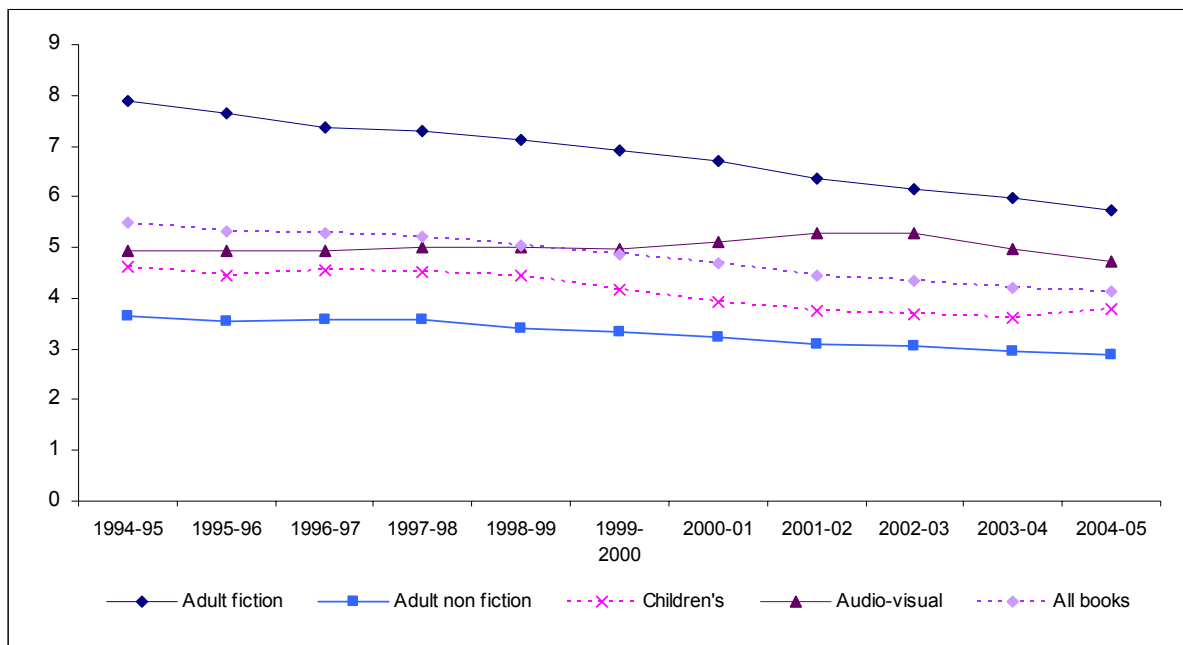
	English counties			Unitary authorities <sup>(a)</sup>			Metropolitan districts		
	AF	ANF	Ch	AF	ANF	Ch	AF	ANF	Ch
1994-95	159.6	73.9	61.0				53.7	22.1	18.8
95-96	153.0	71.9	60.5				50.1	20.6	18.0
96-97	132.1	66.6	58.2	12.4	4.7	3.8	47.9	20.2	17.6
97-98	115.6	60.3	53.5	21.0	9.4	8.4	44.5	18.8	17.4
98-99	101.3	48.9	46.9	31.5	15.6	14.5	41.2	17.5	16.8
1999-2000	95.7	46.5	43.4	29.4	14.7	13.3	38.8	16.5	15.8
2000-01	91.2	44.2	41.3	27.4	13.7	12.5	36.3	15.5	14.3
01-02	82.9	40.6	39.8	25.4	12.5	11.9	33.6	14.6	13.8
02-03	78.5	39.0	39.3	23.3	11.9	11.8	31.7	14.0	13.2
03-04	74.0	36.7	38.6	22.0	11.3	11.4	29.2	13.3	12.9
04-05	70.7	34.9	39.5	20.9	10.8	11.8	27.0	12.4	13.3
<i>Change %</i>									
<i>Last year</i>	- 4.4	- 4.9	2.5	- 5.2	- 4.4	3.7	- 7.5	- 6.7	3.2
<i>5 year</i>	- 26	- 25	- 8.9	- 29	- 26	- 11.2	- 30	- 25	- 15.6
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	- 50	- 44	- 29

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	London			Total England			Wales		
	AF	ANF	Ch	AF	ANF	Ch	AF	ANF	Ch
1994-95	26.8	19.2	14.7	240.1	115.2	94.5	14.7	5.5	4.1
95-96	25.7	18.8	15.1	228.9	111.3	93.5	13.6	5.6	4.0
96-97	23.8	18.2	15.1	216.3	109.6	94.7	13.1	4.9	3.9
97-98	22.3	17.4	15.3	203.3	105.8	94.7	12.7	4.8	3.8
98-99	20.8	16.8	14.9	194.7	98.6	93.1	12.1	4.6	4.0
1999-2000	19.1	15.2	13.6	183.0	92.9	86.1	12.1	4.5	3.8
2000-01	17.7	15.0	13.0	172.6	88.4	81.1	11.4	4.3	3.5
01-02	16.3	13.8	12.4	158.3	81.3	78.0	10.5	4.0	3.2
02-03	15.5	13.7	12.4	149.0	78.6	76.7	9.7	3.7	3.2
03-04	14.6	13.1	12.1	139.8	74.4	75.0	9.1	3.5	3.2
04-05	13.9	12.4	12.1	132.5	70.5	76.7	8.8	3.3	3.2
<i>Change %</i>									
<i>Last year</i>	- 4.7	- 5.4	- 0.5	- 5.2	- 5.2	2.3	- 2.9	- 4.4	0.3
<i>5 year</i>	- 27	- 18.5	- 11.3	- 28	- 24	- 10.9	- 27	- 26	- 16.5
<i>10 year</i>	- 48	- 36	- 18.1	- 45	- 39	- 18.8	- 40	- 39	- 23

**Table 2.16 Book issues by category (million) cont**

	Scotland			Northern Ireland			Total UK		
	AF	ANF	Ch	AF	ANF	Ch	AF	ANF	Ch
1994-95	29.6	10.3	9.8	4.8	2.4	3.3	289.1	133.4	111.8
95-96	27.7	9.9	9.5	4.8	2.4	3.3	274.9	129.3	110.3
96-97	26.7	9.7	9.6	4.7	2.4	3.3	260.8	126.7	111.4
97-98	25.3	9.1	9.1	4.4	2.3	3.2	245.7	122.0	110.8
98-99	23.7	8.6	8.7	4.2	2.2	3.1	234.7	114.0	108.9
1999-2000	22.2	7.9	7.9	4.1	2.1	3.0	221.4	107.4	100.8
2000-01	20.5	7.1	7.1	3.9	2.1	3.0	208.5	101.9	94.6
01-02	18.9	6.8	6.9	3.6	1.9	2.7	191.3	94.0	90.8
02-03	17.9	6.7	6.7	3.5	1.8	2.6	180.1	90.7	89.2
03-04	16.8	6.2	6.4	2.8	1.4	2.2	168.5	85.6	86.8
04-05	15.8	5.9	6.1	3.0	1.5	2.4	160.1	81.2	88.7
<i>Change %</i>									
<i>Last year</i>	- 6.3	- 5.3	- 1.3	6.9	1.5	9.4	- 5.0	- 5.1	2.1
<i>5 year</i>	- 29	- 25	- 19.8	- 25	- 30	- 17.8	- 28	- 24	- 12.0
<i>10 year</i>	- 47	- 43	- 36	- 37	- 39	- 26	- 45	- 39	- 21

**Fig 2.15 Stock turn**

**Table 2.17a Audio-visual and other non-book issues ('000)**

English counties	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			11,430	3,875		15,606
95-96	6,488	5,839	12,328	4,731	40	17,099
96-97	6,893	4,958	11,853	5,749	73	17,675
97-98	6,376	4,137	10,514	5,877	282	16,879
98-99	5,163	3,160	8,219	5,863	302	14,601
1999-2000	5,566	3,263	8,829	6,013	231	15,073
2000-01	5,319	3,474	8,793	6,427	378	15,598
01-02	5,304	3,642	8,947	6,681	757	16,385
02-03	5,427	3,609	9,037	7,530	617	17,184
03-04	5,496	3,338	8,834	7,737	396	16,968
04-05	5,473	3,039	8,513	7,016	386	15,917
<i>Change %</i>						
<i>Last year</i>	- 0.4	- 8.9	- 3.6	- 9.3	- 2.5	- 6.2
<i>5 year</i>	- 1.7	- 6.9	- 3.6	16.7	67	5.6
<i>10 year</i>	n/a	n/a	n/a	n/a	n/a	n/a

Unitary <sup>(a)</sup> authorities	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95						
95-96						
96-97	431	339	770	60	0	831
97-98	1,032	794	1,825	534	33	2,391
98-99	1,653	1,319	2,969	1,442	77	4,490
1999-2000	1,709	1,218	2,928	1,529	100	4,556
2000-01	1,678	1,334	3,012	1,542	155	4,708
01-02	1,666	1,319	2,985	1,579	234	4,776
02-03	1,653	1,344	3,000	1,861	122	4,980
03-04	1,628	1,214	2,761	1,944	114	4,900
04-05	1,661	1,165	2,827	1,919	141	4,887
<i>Change %</i>						
<i>Last year</i>	2.0	- 4.0	2.4	- 1.2	24	- 0.3
<i>5 year</i>	- 2.8	- 4.4	- 3.4	25	41	7.2
<i>10 year</i>	n/a	n/a	n/a	n/a	n/a	n/a

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

(b) From 1995-96 figures include audio, video and CD-ROM issues only. Other non-book issues have been excluded from the data collection.

**Table 2.17b Audio-visual and other non-book issues per 1,000 population**

English counties	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			374	127		501
95-96	211	190	401	154	1	557
96-97	245	176	422	205	3	629
97-98	247	160	407	227	11	653
98-99	226	138	359	256	13	638
1999-2000	242	142	383	261	10	654
2000-01	230	150	380	277	16	673
01-02	231	159	390	291	33	713
02-03	235	156	391	326	27	744
03-04	236	144	380	333	17	730
04-05	234	130	364	300	17	680
<i>Change %</i>						
<i>Last year</i>	- 1.0	- 9.5	- 4.2	- 9.8	- 3.0	- 6.7
<i>5 year</i>	- 3.2	- 8.3	- 5.0	14.9	65	4.0
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>

Unitary <sup>(a)</sup> authorities	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95						
95-96						
96-97	158	124	282	22	0	304
97-98	199	153	353	103	6	462
98-99	200	159	358	174	9	542
1999-2000	206	147	353	184	12	549
2000-01	202	160	362	185	19	566
01-02	204	161	365	193	29	584
02-03	201	164	365	226	15	606
03-04	196	147	333	235	14	591
04-05	200	140	340	231	17	588
<i>Change %</i>						
<i>Last year</i>	1.7	- 4.4	2.0	- 1.6	23	- 0.6
<i>5 year</i>	- 3.0	- 4.6	- 3.7	25	41	7.0
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

(b) From 1995-96 figures include audio, video and CD-ROM issues only. Other non-book issues have been excluded from the data collection.

**Table 2.17a Audio-visual and other non-book issues ('000) cont**

Metropolitan districts	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			4,606	1,365		6,324
95-96	1,909	2,425	4,334	1,359	29	5,723
96-97	1,799	2,478	4,277	1,473	32	5,784
97-98	1,807	2,265	4,072	1,431	79	5,583
98-99	1,773	2,038	3,810	1,525	362	5,698
1999-2000	1,853	1,977	3,830	1,501	523	5,854
2000-01	1,913	2,025	3,938	1,583	533	6,054
01-02	2,005	2,001	4,006	1,608	597	6,211
02-03	2,004	1,877	3,880	1,865	566	6,311
03-04	1,956	1,598	3,555	2,030	507	6,093
04-05	1,966	1,484	3,450	1,938	444	5,832
<i>Change %</i>						
<i>Last year</i>	<i>0.5</i>	<i>- 7.1</i>	<i>- 2.9</i>	<i>- 4.6</i>	<i>- 12.6</i>	<i>- 4.3</i>
<i>5 year</i>	<i>6.1</i>	<i>- 25</i>	<i>- 9.9</i>	<i>29</i>	<i>- 15.2</i>	<i>- 0.4</i>
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	<i>- 25</i>	<i>42</i>	<i>n/a</i>	<i>n/a</i>
London	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			4,508	1,515		6,148
95-96	2,627	2,661	5,288	1,626	13	6,991
96-97	2,649	2,421	4,069	1,920	36	7,010
97-98	2,637	2,206	4,842	2,061	88	6,989
98-99	2,483	2,148	4,630	2,216	115	7,433
1999-2000	2,481	2,116	4,597	2,145	84	6,813
2000-01	2,441	2,401	4,841	2,336	121	7,298
01-02	2,341	2,446	4,787	2,448	298	7,531
02-03	2,448	2,123	4,572	2,769	225	7,566
03-04	2,199	1,888	4,087	2,741	267	7,093
04-05	1,956	1,816	3,772	2,585	321	6,679
<i>Change %</i>						
<i>Last year</i>	<i>- 11.0</i>	<i>- 3.8</i>	<i>- 7.7</i>	<i>- 5.7</i>	<i>20</i>	<i>- 5.8</i>
<i>5 year</i>	<i>- 21</i>	<i>- 14.2</i>	<i>- 17.9</i>	<i>21</i>	<i>281</i>	<i>- 2.0</i>
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	<i>- 16.3</i>	<i>71</i>	<i>n/a</i>	<i>n/a</i>

(b) From 1995-96 figures include audio, video and CD-ROM issues only. Other non-book issues have been excluded from the data collection.

**Table 2.17b Audio-visual and other non-book issues per 1,000 population cont**

Metropolitan districts	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			411	122		565
95-96	171	217	388	122	3	512
96-97	161	222	383	132	3	517
97-98	162	203	365	128	7	501
98-99	159	183	342	137	32	511
1999-2000	166	178	344	135	47	526
2000-01	172	182	354	142	48	544
01-02	185	185	370	149	55	574
02-03	185	173	357	172	52	581
03-04	179	146	325	186	46	558
04-05	179	135	315	177	40	532
<i>Change %</i>						
<i>Last year</i>	0.2	- 7.4	- 3.2	- 4.8	- 12.8	- 4.6
<i>5 year</i>	7.8	- 24	- 8.5	31	- 13.9	1.2
<i>10 year</i>	n/a	n/a	- 23	45	n/a	n/a

London	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			647	217		882
95-96	375	380	755	232	2	998
96-97	375	342	717	271	5	991
97-98	370	310	680	289	12	981
98-99	345	299	644	308	16	1,034
1999-2000	341	291	631	294	12	935
2000-01	331	326	656	317	16	989
01-02	326	341	667	341	42	1,050
02-03	333	289	622	377	31	1,029
03-04	298	256	553	371	36	960
04-05	263	244	508	348	43	899
<i>Change %</i>						
<i>Last year</i>	- 11.5	- 4.3	- 8.2	- 6.2	19.5	- 6.4
<i>5 year</i>	- 23	- 15.9	- 19.5	18.2	273	- 3.9
<i>10 year</i>	n/a	n/a	- 22	60	n/a	n/a

(b) From 1995-96 figures include audio, video and CD-ROM issues only. Other non-book issues have been excluded from the data collection.

**Table 2.17a Audio-visual and other non-book issues ('000) cont**

<b>Total England</b>	<b>Talking books</b>	<b>Music</b>	<b>All audio</b>	<b>Video</b>	<b>CD-ROM</b>	<b>All AV<sup>(b)</sup></b>
1994-95			20,544	6,754		28,078
95-96	11,024	10,925	21,950	7,716	82	29,813
96-97	11,773	10,196	21,969	9,201	142	31,300
97-98	11,851	9,401	21,253	9,903	481	31,842
98-99	11,072	8,664	19,628	11,047	857	32,222
1999-2000	11,609	8,575	20,184	11,189	939	32,296
2000-01	11,350	9,234	20,584	11,887	1,186	33,657
01-02	11,316	9,409	20,724	12,316	1,886	34,903
02-03	11,532	8,953	20,487	14,025	1,530	36,042
03-04	11,280	8,038	19,237	14,452	1,285	35,054
04-05	11,056	7,504	18,563	13,459	1,293	33,315
<i>Change %</i>						
<i>Last year</i>	- 2.0	- 6.6	- 3.5	- 6.9	0.6	- 5.0
<i>5 year</i>	- 4.8	- 12.5	- 8.0	20	38	3.2
<i>10 year</i>	n/a	n/a	- 9.6	99	n/a	n/a

<b>Wales</b>	<b>Talking books</b>	<b>Music</b>	<b>All audio</b>	<b>Video</b>	<b>CD-ROM</b>	<b>All AV<sup>(b)</sup></b>
1994-95			646	117		869
95-96	301	409	712	137	0	849
96-97	354	389	743	137	1	881
97-98	409	316	725	120	19	865
98-99	438	295	734	163	16	912
1999-2000	487	310	797	180	20	1,007
2000-01	516	300	816	203	31	1,051
01-02	522	304	826	209	38	1,073
02-03	514	300	814	278	26	1,118
03-04	518	210	728	357	27	1,112
04-05	507	243	752	389	94	1,234
<i>Change %</i>						
<i>Last year</i>	- 2.1	15.6	3.3	9.1	244	11.0
<i>5 year</i>	4.1	- 22	- 5.7	116	369	23
<i>10 year</i>	n/a	n/a	16.3	232	n/a	n/a

(b) From 1995-96 figures include audio, video and CD-ROM issues only. Other non-book issues have been excluded from the data collection.

**Table 2.17b Audio-visual and other non-book issues 1,000 population cont**

<b>Total England</b>	<b>Talking books</b>	<b>Music</b>	<b>All audio</b>	<b>Video</b>	<b>CD-ROM</b>	<b>All AV<sup>(b)</sup></b>
1994-95			422	139		576
95-96	225	223	449	158	2	610
96-97	240	208	448	187	3	638
97-98	240	191	431	201	10	646
98-99	224	175	397	223	17	651
1999-2000	233	172	406	225	19	649
2000-01	227	185	412	238	24	673
01-02	230	191	422	251	38	710
02-03	233	181	414	283	31	728
03-04	226	161	386	290	26	703
04-05	221	150	371	269	26	665
<i>Change %</i>						
<i>Last year</i>	- 2.5	- 7.1	- 4.0	- 7.3	0.1	- 5.4
<i>5 year</i>	- 5.4	- 13.1	- 8.7	19.5	37	2.5
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	- 12.1	94	<i>n/a</i>	<i>n/a</i>

<b>Wales</b>	<b>Talking books</b>	<b>Music</b>	<b>All audio</b>	<b>Video</b>	<b>CD-ROM</b>	<b>All AV<sup>(b)</sup></b>
1994-95			222	40		298
95-96	103	140	244	47	0	291
96-97	121	133	254	47	0	302
97-98	140	108	248	41	6	296
98-99	149	101	250	55	6	311
1999-2000	166	106	271	61	7	343
2000-01	175	102	277	69	11	357
01-02	180	105	284	72	13	369
02-03	176	103	279	95	9	383
03-04	176	71	248	121	9	378
04-05	172	82	255	132	32	418
<i>Change %</i>						
<i>Last year</i>	- 2.6	15.1	2.8	8.5	242	10.5
<i>5 year</i>	3.6	- 22	- 6.2	115	367	22
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	14.8	228	<i>n/a</i>	<i>n/a</i>

(b) From 1995-96 figures include audio, video and CD-ROM issues only. Other non-book issues have been excluded from the data collection.



**Table 2.17a Audio-visual and other non-book issues ('000) cont**

<b>Scotland</b>	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			3,441	905		4,630
95-96	1,492	2,175	3,667	1,081	187	4,935
96-97	1,399	1,837	3,238	954	118	4,307
97-98	1,356	1,693	3,048	870	154	4,074
98-99	1,371	1,634	3,004	1,062	176	4,227
1999-2000	1,250	1,490	2,739	1,033	131	3,874
2000-01	1,206	1,421	2,627	989	138	3,754
01-02	1,241	1,404	2,646	1,080	190	3,873
02-03	1,217	1,311	2,528	1,342	172	4,043
03-04	1,174	1,123	2,296	1,226	142	3,665
04-05	1,229	1,045	2,274	1,168	172	3,615
<i>Change %</i>						
<i>Last year</i>	4.7	- 6.9	- 1.0	- 4.7	21	- 1.4
<i>5 year</i>	- 1.6	- 30	- 17.0	13.1	32	- 6.7
<i>10 year</i>	n/a	n/a	- 34	29	n/a	n/a
<b>Northern Ireland</b>	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			524	148		686
95-96	48	463	511	165	0	676
96-97	63	441	503	194	2	701
97-98	70	397	467	195	4	666
98-99	89	330	419	193	3	615
1999-2000	96	317	413	182	13	609
2000-01	129	307	436	167	25	627
01-02	126	301	427	184	27	637
02-03	96	264	360	180	32	572
03-04	152	194	346	177	13	537
04-05	176	194	370	142	11	523
<i>Change %</i>						
<i>Last year</i>	15.4	- 0.2	6.7	- 19.7	- 14.3	- 2.6
<i>5 year</i>	83	- 39	- 10.6	- 22	- 14.7	- 14.1
<i>10 year</i>	n/a	n/a	- 29	- 3.6	n/a	n/a

(b) From 1995-96 figures include audio, video and CD-ROM issues only. Other non-book issues have been excluded from the data collection.

**Table 2.17b Audio-visual and other non-book issues per 1,000 population cont**

<b>Scotland</b>	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			670	176		902
95-96	290	423	714	210	36	961
96-97	273	358	631	186	23	840
97-98	265	331	595	170	30	795
98-99	268	319	587	207	34	825
1999-2000	244	291	535	202	26	757
2000-01	236	278	514	193	27	734
01-02	245	277	522	213	37	765
02-03	240	258	498	264	34	796
03-04	231	221	452	241	28	721
04-05	241	205	446	229	34	709
<i>Change %</i>						
<i>Last year</i>	4.3	- 7.3	- 1.4	- 5.1	21	- 1.8
<i>5 year</i>	- 1.3	- 30	- 16.7	13.5	32	- 6.4
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	- 34	30	<i>n/a</i>	<i>n/a</i>

<b>Northern Ireland</b>	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			322	91		422
95-96	30	284	313	101	0	414
96-97	38	265	303	117	1	421
97-98	42	237	279	116	3	398
98-99	52	195	248	114	2	364
1999-2000	57	188	245	108	8	360
2000-01	76	181	257	98	15	370
01-02	75	178	253	109	16	378
02-03	56	156	212	106	19	337
03-04	89	114	203	104	8	315
04-05	103	113	216	83	6	306
<i>Change %</i>						
<i>Last year</i>	14.9	- 0.6	6.2	- 20	- 14.6	- 3.0
<i>5 year</i>	81	- 40	- 11.7	- 23	- 15.8	- 15.2
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	- 33	- 8.4	<i>n/a</i>	<i>n/a</i>

(b) From 1995-96 figures include audio, video and CD-ROM issues only. Other non-book issues have been excluded from the data collection.

**Table 2.17a Audio-visual and other non-book issues ('000) cont**

Total UK	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			25,155	7,925		34,263
95-96	12,865	13,973	26,840	9,100	269	36,273
96-97	13,590	12,863	26,453	10,487	263	37,189
97-98	13,687	11,807	25,494	11,088	658	37,448
98-99	12,969	10,923	23,784	12,465	1,052	37,976
1999-2000	13,441	10,692	24,134	12,584	1,102	37,789
2000-01	13,201	11,262	24,463	13,246	1,381	39,089
01-02	12,206	11,412	24,624	13,788	2,141	40,487
02-03	13,359	10,829	24,189	15,825	1,760	41,775
03-04	13,123	9,565	22,608	16,212	1,467	40,368
04-05	12,967	8,986	21,958	15,158	1,569	38,687
<i>Change %</i>						
<i>Last year</i>	- 1.2	- 6.0	- 2.9	- 6.5	7.0	- 4.2
<i>5 year</i>	- 3.5	- 16.0	- 9.0	20	42	2.4
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	- 12.7	91	<i>n/a</i>	<i>n/a</i>

**Table 2.17b Audio-visual and other non-book issues per 1,000 population cont**

Total UK	Talking books	Music	All audio	Video	CD-ROM	All AV <sup>(b)</sup>
1994-95			431	136		587
95-96	220	238	458	155	5	619
96-97	231	219	450	178	4	632
97-98	232	200	432	188	11	635
98-99	219	184	402	210	18	641
1999-2000	226	180	407	212	19	638
2000-01	221	188	409	222	23	654
01-02	225	194	419	235	36	689
02-03	226	183	408	267	30	705
03-04	220	161	379	272	25	678
04-05	217	150	367	253	26	646
<i>Change %</i>						
<i>Last year</i>	- 1.7	- 6.5	- 3.3	- 6.9	6.5	- 4.6
<i>5 year</i>	- 4.1	- 16.5	- 10.0	19.2	42	1.3
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	- 14.9	87	<i>n/a</i>	<i>n/a</i>

(b) From 1995-96 figures include audio, video and CD-ROM issues only. Other non-book issues have been excluded from the data collection.

**Table 2.18 Books on loan by category**

English counties	Adult fiction		Adult non-fiction		Children's		Total	
	'000	%	'000	%	'000	%	'000	per capita
March 1995	7,835	46	4,877	28	3,783	36	16,496	0.54
1996	7,558	45	4,749	27	3,811	35	16,119	0.53
1997	6,603	44	4,316	28	3,655	37	14,575	0.52
1998	5,584	42	3,762	27	3,267	36	12,612	0.49
1999	4,819	42	3,246	27	2,810	35	10,876	0.48
2000	4,613	42	2,991	26	2,605	33	10,210	0.44
2001	4,378	40	2,784	25	2,564	32	9,728	0.42
2002	4,141	40	2,653	25	2,530	33	9,366	0.41
2003	3,994	39	2,552	24	2,611	33	9,157	0.40
2004	3,588	38	2,397	24	2,435	32	8,421	0.36
2005	3,514	37	2,320	24	2,527	33	8,362	0.36
<i>Change %</i>								
Last year	- 2.1		- 3.2		3.8		- 0.7	- 1.4
5 year	- 24		- 22		- 3.0		- 18.1	- 19.4
10 year	n/a		n/a		n/a		n/a	n/a

Unitary <sup>(a)</sup> authorities	Adult fiction		Adult non-fiction		Children's		Total	
	'000	%	'000	%	'000	%	'000	per capita
March 1995								
1996								
1997	674	43	352	24	279	29	1,305	0.48
1998	1,117	43	711	27	620	35	2,448	0.47
1999	1,618	40	1,081	25	985	34	3,684	0.45
2000	1,519	38	1,019	24	936	31	3,474	0.42
2001	1,445	37	1,005	24	905	31	3,355	0.40
2002	1,360	35	910	22	894	30	3,164	0.39
2003	1,205	33	854	22	824	28	2,883	0.35
2004	1,185	32	805	20	844	28	2,833	0.34
2005	1,210	32	802	21	898	30	2,830	0.34
<i>Change %</i>								
Last year	- 5.5		- 0.4		6.4		- 0.1	- 0.6
5 year	- 26		- 21		- 4.1		- 18.5	- 18.9
10 year	n/a		n/a		n/a		n/a	n/a

Percentages are the percentage of books in each category, which were on loan at 31 March.

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.18 Books on loan by category cont**

Metropolitan districts	Adult fiction		Adult non-fiction		Children's		Total	
	'000	%	'000	%	'000	%	'000	per capita
March 1995	2,871	38	1,673	24	1,544	32	6,087	0.54
1996	2,737	38	1,600	24	1,707	34	6,043	0.54
1997	2,571	37	1,434	23	1,444	32	5,450	0.49
1998	2,302	35	1,442	24	1,464	33	5,208	0.47
1999	2,271	35	1,433	25	1,396	32	5,102	0.46
2000	2,115	34	1,267	23	1,331	31	4,713	0.42
2001	1,941	32	1,204	22	1,257	29	4,403	0.40
2002	1,823	32	1,152	22	1,204	29	4,180	0.39
2003	1,693	30	1,106	22	1,239	28	4,039	0.37
2004	1,612	29	1,078	21	1,250	28	3,940	0.36
2005	1,482	28	866	18	1,176	28	3,549	0.32
<i>Change %</i>								
<i>Last year</i>	- 8.1		- 19.7		- 5.9		- 9.9	- 10.2
<i>5 year</i>	- 30		- 32		- 11.6		- 25	- 23
<i>10 year</i>	- 48		- 48		- 24		- 42	- 40

London	Adult fiction		Adult non-fiction		Children's		Total	
	'000	%	'000	%	'000	%	'000	per capita
March 1995	1,520	33	1,554	26	1,274	33	4,350	0.62
1996	1,409	32	1,576	26	1,339	32	4,327	0.62
1997	1,352	31	1,510	26	1,329	31	4,192	0.59
1998	1,299	32	1,479	27	1,312	32	4,090	0.57
1999	1,189	30	1,385	26	1,289	32	3,863	0.54
2000	1,048	27	1,251	24	1,130	29	3,428	0.47
2001	989	26	1,175	22	1,109	29	3,272	0.44
2002	949	26	1,079	22	1,137	28	3,165	0.44
2003	892	26	1,069	22	1,125	28	3,087	0.42
2004	881	26	1,025	23	1,086	28	2,992	0.41
2005	929	29	989	24	1,247	33	3,199	0.43
<i>Change %</i>								
<i>Last year</i>	5.5		- 3.5		14.8		6.6	5.9
<i>5 year</i>	- 11.4		- 21		10.3		- 7.0	- 8.9
<i>10 year</i>	- 39		- 36		- 2.2		- 27	- 31

Percentages are the percentage of books in each category, which were on loan at 31 March.

**Table 2.18 Books on loan by category cont**

<b>Total England</b>	<b>Adult fiction</b>		<b>Adult non-fiction</b>		<b>Children's</b>		<b>Total</b>	
	'000	%	'000	%	'000	%	'000	per capita
March 1995	12,225	42	8,104	27	6,602	34	26,933	0.55
1996	11,705	41	7,925	26	6,857	34	26,489	0.54
1997	11,201	40	7,613	26	6,707	34	25,522	0.52
1998	10,302	39	7,395	26	6,664	34	24,358	0.49
1999	9,897	38	7,146	26	6,480	33	23,525	0.48
2000	9,295	37	6,527	25	6,003	31	21,824	0.44
2001	8,753	36	6,168	24	5,835	31	20,758	0.42
2002	8,273	35	5,794	23	5,766	30	19,875	0.40
2003	7,785	34	5,582	23	5,798	30	19,165	0.39
2004	7,266	33	5,305	23	5,615	30	18,185	0.37
2005	7,045	33	4,977	22	5,848	32	17,929	0.36
<i>Change %</i>								
<i>Last year</i>	- 3.0		- 6.2		4.2		- 1.4	- 1.9
<i>5 year</i>	- 24		- 24		- 2.6		- 17.8	- 18.5
<i>10 year</i>	- 42		- 39		- 11.4		- 33	- 35

<b>Wales</b>	<b>Adult fiction</b>		<b>Adult non-fiction</b>		<b>Children's</b>		<b>Total</b>	
	'000	%	'000	%	'000	%	'000	per capita
March 1995	762	34	392	19	296	24	1,450	0.50
1996	746	33	403	19	293	22	1,441	0.49
1997	724	32	379	19	298	22	1,402	0.48
1998	664	30	376	19	344	23	1,384	0.47
1999	634	29	360	18	310	21	1,305	0.45
2000	696	33	333	18	316	21	1,344	0.46
2001	567	28	308	16	324	21	1,199	0.41
2002	545	28	303	18	303	20	1,152	0.40
2003	488	25	297	16	304	21	1,090	0.37
2004	455	25	282	17	334	23	1,071	0.36
2005	442	23	248	15	263	20	953	0.32
<i>Change %</i>								
<i>Last year</i>	- 2.7		- 12.1		- 21		- 11.0	- 11.3
<i>5 year</i>	- 36		- 25		- 16.5		- 29	- 29
<i>10 year</i>	- 42		- 37		- 11.2		- 34	- 35

Percentages are the percentage of books in each category, which were on loan at 31 March.

**Table 2.18 Books on loan by category cont**

Scotland	Adult fiction		Adult non-fiction		Children's		Total	
	'000	%	'000	%	'000	%	'000	per capita
March 1995	1,543	35	759	22	731	27	3,037	0.59
1996	1,495	35	730	22	725	27	2,948	0.57
1997	1,419	33	719	21	700	25	2,840	0.55
1998	1,368	33	672	20	741	26	2,784	0.54
1999	1,327	32	630	19	727	25	2,684	0.52
2000	1,187	30	604	20	694	25	2,485	0.49
2001	1,096	28	549	18	635	23	2,279	0.45
2002	1,024	27	509	18	613	21	2,146	0.42
2003	989	27	483	17	622	22	2,095	0.41
2004	939	26	488	18	634	23	2,067	0.41
2005	927	26	512	18	689	25	2,127	0.42
<i>Change %</i>								
<i>Last year</i>	- 1.3		5.0		8.5		2.9	2.5
<i>5 year</i>	- 22		- 15.3		- 0.8		- 14.4	- 14.0
<i>10 year</i>	- 40		- 33		- 5.8		- 30	- 30

Northern Ireland	Adult fiction		Adult non-fiction		Children's		Total	
	'000	%	'000	%	'000	%	'000	per capita
March 1995	268	37	195	24	226	33	689	0.42
1996	256	33	187	22	225	34	668	0.41
1997	257	35	174	22	235	35	667	0.40
1998	263	36	176	26	240	36	679	0.41
1999	307	40	220	30	283	39	810	0.48
2000	234	33	159	24	227	33	620	0.37
2001	242	34	167	25	229	33	639	0.38
2002	225	32	155	24	208	30	588	0.35
2003	232	31	178	24	225	30	635	0.37
2004	195	25	202	21	220	24	618	0.36
2005	339	38	286	23	251	29	1,024	0.60
<i>Change %</i>								
<i>Last year</i>	73		41		13.9		66	65
<i>5 year</i>	45		80		10.4		65	63
<i>10 year</i>	26		47		10.9		49	41

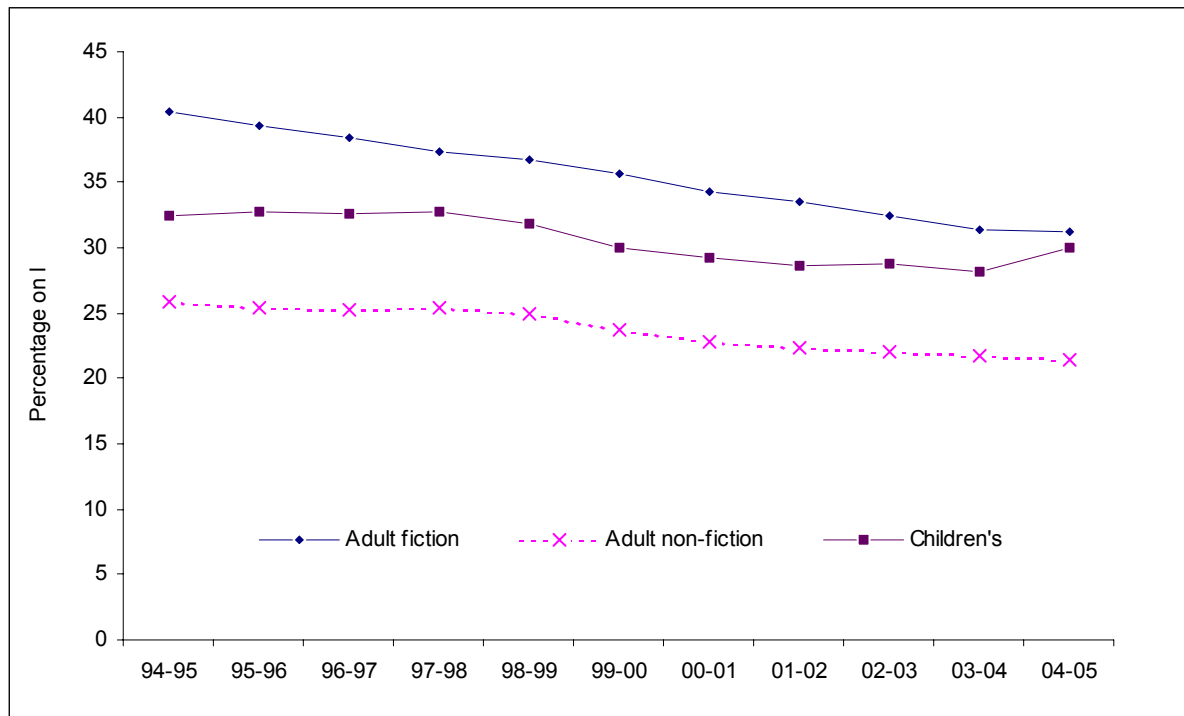
Percentages are the percentage of books in each category, which were on loan at 31 March.

**Table 2.18 Books on loan by category cont**

Total UK	Adult fiction		Adult non-fiction		Children's		Total	
	'000	%	'000	%	'000	%	'000	per capita
March 1995	14,798	40	9,450	26	7,855	33	32,109	0.55
1996	14,202	39	9,244	25	8,100	33	31,546	0.54
1997	13,600	38	8,885	25	7,941	33	30,431	0.52
1998	12,597	37	8,619	25	7,989	33	29,204	0.50
1999	12,165	37	8,357	25	7,800	32	28,324	0.48
2000	11,412	36	7,623	24	7,239	30	26,274	0.44
2001	10,659	34	7,192	23	7,023	29	24,874	0.42
2002	10,066	34	6,761	22	6,891	29	23,761	0.40
2003	9,495	32	6,540	22	6,950	29	22,984	0.39
2004	8,855	31	6,277	22	6,803	28	21,940	0.37
2005	8,752	31	6,024	21	7,199	30	22,032	0.37
<i>Change %</i>								
<i>Last year</i>	- 1.2		- 4.0		5.8		0.4	- 1.4
<i>5 year</i>	- 23		- 21		- 0.6		- 16.1	- 19.4
<i>10 year</i>	- 41		- 36		- 8.4		- 31	- 34

Percentages are the percentage of books in each category, which were on loan at 31 March.

**Fig 2.16 Proportions of books on loan**





**Table 2.19a AV on loan ('000)**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
March 1995	778		318	422	1,519
1996	835		301	436	1,572
1997	828	62	283	404	1,577
1998	802	151	293	380	1,626
1999	705	235	300	370	1,609
2000	700	224	309	362	1,595
2001	729	264	293	383	1,669
2002	764	257	306	385	1,712
2003	731	245	299	395	1,670
2004	723	240	298	367	1,628
2005	724	259	279	334	1,596
<i>Change %</i>					
<i>Last year</i>	0.1	7.9	- 6.2	- 8.9	- 2.0
<i>5 year</i>	3.5	15.4	- 9.7	- 7.6	0.1
<i>10 year</i>	n/a	n/a	- 12.3	- 21	5.1

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
March 1995	64	216	35	1,833
1996	57	268	37	1,934
1997	62	248	36	1,923
1998	65	247	36	1,973
1999	70	255	31	1,965
2000	73	229	31	1,927
2001	66	216	33	1,984
2002	67	222	34	2,035
2003	70	217	34	1,992
2004	71	210	44	1,953
2005	62	229	61	1,951
<i>Change %</i>				
<i>Last year</i>	- 12.7	9.0	37	- 0.1
<i>5 year</i>	- 14.6	- 0.3	99	1.3
<i>10 year</i>	- 3.8	6.1	75	6.4

**Table 2.19b AV on loan per 1,000 population**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
March 1995	25		28	61	31
1996	27		27	62	32
1997	29	23	25	57	32
1998	31	29	26	53	33
1999	31	28	27	51	33
2000	30	27	28	50	32
2001	31	32	26	52	33
2002	33	31	28	54	35
2003	32	30	28	54	34
2004	31	29	27	50	33
2005	31	31	25	45	32
<i>Change %</i>					
<i>Last year</i>	- 0.5	7.5	- 6.5	- 9.5	- 2.4
<i>5 year</i>	1.9	15.1	- 8.2	- 9.5	- 0.6
<i>10 year</i>	n/a	n/a	- 10.4	- 26	2.2

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
March 1995	22	42	21	31
1996	20	52	23	33
1997	21	48	22	33
1998	22	48	21	33
1999	24	50	18	33
2000	25	45	18	33
2001	22	42	19	33
2002	23	44	20	35
2003	24	43	20	34
2004	24	41	26	33
2005	21	45	36	33
<i>Change %</i>				
<i>Last year</i>	- 13.1	8.6	36	- 0.5
<i>5 year</i>	- 15.0	0.1	97	0.2
<i>10 year</i>	- 5.1	6.8	66	3.8

## Table 2.20 – 2.23 Other aspects of library use

### Annual visits per capita

This information, first published in 1992-93, is one of the Audit Commission's Citizen's Charter performance indicators for England and Wales and is covered by the public library standards for both countries. In Scotland, a number of authorities had been unable to provide even an estimate in the early years, although this number has fallen over the years. For the first time there were sufficient data to calculate an estimated number of visits to libraries in Scotland for 1995-96, and hence for the UK as a whole.

There are a number of problems with the count of visits. Where a library has an automatic people counter, this might be thought to give the most accurate result. However, such mechanisms may not always be reliable, and certainly will not distinguish the movements of staff from those of the general public. For libraries without such a system, the method recommended by CIPFA is to take a manual count of all visitors entering the library during one week in October. This can then be grossed up to give an estimate for the whole year. This method, whilst better than a pure guess, is subject to considerable variation and error, not only from the staff or machines employed to do the counting, but also from seasonal variation and the vagaries of weather! Some authorities perform this manual sample count several times each year, and this is probably the most practical solution to obtaining a reasonable and reliable estimate of the number of visits. Estimation is improving as a result of the methodology adopted for the CIPFA PLUS surveys.

Despite these caveats, the visits statistics are proving to be relatively consistent from year to year; the only real guide to their accuracy.

This year has seen a slight increase of 0.3%, in visits per capita across the UK as a whole, although there are differences between the sectors (*Table 2.20, pages 91-92*). The highest levels of visits per capita are in London, with the lowest in Northern Ireland. In the five-year period since 1999-2000, visits per capita have risen in all sectors except for the English counties and Scotland. The ten-year period covered here sees decreases in all sectors ranging from 3.4% in Wales to 24% in Northern Ireland.

The public library standards for England were originally set at the level of the top quartile in 2000-01 i.e. 7.65 per capita for inner London; 8.6 for outer London; 6.0 for metropolitan districts, 6.3 in unitary authorities and 6.6 in counties. These levels were not changed when the revised Public Library Service Standards were issued in 2004. The level for Wales was also set at 6.6 per capita. In 2004-05, four inner London boroughs (33%), two outer London boroughs (10%), nine metropolitan districts (25%), nine unitary authorities (20%), five counties (15%) and two Welsh authorities (9%) met the relevant targets.

With the increasing emphasis being placed on electronic services, libraries are also encouraged to collect and report data on "virtual visits" – visits to the library's website, excluding intranet visits. Such data are known at present to be unreliable – the counting of website "hits" is fraught with inaccuracies. Almost two thirds of the public library authorities provided data in 2004-05, although this proportion is considerably smaller in Scotland. We will continue to monitor this area, with the aim of including relevant data when the quality improves.

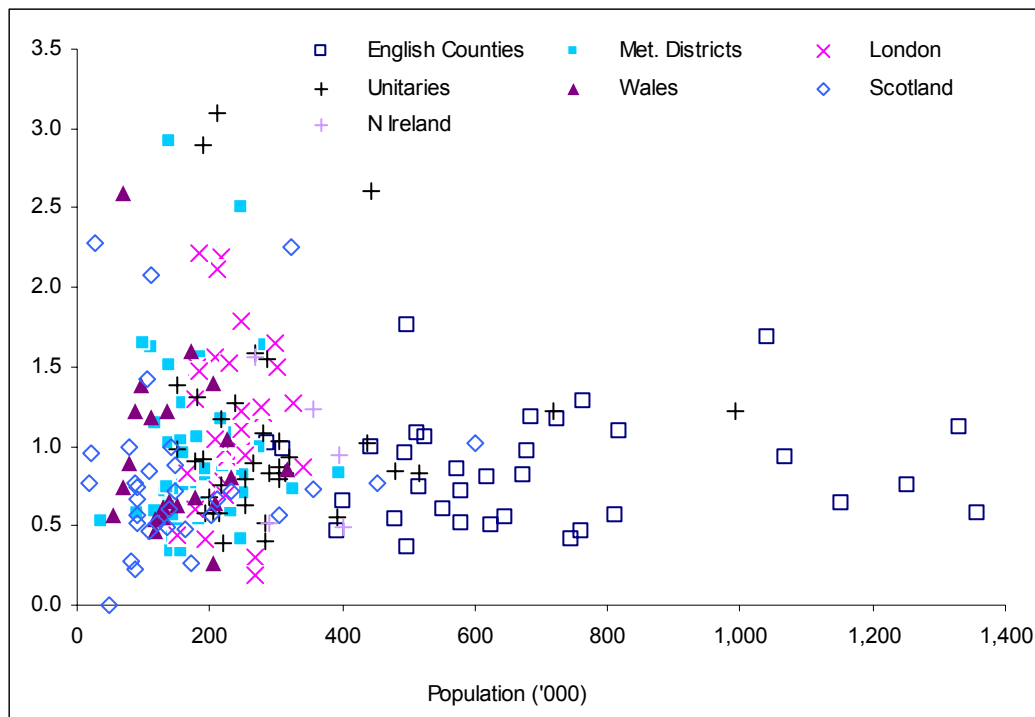
## Annual enquiries

The recommended method for counting enquiries is that authorities should conduct a count of all “information” enquiries received during one (specified) week in October each year, then multiply by 52 to obtain an annual estimate. This is a minimum requirement, and authorities may base their return on a larger sample or a full count. All three methods are commonly used, and the choice will affect the accuracy of individual authorities’ figures.

A further area where variation may arise is in the definition of what constitutes an enquiry for this purpose. The notes of guidance have been improved in this area, and now include a number of examples of enquiries which should, and should not, be counted. It is recognised that a grey area remains, where whether to include an enquiry may depend on the answer as much as the question! This could give rise to discrepancies between authorities; indeed to discrepancies within authorities depending on the librarian on duty.

That said, the overall enquiry statistics now show some stability, as detailed in Table 2.21 (pages 93-94). There are large variations between authorities (Fig 2.17) which indicate that these figures should still be treated with caution, however. One authority has been omitted from Fig 2.17 for reasons of clarity.

**Fig 2.17 Annual enquiries per capita 2004-05**



## Requests

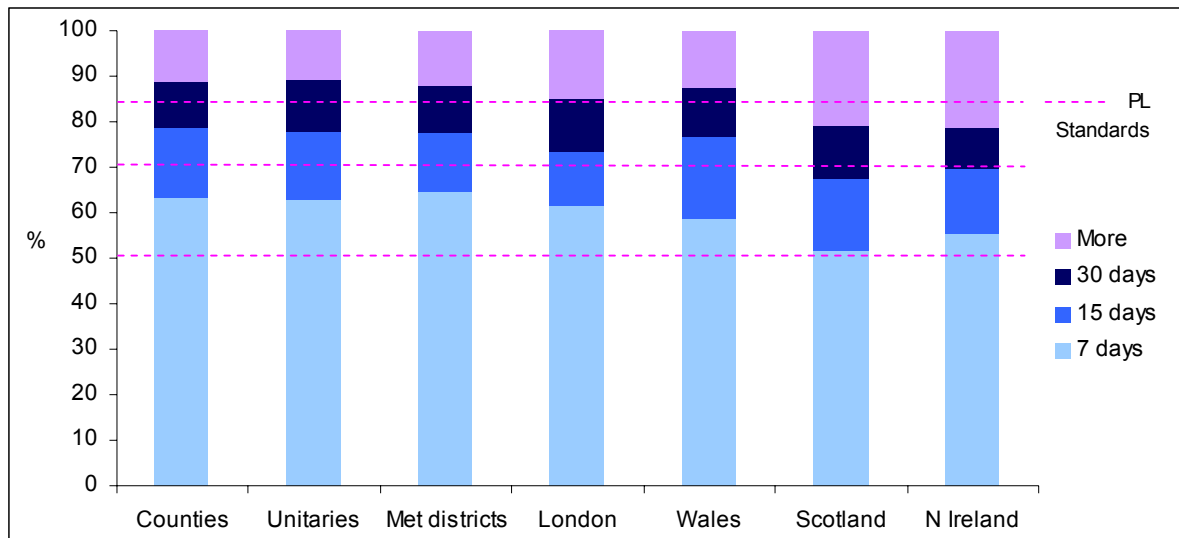
Since 2000 there has been somewhat of a reversal in the number of requests received for the UK overall, with increases in each year, so that the total is now at its highest level for the ten-year period. The number of requests per capita for the UK overall has decreased slightly since 1994-95, however, this varies within the sectors, with decreases in London, Scotland and Northern Ireland and increases elsewhere. 2004-05 has seen increases in both the number of requests and requests per capita in all sectors except Northern Ireland.

Information is also sought from each authority on the percentage of requested items which are supplied within seven, 15 and 30 days. This is obtained using sampling methods, and is

less complete than the count of requests. Sector averages for 2004-05 are summarised in Fig 2.18. For the UK as a whole, 62% of requests were satisfied within seven days, 77% within 15 days and 87% within 30 days. These proportions are all higher than they were in 1995-96 (when the data were first collected) when they stood at 37%, 59% and 78% respectively.

Speed of response to requests has been included in the public library standards for England and Wales, with levels set at 50% within seven days, 70% within 15 days and 85% within 30 days. All sectors in England and Wales have met the targets on average in 2004-05, as shown in Fig 2.18; average performance is noticeably poorer in Northern Ireland and Scotland.

**Fig 2.18 Request satisfaction rates 2004-05**



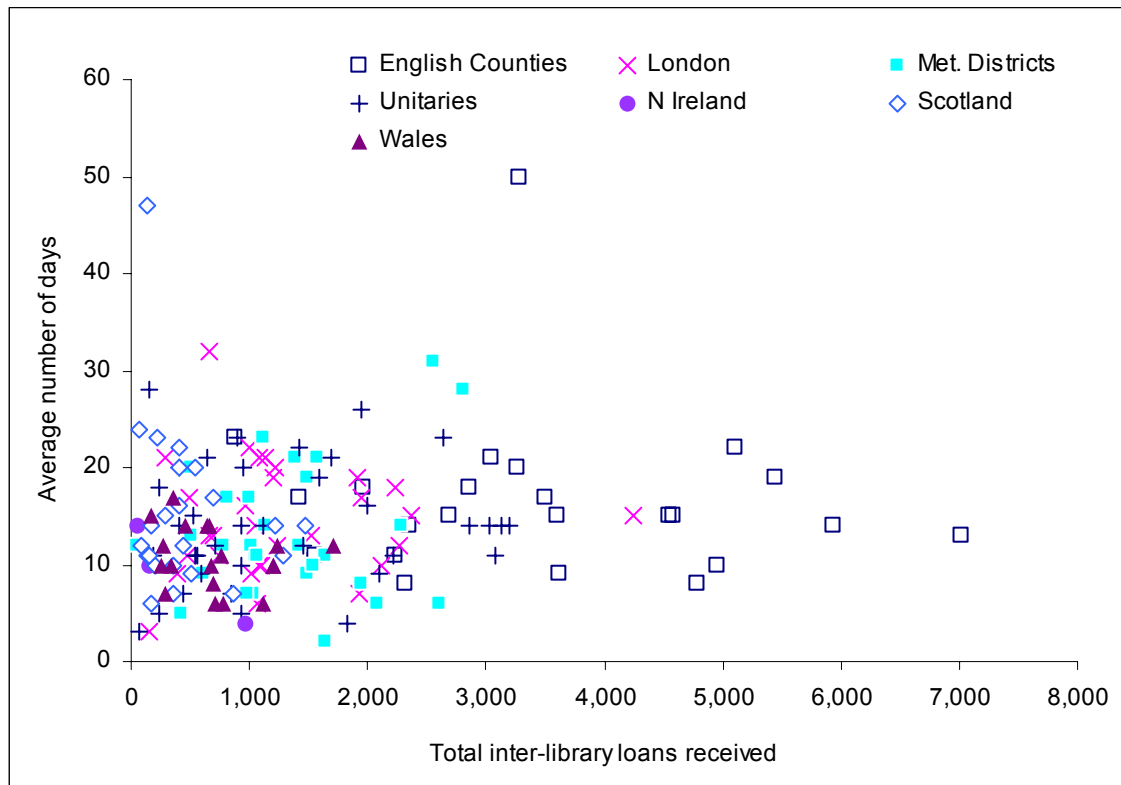
Improvement in the speed of supply is likely to be one factor influencing the increase in numbers of requests. Another is the decline in book stock. The pattern suggests that there is still a considerable demand for reading material which public libraries are well placed to satisfy.

### Inter-library loans

The data presented in this section derive from CIPFA. In addition to a count of the number of inter-library loans supplied and received, information is also sought on the average number of days taken to meet requests (excluding international loans). The count, which may be annual or based on the number of requests satisfied during October, is to assess time taken procuring inter-library loans. This varies considerably between authorities, as can be seen from Fig 2.19.

For all sectors, more ILLs are received than issued, but the proportion of the two varies from 27% more received than issued in the English counties to 254% more received than issued in Northern Ireland. London, Scotland and Northern Ireland have all experienced large falls in the number of ILLs issued over the ten-year period 1994-95 to 2004-05.

The number of ILLs received overall in the UK has fluctuated somewhat over the last ten years. The peak was reached in 1997-98, when the number was 7% higher than in 1994-95. Since then, there has been a decrease of 25%, however, there was an increase of 4.5% in 2004-05, which may be indicative that the decline is coming to an end. (Fig 2.20, page 97).

**Fig 2.19 Average time taken to satisfy inter-library loans 2004-05****Table 2.20 Annual visits per capita**

	English counties			Unitary authorities <sup>(a)</sup>			Metropolitan districts		
	Total ('000)	per capita	Number included	Total ('000)	per capita	Number included	Total ('000)	per capita	Number included
1994-95	206,895	6.8	39				67,578	6.0	36
95-96	200,987	6.5	39				64,821	5.8	36
96-97	181,634	6.5	35	13,908	5.1	14	63,803	5.7	36
97-98	159,604	6.2	35	28,083	5.4	27	60,846	5.5	36
98-99	138,667	6.1	34	45,341	5.5	46	57,136	5.1	36
1999-2000	133,172	5.8	34	42,434	5.1	46	55,224	5.0	36
2000-01	132,964	5.7	34	40,663	4.9	46	53,275	4.8	36
01-02	129,321	5.6	34	39,969	4.9	46	52,762	4.9	36
02-03	128,588	5.6	34	40,893	5.0	46	54,014	5.0	36
03-04	132,567	5.7	34	41,990	5.1	46	58,607	5.4	36
04-05	133,360	5.7	34	43,192	5.2	46	57,816	5.3	36
<b>Change %</b>									
Last year	0.6	0.0		2.9	2.5		- 1.4	- 1.6	
5 year	0.1	- 1.4		1.8	1.5		4.7	6.4	
10 year	n/a	n/a		n/a	n/a		- 14.4	- 12.6	

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.20 Annual visits per capita cont**

	London			Total England			Wales		
	Total ('000)	per capita	Number included	Total ('000)	per capita	Number included	Total ('000)	per capita	Number included
1994-95	55,566	8.0	33	330,040	6.8	108	14,834	5.1	13
95-96	54,992	7.8	33	320,799	6.6	108	14,303	4.9	13
96-97	54,195	7.7	33	313,540	6.4	118	13,860	4.7	22
97-98	52,617	7.4	33	301,150	6.1	131	13,647	4.7	22
98-99	51,340	7.1	33	292,484	5.9	149	13,588	4.6	22
1999-2000	49,849	6.8	33	280,679	5.6	149	13,158	4.5	22
2000-01	48,741	6.6	33	275,643	5.5	149	12,726	4.3	22
01-02	48,722	6.8	33	270,775	5.5	149	12,266	4.2	22
02-03	50,498	6.9	33	273,993	5.5	149	13,224	4.5	22
03-04	52,232	7.1	33	285,397	5.7	149	14,508	4.9	22
04-05	53,992	7.3	33	288,360	5.8	149	14,518	4.9	22
<i>Change %</i>									
<i>Last year</i>	3.4	2.8		1.0	0.6		0.1	-0.4	
<i>5 year</i>	8.3	6.2		2.7	2.1		10.3	9.8	
<i>10 year</i>	-2.8	-8.9		-12.6	-15.0		-2.1	-3.4	

	Scotland			Northern Ireland			Total UK		
	Total ('000)	per capita	Number included	Total ('000)	per capita	Number included	Total ('000)	per capita	Number included
1994-95		7.2	36	8,938	5.5	5		6.7	162
95-96	33,115	6.4	41	8,221	5.0	5	376,438	6.4	167
96-97	34,538	6.7	32	8,081	4.9	5	370,018	6.3	177
97-98	33,312	6.5	32	7,747	4.6	5	355,856	6.0	190
98-99	31,529	6.2	32	6,816	4.0	5	344,416	5.8	208
1999-2000	30,641	6.0	32	6,755	4.0	5	331,234	5.6	208
2000-01	28,542	5.6	32	7,005	4.1	5	323,916	5.4	208
01-02	28,627	5.7	32	6,803	4.0	5	318,471	5.4	208
02-03	28,603	5.6	32	7,122	4.2	5	322,942	5.5	208
03-04	30,077	5.9	32	7,002	4.1	5	336,984	5.7	208
04-05	29,656	5.8	32	7,142	4.2	5	339,676	5.7	208
<i>Change %</i>									
<i>Last year</i>	-1.4	-1.8		2.0	1.6		0.8	0.3	
<i>5 year</i>	-3.2	-2.9		5.7	4.4		2.5	1.5	
<i>10 year</i>	n/a	n/a		-20	-24		n/a	n/a	

Figures for total visits only shown where all authorities are included.

**Table 2.21 Annual enquiries**

	English counties		Unitary authorities <sup>(a)</sup>		Metropolitan districts	
	Total ('000)	per capita	Total ('000)	per capita	Total ('000)	per capita
1994-95	29,434	0.96			13,524	1.21
95-96	29,314	0.96			13,526	1.21
96-97	27,611	0.98	2,281	0.84	13,203	1.18
97-98	24,293	0.94	5,193	1.00	12,884	1.16
98-99	21,518	0.94	8,509	1.03	12,781	1.15
1999-2000	21,181	0.92	7,782	0.94	13,011	1.17
2000-01	20,216	0.87	7,930	0.95	12,303	1.11
01-02	20,649	0.90	7,753	0.95	12,270	1.13
02-03	19,692	0.85	7,520	0.92	12,213	1.13
03-04	20,157	0.87	7,561	0.91	12,286	1.13
04-05	20,074	0.86	7,862	0.95	11,829	1.08
<i>Change %</i>						
<i>Last year</i>	- 0.4	- 1.0	4.0	3.7	- 3.7	- 4.0
<i>5 year</i>	- 5.2	- 6.6	1.0	0.9	- 9.1	- 7.6
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	- 12.5	- 10.6

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	London		Total England		Wales	
	Total ('000)	per capita	Total ('000)	per capita	Total ('000)	per capita
1994-95	10,455	1.50	53,414	1.10	2,151	0.74
95-96	9,926	1.42	52,766	1.08	2,667	0.91
96-97	10,178	1.44	53,274	1.09	2,248	0.77
97-98	9,969	1.40	52,339	1.06	3,039	1.04
98-99	10,219	1.42	53,027	1.07	2,762	0.94
1999-2000	10,208	1.40	52,183	1.05	2,810	0.96
2000-01	9,603	1.30	50,052	1.00	2,850	0.97
01-02	9,805	1.37	50,477	1.03	2,596	0.89
02-03	9,798	1.33	49,223	0.99	2,842	0.97
03-04	9,450	1.28	49,453	0.99	2,610	0.89
04-05	8,670	1.17	48,435	0.97	2,655	0.90
<i>Change %</i>						
<i>Last year</i>	- 8.3	- 8.8	- 2.1	- 2.5	1.7	1.2
<i>5 year</i>	- 15.1	- 16.7	- 7.2	- 7.8	- 5.5	- 6.1
<i>10 year</i>	- 17.1	- 22	- 9.3	- 11.8	23	22



**Table 2.21 Annual enquiries cont**

	Scotland		Northern Ireland		Total UK	
	Total ('000)	per capita	Total ('000)	per capita	Total ('000)	per capita
1994-95	3,571	0.70	1,793	1.10	60,930	1.04
95-96	4,273	0.83	1,767	1.08	61,474	1.05
96-97	4,372	0.85	1,801	1.08	61,694	1.05
97-98	4,053	0.79	1,731	1.03	61,162	1.04
98-99	3,744	0.73	1,823	1.08	61,356	1.04
1999-2000	3,856	0.75	1,669	0.99	60,518	1.02
2000-01	3,793	0.74	1,581	0.93	58,276	0.98
01-02	3,905	0.77	1,571	0.93	58,548	1.00
02-03	4,120	0.81	1,588	0.94	57,773	0.98
03-04	4,453	0.88	1,882	1.11	58,398	0.98
04-05	4,289	0.84	1,577	0.92	56,955	0.95
<i>Change %</i>						
Last year	- 3.7	- 4.0	- 16.2	- 16.6	- 2.5	- 2.9
5 year	11.2	11.7	- 5.5	- 6.7	- 5.9	- 6.8
10 year	20	21	- 12.1	- 16.4	- 6.5	- 8.8

**Table 2.22 Requests**

	English counties		Unitary authorities <sup>(a)</sup>		Metropolitan districts	
	Total ('000)	per capita	Total ('000)	per capita	Total ('000)	per capita
1994-95	4,923	0.16			1,151	0.10
95-96	4,899	0.16			1,171	0.11
96-97	4,625	0.17	327	0.12	1,080	0.10
97-98	4,104	0.16	608	0.12	1,103	0.10
98-99	3,409	0.15	854	0.10	1,067	0.10
1999-2000	3,343	0.15	848	0.10	1,050	0.09
2000-01	3,519	0.15	902	0.11	1,052	0.09
01-02	3,611	0.16	899	0.11	1,073	0.10
02-03	3,742	0.16	905	0.11	1,074	0.10
03-04	4,031	0.17	982	0.12	1,220	0.11
04-05	4,321	0.19	1,087	0.13	1,238	0.11
<i>Change %</i>						
Last year	7.2	6.9	10.7	10.1	1.5	0.9
5 year	29	28	28	28	17.9	20
10 year	n/a	n/a	n/a	n/a	7.6	9.7

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.22 Requests cont**

	London		Total England		Wales	
	Total ('000)	per capita	Total ('000)	per capita	Total ('000)	per capita
1994-95	973	0.14	7,048	0.15	402	0.14
95-96	967	0.14	7,036	0.14	392	0.13
96-97	922	0.13	6,954	0.14	352	0.12
97-98	869	0.12	6,684	0.14	351	0.12
98-99	850	0.12	6,180	0.13	337	0.12
1999-2000	785	0.11	6,027	0.12	339	0.12
2000-01	802	0.11	6,274	0.13	322	0.11
01-02	826	0.12	6,408	0.13	290	0.10
02-03	777	0.11	6,500	0.13	351	0.12
03-04	743	0.10	6,977	0.14	374	0.13
04-05	837	0.11	7,483	0.15	429	0.15
<i>Change %</i>						
<i>Last year</i>	12.6	11.9	7.3	6.4	14.7	14.2
<i>5 year</i>	6.5	4.6	24	23	26	25
<i>10 year</i>	- 14.1	- 19.3	6.2	2.8	6.7	5.1

	Scotland		Northern Ireland		Total UK	
	Total ('000)	per capita	Total ('000)	per capita	Total ('000)	per capita
1994-95	1,057	0.21	390	0.24	8,896	0.15
95-96	1,049	0.20	397	0.24	8,875	0.15
96-97	985	0.19	399	0.24	8,691	0.15
97-98	799	0.16	360	0.22	8,194	0.14
98-99	755	0.15	357	0.21	7,629	0.13
1999-2000	699	0.14	368	0.22	7,433	0.13
2000-01	734	0.14	368	0.22	7,698	0.13
01-02	765	0.15	350	0.21	7,813	0.13
02-03	767	0.15	289	0.17	7,908	0.13
03-04	794	0.16	282	0.17	8,427	0.14
04-05	868	0.17	277	0.16	9,056	0.15
<i>Change %</i>						
<i>Last year</i>	9.2	9.0	- 1.8	- 1.8	7.5	7.1
<i>5 year</i>	24	24	- 25	- 26	22	21
<i>10 year</i>	- 17.9	- 17.5	- 29	- 33	1.8	- 0.7

**Table 2.23 Inter-library loans ('000)**

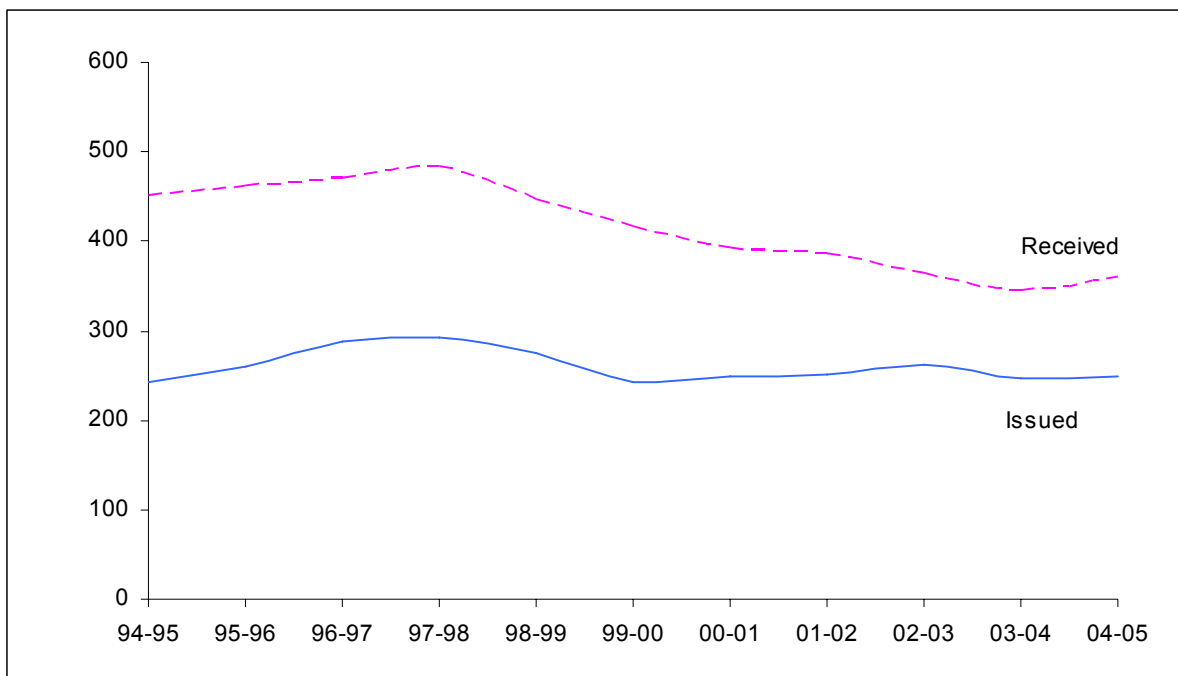
	English counties		Unitary authorities <sup>(a)</sup>		Metropolitan districts	
	Issued	Received	Issued	Received	Issued	Received
1994-95	121	244			33	75
95-96	136	257			35	77
96-97	132	236	27	34	40	71
97-98	131	226	48	71	37	71
98-99	114	190	49	81	43	66
1999-2000	106	166	43	82	32	65
2000-01	110	159	45	78	38	62
01-02	106	140	54	101	41	58
02-03	119	142	50	83	44	55
03-04	103	134	51	77	42	52
04-05	111	141	59	88	40	48
<i>Change %</i>						
<i>Last year</i>	7.6	5.3	13.7	13.2	- 26	- 6.9
<i>5 year</i>	4.2	- 14.9	36	6.6	- 4.2	- 26
<i>10 year</i>	n/a	n/a	n/a	n/a	- 5.8	- 36

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	London		Total England		Wales	
	Issued	Received	Issued	Received	Issued	Received
1994-95	63	77	217	395	7	19
95-96	64	73	234	407	6	20
96-97	59	70	257	410	14	22
97-98	56	65	272	434	6	19
98-99	49	66	255	402	7	17
1999-2000	43	59	225	372	6	17
2000-01	43	55	236	353	5	16
01-02	37	49	238	348	5	16
02-03	38	51	251	330	4	14
03-04	35	48	232	311	6	14
04-05	37	50	237	327	6	15
<i>Change %</i>						
<i>Last year</i>	2.7	3.6	2.0	5.0	4.6	4.0
<i>5 year</i>	- 16.3	- 15.3	5.1	- 12.2	- 2.5	- 14.2
<i>10 year</i>	- 42	- 35	9.3	- 17.3	- 12.5	- 21

**Table 2.23 Inter-library loans ('000) cont**

	Scotland		Northern Ireland		Total UK	
	Issued	Received	Issued	Received	Issued	Received
1994-95	13	30	6	7	242	451
95-96	14	29	5	7	259	462
96-97	13	28	4	10	288	471
97-98	11	24	3	6	292	483
98-99	11	23	2	4	275	446
1999-2000	8	22	2	4	242	415
2000-01	8	19	1	4	250	392
01-02	8	18	1	4	252	386
02-03	8	17	1	3	263	364
03-04	8	16	1	2	246	344
04-05	6	16	1	2	250	360
<i>Change %</i>						
<i>Last year</i>	- 21	- 2.1	- 6.0	- 15.3	1.3	4.5
<i>5 year</i>	- 25	- 27	- 68	- 46	3.3	- 13.4
<i>10 year</i>	- 51	- 48	- 90	- 68	3.2	- 20

**Fig 2.20 Inter-library loans**

## Table 2.24 Staff numbers

### Total staff

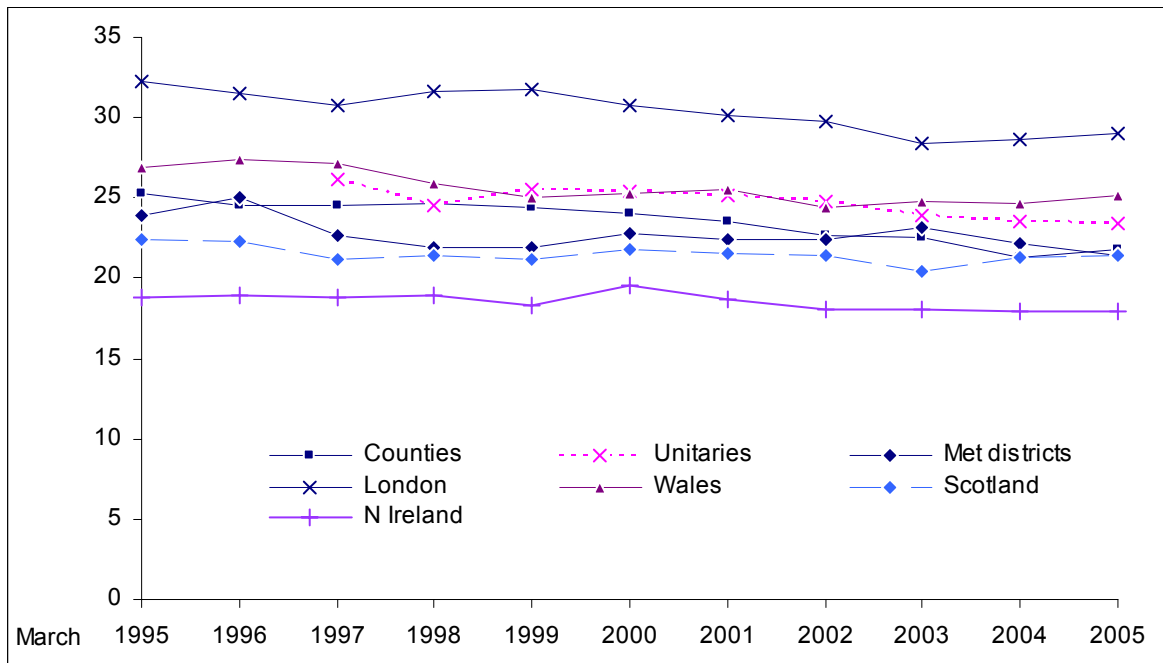
Table 2.24 shows that total staff numbers in the UK have declined over the past ten years. There are now just 4.44 staff per 10,000 population in the UK, compared to 4.67 ten years ago. The worst hit area is London, with a fall of 15.6% in staff per capita since March 1995. 2004-05 has seen an increase in staff per capita in all sectors except the metropolitan districts and Scotland, with an increase of 0.7% in the UK overall – this follows a slight decrease last year and is an encouraging sign. Staff per capita is now at its highest level since 1998.

### Professional staff

Tables 2.24a and 2.24b (pages 100-102) give the number of professional staff by sector. Over the ten-year period, numbers of professional staff have fallen in every sector – ranging from 2.8% in Wales to 19.1% in London. In the English counties, English unitaries and Northern Ireland, on average there is less than one member of professional staff per 10,000 population. The past year has seen increases in professional staff per capita in all sectors except the metropolitan districts where there has been a decrease of 4%.

Fig 2.21 illustrates the proportion of professional staff in post, which varied in March 2005 from 29% in London to just 18% in Northern Ireland. The proportion of professional staff has fallen over the ten-year period in all sectors.

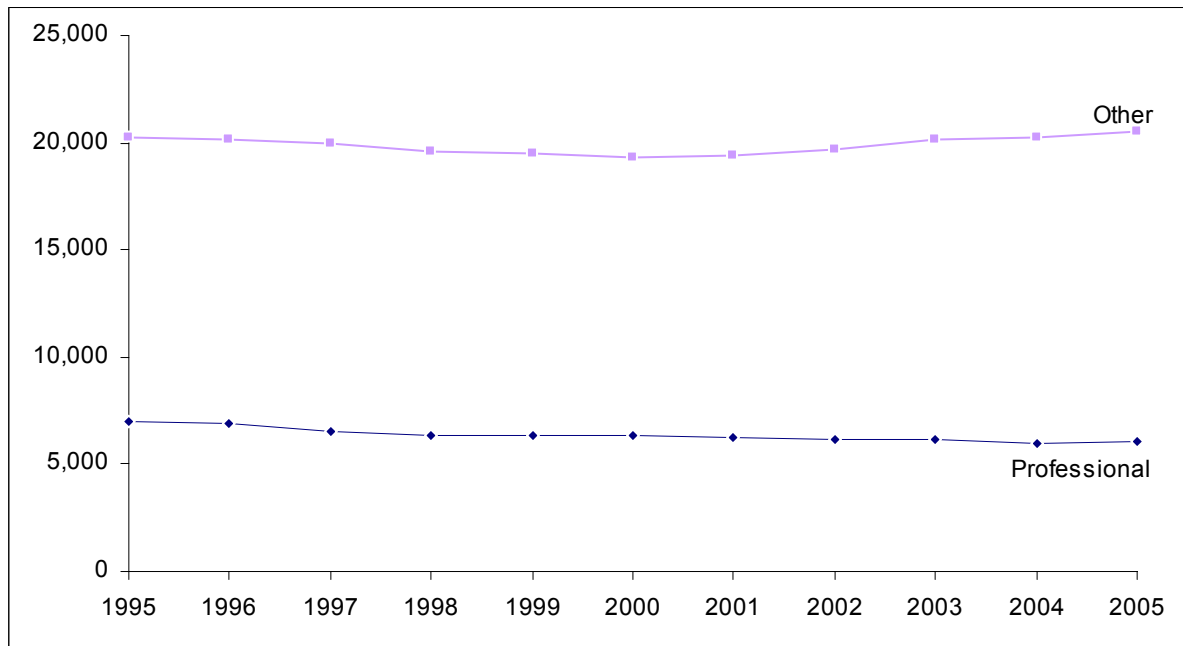
Fig 2.21 Percentage of professional staff



## Other staff

No distinction is now made between manual and other non-manual staff in the *CIPFA Actuals*. The number of manual staff had been in decline for a number of years, and stood at just over 1,000 in March 1999. Tables 2.24a and 2.24b (pages 100-102) also give the total number of other staff by sector for the ten-year period 1995-2005, and show that until 2000-01 the number of other staff in post in the UK had declined every year. The past year has seen increases in all sectors except Scotland. The greatest fall in other staff numbers since 1994-95 has been in Scotland, with Wales and Northern Ireland seeing the number of other staff rising over the ten years. Fig 2.22 shows the trends in professional and other staff in post for the UK between 1995 and 2005.

**Fig 2.22 Professional and other staff in post**



**Table 2.24a Staff in post**

	English counties			Unitary authorities <sup>(a)</sup>			Metropolitan districts		
	Profes- sional	Other	Total	Profes- sional	Other	Total	Profes- sional	Other	Total
March 1995	3,057	9,007	12,064				1,361	4,342	5,703
1996	2,952	9,063	12,032				1,392	4,180	5,568
1997	2,651	8,172	10,817	282	797	1,080	1,228	4,198	5,425
1998	2,382	7,273	9,654	520	1,598	2,118	1,175	4,199	5,374
1999	2,071	6,438	8,503	834	2,444	3,266	1,169	4,158	5,322
2000	2,053	6,464	8,519	837	2,457	3,289	1,201	4,077	5,276
2001	2,003	6,519	8,523	832	2,482	3,314	1,174	4,051	5,225
2002	1,962	6,668	8,629	815	2,467	3,281	1,193	4,142	5,335
2003	1,980	6,796	8,776	807	2,564	3,371	1,264	4,191	5,455
2004	1,896	7,030	8,925	791	2,564	3,355	1,191	4,171	5,361
2005	1,952	7,027	8,979	814	2,665	3,479	1,146	4,216	5,362
<i>Change %</i>									
<i>Last year</i>	3.0	0.0	0.6	2.9	3.9	3.7	- 3.8	1.1	0.0
<i>5 year</i>	- 4.9	8.7	5.4	- 2.7	8.5	5.8	- 4.6	3.4	1.6
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	- 15.8	- 2.9	- 6.0

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.24b Staff per 10,000 population**

	English counties			Unitary authorities <sup>(a)</sup>			Metropolitan districts		
	Profes- sional	Other	Total	Profes- sional	Other	Total	Profes- sional	Other	Total
March 1995	1.00	2.94	3.95				1.22	3.88	5.09
1996	0.97	2.94	3.92				1.25	3.74	4.98
1997	0.94	2.91	3.85	1.03	2.92	3.96	1.10	3.75	4.85
1998	0.92	2.81	3.74	1.00	3.09	4.10	1.05	3.77	4.82
1999	0.91	2.81	3.72	1.01	2.94	3.94	1.05	3.73	4.77
2000	0.89	2.81	3.70	1.01	2.96	3.97	1.08	3.66	4.74
2001	0.87	2.81	3.68	1.00	2.98	3.98	1.06	3.64	4.69
2002	0.85	2.90	3.76	1.00	3.02	4.01	1.10	3.83	4.93
2003	0.86	2.94	3.80	0.98	3.12	4.10	1.16	3.86	5.02
2004	0.82	3.02	3.84	0.95	3.09	4.05	1.09	3.82	4.91
2005	0.83	3.00	3.84	0.98	3.21	4.18	1.05	3.85	4.89
<i>Change %</i>									
<i>Last year</i>	2.3	- 0.6	0.0	2.6	3.6	3.4	- 4.0	0.8	- 0.3
<i>5 year</i>	- 6.4	7.1	3.8	- 3.0	8.2	5.5	- 3.1	5.1	3.3
<i>10 year</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	- 14.0	- 0.8	- 3.9

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.24a Staff in post cont**

	London			Total England			Wales		
	Profes- sional	Other	Total	Profes- sional	Other	Total	Profes- sional	Other	Total
March 1995	1,387	2,912	4,299	5,805	16,262	22,066	317	863	1,181
1996	1,342	2,912	4,256	5,686	16,154	21,856	324	857	1,182
1997	1,267	2,852	4,120	5,427	16,019	21,442	323	869	1,192
1998	1,231	2,665	3,898	5,307	15,735	21,045	286	816	1,101
1999	1,245	2,685	3,928	5,319	15,725	21,019	286	864	1,143
2000	1,193	2,694	3,882	5,284	15,692	20,966	279	823	1,101
2001	1,164	2,691	3,855	5,173	15,743	20,917	276	808	1,084
2002	1,143	2,692	3,834	5,112	15,968	21,079	263	814	1,077
2003	1,115	2,811	3,927	5,167	16,361	21,529	281	854	1,135
2004	1,089	2,705	3,794	4,966	16,470	21,436	290	887	1,177
2005	1,122	2,749	3,871	5,033	16,657	21,691	308	919	1,227
<i>Change %</i>									
<i>Last year</i>	3.0	1.6	2.0	1.3	1.1	1.2	6.2	3.6	4.2
<i>5 year</i>	- 6.0	2.0	- 0.3	- 4.8	6.1	3.5	10.4	11.7	11.4
<i>10 year</i>	- 19.1	- 5.6	- 10.0	- 13.3	2.4	- 1.7	- 2.8	6.5	3.9

**Table 2.24b Staff per 10,000 population cont**

	London			Total England			Wales		
	Profes- sional	Other	Total	Profes- sional	Other	Total	Profes- sional	Other	Total
March 1995	1.99	4.18	6.17	1.19	3.34	4.53	1.09	2.96	4.05
1996	1.91	4.15	6.07	1.16	3.30	4.47	1.11	2.94	4.05
1997	1.79	4.03	5.82	1.11	3.26	4.37	1.11	2.98	4.08
1998	1.73	3.74	5.47	1.08	3.19	4.27	0.98	2.79	3.76
1999	1.73	3.74	5.49	1.08	3.18	4.25	0.98	2.94	3.90
2000	1.64	3.70	5.33	1.06	3.15	4.21	0.95	2.80	3.75
2001	1.58	3.65	5.23	1.04	3.15	4.18	0.94	2.74	3.68
2002	1.59	3.75	5.35	1.04	3.25	4.29	0.91	2.80	3.70
2003	1.52	3.82	5.34	1.04	3.30	4.35	0.96	2.92	3.88
2004	1.47	3.66	5.14	1.00	3.30	4.30	0.99	3.02	4.01
2005	1.51	3.70	5.21	1.01	3.33	4.33	1.04	3.11	4.16
<i>Change %</i>									
<i>Last year</i>	2.4	1.1	1.5	0.9	0.7	0.7	5.9	3.1	3.7
<i>5 year</i>	- 7.8	0.1	- 2.2	- 5.4	5.4	2.8	9.9	11.1	10.9
<i>10 year</i>	- 24	- 11.5	- 15.6	- 15.7	- 0.4	- 4.4	- 4.2	5.0	2.5



**Table 2.24a Staff in post cont**

	Scotland			Northern Ireland			Total UK		
	Profes- sional	Other	Total staff	Profes- sional	Other	Total	Profes- sional	Other	Total
March 1995	723	2,497	3,220	153	662	815	6,999	20,283	27,281
1996	711	2,488	3,197	152	652	804	6,873	20,151	27,040
1997	655	2,446	3,101	146	632	778	6,552	19,966	26,513
1998	655	2,395	3,051	140	602	742	6,388	19,548	25,938
1999	623	2,325	2,943	138	615	753	6,366	19,529	25,858
2000	630	2,257	2,887	142	584	726	6,335	19,356	25,680
2001	613	2,239	2,852	145	630	775	6,208	19,420	25,628
2002	612	2,249	2,861	141	639	780	6,127	19,669	25,797
2003	597	2,324	2,921	140	635	775	6,184	20,174	26,359
2004	610	2,260	2,869	144	660	804	6,010	20,276	26,286
2005	612	2,252	2,864	146	666	812	6,100	20,494	26,594
<i>Change %</i>									
<i>Last year</i>	0.3	- 0.4	- 0.2	1.4	0.9	1.0	1.5	1.1	1.2
<i>5 year</i>	- 2.9	- 0.2	- 0.8	2.8	14.0	11.8	- 3.7	5.9	3.6
<i>10 year</i>	- 15.4	- 9.8	- 11.1	- 4.6	0.6	- 0.4	- 12.8	1.0	- 2.5

**Table 2.24b Staff per 10,000 population cont**

	Scotland			Northern Ireland			Total UK		
	Profes- sional	Other	Total	Profes- sional	Other	Total	Profes- sional	Other	Total
March 1995	1.41	4.86	6.27	0.94	4.07	5.01	1.20	3.47	4.67
1996	1.39	4.84	6.23	0.93	3.99	4.92	1.17	3.44	4.62
1997	1.28	4.77	6.05	0.88	3.80	4.68	1.11	3.40	4.51
1998	1.28	4.68	5.96	0.84	3.59	4.43	1.08	3.31	4.40
1999	1.22	4.54	5.75	0.82	3.64	4.46	1.08	3.30	4.37
2000	1.23	4.41	5.64	0.84	3.46	4.30	1.07	3.25	4.34
2001	1.20	4.38	5.58	0.85	3.71	4.57	1.04	3.25	4.29
2002	1.21	4.44	5.65	0.84	3.79	4.63	1.04	3.35	4.39
2003	1.18	4.58	5.75	0.82	3.74	4.57	1.04	3.41	4.45
2004	1.20	4.45	5.65	0.85	3.87	4.72	1.01	3.40	4.41
2005	1.20	4.41	5.61	0.85	3.89	4.75	1.02	3.42	4.44
<i>Change %</i>									
<i>Last year</i>	0.0	- 0.8	- 0.6	0.9	0.5	0.6	1.0	0.6	0.7
<i>5 year</i>	- 2.5	0.1	- 0.5	1.5	12.6	10.4	- 4.7	5.2	2.5
<i>10 year</i>	- 14.8	- 9.3	- 10.5	- 9.2	- 4.3	- 5.3	- 15.0	- 1.4	- 4.9

## Tables 2.25 - 2.28 Service points

### Number of service points

Table 2.25 (*pages 106-110*) shows the total number of service points in the UK, broken down by length of opening. CIPFA no longer reports on service points in institutions, which have been omitted from the table this year. 2004-05 has seen decreases in the total number of service points in all sectors except Wales where there was an increase of 3.2%. Northern Ireland has been worst hit with a decrease of almost 6% in the past year. Overall, during the past ten years, the total number of service points has decreased in every sector. Northern Ireland is the worst hit area with a decrease of 27%, which can be largely attributed to there now being no service points open for less than ten hours per week, compared to 41 in 1994-95. Encouragingly, in 2004-05 Scotland saw the only reduction in the number of service points open for more than 45 hours a week. In particular the English unitaries and the English counties saw their service points open 45 hours or more a week increase by 26% and 9% respectively, with an increase of 3.8% overall for the UK. If we look at those service points open for ten or more hours per week, numbers have remained relatively stable over the last ten years, with decreases throughout the UK ranging from 0.6% in Wales to 8.8% in London.

Within that subtotal, however, opening hours have been cut, although there are signs of this trend reversing. The total number of service points in the UK open for 60 or more hours per week has increased by 77% in the last ten years. This increase is largely due to increases of 26% and 46% in the two most recent years. The numbers of service points open between 30 and 45 hours per week and between 10 and 30 hours per week have decreased by 12% over ten years.

Whilst the description above is true for the UK as a whole, there are some notable differences between sectors. The number of service points open for more than 60 hours was relatively stable in Scotland, until 1998-99 when they experienced a dramatic cut from 33 to five service points with those opening hours. This was reduced in 1999-2000 to four, and further reduced in 2000-01 to three. 2000-05 has seen fluctuations, so that there are now four service points open for more than 60 hours.

There is an encouraging sign in England at least that opening hours are being extended in a small number of flagship libraries. The number of service points open for 60 hours or more per week increased from six to 11 in March 1999, and to 19 in March 2001. With four further increases in the most recent years, the figure stood at 69 in March 2005.

### Service point hours

Table 2.26 (*pages 110-111*) summarises the total service point hours open per week, calculated by multiplying the average weekly opening hours in each category by the number of service points in that category, and totalling for each authority. This gives only a broad overview, but shows that the decline in service availability up to 2000-01 has been reversed, with increases for the UK as a whole in each of the last four years. The picture is particularly encouraging in England and Wales, where public library service standards have been set for opening hours.

In all sectors of England, except London, the total service point hours open per week increased in the last year, with a decrease in Northern Ireland. Decreases in the per capita

figures were reported in all sectors of the UK except for the English unitaries, the metropolitan districts and Wales, with an average fall of 0.3% and 2.49 hours per week per 1,000 population. Opening hours are most generous in Scotland, Wales and Northern Ireland. This may reflect the geography of these regions, with large distances between villages and towns in remote areas, and consequent policies of maintaining small libraries opening on only one or two days per week to serve these populations.

## Population per service point

Table 2.27 (page 112) shows the variations in average population per service point, based on those service points open for ten or more hours per week, including mobiles. Service points in London have the greatest average population, and those in Wales and Scotland the lowest. The rate of increase is highest in London, where it is much higher than the increase in population (shown in Table 5.1, page 170) which was 6.6% over the last ten years. All sectors except Wales have seen increases in 2004-05.

## Other statistics

These include floor area, provision of electronic access, and details of the “busiest library” in each authority. In 2004-05 only one library was reported as having more than one million issues – Norfolk’s Millennium library.

The number of static service points providing internet access was collected for the first time in 1996-97. Table 2.28 shows the estimated total number and average percentage of static service points open for ten hours or more per week which provide internet access in each sector, and illustrates the growing importance of this facility. Under the public library standards, all static service points in England and Wales were required to provide internet access to the public by the end of December 2002, and the table does illustrate a definite trend towards achieving this. On the 31 March 2005, 182 public library authorities (out of 208 – 88%) were providing internet access at all of their static service points open for ten or more hours per week.

Slight variations in the data published by CIPFA have resulted in the totals for the number of service points in 2004-05 given in Table 2.28 being an estimate only. This year the data give only the percentage of service points offering access to both the online catalogue and the internet, and this has been used to estimate the total number of service points with this provision. In previous years the number of service points with internet access has been included in the CIPFA *Actuals*. It is felt that the number of service points offering access to the internet without also providing access to the OPAC would be so small as not to affect the overall picture.

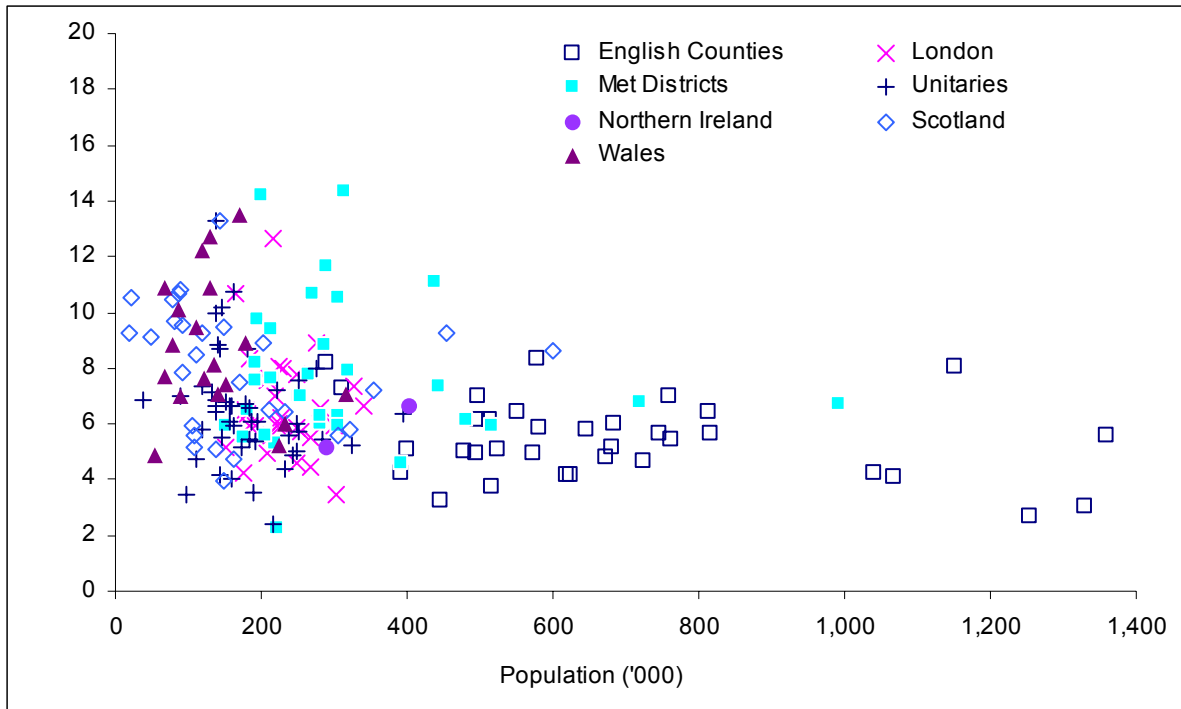
The public library standards also set targets for online OPAC access (all service points open ten or more hours per week in both England and Wales) and for the number of computer terminals available for public use. In total, there were 36,509 computer terminals available for public use in 2004-05. Changes in the data collected by CIPFA prevent any comparisons with previous years.

Fig 2.23 shows the number of computer terminals available for public use per 10,000 population, and there is considerable variation. One authority has been excluded from Fig 2.23 for reasons of clarity – the City of London. These figures cover all terminals

available in public areas, with access to the library catalogue and the internet. Any authorities submitting a zero response for the number of terminals have also been omitted.

The standards set are six per 10,000 population in England, and seven per 10,000 population in Wales. There is clearly some way to go before these targets are met – Fig 2.23 shows around 57% of all authorities meeting them by March 2005 – but this area is one in which the figures change on an almost daily basis.

**Fig 2.23 Computer terminals per 10,000 population 2004-05**



**Table 2.25 Number of service points**

English counties	Hours open per week				Mobile libraries	Sub-total	Open <10 hrs	Total
	60+	45-59	30-44	10-29				
March 1995	-	260	788	946	384	2,378	165	2,543
1996	-	250	767	976	387	2,380	136	2,516
1997	-	222	686	887	356	2,151	115	2,266
1998	-	201	601	848	326	1,976	102	2,078
1999	3	167	510	783	293	1,756	91	1,847
2000	3	178	509	774	293	1,757	79	1,836
2001	3	187	505	777	286	1,758	74	1,832
2002	5	197	498	769	297	1,766	64	1,830
2003	5	248	487	739	292	1,771	54	1,825
2004	14	278	488	701	292	1,773	47	1,820
2005	19	299	482	672	282	1,754	57	1,811
<i>Change %</i>								
Last year	36	7.6	- 1.3	- 4.1	- 3.4	- 1.1	21	- 0.5
5 year	533	68	- 5.3	- 13.2	- 3.8	- 0.2	- 28	- 1.4
10 year	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Unitary <sup>(a)</sup> authorities	Hours open per week				Mobile libraries	Sub-total	Open <10 hrs	Total
	60+	45-59	30-44	10-29				
March 1995								
1996								
1997	-	20	88	81	26	215	19	234
1998	-	38	152	132	43	365	26	391
1999	-	57	214	228	70	568	31	599
2000	-	57	212	231	72	572	27	599
2001	-	59	210	230	74	573	29	602
2002	1	60	210	228	72	571	26	597
2003	4	76	211	216	69	576	16	592
2004	7	83	219	204	69	582	14	596
2005	10	103	213	182	64	572	19	591
<i>Change %</i>								
Last year	43	24	- 2.7	- 10.8	- 7.2	- 1.7	36	- 0.8
5 year	-	81	0.5	- 21	- 11.1	0.0	- 30	- 1.3
10 year	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.25** Number of service points *cont*

Metropolitan districts	Hours open per week				Mobile libraries	Sub-total	Open <10 hrs	Total
	60+	45-59	30-44	10-29				
March 1995	5	112	355	286	72	830	17	847
1996	5	111	349	275	72	812	23	835
1997	4	108	346	273	72	803	20	823
1998	2	106	348	258	71	785	29	814
1999	4	107	343	250	71	775	28	803
2000	4	113	335	246	72	770	26	796
2001	6	115	328	241	72	769	27	796
2002	10	115	331	242	72	770	25	795
2003	16	135	321	229	71	772	20	792
2004	18	153	305	228	70	774	19	793
2005	20	157	311	213	64	765	20	785
<i>Change %</i>								
<i>Last year</i>	11.1	2.6	2.0	- 6.6	- 8.6	- 1.2	5.3	- 1.0
<i>5 year</i>	400	39	- 7.2	- 13.4	- 11.1	- 0.6	- 23	- 1.4
<i>10 year</i>	300	40	- 12.4	- 26	- 11.1	- 7.8	17.6	- 7.3

London	Hours open per week				Mobile libraries	Sub-total	Open <10 hrs	Total
	60+	45-59	30-44	10-29				
March 1995	2	112	198	72	36	420	1	421
1996	4	106	206	64	37	417	1	418
1997	3	113	199	53	37	405	1	406
1998	4	104	177	85	36	406	-	406
1999	4	106	175	86	34	405	-	405
2000	4	110	166	89	33	402	-	402
2001	10	108	163	83	33	397	-	397
2002	12	121	160	72	32	397	-	397
2003	17	139	149	56	30	391	1	392
2004	12	169	131	53	30	395	-	395
2005	20	168	133	39	23	383	-	383
<i>Change %</i>								
<i>Last year</i>	67	- 0.6	1.5	- 26	- 23	- 3.0	-	- 3.0
<i>5 year</i>	400	53	- 19.9	- 56	- 3.8	- 4.7	-	- 4.7
<i>10 year</i>	900	50	- 33	- 46	- 27	- 8.8	-	- 9.0

**Table 2.25** Number of service points *cont*

Total England	Hours open per week				Mobile libraries	Sub- total	Open <10 hrs	Total
	60+	45-59	30-44	10-29				
March 1995	7	484	1,341	1,304	492	3,628	183	3,811
1996	9	467	1,322	1,315	496	3,609	160	3,769
1997	7	463	1,319	1,294	491	3,574	155	3,729
1998	6	449	1,278	1,323	476	3,532	157	3,689
1999	11	437	1,242	1,347	468	3,504	150	3,654
2000	11	458	1,222	1,340	470	3,501	132	3,633
2001	19	469	1,206	1,331	465	3,497	130	3,627
2002	28	493	1,199	1,311	473	3,504	115	3,619
2003	42	598	1,168	1,240	462	3,510	91	3,601
2004	51	683	1,143	1,186	461	3,524	80	3,604
2005	69	727	1,139	1,106	433	3,474	96	3,570
<i>Change %</i>								
<i>Last year</i>	35	6.4	- 0.3	- 6.7	- 6.1	- 1.4	20	- 0.9
<i>5 year</i>	527	59	- 6.8	- 17.5	- 7.9	- 0.8	- 27	- 1.7
<i>10 year</i>	886	50	- 15.1	- 15.2	- 12.0	- 4.2	- 48	- 6.3

Wales	Hours open per week				Mobile libraries	Sub- total	Open <10 hrs	Total
	60+	45-59	30-44	10-29				
March 1995	-	35	108	144	58	345	45	390
1996	-	36	107	137	59	339	51	390
1997	-	37	100	142	71	350	47	397
1998	-	43	95	136	70	344	46	390
1999	-	45	95	135	70	345	45	390
2000	3	44	93	134	70	344	44	388
2001	3	44	94	133	65	339	41	380
2002	3	47	93	131	67	341	39	380
2003	5	52	91	126	70	344	35	379
2004	5	57	87	125	65	339	37	376
2005	5	58	85	129	66	343	35	388
<i>Change %</i>								
<i>Last year</i>	0.0	1.8	- 2.3	3.2	1.5	1.2	- 5.4	3.2
<i>5 year</i>	67	32	- 8.6	- 3.7	- 5.7	- 0.3	- 12	0.0
<i>10 year</i>	-	66	- 21	- 10.4	13.8	- 0.6	- 22	- 0.5

**Table 2.25 Number of service points cont**

Scotland	Hours open per week				Mobile libraries	Sub-total	Open <10 hrs	Total
	60+	45-59	30-44	10-29				
March 1995	37	161	144	190	106	638	125	763
1996	34	167	144	189	103	637	120	757
1997	33	169	141	188	98	629	119	748
1998	33	158	151	186	93	621	68	689
1999	5	182	157	185	93	622	65	687
2000	4	183	159	188	94	628	64	692
2001	3	168	171	180	94	616	42	658
2002	6	168	166	179	93	611	41	652
2003	7	168	161	184	91	612	43	655
2004	6	168	170	176	84	604	37	641
2005	4	143	169	191	77	584	35	619
<i>Change %</i>								
<i>Last year</i>	- 33	- 14.9	- 0.6	8.5	- 8.3	- 3.3	- 5.4	- 3.4
<i>5 year</i>	0.0	- 22	6.3	1.6	- 18.1	- 7.0	- 45	- 10.5
<i>10 year</i>	- 89	- 11.2	17.4	0.5	- 27	- 8.5	- 72	- 18.9

Northern Ireland	Hours open per week				Mobile libraries	Sub-total	Open <10 hrs	Total
	60+	45-59	30-44	10-29				
March 1995	-	25	50	51	36	162	41	203
1996	-	25	50	52	36	163	34	197
1997	-	24	51	52	36	163	34	197
1998	-	24	51	51	34	160	-	160
1999	-	24	52	50	33	159	-	159
2000	-	24	53	48	32	157	-	157
2001	-	25	51	50	32	158	-	158
2002	-	25	51	50	32	158	-	158
2003	-	27	51	47	33	158	-	158
2004	-	27	51	47	32	157	-	157
2005	-	29	51	54	14	148	-	148
<i>Change %</i>								
<i>Last year</i>	-	7.4	0.0	14.9	- 56	- 5.7	-	- 5.7
<i>5 year</i>	-	21	- 3.8	12.5	- 56	- 5.7	-	- 5.7
<i>10 year</i>	-	16.0	0.0	5.9	- 61	- 8.6	-	- 27



**Table 2.25** Number of service points *cont*

Total UK	Hours open per week				Mobile libraries	Sub-total	Open <10 hrs	Total
	60+	45-59	30-44	10-29				
March 1995	44	705	1,643	1,689	692	4,773	394	5,167
1996	43	695	1,623	1,693	694	4,748	365	5,113
1997	40	693	1,611	1,676	696	4,716	355	5,071
1998	39	674	1,575	1,696	673	4,657	271	4,928
1999	16	688	1,546	1,717	664	4,630	260	4,890
2000	18	709	1,527	1,710	666	4,630	240	4,870
2001	25	706	1,522	1,694	656	4,610	213	4,823
2002	37	733	1,509	1,671	665	4,614	195	4,809
2003	54	845	1,471	1,597	656	4,624	169	4,793
2004	62	935	1,451	1,534	642	4,624	154	4,778
2005	78	957	1,444	1,480	590	4,549	166	4,715
<i>Change %</i>								
<i>Last year</i>	26	2.4	- 0.5	- 3.5	- 8.1	- 1.6	7.8	- 1.3
<i>5 year</i>	333	35	- 5.4	- 13.5	- 11.4	- 1.7	- 31	- 3.2
<i>10 year</i>	77	36	- 12.1	- 12.4	- 14.7	- 4.7	- 58	- 8.7

**Table 2.26** Service point hours open per week

	English counties		Unitary authorities <sup>(a)</sup>		Metropolitan districts	
	Total	per 1,000 population	Total	per 1,000 population	Total	per 1,000 population
1994-95	69,384	2.27			27,198	2.43
95-96	68,667	2.24			26,261	2.35
96-97	61,478	2.19	6,555	2.40	25,824	2.31
97-98	55,947	2.17	11,314	2.19	25,193	2.26
98-99	49,643	2.17	17,131	2.07	25,145	2.26
1999-2000	49,378	2.14	17,165	2.07	25,124	2.26
2000-01	49,496	2.14	17,047	2.05	25,113	2.26
01-02	49,892	2.17	17,154	2.10	26,058	2.41
02-03	50,818	2.20	17,654	2.15	25,942	2.39
03-04	52,978	2.28	18,557	2.24	26,468	2.42
04-05	53,064	2.27	18,816	2.26	26,858	2.45
<i>Change %</i>						
<i>Last year</i>	0.2	- 0.4	1.4	1.1	1.5	1.2
<i>5 year</i>	7.5	5.9	9.6	9.4	6.9	8.6
<i>10 year</i>	n/a	n/a	n/a	n/a	- 1.3	0.9

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

**Table 2.26 Service point hours open per week cont**

	London		Total England		Wales	
	Total	per 1,000 population	Total	per 1,000 population	Total	per 1,000 population
1994-95	15,770	2.26	112,352	2.31	9,441	3.24
95-96	15,728	2.24	110,656	2.26	9,560	3.28
96-97	15,524	2.19	109,381	2.23	9,617	3.29
97-98	15,049	2.11	107,503	2.18	9,597	3.28
98-99	15,105	2.10	107,024	2.16	9,510	3.24
1999-2000	14,880	2.04	106,547	2.14	9,646	3.28
2000-01	15,155	2.06	106,811	2.14	9,630	3.27
01-02	15,510	2.16	108,614	2.21	9,646	3.32
02-03	15,659	2.13	110,073	2.22	9,841	3.37
03-04	16,338	2.21	114,341	2.29	9,742	3.32
04-05	16,119	2.17	114,857	2.29	10,152	3.44
<i>Change %</i>						
<i>Last year</i>	- 1.3	- 1.9	0.5	0.0	4.2	3.7
<i>5 year</i>	8.3	6.2	7.8	7.0	5.2	4.7
<i>10 year</i>	2.2	- 4.1	2.2	- 0.6	7.5	6.1

	Scotland		Northern Ireland		Total UK	
	Total	per 1,000 population	Total	per 1,000 population	Total	per 1,000 population
1994-95	21,899	4.27	4,978	3.06	148,670	2.55
95-96	21,776	4.24	5,078	3.11	147,070	2.51
96-97	21,230	4.14	5,072	3.05	145,300	2.47
97-98	20,786	4.06	4,968	2.97	142,854	2.42
98-99	20,414	3.99	4,936	2.92	141,884	2.40
1999-2000	20,746	4.05	4,952	2.93	141,891	2.40
2000-01	20,111	3.93	5,037	2.97	141,589	2.37
01-02	20,109	3.97	5,036	2.99	143,405	2.44
02-03	20,137	3.97	5,097	3.00	145,148	2.45
03-04	19,530	3.84	5,086	2.99	148,699	2.50
04-05	19,029	3.73	4,923	2.88	148,961	2.49
<i>Change %</i>						
<i>Last year</i>	- 2.6	- 3.0	- 3.2	- 3.6	0.2	- 0.3
<i>5 year</i>	- 8.3	- 8.0	- 0.6	- 1.9	5.0	3.9
<i>10 year</i>	- 13.1	- 12.6	- 1.1	- 6.0	0.2	- 2.2

'Service point hours open per week' is calculated as the total hours for which service points are open in a normal week, excluding institutions and those open less than 10 hours per week, including mobiles.

**Table 2.27 Population per service point**

	English counties	Unitary authorities <sup>(a)</sup>	Metropolitan districts	London	Total England
March 1995	12,849		13,488	16,588	13,428
1996	12,904		13,772	16,804	13,550
1997	13,065	12,697	13,923	17,467	13,735
1998	13,075	14,172	14,207	17,542	13,953
1999	13,024	14,589	14,385	17,747	14,125
2000	13,112	14,503	14,459	18,122	14,211
2001	13,178	14,518	14,480	18,577	14,296
2002	13,005	14,318	14,054	18,065	14,023
2003	13,046	14,267	14,065	18,801	14,111
2004	13,116	14,238	14,115	18,703	14,147
2005	13,336	14,537	14,322	19,397	14,419
<i>Change %</i>					
<i>Last year</i>	1.7	2.1	1.5	3.7	1.9
<i>5 year</i>	1.7	0.2	- 0.9	7.0	1.5
<i>10 year</i>	n/a	n/a	6.2	16.9	7.4

(a) Unitary authorities were formerly part of the English counties. See Appendix C for details.

	Wales	Scotland	Northern Ireland	Total UK
March 1995	8,443	8,045	10,032	12,233
1996	8,604	8,063	10,019	12,339
1997	8,346	8,153	10,204	12,468
1998	8,509	8,249	10,468	12,671
1999	8,503	8,232	10,620	12,794
2000	8,538	8,152	10,754	12,850
2001	8,691	8,303	10,746	12,962
2002	8,526	8,289	10,674	12,743
2003	8,493	8,297	10,738	12,808
2004	8,667	8,411	10,845	12,884
2005	8,608	8,734	11,557	13,158
<i>Change %</i>				
<i>Last year</i>	- 0.7	3.8	6.6	2.1
<i>5 year</i>	0.8	7.1	7.5	2.4
<i>10 year</i>	1.9	8.6	15.2	7.6

Change in population: England: last year +0.5%, over 5 years +0.7%, over 10 years +2.8%  
UK: last year +0.5%, over 5 years +0.6%, over 10 years +2.5%

**Table 2.28 Service points offering internet access**

	English counties		Unitary authorities <sup>(a)</sup>		Metropolitan districts		London		Total England	
	Estimated total	%	Estimated total	%	Estimated total	%	Estimated total	%	Estimated total	%
1997-98	222	13	28	9	91	13	57	16	398	13
98-99	462	32	160	32	197	28	112	30	931	31
1999-2000	863	59	267	53	344	49	197	53	1,671	55
2000-01	1,050	71	347	70	439	63	264	73	2,100	69
01-02	1,244	85	373	75	518	74	281	77	2,416	80
02-03	1,444	98	487	96	686	98	349	97	2,966	97
03-04	1,467	99	508	99	699	99	359	98	3,033	99
04-05	1,467	100	505	99	701	100	359	100	3,032	100
<i>Change %</i>										
Last year	0.0		- 0.6		0.3		0.0		0.0	
5 year	70		89		104		82		81	
10 year	n/a		n/a		n/a		n/a		n/a	

	Wales		Scotland		Northern Ireland		Total UK	
	Estimated total	%	Estimated total	%	Estimated total	%	Estimated total	%
1997-98	36	13	85	16	10	8	529	13
98-99	98	36	166	31	18	14	1,213	31
1999-2000	161	59	318	60	27	22	2,177	55
2000-01	189	69	329	63	55	44	2,673	68
01-02	219	80	350	68	65	52	3,050	77
02-03	253	92	511	98	102	82	3,832	97
03-04	265	97	509	98	103	82	3,910	98
04-05	274	99	499	98	134	100	3,939	99
<i>Change %</i>								
Last year	3.4		- 2.0		30		0.7	
5 year	70		57		396		81	
10 year	n/a		n/a		n/a		n/a	

## Tables 2.29 – 2.32 Public library user surveys

The data that have been covered so far in this section provide important indicators for library managers and allow authorities to see how they fare compared to other authorities in their sectors, and to the UK as a whole. However, another relevant aspect for library managers is that of public library use, users and user satisfaction. Some national survey work has been done by CIPFA and some summary results are presented here.

In 1995, CIPFA launched PLUS – a standard for the undertaking of user surveys in public libraries in the UK – and the majority of library authorities have joined the scheme. The figures provided here are taken from surveys of adult library users, and cover the years 1997 to 2004, during which time the number of authorities carrying out the surveys has increased dramatically. For the first time this year, CIPFA have included the results for individual authorities in their report. For the purpose of this section the aggregated results for the UK have been used to give an overall picture of public library use in the UK. Some figures from the PLUS scheme are now included in the *CIPFA Public Library Statistics Actuals* and have been used to set public library standards relating to user satisfaction in both England and Wales.

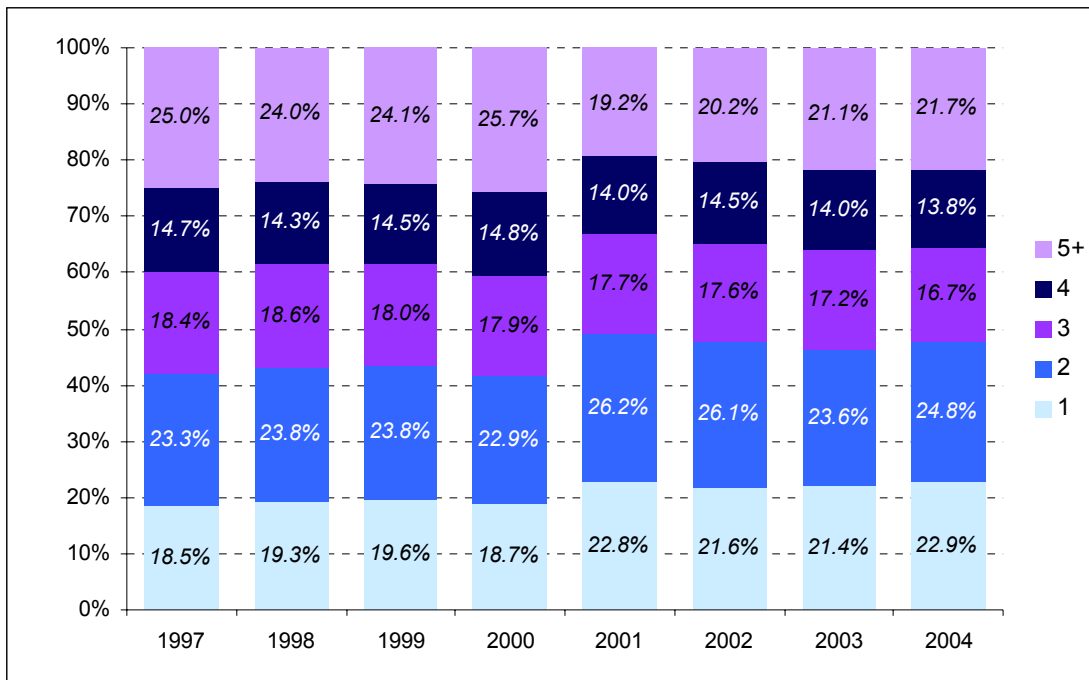
The PLUS range of products has increased, to encompass surveys of children, users of electronic services, and schools library services. Some reports are available on the IPF website <http://www.ipfmarketresearch.net/>. IPF maintains a national archive of their members' results and further information may be obtained from Jonathan Gordon at IPF.

Summary data here are taken from the surveys of adult users – these have become well established. Table 2.29 (page 116) gives a demographic profile of adult public library visitors for the UK as a whole, taken from the results of the CIPFA PLUS surveys. These surveys are of adult library visitors only, hence the relatively low proportion of visitors recorded in the 0-14 age group. A separate series of surveys is conducted for children, and it is hoped to include some summary figures from these in the future.

There is no apparent trend in the gender profile of visitors, although over half have been female in each year of the report. The age profile of adult public library users appeared to be increasing – until 1999, 58% of users were aged under 55, compared to just 51% in 2003. However, 2004 has seen this increase again to 54%, while the proportion aged 75 and over has fallen to 11%.

Table 2.30 (page 116) shows what adult library users did during their visit. No results are available for 2002 due to changes in the presentation of the PLUS report. A number of new categories were introduced following revision of the questionnaire in 2001. The most popular activity has remained that of borrowing books, although 2001 saw a sharp drop in the proportion of visitors doing this. Figures on computer use were collected for the first time in 2001, and the proportion of visitors doing this has increased to 14.0% in 2004. However, a note of caution is raised, as 15.8% of users stated they used the internet on their visit, indicating that some users selected one or the other activity rather than both.

Fig 2.24 illustrates the number of items borrowed by adult library users. It can be estimated that the average visitor who borrowed items took home a total of three. Librarians should be monitoring such figures with interest.

**Fig 2.24 Proportion of adult library users borrowing items**

Figures for 2002 are unaudited

Figures for 1997-2000 relate to books only

Table 2.31 ([page 117](#)) analyses whether or not adults who entered the library looking for a specific book, or seeking certain information, were able to obtain it. These aspects of satisfaction are covered by the public library standards, whose targets are 65% of visitors to be successful in obtaining specific books, and 75% to succeed in obtaining information, for both England and Wales. 2001 saw a fall in both proportions for the UK average, this was followed by an increase in 2002 but decreases in the proportion of users able to find a book in the two most recent years. However, this is still at a slightly higher level than in 2001. It should be remembered that this is a survey of library users. Those who have been consistently unable to find what they wanted are likely to be former users, and so not included in the survey.

Table 2.32 ([page 117](#)) concerns user satisfaction, and the proportion rating certain aspects of the library as “good” or “very good”. The aspects rated range from the hours of opening to the services provided for children. The wording of some of the questions was changed and new areas were introduced to the survey in 2001. The highest ratings received are for staff helpfulness – 96.9% think this “good” or “very good” – and for staff knowledge and expertise (94.9%). These two aspects were covered by the original public library standards, where the targets are set at 95% rating them “good” or “very good” for England and Wales.

In general, for those aspects of the service where the questionnaire has not changed, there have been increases in levels of satisfaction. It is of interest to note that just over 93% of respondents rated the service as “good” or “very good” overall, when only two (of the 15 items) achieved this level of satisfaction in 2004. This overall satisfaction measure is included in the public library service standards, with a target of 94% rating the service “good” or “very good”.

**Table 2.29 Demographics of adult public library visitors (whole UK) (%)**

	1997	1998	1999	2000	2001	2002 *	2003	2004
Male	40.5	41.1	40.4	40.2	41.1	38.9	38.0	41.7
Female	59.5	58.9	59.6	59.8	58.9	61.1	62.0	58.3
0-14	1.6	1.5	1.7	1.2	1.8	1.4	0.9	0.8
15-19	5.7	4.4	5.2	3.9	4.8	3.2	3.2	3.3
20-24	4.8	4.8	5.1	4.2	5.4	5.0	4.9	5.9
25-34	12.2	13.6	13.0	11.3	12.6	12.3	12.5	13.1
35-44	17.7	17.9	18.4	17.6	17.3	17.4	17.2	16.7
45-54	16.6	16.1	15.7	16.2	15.4	14.5	14.0	14.3
55-64	14.5	14.8	14.8	16.0	15.6	16.5	16.3	17.1
65-74	18.0	17.9	17.0	19.4	17.4	18.3	18.7	18.1
75 & over	8.9	9.1	9.2	10.2	9.8	11.4	12.3	10.8

Source: CIPFA PLUS Archive

\* Figures for 2002 are unaudited

**Table 2.30 Activities undertaken by library visitors (whole UK) (%)**

	1997	1998	1999	2000	2001	2002*	2003	2004
Borrow/return books	77.6	76.7	74.2	75.4	70.3	n/a	72.8	70.0
Browse	27.4	30.3	29.9	29.7	33.9	n/a	27.6	29.6
Seek information/ find something out	22.2	22.1	22.9	21.8	23.3	n/a	20.9	22.1
Read newspapers/magazines	13.2	14.5	13.8	13.2	12.7	n/a	12.4	13.5
Borrow/return videos	5.3	6.8	8.4	8.4	7.2	n/a	7.7	6.8
Sit to study or work	6.9	6.7	7.7	7.3	9.1	n/a	8.5	10.4
Used a computer					6.2	n/a	11.5	14.0
Used the internet					6.1	n/a	13.3	15.8
Borrow/return cassettes	6.6	6.6	7.0	6.3	5.8	n/a	6.2	6.3
Use the photocopier	6.2	5.7	6.0	5.9	5.8	n/a	6.6	6.8
Borrow/return CDs	4.2	4.0	4.9	4.7	5.7	n/a	5.0	7.1
See exhibition or event	3.1	3.1	2.9	2.8	1.6	n/a	2.2	2.6
Borrow/return DVDs					1.2	n/a	3.4	5.2
Borrow/return CD-ROM					0.7	n/a	0.8	7.1
Something else	5.0	6.5	7.8	9.7	7.1	n/a	7.7	7.5

Source: CIPFA PLUS Archive

\* Changes in the presentation of the 2002 report mean that these data could not be presented for that year.

**Table 2.31 Percentage of users who were able to find a book/information (whole UK) (%)**

	1997	1998	1999	2000	2001	2002	2003	2004
<b>Book</b>								
Yes	54.8	56.5	58.6	57.5	52.9	56.7	55.7	53.3
No	38.5	36.3	34.0	31.0	47.1	43.3	44.3	46.7
Reserved	6.6	7.2	7.4	11.5	Not asked	Not asked	Not asked	Not asked
<b>Information</b>								
Yes	71.8	72.3	72.4	76.3	67.5	71.7	70.8	71.0
Yes in part	14.0	14.3	14.8	13.0	19.2	16.3	16.8	16.9
No	14.3	13.4	12.8	10.8	13.3	12.1	12.4	12.0

Source: CIPFA PLUS Archive

**Table 2.32 Percentage of visitors rating library services "good" or "very good" (whole UK) (%)**

	1997	1998	1999	2000	2001	2002	2003	2004
Staff helpfulness	94.5	94.5	94.8	96.2	95.5	97.5	97.1	96.9
Staff knowledge and expertise	91.6	91.5	92.0	94.1	92.8	95.7	95.1	94.9
Reference / information provision	78.9	76.8	77.1	79.1	-	-	-	-
Information and enquiry services					90.0	92.5	92.3	92.6
Time spent waiting for service	84.9	86.6	86.5	89.7	88.4	93.2	92.2	91.2
Ease of access inside the library					87.9	88.8	89.6	91.3
Ease of access entering building					87.3	86.3	88.6	91.0
Condition of library inside					86.2	88.0	88.4	89.7
Services for children	85.5	84.9	85.2	86.9	84.5	87.1	87.4	87.6
Guiding / signs	78.0	78.2	78.0	81.2	76.5	80.6	80.7	79.1
Condition of library outside					75.5	75.2	77.3	80.8
Layout and arrangement	78.4	78.3	77.9	81.7	75.1	80.4	79.9	79.7
Computers					73.5	81.7	85.3	85.7
Range of materials	68.8	67.0	66.0	68.2	-	-	-	-
Books and other materials					73.4	74.2	75.6	78.2
Hours of opening	77.5	76.6	78.9	80.2	71.1	67.3	72.6	78.8
Provision of seating and tables					69.1	74.2	73.6	74.9
Overall					90.0	92.1	92.7	93.4

Source: CIPFA PLUS Archive