REPORT TO: BEST VALUE SUB-COMMITTEE – 26 APRIL 2001

REPORT ON: CENTRAL LIBRARY

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 249-2001

1.0   PURPOSE OF REPORT

1.1   To report on the Best Value Review of the services provided and administered by the Central Library.

2.0   RECOMMENDATIONS

       It is recommended that the sub-committee:

2.1   Agrees the outcome of the review as contained in this report.

2.2   Notes the proposals detailed in section 12 of this report as follows:

       a)   Development of learning centres
       b)   Refreshment/browsing areas
       c)   Revised opening hours

2.3   Notes the proposals for continuous improvement detailed in section 13 of this report as follows:

       a)   Conference facilities
       b)   Customer signage
       c)   Installation of new boiler
       d)   Resource policy
       e)   Spoken word tapes for children
       f)   Non-return of library materials
       g)   Digitisation

3.0   FINANCIAL IMPLICATIONS

3.1   This review accounts for £1,861,924 which is 24.5% of the Department's gross expenditure (excluding SIPS) for financial year 1999/00.

3.2   A net saving of approximately £19,200 would be realised if all the proposals contained within this report were accepted. The savings comprise the following :

       i.   The deletion of 1.5 FTE posts saving £16,300. This proposal has been accounted for in the current exercise designed to streamline the opening hours in the City libraries.
       ii.   The generation of £2000 per annum additional income from Digitisation is dependent upon the purchase of the hardware from the Neighbourhood Resources and Development Department's IT Allocation 2000/01.
       iii.   Savings on gas consumption £900 per annum, dependent upon the purchase of a small boiler funded from the Planned Maintenance element of the Neighbourhood Resources and Development Department's Capital Allocation 2000/01.

4.0   LOCAL AGENDA 21 IMPLICATIONS

4.1   Opportunities for culture, leisure and learning will be readily available to all. Access to information will be available in an electronic format thus reducing paper wastage.

5.0   EQUAL OPPORTUNITIES IMPLICATIONS

5.1   Access to skills, knowledge and information will be available to enable everyone to play a full part in society.

6.0   DEFINITION OF THE SERVICES TO BE REVIEWED

6.1   48 full-time equivalent staff, comprising professional, para-professional and library assistant staff, are allocated to the Central Library, of which 40 are frontline staff. The service has been defined, as part of the above exercise, as follows:

➢ Services provided by the Central Library:

- Adult Lending
- Arts/Audio/Video
- Children's Library
- Local Studies
- Mobile Library
- Lending Service to housebound people and residents of homes and sheltered housing

➢ The frontline service is provided by Library and Information Workers, Senior Library and Information Assistants and Library Assistants.

➢ Bibliographic and Office services are provided by a Senior Library and Information Worker, Administration Assistants, a Senior Clerical Assistant and Clerical Assistants.

Services **provided** by this team are the ordering, acquisition, cataloguing, classification and processing of resources for all libraries across the city. Clerical services are also provided for the Central Library.

Services **administered** by this team are conference facilities and lets, and the Weavers Café.

7.0   JUSTIFICATION FOR REVIEWING THIS SERVICE

7.1   The Central Library has been in its present location for some twenty years and attracts over 660,000 visitors per annum, making it the Council's busiest building. As well as providing traditional library services, it houses a Volunteer Information Point, an Interpreting and Translation facility, a Community Language base, lecture and conference facilities, meeting rooms, exhibition space and a café. The building also provides premises for a thriving Internet facility and Business Information Unit, which have already been the subject of the Community Information Team Best Value Review.

It is important therefore to examine the Central Library within this wider context. Bibliographic Services were identified as being a library activity which could be subject to CCT and therefore also merit attention within this review.

8.0 REVIEW METHODOLOGY

8.1 Team

The Review Team consisted of a Review Team Leader from the Corporate Planning Department, a lead officer (Manager, Neighbourhood Resources and Development Department), and five members of staff from within the Neighbourhood Resources and Development Department.

8.2 Two major consultation exercises with library users took place within the Central Library, along with customer satisfaction surveys with users of the Mobile Library and with users of the Housebound Library Service. A benchmarking exercise was conducted with a local authority whose Central Library serves a population within approximately the same geographic size and spread as Dundee.

9.0 CRITICAL SUCCESS FACTORS

9.1 Stakeholders

The main stakeholders are the citizens of Dundee, Dundee City Council and Elected Members, and the Central Library staff.

9.2 Critical Success Factors for the Council

From the Council's perspective, these are :

- Maximising the use of the building
- Reducing running and staffing costs

9.3 Critical Success Factors for Library Users

A survey of the views of 120 Central Library users was conducted within the public departments of the Central Library (see Appendix 1).

The six critical success factors identified as a result of this exercise are as follows, listed by level of importance to users:

1. **Quality and range of stock**

2. **Convenient location**

3. **Building:**
   a) Facilities
   b) Décor and layout

4. **Efficient and helpful staff**

5. **Information and Communications Technology (ICT) provision**

6. **Opening hours**

   In order to ascertain the level of satisfaction with these critical success factors, a further consultation exercise took place. On this occasion, 600 users were consulted within the Central Library. A Best Value Survey form was compiled (see Appendix 2) and responses were collated and analysed. This survey sought views on range of stock, facilities including ICT, opening hours and standard of service provided.

- Analysis of results demonstrated a high level of satisfaction with stock, facilities, opening hours and standard of service (see Appendix 3). However, it was noticeable that a substantial percentage of people surveyed used the Library only to borrow books and were unaware of the full range of facilities available throughout the building. Encouragingly, a significant proportion indicated that they would begin using facilities which had been brought to their attention through the survey.

10.0 PERFORMANCE REVIEW

The data outlined below was gathered over the period 1997/98 and 1998/99 in order to gain a detailed analysis of performance.

Critical Success Factor	Performance Indicator	1997/98	1998/99
Level of Use of the Building	▪ Number of visitors per annum.	639,514	663,650
	▪ Number of lets per annum.	466	523
Quality and Range of Stock	▪ Number of audio/visual issues per annum.	66,454	67, 910
Running/Staffing Costs	▪ Maximum opening hours per week.	64.5	64.5
	▪ FTE Staffing complement excluding clerical and manual	48	48
	▪ Average number of staff on duty per hour open.	25	25
	▪ Annual consumption of gas. (kWh consumption)	1,345,621	1,528,229

10.1 The main findings are as follows:

- The Central Library has a variety of rooms available for let, both to other Council Departments free-of-charge, and to individuals and agencies at either full or concessionary hire charges. Year-on-year figures show an increase in overall numbers of lets, but scope exists to maximise income generation through fee-paying lets. (See Continuous Improvement 13.1.1).

- Benchmarking highlighted the fact that a commensurate authority had been providing spoken word story tapes for children for some time with an excellent take-up. Comments received through the Best Value Survey (see Appendix 3) indicated a demand for the introduction of this new service (see Continuous Improvement 13.3.2).

- Although there was an increase in consumption of gas and energy between 1997/98 and 1998/99, a review of the heating and lighting systems has led to a decrease in consumption of gas between 1998/99 and 1999/2000. However, opportunities still exist for further improvement. (See Continuous Improvement 13.2.1)

- Research into opening hours and time-tabling indicates that scope exists to save on staffing costs (see Option Appraisal 12.5)

11.0   RESULTS OF COMPARISONS

11.1   **External Benchmarking**

Benchmarking information was sought from a local authority as commensurate as possible with Dundee in terms of geographic size and spread. The results of this exercise can be found in Appendix 4.

11.2   The main findings are as follows:

Level of Use of the Building

- Differences exist between Dundee and Authority B in the way visitor numbers are measured: Dundee using information from electronic visitor counters, and Authority B conducting a survey over one week in the year and multiplying the result to gain an annual total. The need is recognised to improve on visitor numbers to achieve a better level of use of the building. (See Continuous Improvements 13.1.1 and 13.1.2).

- Dundee performs considerably better than Authority B on number of enquiries per annum. These show an upward trend between 1997/98 and 1998/99 : 98,633 increasing to 111,010.

Quality and Range of Stock

- Authority B has a higher figure for number of issues per hour open. However Dundee has a higher figure for book issues per member. The trend over a two year period (1997-99) has been for Authority B's membership to decline by 4.1%, and Dundee's to increase by 15%, despite a 1% decrease in population in Dundee. Despite this positive trend it is recognised that there is a need to improve on book issue figures, through more effective use of the resource fund and the provision of a wider range of better quality stock. (See Continuous Improvements 13.3.1, 13.3.2, 13.3.3, 13.3.4, and 13.3.5).

Running Costs

- Dundee has a slightly higher staff complement, 48 FTE compared with 47.0 FTE, however the related costs of employing these staff are approximately 3% lower than in authority B. The lower costs are a direct result of the staff mix, with authority B employing nearly 7 FTE professional staff more than Dundee, 16.1 FTE compared with 9.3 FTE. Staff numbers and costs are related to opening hours and Dundee is open longer than Authority B, with a maximum of 64.5 hours per week, compared with Authority B's 60 hours per week. Therefore, there is a need to review current opening hours and examine within staff time-tabling whether any adjustments could be made which would result in a more efficient operation. (See Option Appraisal 12.5).

12.0 OPTION APPRAISAL

The Central Library building is situated within the Wellgate Centre in Dundee's City Centre, adjacent to car parking facilities. It was purpose-built and has been completely refurbished within the last three years. In addition to the range of traditional library services provided within the building, there are also facilities for a Volunteer Information Point, an Interpreting and Translating Service, a Community Language Base along with lecture and conference facilities, meeting rooms, exhibition space and a café. A thriving Business Information Unit and Internet facility are also housed in the building.

Heritage Lottery Funding has recently been awarded for the construction of the Wighton Heritage Centre on the upper floor for the study and appreciation of Scottish Music. Work on this will commence in Autumn 2000.

A Community Information Team, who perform a department-wide role are located within the building as is the Schools Library Service which provides material to schools across the City. The Housebound Library Service, which delivers books and audio items to 300 residents of Dundee, as well as to numerous homes for the elderly and sheltered housing units is also housed in the building.

Specialised shelving units have been installed to provide storage for materials (approx. 192,300 volumes) used by all the above-mentioned services as well as for items which form an archive of enduring interest to the citizens of Dundee.

Bibliographic Services comprising the ordering, acquisition, cataloguing, classification and processing of resources for all libraries across the City are provided within the Central Library.

All professional staff have a city-wide remit within their area of expertise, e.g., local history. Economy of scale precludes the replication of this level of expertise in libraries across the City.

The flexible nature of the building ensures that it is able to accommodate the changing role of libraries through the introduction of Information and Communications Technology. It already attracts more visitors than any other Council building. Outsourcing was not considered as only Local Authorities currently provide public library services. Priority is therefore to be given to ensuring that facilities and services within the building are responsive to user needs, e.g. introduction of learning centres, and are delivered in a cost effective manner, attracting even higher levels of use. Following the Performance Review and the comparisons made, the critical success factors to be addressed are:

- Level of use of the building
- Quality and range of stock (addressed within Continuous Improvements)
- Running/staffing costs

12.1 The following proposals were considered:

- Development of learning centres
- Refreshment/browsing facility
- Revised opening hours

12.2 Development of Learning Centres

The Central Library has been allocated funding through the New Opportunities Fund to provide 30 computer terminals which will form the basis of a Learning Centre to be placed in a location that makes it easily identifiable and part of the core service.

Proposal

The main Learning Centre would be created in the upper foyer level, accommodating 24 terminals. The site selected is physically accessible to all prospective users, as there is a lift in addition to stairs. The remaining 6 terminals would be situated in the lower foyer to create a recreational-based access point. The additional facilities available in the learning centre situated in the upper foyer would be extensively advertised at this point.

Financial Implications

There are no funding implications for NRDD. Dundee City Council has been allocated £401,648 for computer equipment from the New Opportunities Fund. Funding for furniture and equipment will form part of the second stage of the New Opportunities Fund bid. Staffing implications for Learning Centres have been addressed through the revision of timetables and through an application for funding through the People's Network.

Monitoring

- In consultation with DS, monitoring procedures will be introduced linked to library membership.
- Regular statistics on the number of users will be produced.
- After six months users will be consulted to assess level of satisfaction with the service provided.

12.3 **Refreshment/Browsing Facility**

Comments received through the Best Value survey (see Appendix 3) indicated support for the introduction of a drinks vending machine and also for the provision of an informal, relaxing space within the library. The introduction of a retail outlet selling books and information related merchandise and local publications was considered, but the financial outlay necessary for implementation meant it was not a viable option.

Proposal

A cold drinks vending machine would be installed on the upper foyer and a cold drinks vending machine, along with a snacks vending machine would be installed in the Victoria Road foyer area. The emphasis would be on offering an informal space for relaxing in an area containing newspapers, leaflets and exhibitions. Café-style tables and chairs are already on site in this area.

Financial Implications

There are no financial implications for NRDD.

The introduction of additional newspapers would cost approximately £420 per annum on the basis of four daily newspapers purchased six days per week. The provision of vending machines would incur no costs as a serviced option is recommended, whereby the supplier bears all the costs and risks.

Monitoring

- No. of visitors recorded at the Victoria Road entrance.
- No. of items sold through all vending machines.

Target

To sell a minimum of 264 cans per week in order to generate sufficient income to cover the cost of newspapers.

12.4 Revised Opening Hours

Currently, opening hours differ across individual departments with only General Reference open until 9pm on weekday evenings. Analysis of usage head counts (see Appendix 5) has indicated a drop in use of departments after 6.00 pm between Monday and Friday. The Wellgate Centre closes at 6.00 pm each evening apart from Thursdays, when it is open until 8.00 pm, as is the attached NCP car park. These factors, combined with the intention to install Learning Centres in the Central Library, and the implications for possible changes in patterns of use, highlighted the need to review current opening hours.

Proposals

- Retain existing pattern of opening all departments at 9.30am with a 10am start on Wednesdays to allow for staff training/meetings.
- Implement a "Family Night" with all departments remaining open until at least 8pm, allowing customers who prefer evening visits to use the library. An opportunity will also be created for family groups to visit and make use of the full range of resources.
- Retain existing Saturday opening times of 9.30am - 5pm.
- Close all departments at 6pm on Monday, Tuesday, Wednesday and Friday.
- One other department (Local Studies or General Reference) would incorporate the Learning Centre and the combined department would remain open until 9pm every day except Saturday, meeting the People's Network guidelines for accessibility.

Financial Implications

A 1.5 FTE staff saving is achievable through this option, i.e. £16,300.

Monitoring

6 months after implementation the Best Value survey exercise will be repeated to assess public opinion. Issue figures, visitor figures and other performance indicators will be closely monitored to assess the impact of new hours.

13.0 CONTINUOUS IMPROVEMENT PROPOSALS

A number of proposals aimed at improving the critical success factors "Level of use of the building", "Running costs" and "Quality and range of stock" are listed below

13.1 **Measures for Improving Level of Use of the Building**

The following strategies are recommended to improve the level of use.

- Conference facilities
- Customer signage

13.1.1 **Conference Facilities**

The Performance Review showed an opportunity for improvement in the level of income–generating lets for the Steps Theatre, Conference Hall and Conference Room within the Central Library.

Proposals

Three lines of approach have been identified to achieve this:

- Marketing campaign
- Purchasing of equipment
- Refurbishment

a) An advertisement for the facilities to be taken out in the Dundee and Angus Convention Bureau's Conference and Meetings Guide. A marketing brochure to be produced in-house by a working group comprised of Central Library staff. This should be made available to visitors to Central Library and also be given or posted out to people making booking enquiries. An in-house flier to be mailed out regularly to local organisations as an enclosure within mail sent out by the Community Information Team. Access to full information about all conference facilities should be made available through Dundee City Council's website.

b) Basic items of equipment to be purchased to enhance current facilities at a cost of £558.92, which can be found from the Central Library cost centre budget.

c) A programme of redecoration to take place for the Conference Hall and Conference Room at a cost of £1,500.

Financial Implications

The advertisement costs and the purchase of basic items of equipment will be contained within the Central Library's existing supplies and services allocation. Proposals for redecoration/improvement will be submitted to the NRDD Management Team for consideration, to be funded from the department's Repairs and Improvements Budget. Additionally, permission will be sought from the Management Team to reinvest any let income in excess of the Income Target in improvements and promotion.

Monitoring

Customer satisfaction questionnaires will be compiled and analysed regularly to establish satisfaction with facilities. Numbers of bookings and amount of income generated will be collated on a regular basis.

Targets for Improvement

5% increase in income-generating bookings between August 2000 and March 2001. Any excess over target for 2000/2001 lets to be redirected towards the enhancement and promotion of facilities. 10% increase in overall number of lets between 1999/2000 and 2000/2001.

13.1.2 **Customer Signage**

A survey of visitors to the Central Library has been conducted to ascertain level of awareness of the layout of the building. Results showed that 86% of those surveyed were experiencing difficulty locating facilities, especially those on the upper floor where the General Reference and Local Studies Departments are located.

Proposals

a) Enhanced internal guiding to be produced in-house.

b) A directional board to be purchased, to provide information on meetings and exhibitions.

c) An alphabetical list of locations of all main facilities to be compiled for use by attendants directing visitors within the building.

d) Guided tours of the public departments organised by Central Library staff to be provided for people taking out membership of the Library.

Financial Implications

There will be no financial implications for NRDD. Costs will be contained within existing resources.

Monitoring

A follow-up visitor survey to be conducted six months after the introduction of the above proposals to ascertain level of improvement.

Target for Improvement

Survey result to show that percentage of people surveyed who are having difficulty finding facilities has reduced to 50% from 86%.

13.2 **Measures for Improving Running Costs**

13.2.1 **Supply of Domestic Hot Water**

Dundee City Council's Plan for 1999/2000 highlights the need to reduce energy consumption.

Proposal

To install a small boiler which can be used independently for the sole provision of hot water over the summer months. At present, two large boilers are operated for the purpose of providing heating and hot water, and have to be switched on irrespective of the time of year.

Financial Implications

An estimated saving of £900 per annum is anticipated from this proposal resulting from a reduction in gas consumption. The initial outlay is £1750. A bid will be made for funding from the Planned Maintenance element of the NRDD Capital Allocation for 2000/01.

Monitoring

Energy consumption reports are provided on a monthly basis.

Target for Improvement

To reduce expenditure on gas consumption by 10% in a full financial year, which equates to a saving of approximately £900, based upon expenditure in 1999/2000.

13.3 **Measures for Improving Quality and Range of Stock**

The following strategies are recommended to improve quality and range of stock.

- Resource policy
- Introduction of spoken word for children
- Non-return of library material
- Digitisation

13.3.1 **Resource Policy**

The Scottish Library and Information Council has recently indicated that all library authorities should have in place a comprehensive written stock management policy.

Proposals

a) A resource policy to be compiled to guide staff in the selection and exploitation of library materials, in order to achieve best value from the Resource Fund.

b) A series of training courses to be implemented to ensure that the policy is followed.

Financial Implications

None: to be contained within existing resources.

Monitoring

Customer satisfaction surveys to be conducted and results analysed on an annual basis.

Targets for Improvement

A stock selection document to be completed by August 2000. Staff training course on stock selection to be completed by December 2000. A stock development document to be completed by March 2001. A staff training course on stock development to be completed by June 2001.

13.3.2 **Introduction of Spoken Word Tapes for Children**

Both external benchmarking and analysis of comments received through the Best Value Survey highlighted the need and demand for the introduction of this new service. Furthermore, some comments about the lack of such a service, received through Dundee City Council's Helpline, add weight to the support evidence for its introduction. It is most unusual to receive Helpline comments such as these recommending that a new service be introduced.

Proposal

Story cassettes to be purchased and made available for loan free-of-charge from the Children's Library. The tapes to be promoted particularly to children with dyslexia or other learning difficulties or impaired vision. They will also be of benefit to children who are reluctant readers and those whose first language is not English. These facilities will be promoted in neighbourhood libraries, other appropriate agencies, and schools in conjunction with the Education Department.

<u>Financial Implications</u>

The start up costs would be £5,100, with recurring expenditure of £2,000 per annum. Costs would be covered through a re-prioritisation of existing lending resource budgets.

<u>Monitoring</u>

Monitoring of the take-up of this new service will be conducted over the 12-month period following its inception, by means of the DS Galaxy 2000 circulation system.

<u>Target for Improvement</u>

600 tapes to be circulated for loan by the first day of the October 2000 school holiday.

13.3.3 **<u>Non-return of Library Materials</u>**

A benchmarking exercise conducted by an in-house working group had highlighted that current procedures to facilitate the return of overdue items were in need of review.

<u>Proposals for immediate implementation</u>

a) To bring forward the dispatch of the first overdue reminder notice from 4 weeks after an item becomes overdue to 2 weeks.

b) To amend the wording of notices to include information about fines ceiling and replacement costs of items.

c) To improve membership procedures to optimise checks on current addresses.

<u>Financial Implications</u>

None - can be contained within existing budget.

<u>Monitoring</u>

Records will be maintained on a monthly basis of number of notices sent out, together with the number of items still overdue after the elapse of 7 days.

<u>Targets for Improvement</u>

5% reduction in number of notices requiring to be sent out at second overdue reminder stage during 2001/2002.

<u>Proposals for Investigation</u>

Investigate costs of using the Finance Department's debt recovery service to recover overdue items of substantial value, and if feasible, launch a pilot scheme.

13.3.4 **<u>Digitisation</u>**

Digitisation (i.e. the conversion of all types of originals into an electronic format) is the most effective method of protecting valuable or fragile originals. Use of digitisation enhances existing library services and contributes to recommendations made by the People's Network and the National Grid for Learning by facilitating access to a variety of resources.

<u>Proposal</u>

Installation of an in-house digitisation suite in the Central Library in order to enhance services to library users and other Council departments. In addition, digitisation of images would be undertaken for other agencies on an income generating basis.

<u>Financial Implications</u>

Additional income has been estimated at £2000 per annum. The initial outlay for equipment purchase is an estimated £8000. Funding is being sought from NRDD's IT Allocation 2000/01.

<u>Monitoring</u>

▪ A separate financial code will be set up to measure income generated from the sale of digitised images.

▪ The number of requests for digital imaging work will be recorded.

▪ Customer satisfaction forms will be compiled and analysed on a regular basis.

<u>Targets for Improvement</u>

To achieve an initial income generation target of £2,000 in the first 12 months after implementation. Any income generated above this target will be reinvested to purchase materials for use as part of the digitisation process.

14.0 CONSULTATION

The Chief Executive and the Directors of Corporate Planning and Neighbourhood Resources and Development have been consulted on this report. The stakeholders consulted are the citizens of Dundee, Dundee City Council, Elected Members, and the Central Library staff.

15.0 BACKGROUND PAPERS

Best Value Submission to the Secretary of State for Scotland, December 1997. Policy and Resources Committee - 11 December 1997.

Audit File - containing research findings, minutes and market test/benchmarking correspondence quoted in the report.

Signed: ………………………………………………………………………………...
        Chief Executive

Date: ………………………………………………………………………………….

BEST VALUE REVIEW

CENTRAL LIBRARY

DATE ....

LOCATION ....

Please list in order of importance to you the key features of the Central Library which make it a success (i.e. If you had a choice between using the Central Library and another similar library, what features would determine which library you chose to use?)

1. ....

....

2. ....

....

3. ....

....

4. ....

....

5. ....

....

6. ....

....

Approximate age group | 5-13 | ☐ | 14-18 | ☐ | 18-60 | ☐ | 60+ | ☐

BEST VALUE REVIEW
Central Library

15

Survey

Returns
Week of 5th July 1999

Adult Lending	20
Children's Dept.	20
General Reference	18
Arts Dept.	15
Commerce & Tech.	15
Local Studies	12

CRITICAL SUCCESS FACTORS

In order to ascertain the critical success factors for Central Library a survey was undertaken of the views of a random selection of 120 Central Library users between 7 and 10 July 1999 (a copy of the survey form is attached).

The results were as follows:

1. Range of stock	Mentioned 108 times
2. Convenient location	Mentioned 72 times
3. Building: a) Facilities b) Décor and layout	 Mentioned 36 times Mentioned 31 times
4. Efficient and helpful staff	Mentioned 50 times
5. ICT provision	Mentioned 34 times
6. Opening hours	Mentioned 18 times

Dundee Central Library
Best Value Survey

	Adult Lending	Children's	Arts	Ref	Local Studies	C & T
Location	☐	☐	☐	☐	☐	☐
Depts used	☐	☐	☐	☐	☐	☐

	Which facilities do you use?	Would you use the following?	How satisfied were you with the service?				
			Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
Books	☐	☐	☐	☐	☐	☐	☐
CD's	☐	☐	☐	☐	☐	☐	☐
CD ROM's	☐	☐	☐	☐	☐	☐	☐
CD ROM Network	☐	☐	☐	☐	☐	☐	☐
Videos	☐	☐	☐	☐	☐	☐	☐
Newspapers/Periodicals	☐	☐	☐	☐	☐	☐	☐
Study Space	☐	☐	☐	☐	☐	☐	☐
Open Learning	☐	☐	☐	☐	☐	☐	☐
FAX	☐	☐	☐	☐	☐	☐	☐
PinPoint	☐	☐	☐	☐	☐	☐	☐
Photocopying	☐	☐	☐	☐	☐	☐	☐
Colour Photocopying	☐	☐	☐	☐	☐	☐	☐
Internet	☐	☐	☐	☐	☐	☐	☐
Children's Internet	☐	☐	☐	☐	☐	☐	☐
Citywide Information Network	☐	☐	☐	☐	☐	☐	☐
Microfilm Reader/Printer	☐	☐	☐	☐	☐	☐	☐
Local Studies Resources	☐	☐	☐	☐	☐	☐	☐
Weavers Café	☐	☐					
Drinks Vending Machine		☐					

Are you satisfied with the opening hours of the following departments?

		Yes	No	* Would use on Sunday
Adult Lending		☐	☐	☐
Children's	Mon - Fri 9.30 to 7pm Sat- 9.30 to 5pm	☐	☐	☐
Arts		☐	☐	☐
Commerce & Technology		☐	☐	☐
General Reference	Mon - Fri 9.30 to 9pm Sat- 9.30 to 5pm	☐	☐	☐
Local Studies	Mon & Tue 9.30 to 5pm Wed & Thu 9.30 to 7pm Fri & Sat - 9.30 to 5pm	☐	☐	☐

* Would you use the library on a Sunday   ☐   ☐
   (if **YES**, fill in column three above)

The Council is committed to providing a friendly, responsive service to its users. Do you agree that this has been successful in this library?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
☐	☐	☐	☐	☐

Do you have any suggestions for new services that the library could provide?

_____

_____

_____

Approximate age group - and gender:

5 to 13	14 to 18	19 to 60	Over 60		Male	Female
☐	☐	☐	☐		☐	☐

Dundee Central Library
Best Value Survey - Comments & Suggestions

BEST VALUE REVIEW
Central Library

BEST VALUE SURVEY - SATISFACTION LEVELS EXPRESSED RELATING TO
Central Library Resources and Facilities

1. 600 people who visited the Central Library were surveyed in total, 100 in each of the 6 departments, and returns were as follows:

Department	Number of Respondents
Adult Lending	99
Children's Department	100
Arts Department	100
Reference	100
Local Studies	100
Commerce and Technology	100
Invalid Returns	1

2. Participants were asked to indicate which facilities, from the list provided, they use when visiting the Library.

Reason for visiting Library	Number indicating use of each facility	Percentage of Total Respondents
To borrow books	504	84.0
To borrow CDs	93	15.5
To borrow CD Roms	26	4.3
To access CD Rom Network	82	18.7
To borrow videos	140	23.3
To consult newspapers/periodicals	218	36.3
To use study space	215	35.8
To engage in open learning	21	3.5
To use fax	8	1.3
To access information via PinPoint	105	4.8
To use photocopier	171	28.5
To use colour photocopier	13	2.2
To access information via Internet	64	10.7
To access information via Children's Internet	83	13.8
To use microfilm/reader printer	58	9.7
To access Local Studies resources	155	25.8
To use Weavers Café	174	29.0
Invalid Returns	4	0.7

3. A number of participants who were previously unaware of the full range of facilities available within the Central Library, indicated that they would, in future, use a wider range than before.

These results were as follows:

Facility	Number who would use this facility in future	Percentage of Total Respondents
To borrow books	12	2.0
To borrow CDs	57	9.5
To borrow CD Roms	41	6.8
To access CD Rom Network	73	12.2
To borrow videos	62	10.3
To consult newspapers/periodicals	64	10.7
To use study space	51	8.5
To engage in open learning	31	5.2
To use fax	45	7.5
To access information via PinPoint	70	11.7
To use photocopier	78	13.0
To use colour photocopier	67	11.2
To access information via Internet	62	10.3
To access information via Children's Internet	31	5.2
To use microfilm/reader printer	28	4.7
To access Local Studies resources	50	8.3
To use Weavers Café	56	9.3
To use drinks vending machine (if available)	185	30.8

4. Participants were questioned on their satisfaction with the service.

   a) Books

	Number of Respondents	Percentage
Very satisfied	264	52.3
Fairly satisfied	226	45.1
Neither satisfied or dissatisfied	6	1.6
Fairly dissatisfied	5	1.0
Very dissatisfied	0	0.0

   b) CDs

	Number of Respondents	Percentage
Very satisfied	42	44.7
Fairly satisfied	46	48.9
Neither satisfied or dissatisfied	3	3.2
Fairly dissatisfied	2	2.1
Very dissatisfied	1	1.1

c) CD Roms

	Number of Respondents	Percentage
Very satisfied	7	24.1
Fairly satisfied	17	58.6
Neither satisfied or dissatisfied	2	6.9
Fairly dissatisfied	3	10.3
Very dissatisfied	0	0.0

d) CD Rom Network

	Number of Respondents	Percentage
Very satisfied	28	35.0
Fairly satisfied	37	46.3
Neither satisfied or dissatisfied	12	15.0
Fairly dissatisfied	2	2.5
Very dissatisfied	1	1.3

e) Videos

	Number of Respondents	Percentage
Very satisfied	56	39.6
Fairly satisfied	68	48.9
Neither satisfied or dissatisfied	9	6.5
Fairly dissatisfied	7	5.0
Very dissatisfied	0	0.0

f) Newspapers/Periodicals

	Number of Respondents	Percentage
Very satisfied	136	62.4
Fairly satisfied	76	34.9
Neither satisfied or dissatisfied	4	1.8
Fairly dissatisfied	2	0.9
Very dissatisfied	0	0.0

g) Study Space

	Number of Respondents	Percentage
Very satisfied	125	58.1
Fairly satisfied	76	35.3
Neither satisfied or dissatisfied	13	6.0
Fairly dissatisfied	1	0.5
Very dissatisfied	0	0.0

h) Open Learning

	Number of Respondents	Percentage
Very satisfied	9	42.9
Fairly satisfied	8	38.1
Neither satisfied or dissatisfied	3	14.3
Fairly dissatisfied	1	4.8
Very dissatisfied	0	0.0

i) Fax

	Number of Respondents	Percentage
Very satisfied	2	28.6
Fairly satisfied	2	28.6
Neither satisfied or dissatisfied	1	14.3
Fairly dissatisfied	2	28.6
Very dissatisfied	0	0.0

j) PinPoint

	Number of Respondents	Percentage
Very satisfied	6	20.0
Fairly satisfied	14	46.7
Neither satisfied or dissatisfied	6	20.0
Fairly dissatisfied	3	10.0
Very dissatisfied	1	3.3

k) Photocopying

	Number of Respondents	Percentage
Very satisfied	90	53.9
Fairly satisfied	57	34.1
Neither satisfied or dissatisfied	17	10.2
Fairly dissatisfied	3	1.8
Very dissatisfied	0	0.0

l) Colour Photocopying

	Number of Respondents	Percentage
Very satisfied	7	58.3
Fairly satisfied	4	33.3
Neither satisfied or dissatisfied	1	8.3
Fairly dissatisfied	0	0.0
Very dissatisfied	0	0.0

m) Internet

	Number of Respondents	Percentage
Very satisfied	30	46.9
Fairly satisfied	26	40.6
Neither satisfied or dissatisfied	6	9.4
Fairly dissatisfied	2	3.1
Very dissatisfied	0	0.0

n) Children's Internet

	Number of Respondents	Percentage
Very satisfied	56	68.3
Fairly satisfied	21	25.6
Neither satisfied or dissatisfied	4	4.9
Fairly dissatisfied	1	1.2
Very dissatisfied	0	0.0

o) Citywide Information Network

	Number of Respondents	Percentage
Very satisfied	35	68.3
Fairly satisfied	30	25.6
Neither satisfied or dissatisfied	8	4.9
Fairly dissatisfied	1	1.2
Very dissatisfied	0	0.0

p) Microfilm/Reader Printer

	Number of Respondents	Percentage
Very satisfied	16	26.7
Fairly satisfied	33	55.0
Neither satisfied or dissatisfied	4	6.7
Fairly dissatisfied	7	11.7
Very dissatisfied	0	0.0

q) Local Studies Resources

	Number of Respondents	Percentage
Very satisfied	96	64.0
Fairly satisfied	52	34.7
Neither satisfied or dissatisfied	2	1.3
Fairly dissatisfied	0	0.0
Very dissatisfied	0	0.0

r) Satisfied with Adult Lending Hours

	Number of Respondents	Percentage
Yes	326	90.8
No	33	9.2

s) Satisfied with Children's Hours

	Number of Respondents	Percentage
Yes	160	86.5
No	25	13.5

t)   Satisfied with Arts Hours

	Number of Respondents	Percentage
Yes	219	91.3
No	21	8.8

u)   Satisfied with Commerce and Technology Hours

	Number of Respondents	Percentage
Yes	195	90.7
No	20	9.3

v)   Satisfied with General Reference Hours

	Number of Respondents	Percentage
Yes	230	95.0
No	12	5.0

w)   Satisfied with Local Studies Hours

	Number of Respondents	Percentage
Yes	155	85.2
No	27	14.8

DUNDEE CENTRAL LIBRARY

BEST VALUE SURVEY

From the 599 completed customer satisfaction questionnaires, 135 included suggestions for new services.

The following list includes all suggestions, under appropriate headings. Numbers in brackets indicate the number of times a suggestion appeared.

A. **Charges**

- Reduce charges for photocopying. (4)
- Reduce charges for fax. (2)
- Reduce charges for Webgate Internet. (1)

B. **Facilities**

- "post-box" facility for return of borrower items when library is closed. (4)
  N.B. This has also been suggested by Central Library staff at a meeting held on 6 October.
- New microfilm reader-printer for Local Studies. (4)
- More PCs throughout the Library. (4)
- Colour printer for children's internet. (4)
- Food vending machine, a) in Lending Foyer, b) at Victoria Road entrance. (4)
- Second Internet facility in Children's Library. (3)
- Listening posts in Arts Library. (3)
- Play area for children. (3)
- More comfortable chairs (positioned away from Lending foyer). (3)
- Word processing facilities. (2)
- Additional microfilm reader. (2)
- Extend Internet facilities. (2)
- More display facilities for books. (1)
- Toilets on Lending floor. (1)
- Separate room/area for students using the Library for study to relax in. (1)
- Students' relaxing area to include provision for consumption of food and drink. (1)
- Include TV and A/V facilities in Teenage Library. (1)
- "Suggestions boxes" in Library. (1)
- Separate children's reference room. (1)
- Felt pens/coloured pencils for colouring-in. (1)

C. **Services**

- Playstation games. (12)
- Talking books for children and young people. (6)
- Training for public in use of new technology. (5)
- Toy Library. (4)
- Facility to learn audio typing in Open Learning. (3)
- Events/activities in Children's Library on Saturdays. (3)
- More music CDs. (3)
- Background music in Arts Library. (2)

Services (continued)

- Introduce talking books on CD. (2)
- More books on sports. (2)
- Open access to secondary stock. (2)
- Book discussion club. (2)
- Browsing area with newspapers on Lending floor (foyer). (2)
- Homework club. (1)
- Arts and crafts <u>days</u> for children. (1)
- Expand Open Learning section. (1)
- Include arts subjects in Open Learning. (1)
- More social, economic and demographic information – with fee if appropriate. (1)
- Catalogue should show resources held in reserve stock. (1)
- Include song index in open access catalogue. (1)
- More "good quality" literature in Adult Lending. (1)
- Larger selection of European language, newspapers, periodicals and CDs. (1)
- More books in General Reference. (1)
- Better selection f books on religious studies. (1)
- Introduce DVDs. (1)
- Produce information for visually impaired people on tape and in large print. (1)
- More educational videos. (1)
- Better selection of talking books (willing to pay for this). (1)
- Information on forthcoming additions to stock. (1)
- Produce posters advertising new additions to stock. (1)
- Range of genealogical material on CD Rom. (1)
- Index to holding of Local Studies. (1)
- Make PinPoint more user friendly. (1)
- More copies of Courier and Evening Telegraph. (1)
- Compile database of all newspapers held (including details of format). (1)
- Children's books available in General Reference. (1)
- Subscribe to "Production and Cashing Report". (1)
- More facilities for deaf people. (1)
- Lend out artefacts (paintings, etc.). (1)
- Have a retail outlet. (1)

D. **Loan Perameters**

- "Short loan" facility for some reference material, i.e. text books, over evenings and weekends. (4)
- Closer co-operation with University libraries, i.e. exchange of books. (2)
- Make membership available to people outside Dundee. (2)
- Video loan available for children. (2)
- Audio loan available for children. (2)
- 15 items available for loan per member. (1)
- Longer loan period for videos. (1)
- Self-renewal available through the Internet Catalogue. (1)
- "Suggestion" facility for additions to stock (as opposed to requests). (1)

E. **Opening Hours**

- Longer opening hours for Local Studies (week nights).   (6)
- Extend opening hours in general   (3)
- Saturday opening until 5.30 pm.   (2)
- Open public departments at 9.00 am.   (2)
- Make Schools service available evenings and Saturdays.   (1)
- Later opening hours for Arts Library.   (1)

Opening Hours (continued)

- Later opening hours for Children's Library.   (1)
- Later opening hours for Weavers Café.   (1)
- Opposed to Sunday opening.   (1)

F. **Guiding**

- Better signage throughout building, especially to Local Studies.   (1)
- Categorisation of children's books.   (1)

MAIN FINDINGS FROM BENCHMARKING EXERCISE: 1998/99

Level of Use of Building		**Dundee**		**Authority B**
Number of visitors per hour open		206		272
Number of book issues per hour open		148		204
Number of book issues per member		11.4		10.4
Number of enquiries per annum		111,010		102,228
Number of PCs for public use		7		5
Running/Staffing Costs				
FTE staffing complement		48		47
Average number of staff on duty per hour open		25		26
Hours open per week		64.5		60
Staffing Costs		767,400		788,415

	FTE	£	FTE	£
Professional	9	222,570	16	364,007
Para-Professional	5	91,501	8	113,370
Library & Information Assts	34	<u>453,329</u>	23	<u>311,038</u>
		767,400		788,415

Range of Stock	**Dundee**	**Authority B**
Resource fund per 1,000 of population	£1,529	£1,108
Proportion of resource fund allocated to each category of stock:		
➢ Lending books		
➢ Reference books	51%	40%
➢ Audio/visual	26%	40%
➢ Periodicals	7%	11%
	16%	9%
Average time taken to satisfy requests	13 days	18 days

Visitor Survey Results
Average figures from Survey Period
Monday 5th July to Saturday 7th August, 1999

Arts Department

Monday
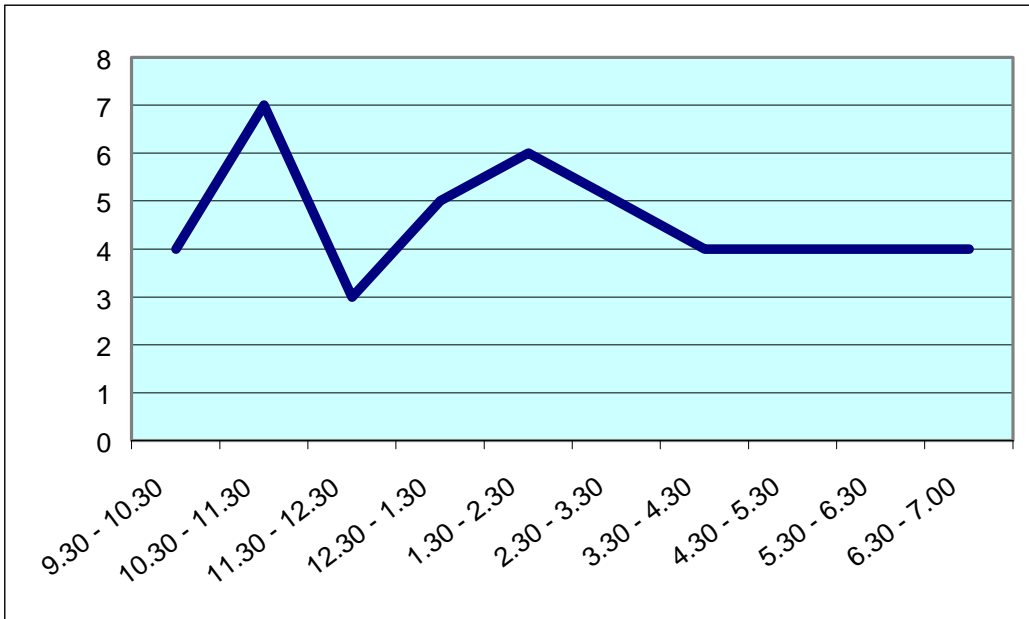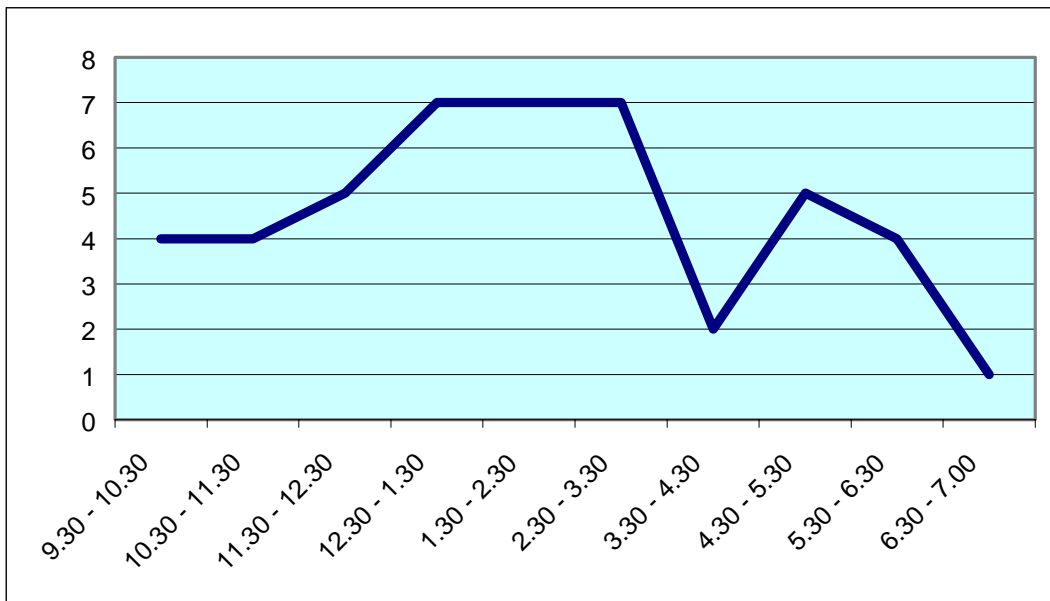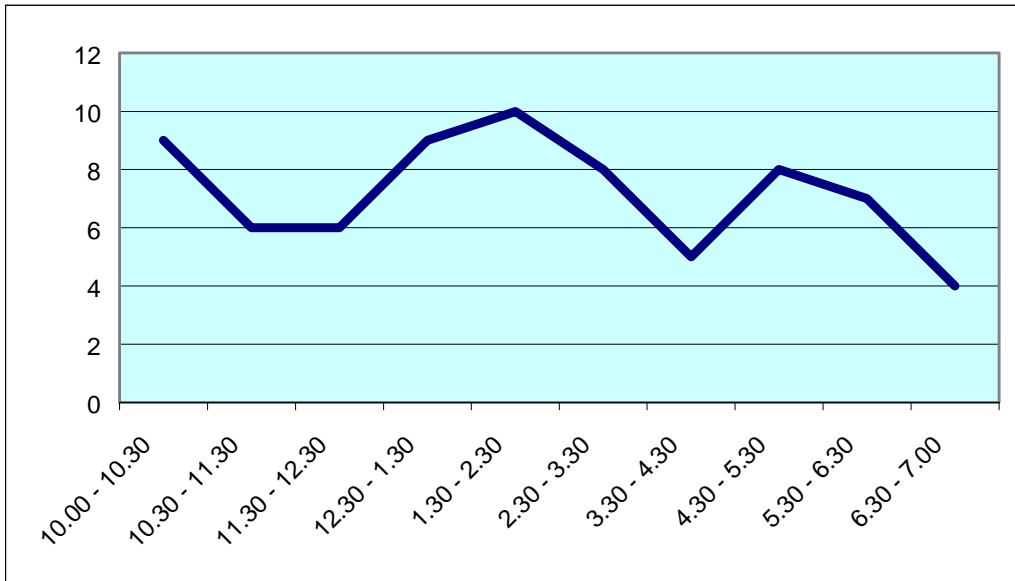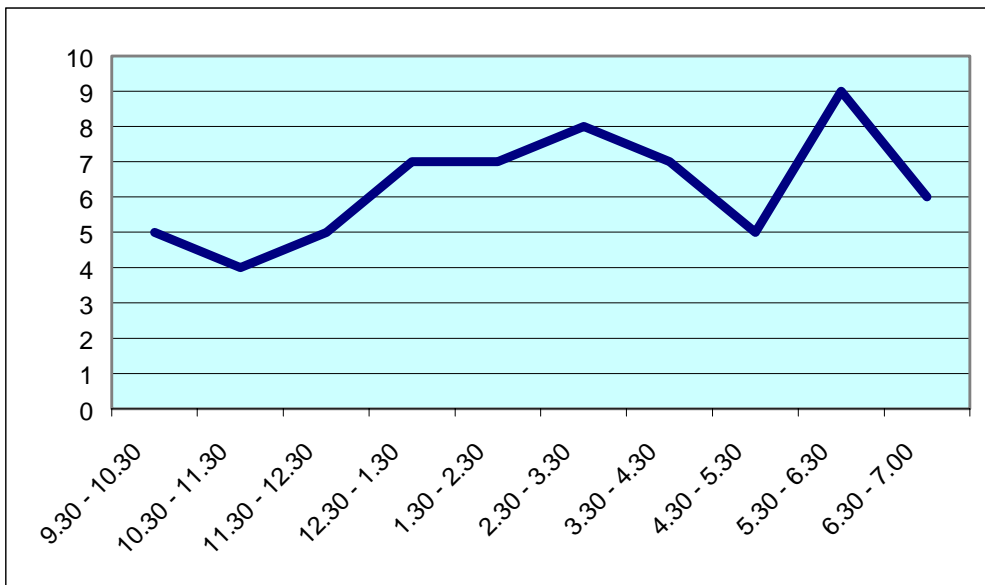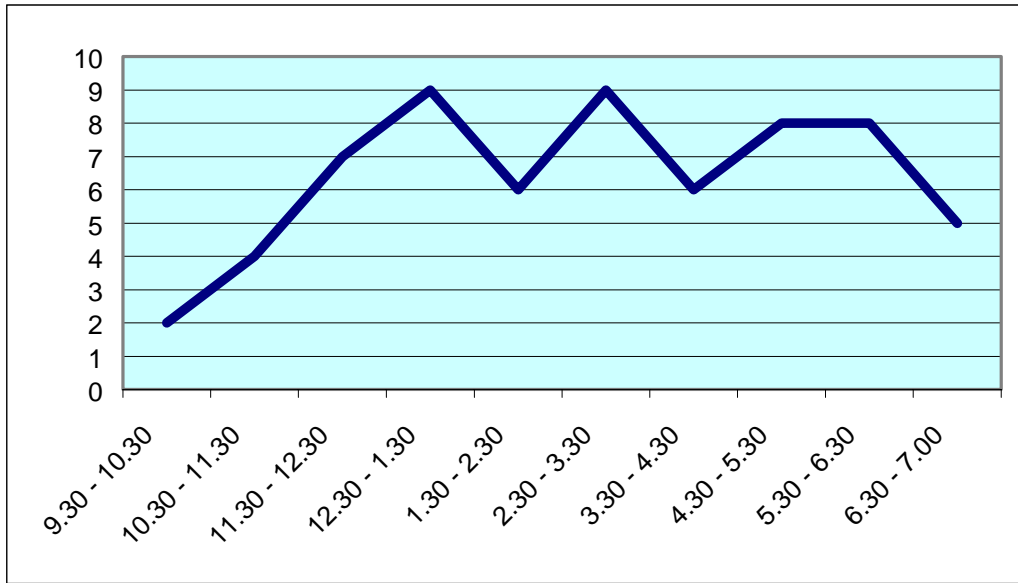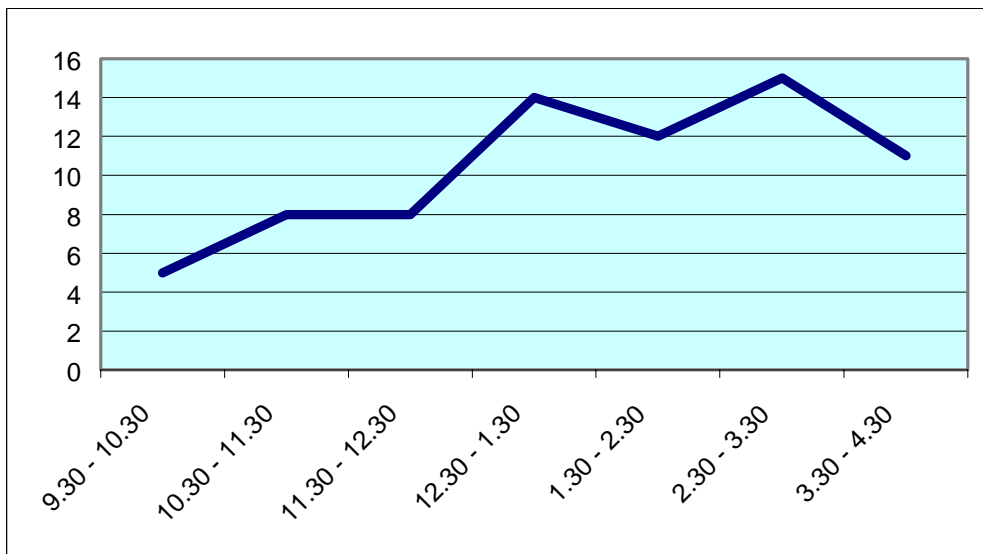
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Commerce and Technology Library
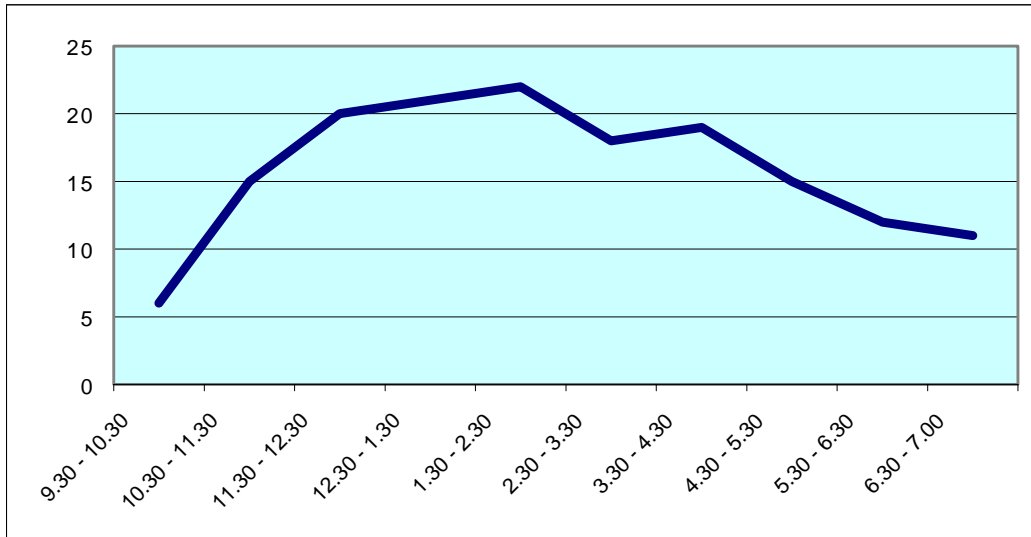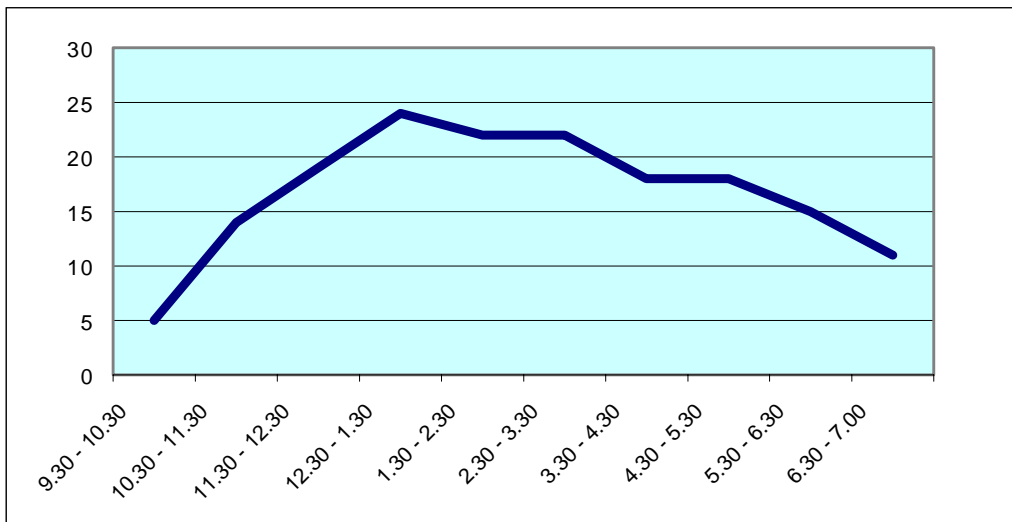
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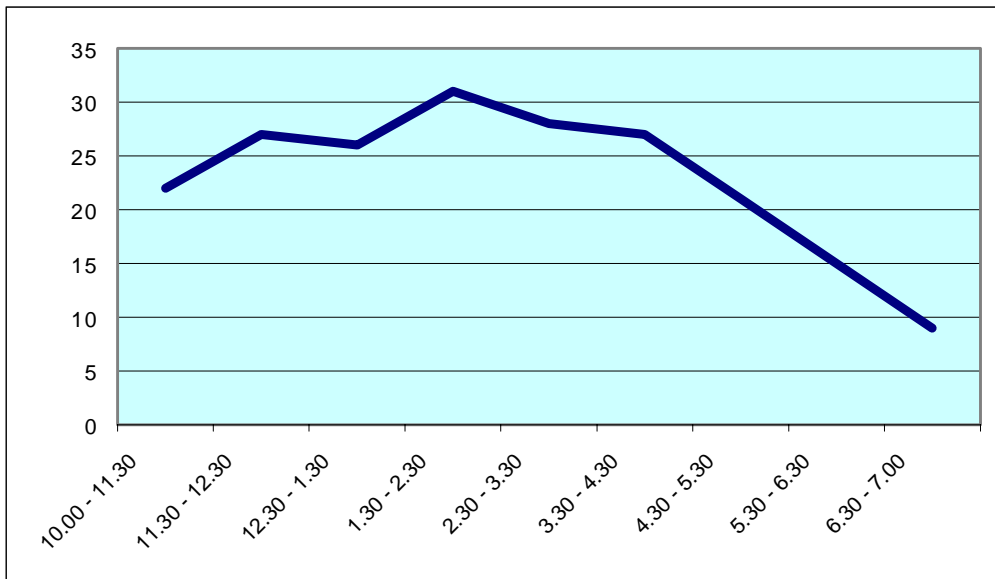
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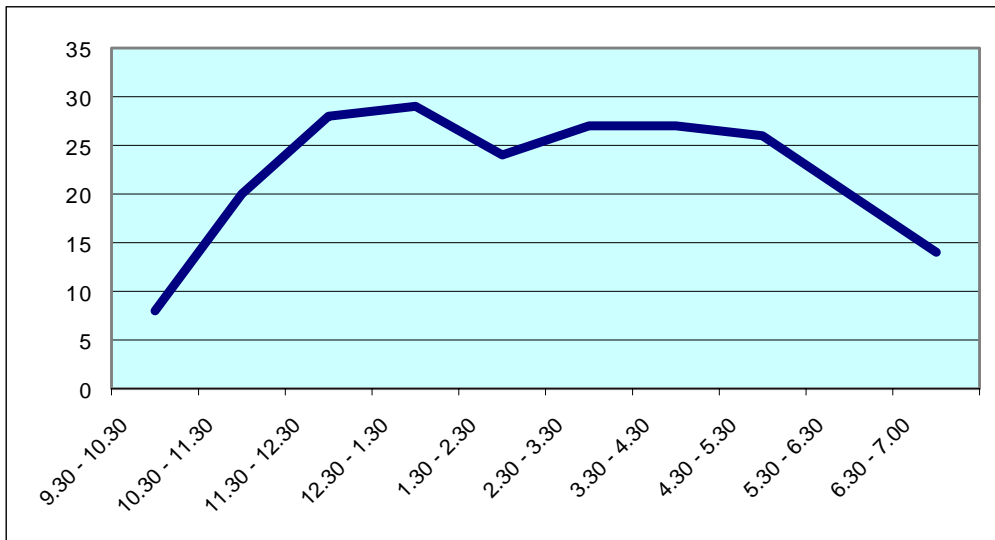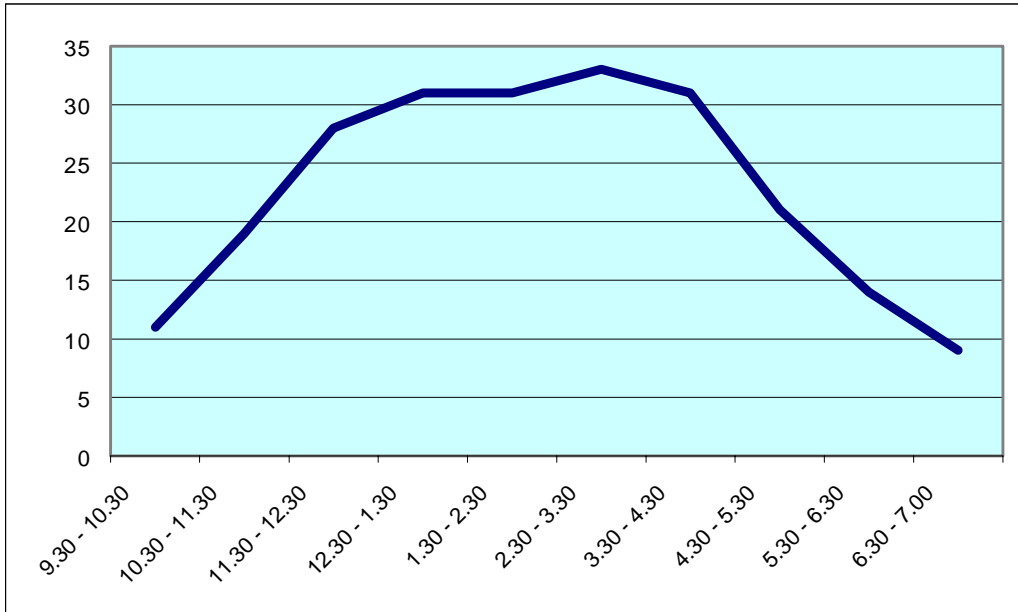
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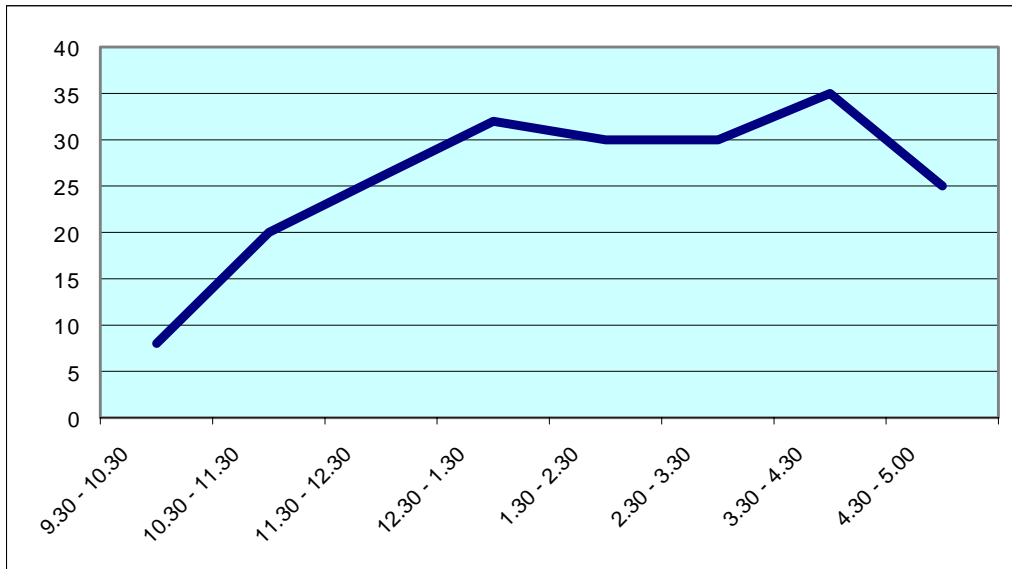
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Visitor Survey Results
Average figures from Survey Period
Monday 5th July to Saturday 7th August, 1999

Children's Library
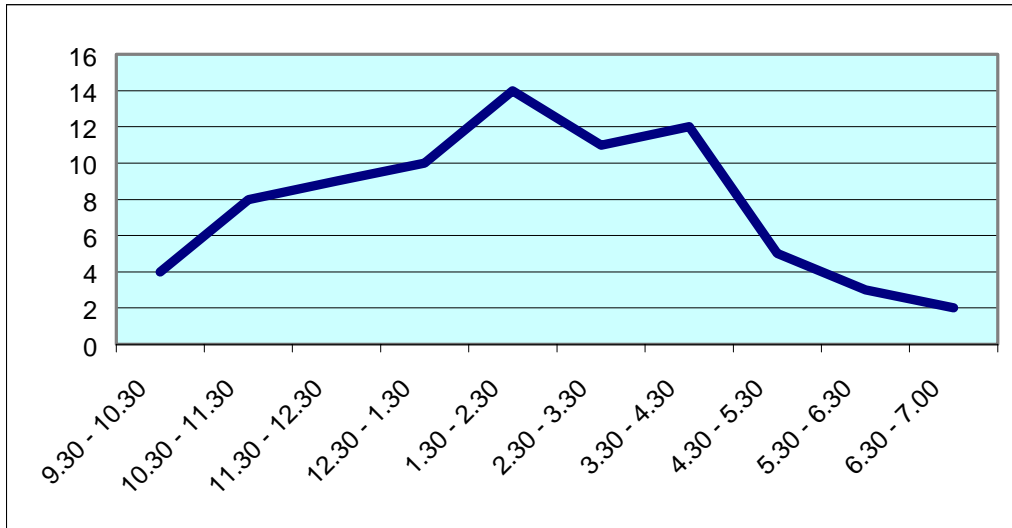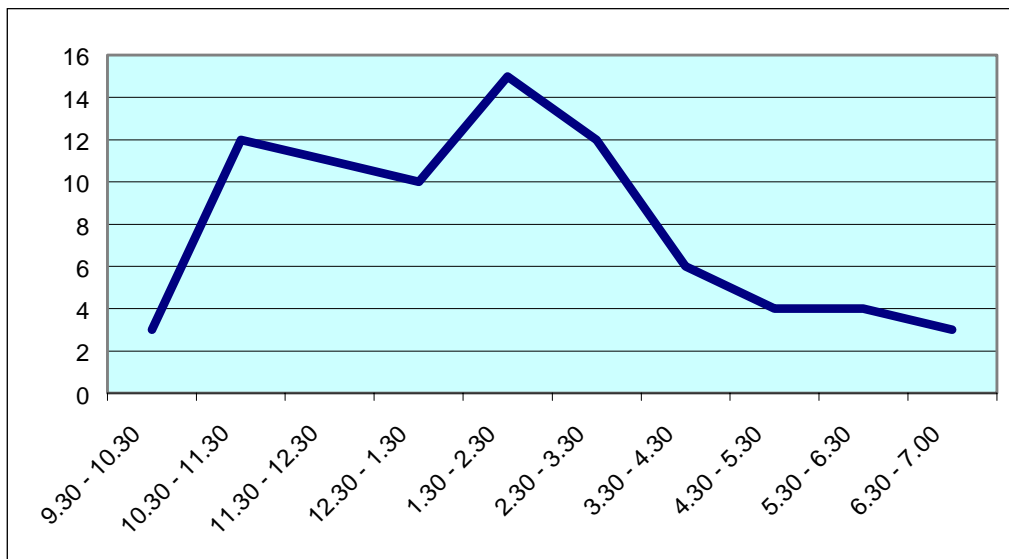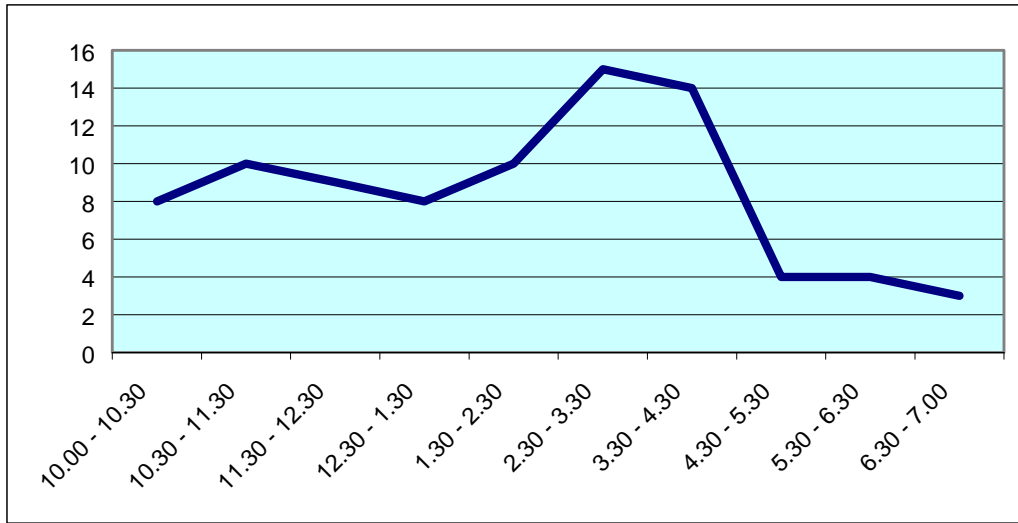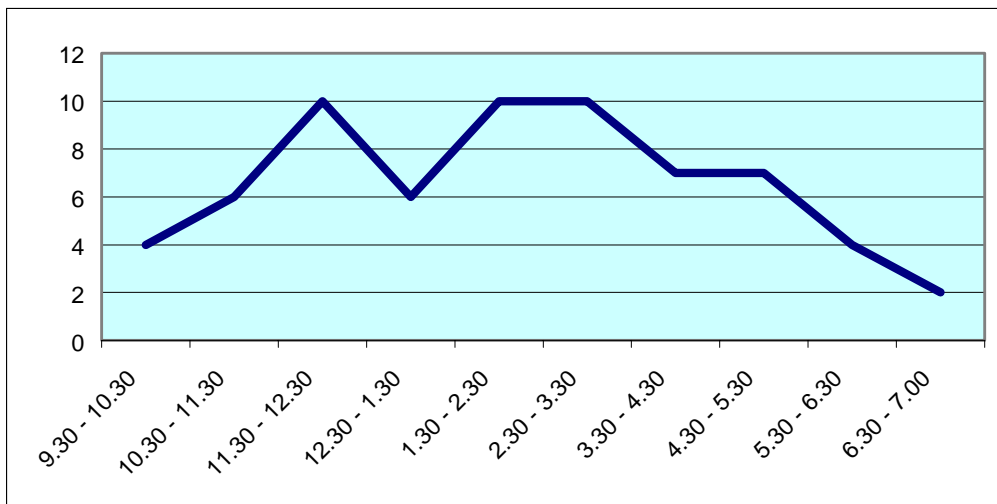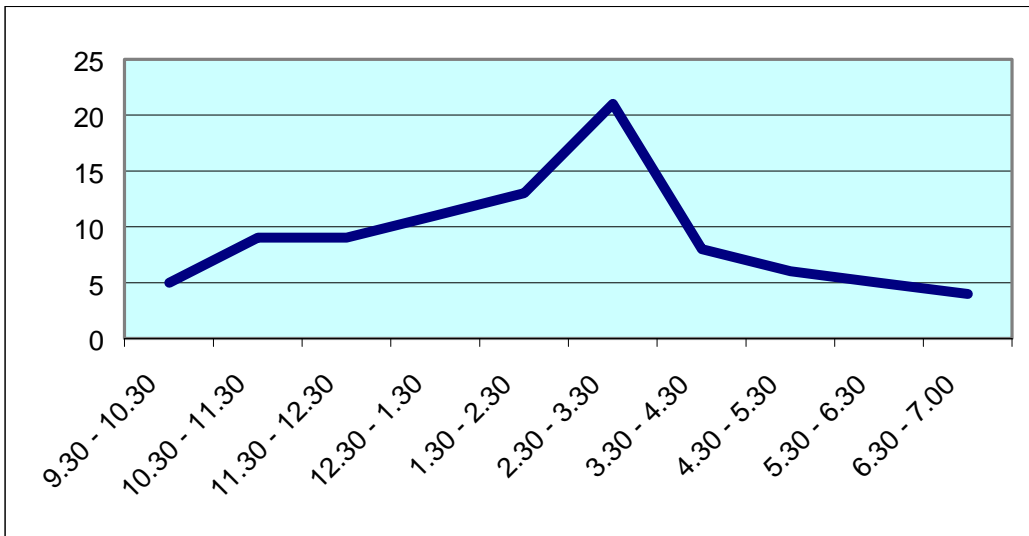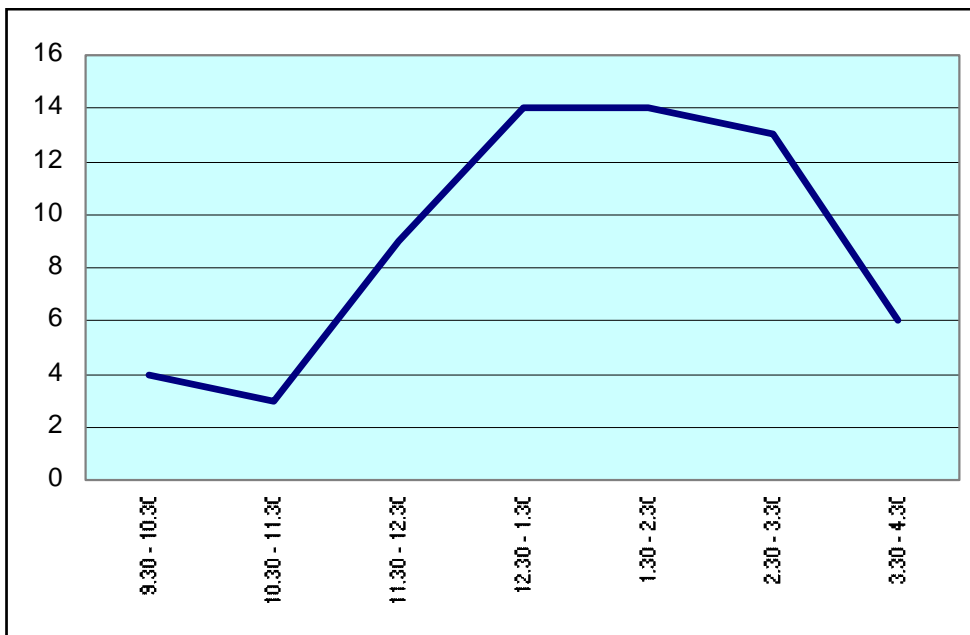
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Visitor Survey Results
Average figures from Survey Period
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Adult Lending Department
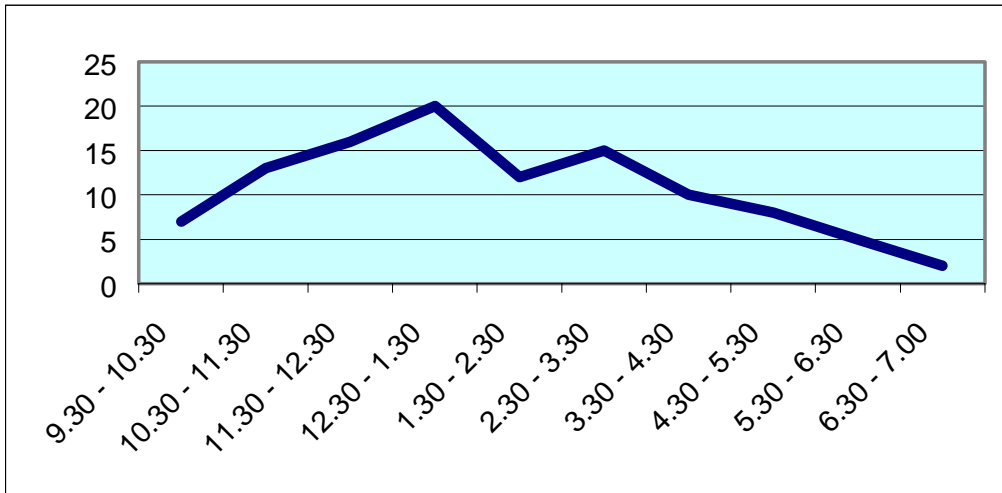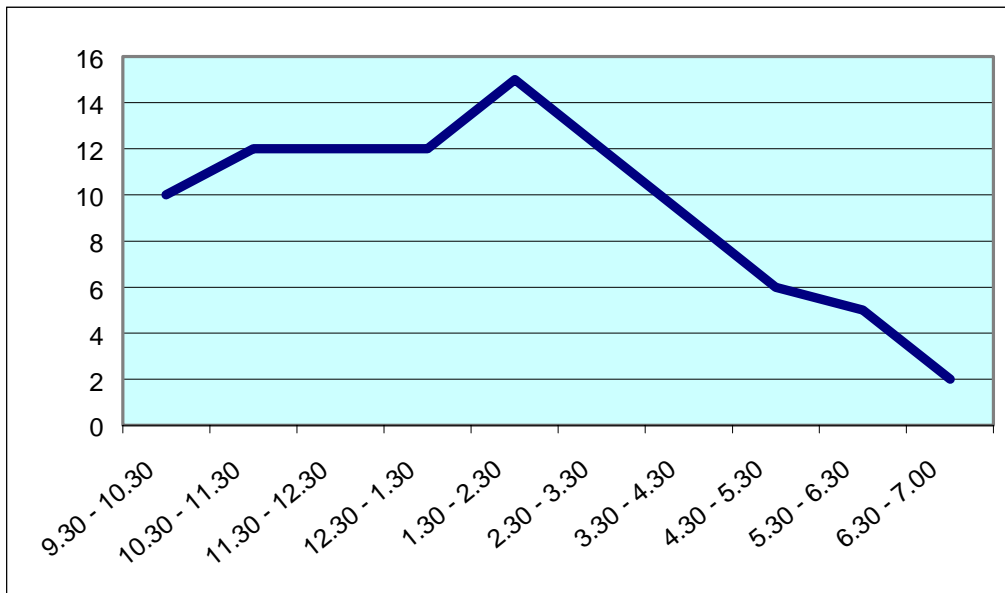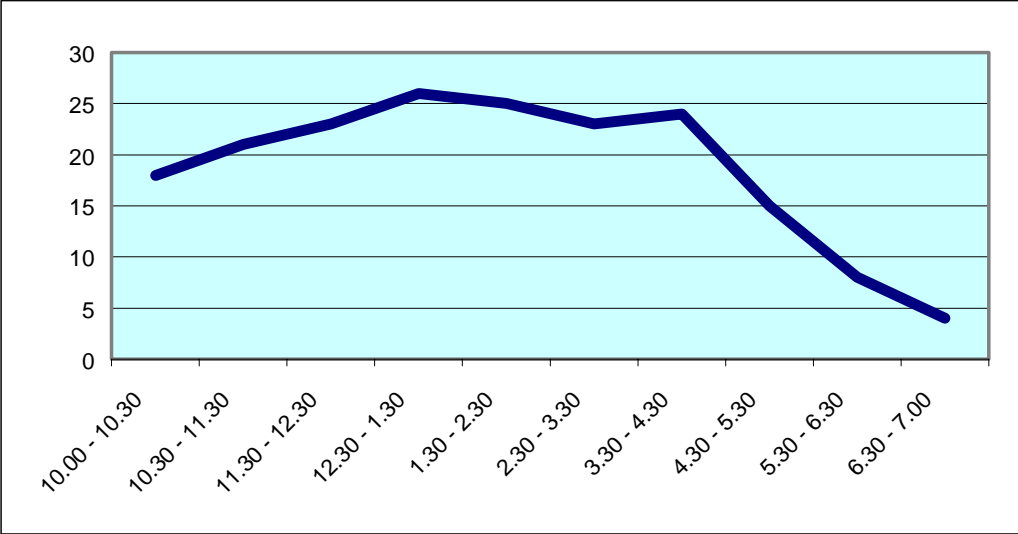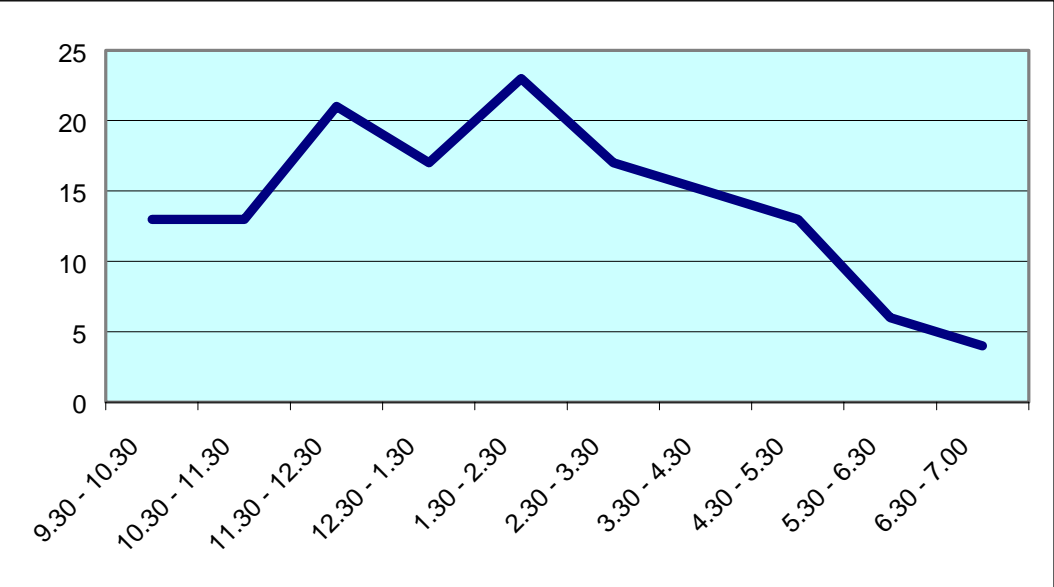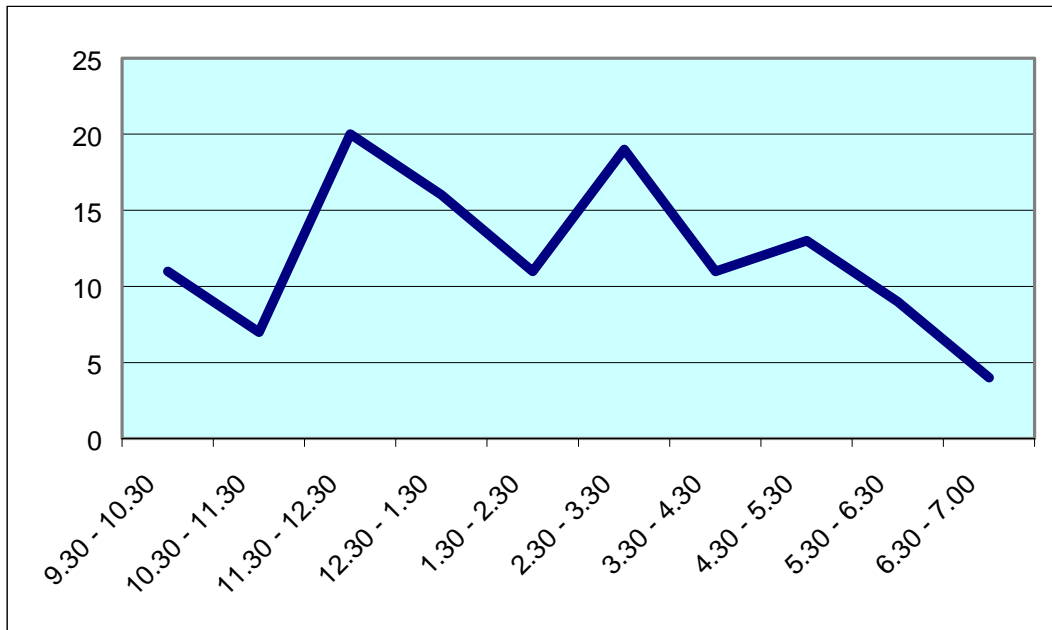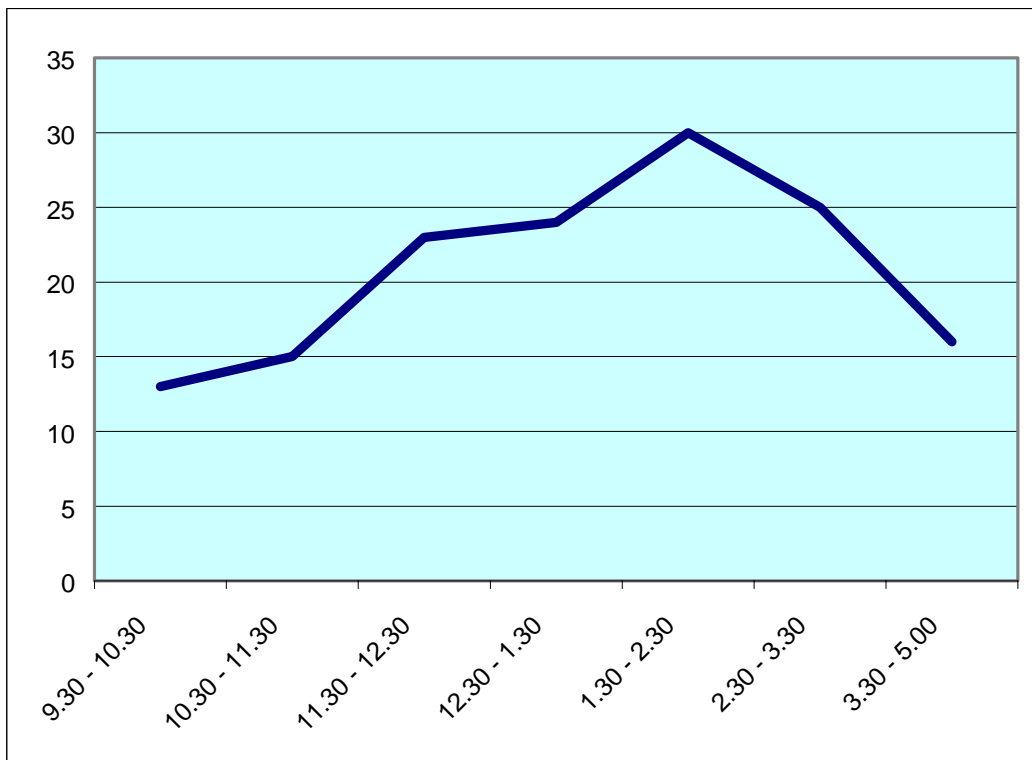
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Visitor Survey Results
Average figures from Survey Period
Monday 5th July to Saturday 7th August, 1999

Local Studies Library
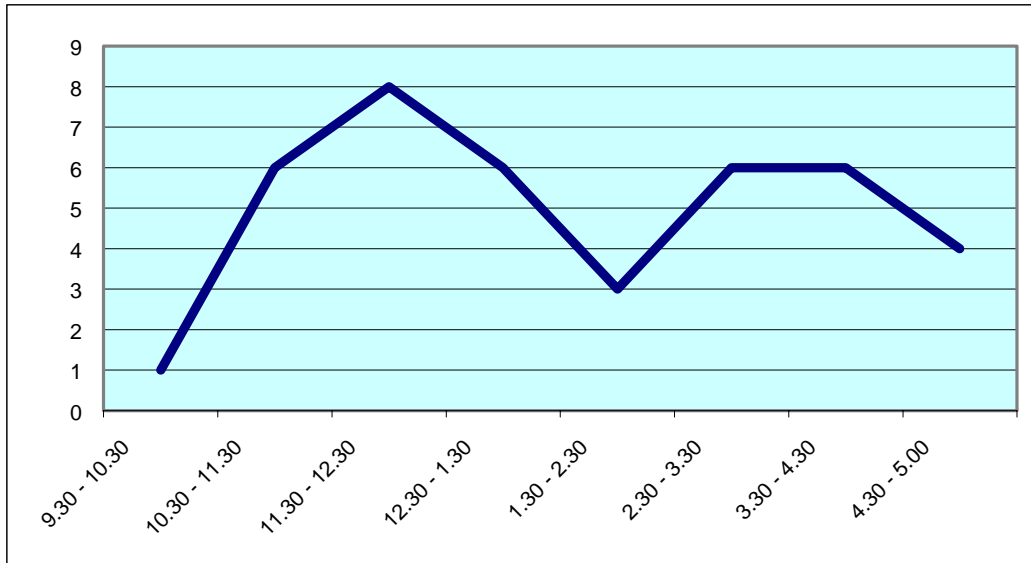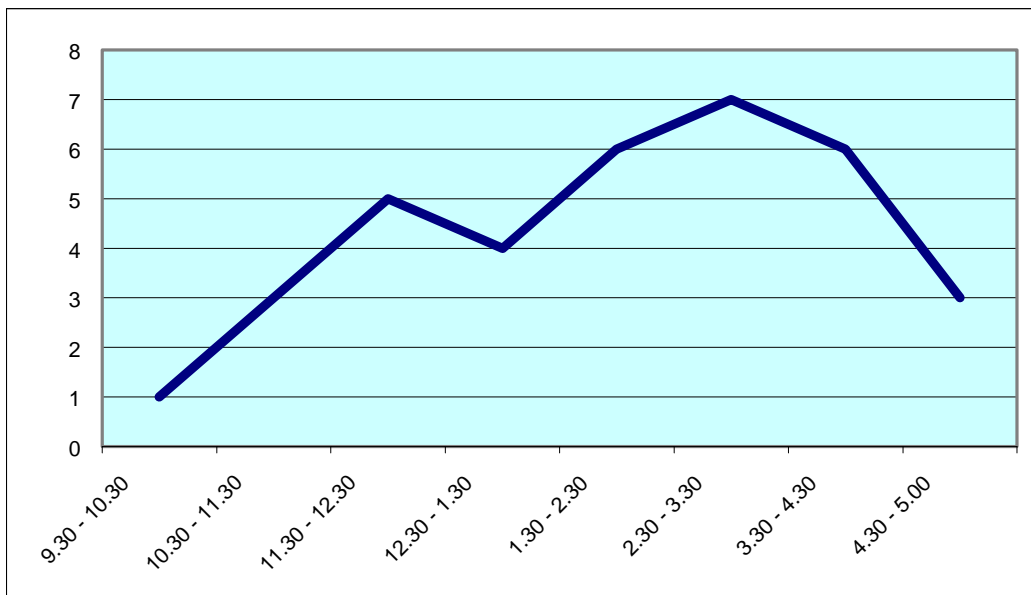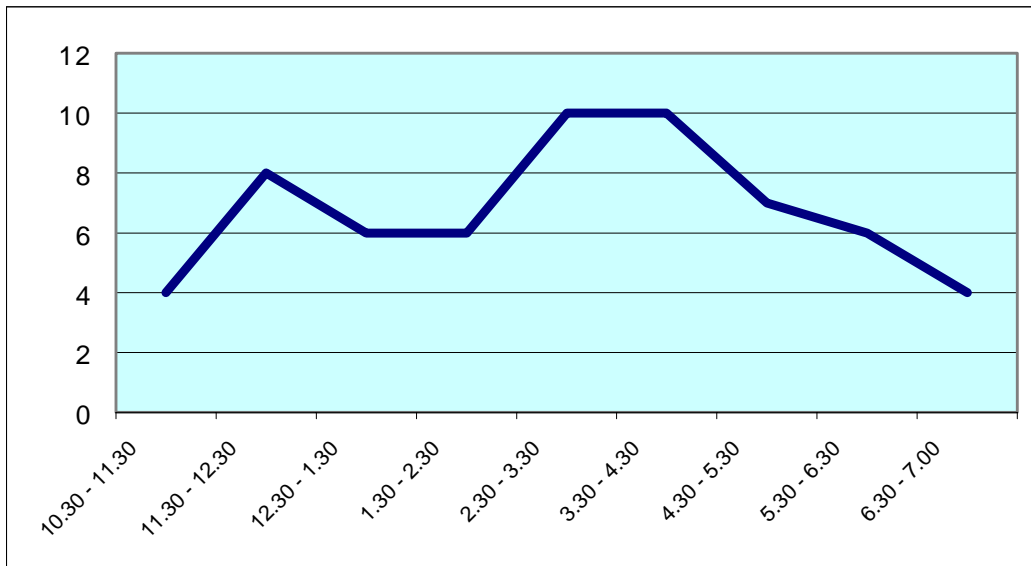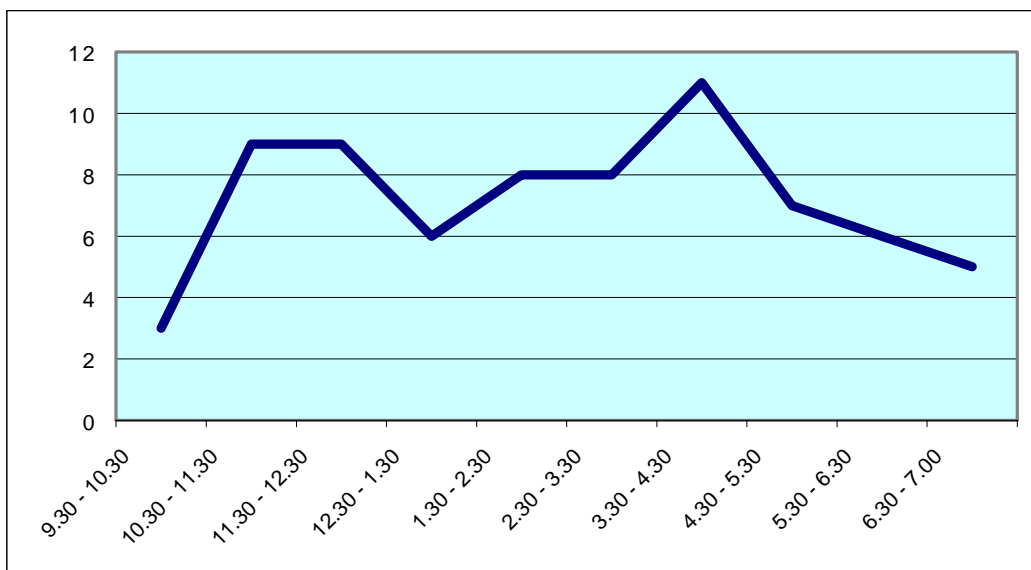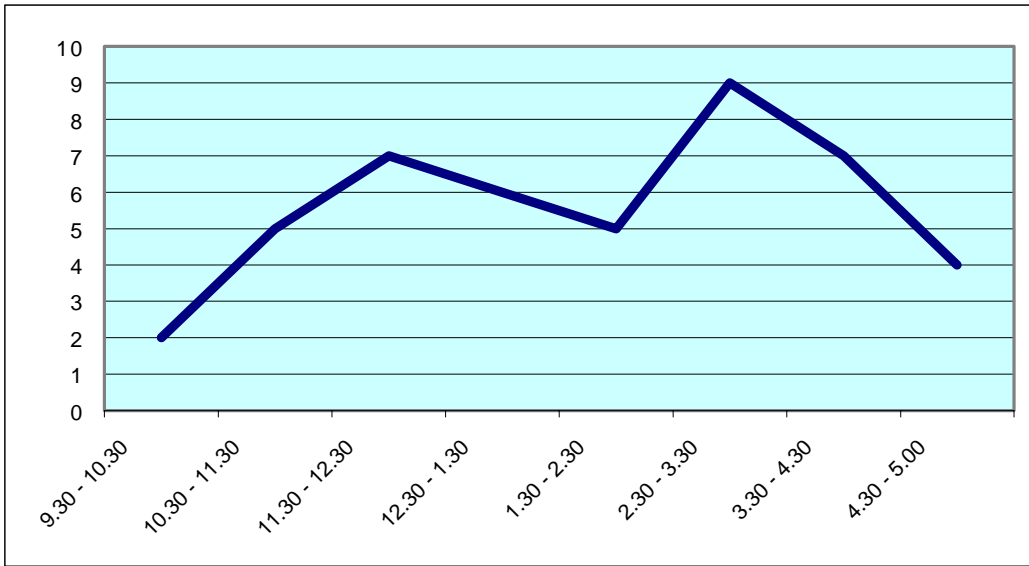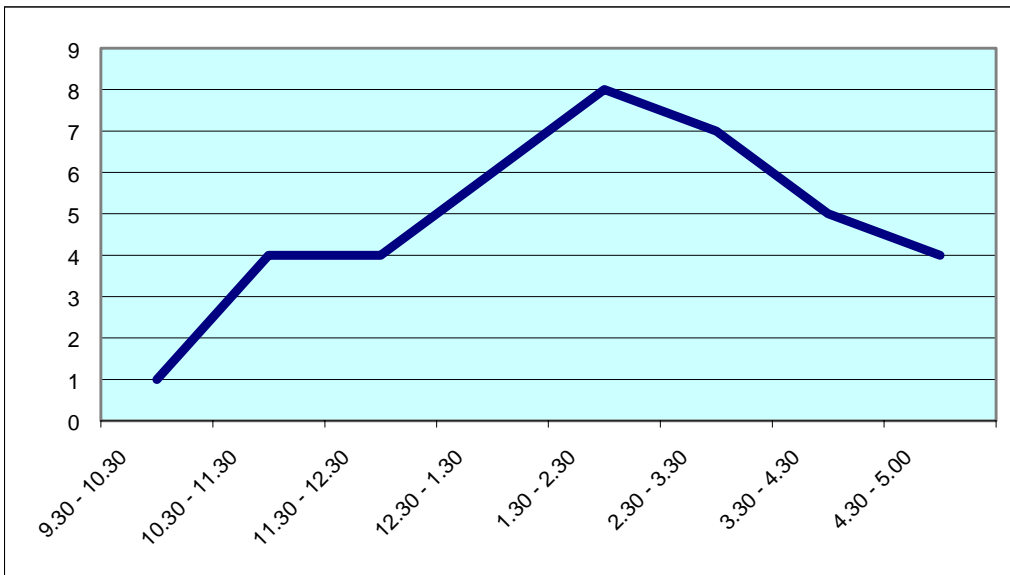
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Visitor Survey Results
Average figures from Survey Period
Monday 5th July to Saturday 7th August, 1999

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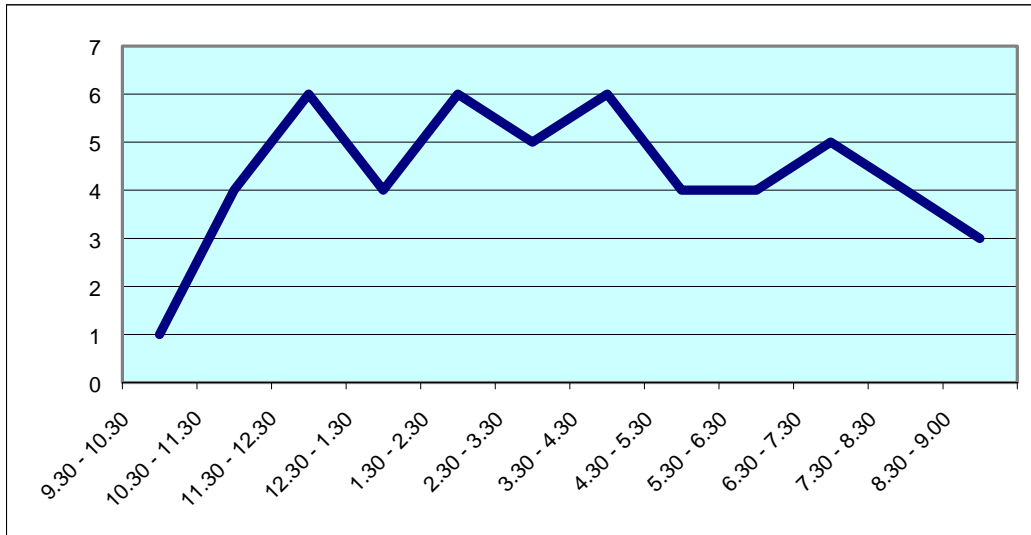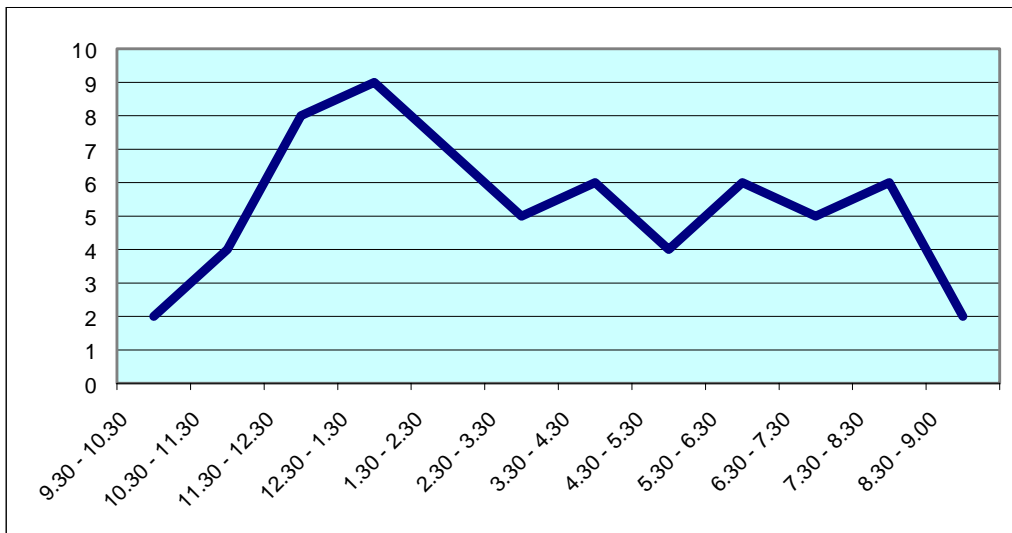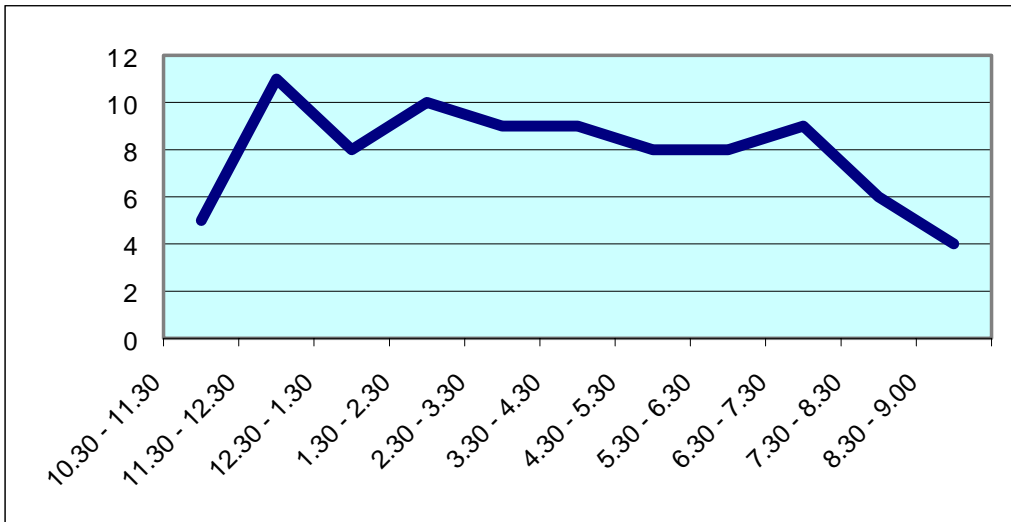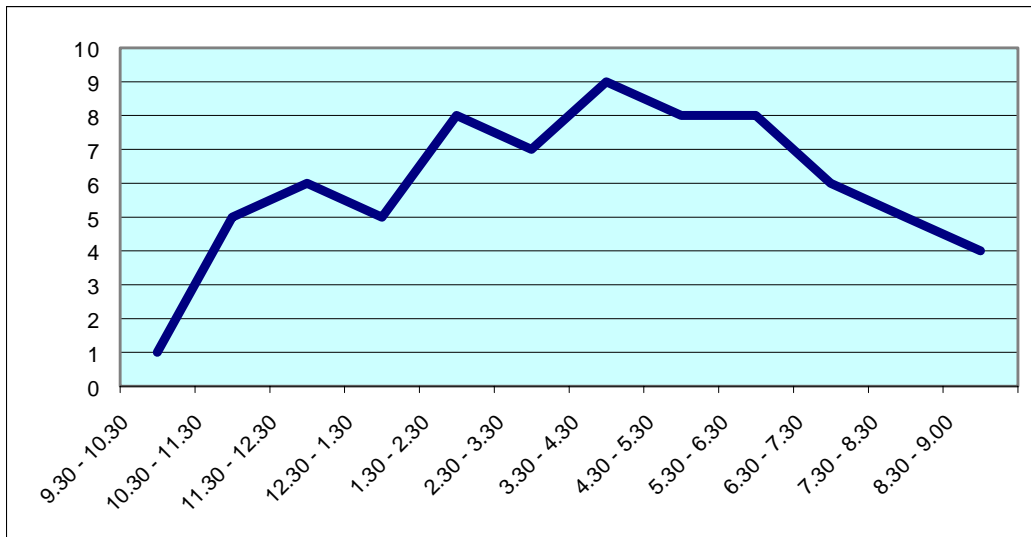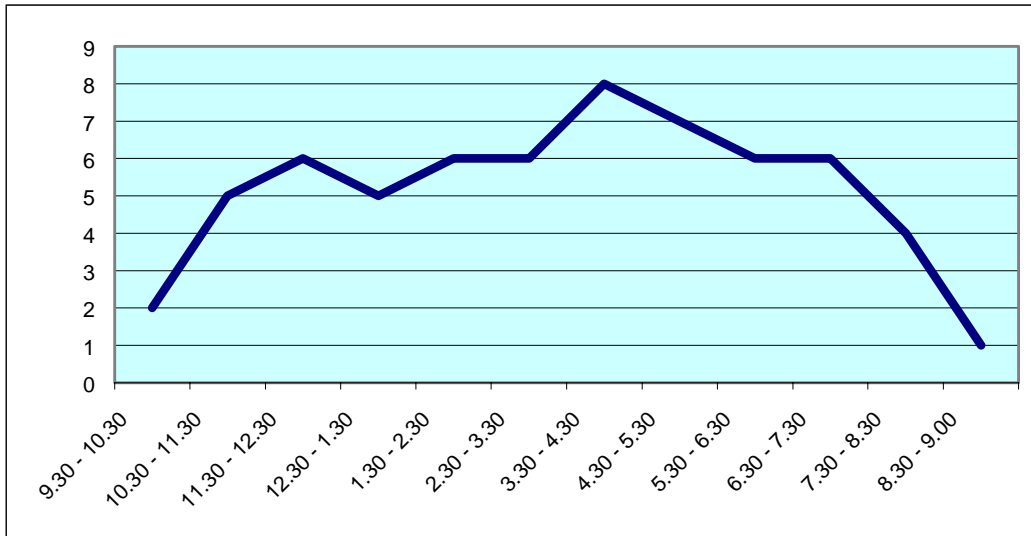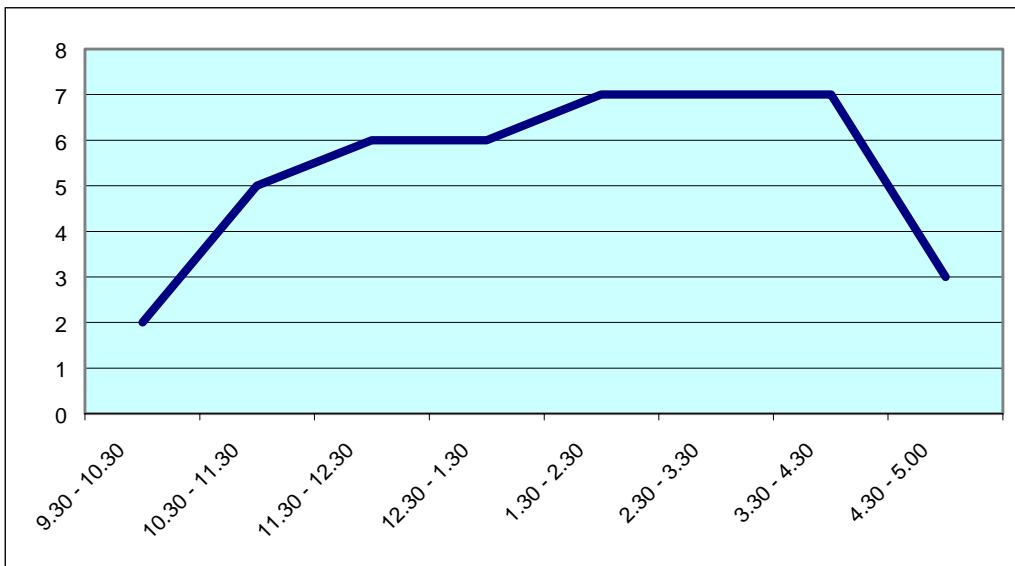
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Arts Department
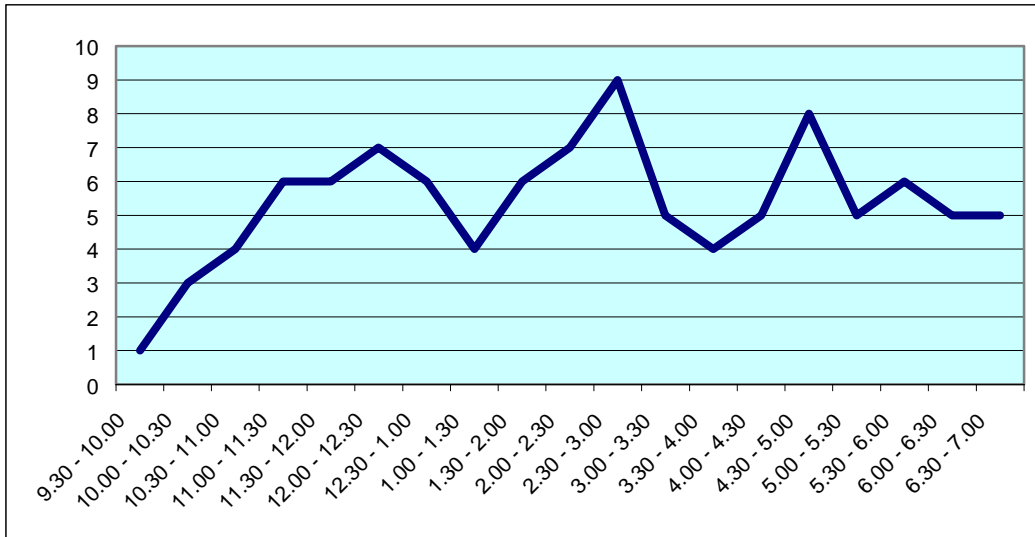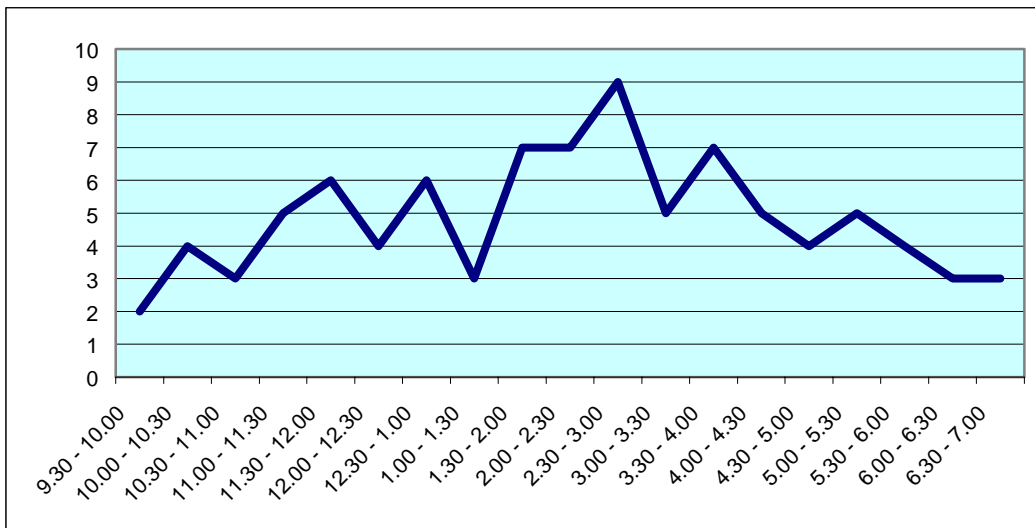
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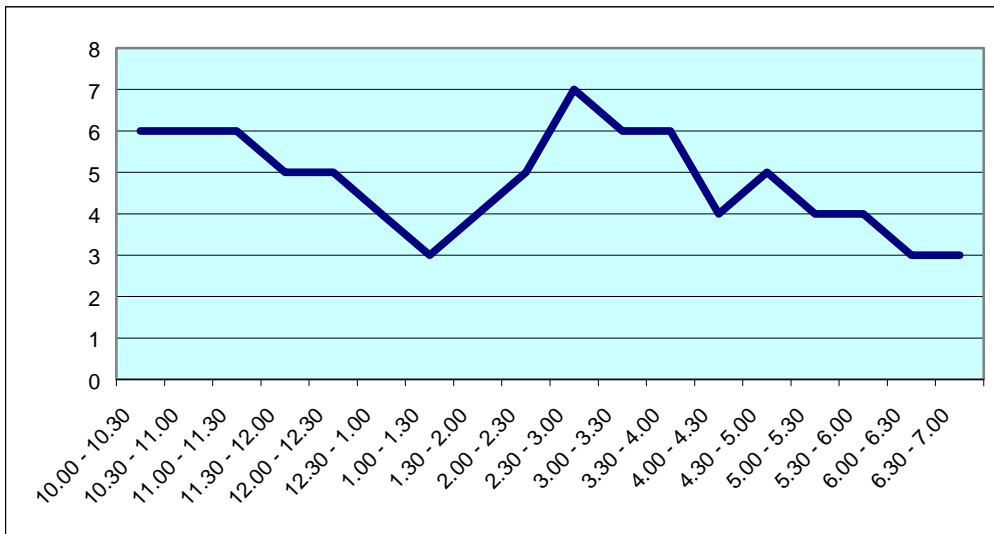
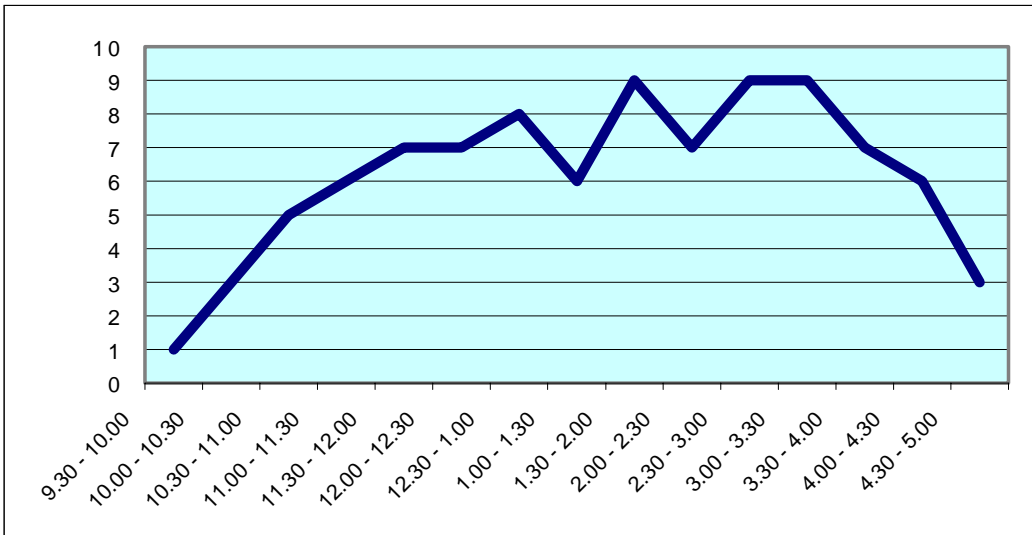**Tuesday**

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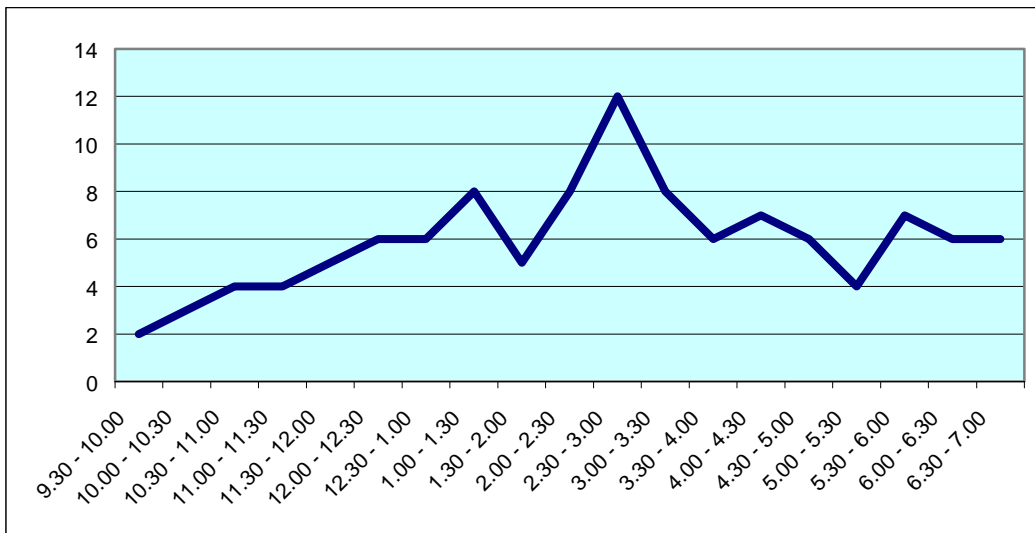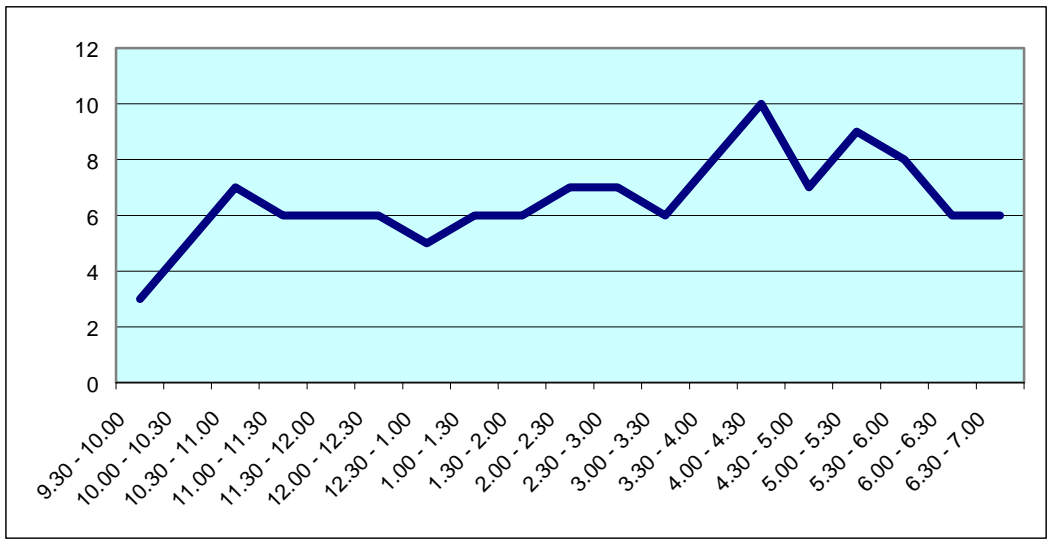
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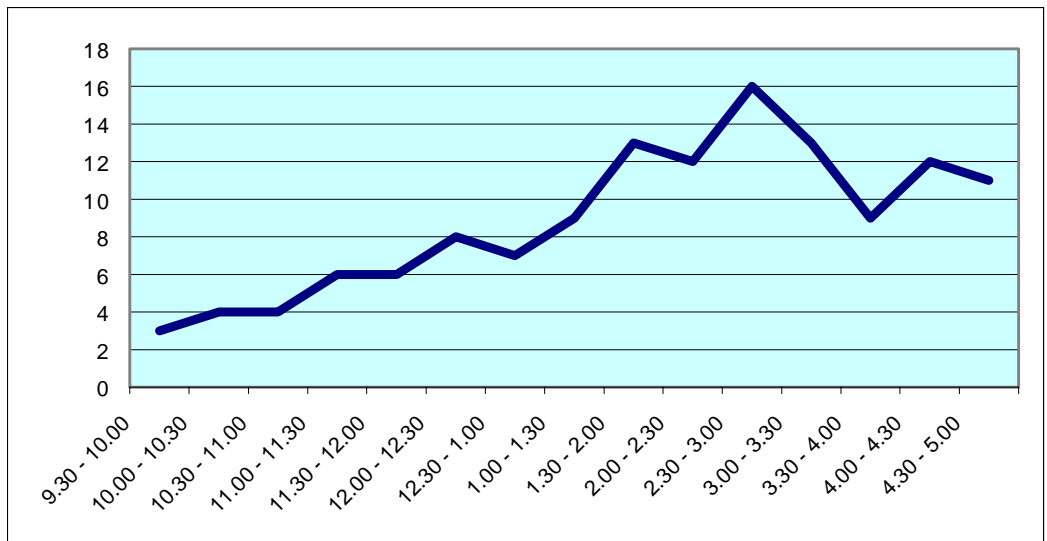
Friday

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Visitor Survey Results
Average figures from Survey Period
Monday 1st to Saturday 30th November, 1999

Commerce and Technology Library
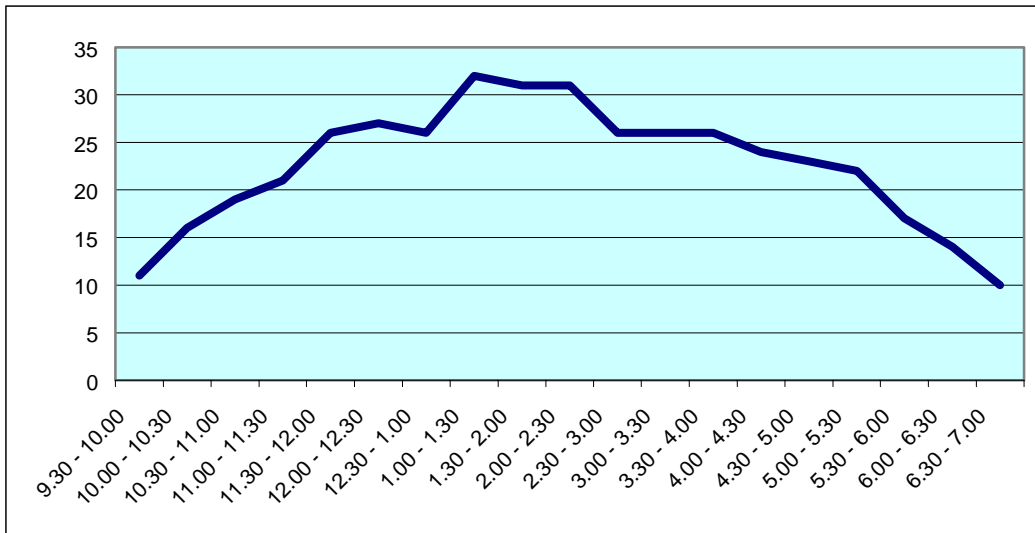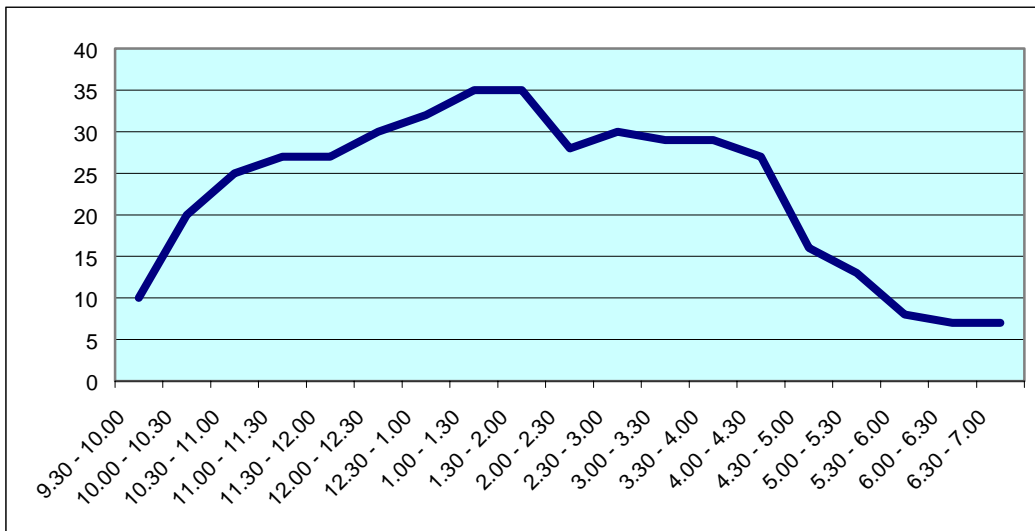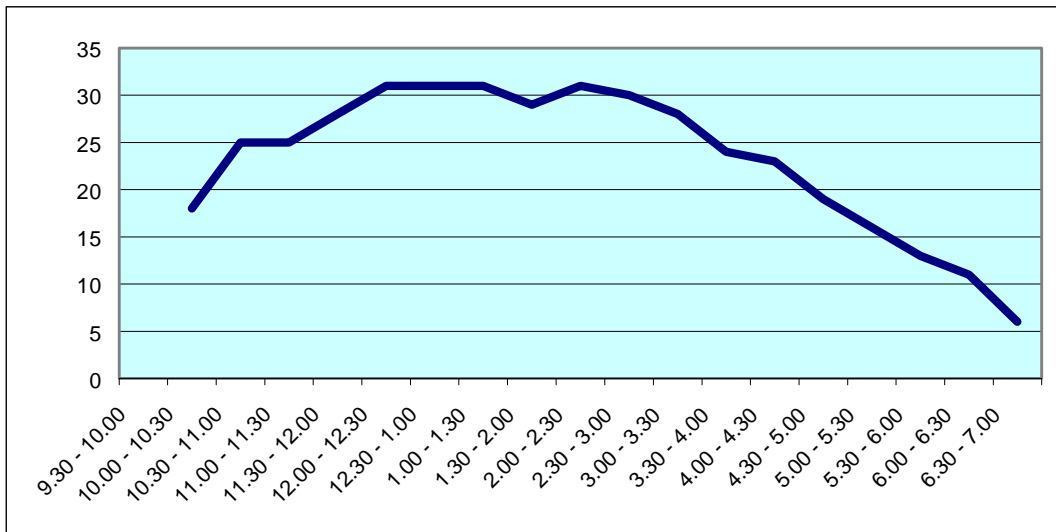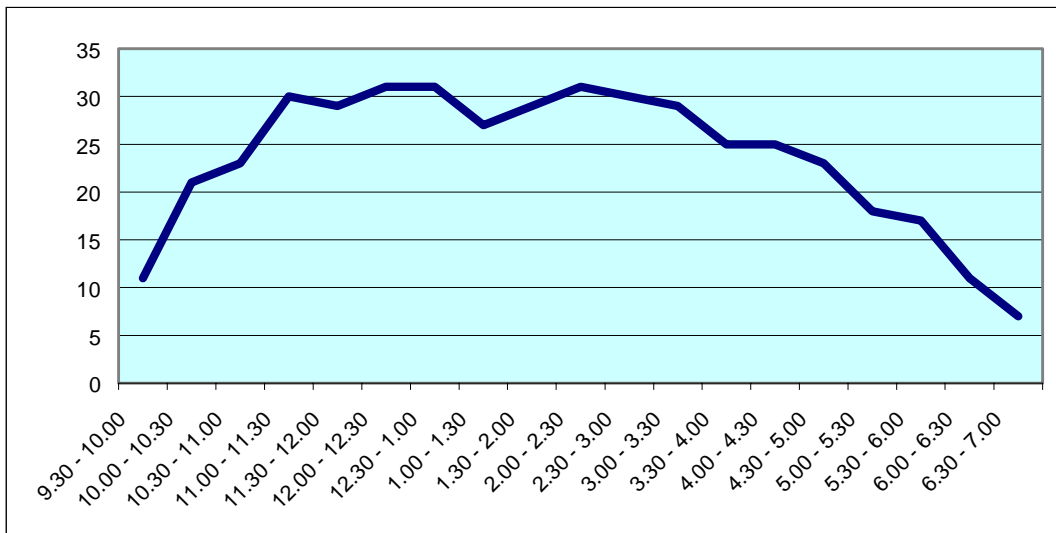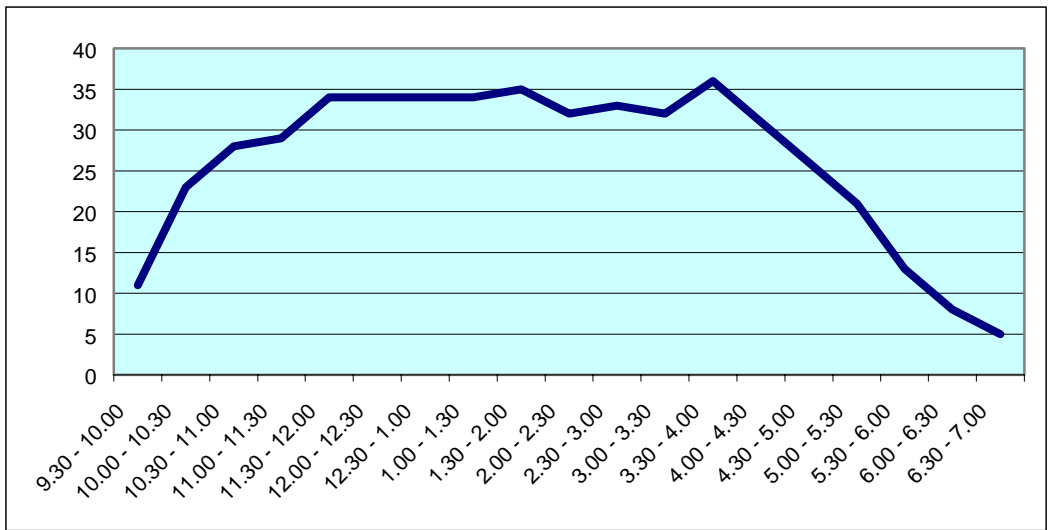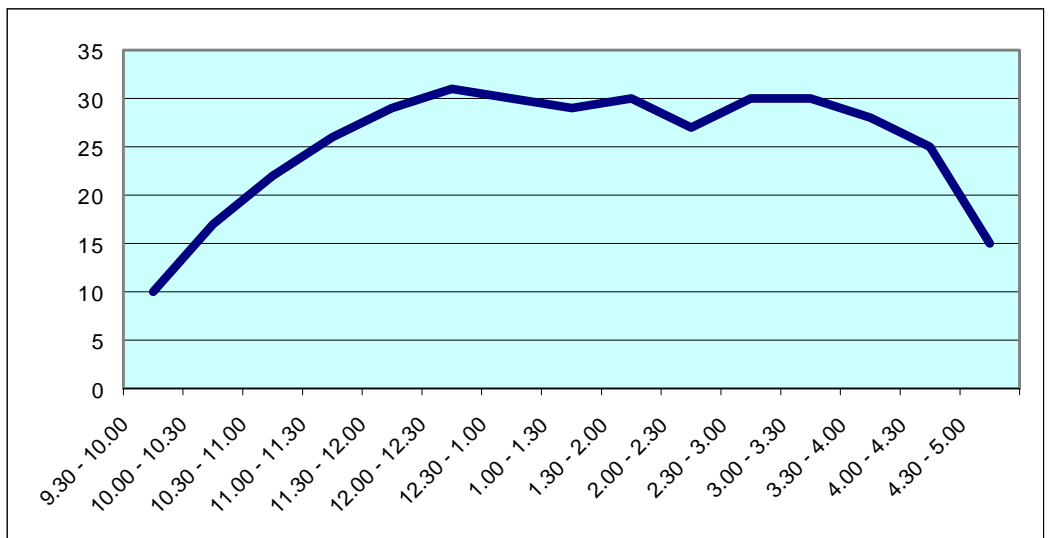
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Visitor Survey Results
Average figures from Survey Period
Monday 1st to Saturday 30th November, 1999

Children's Library
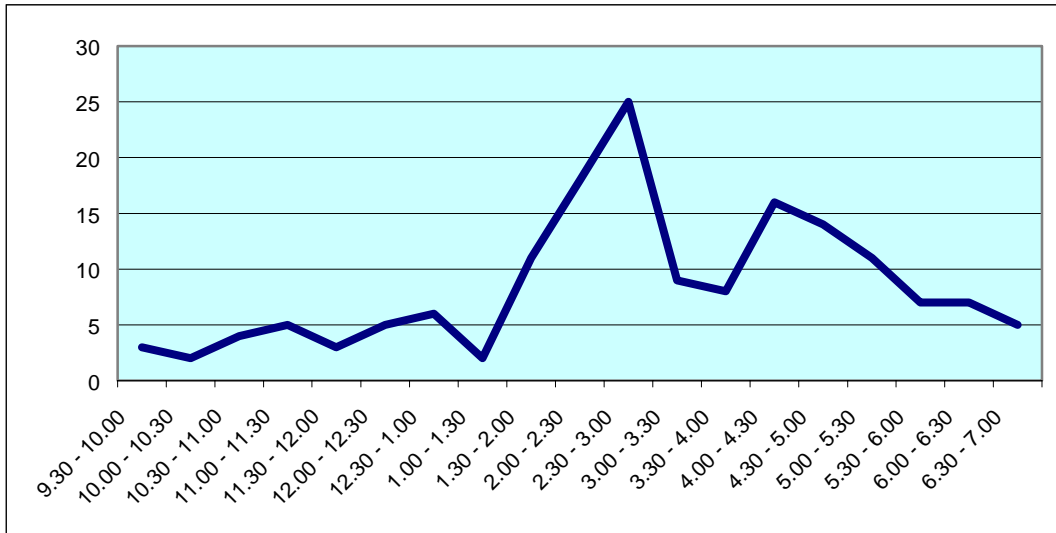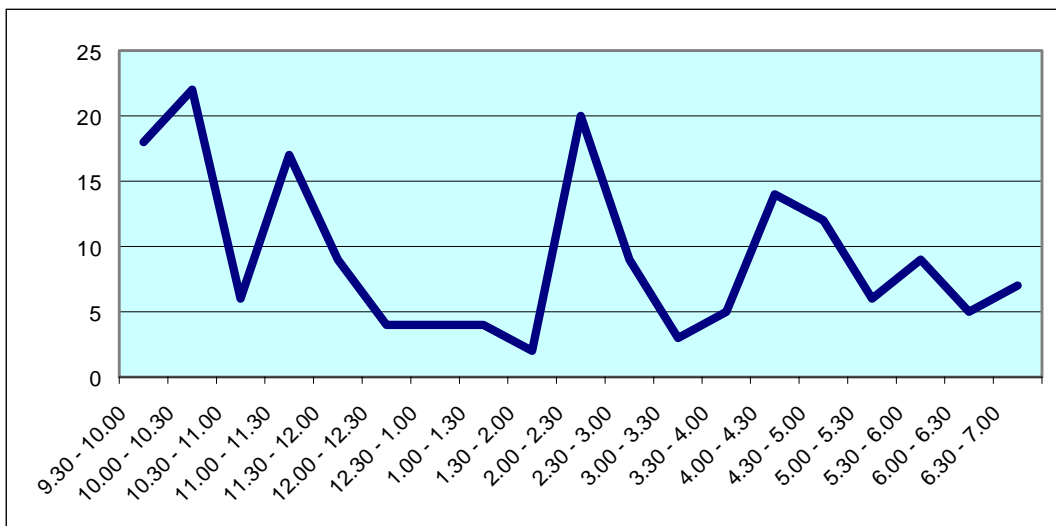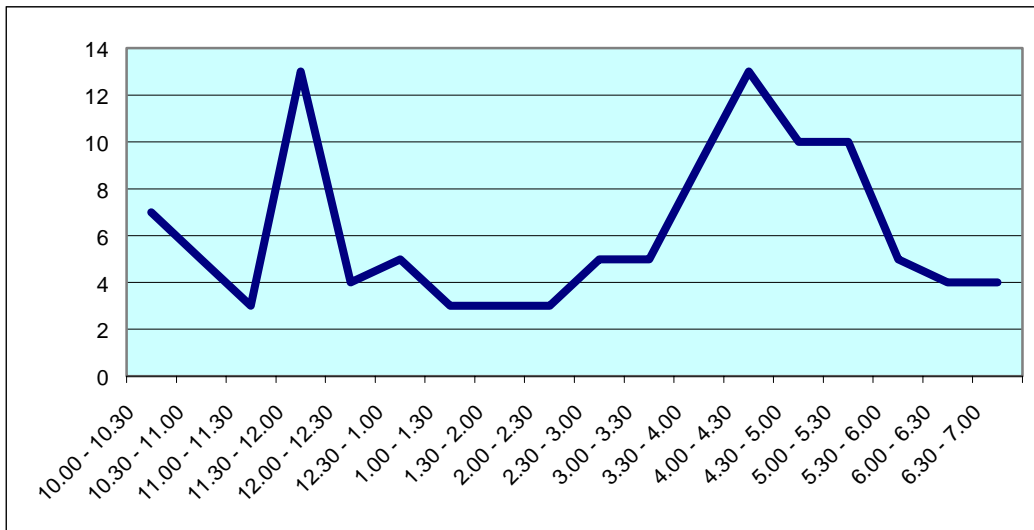
Monday

Tuesday

Wednesday
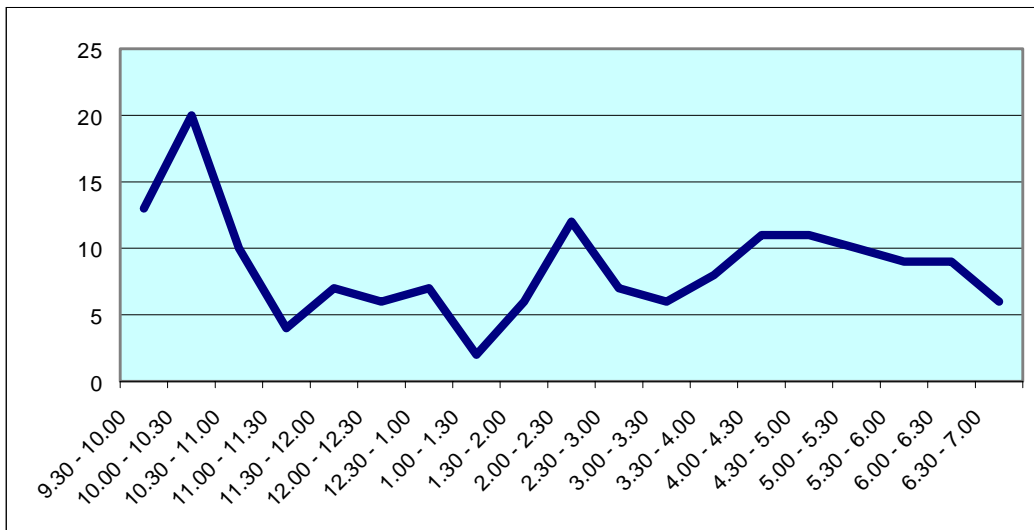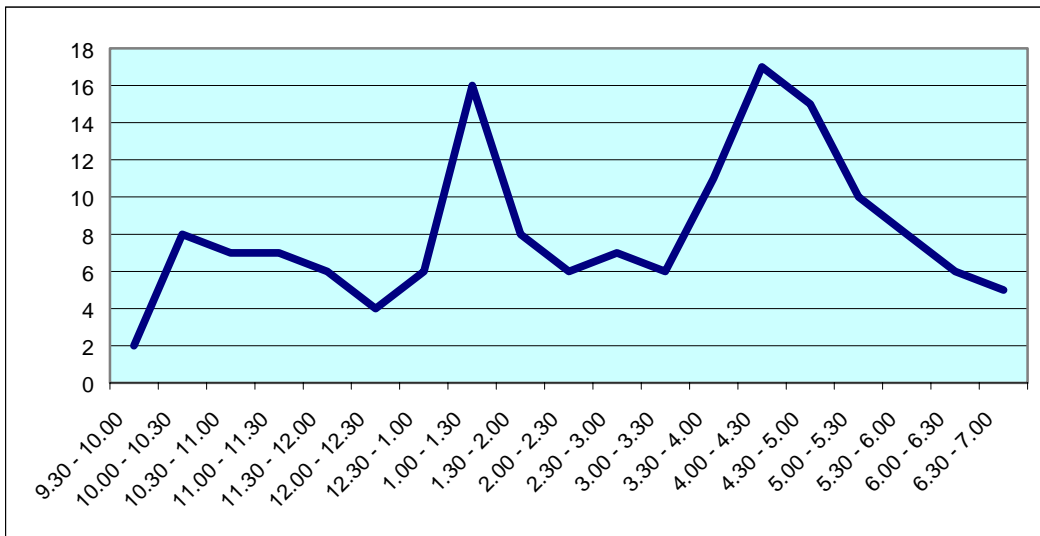
Thursday
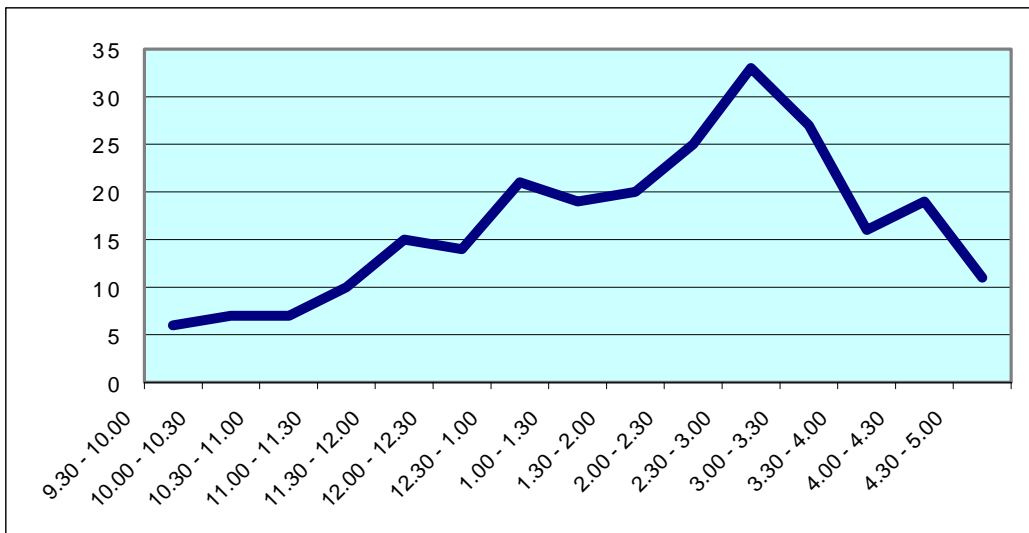
Friday

Saturday

Visitor Survey Results
Average figures from Survey Period
Monday 1st to Tuesday 30th November, 1999

Adult Lending Department
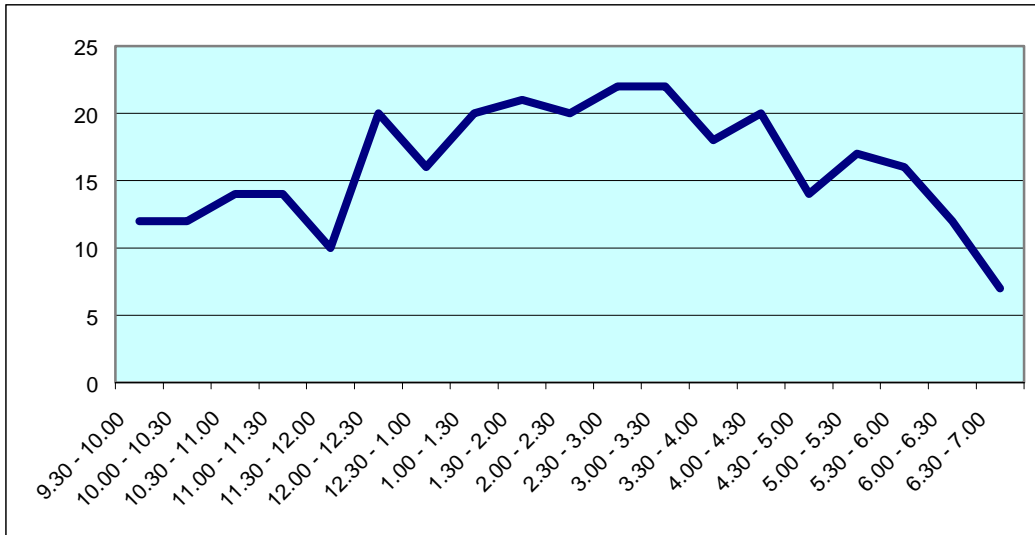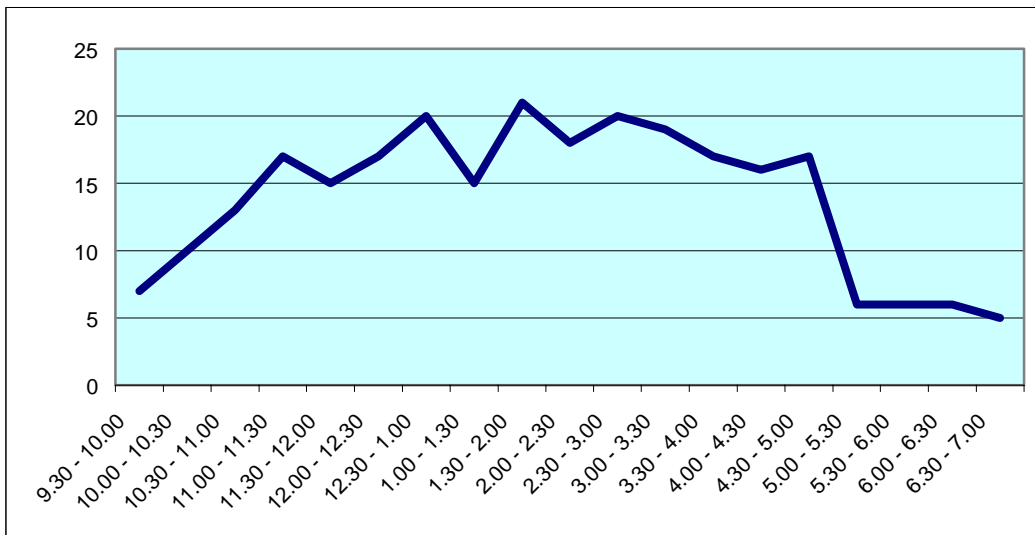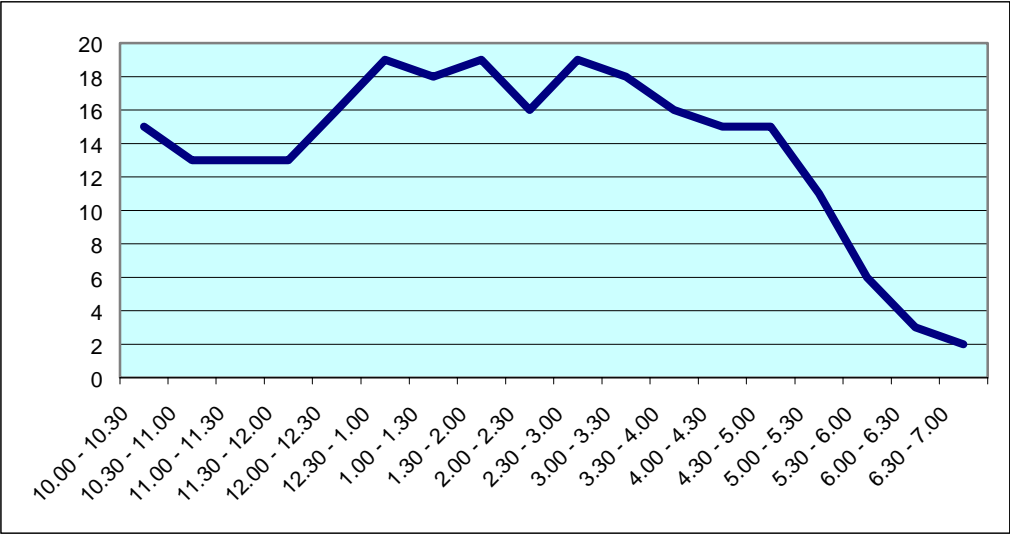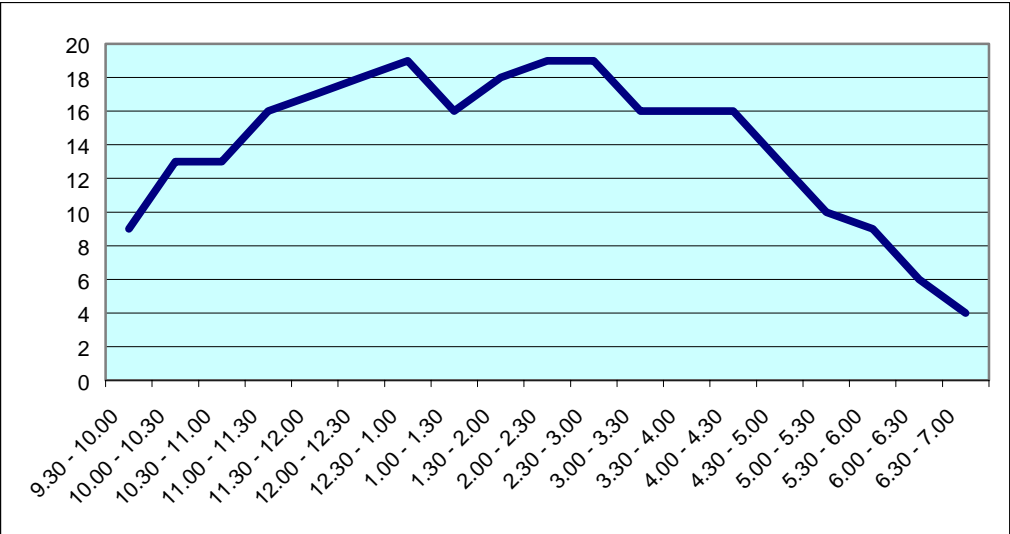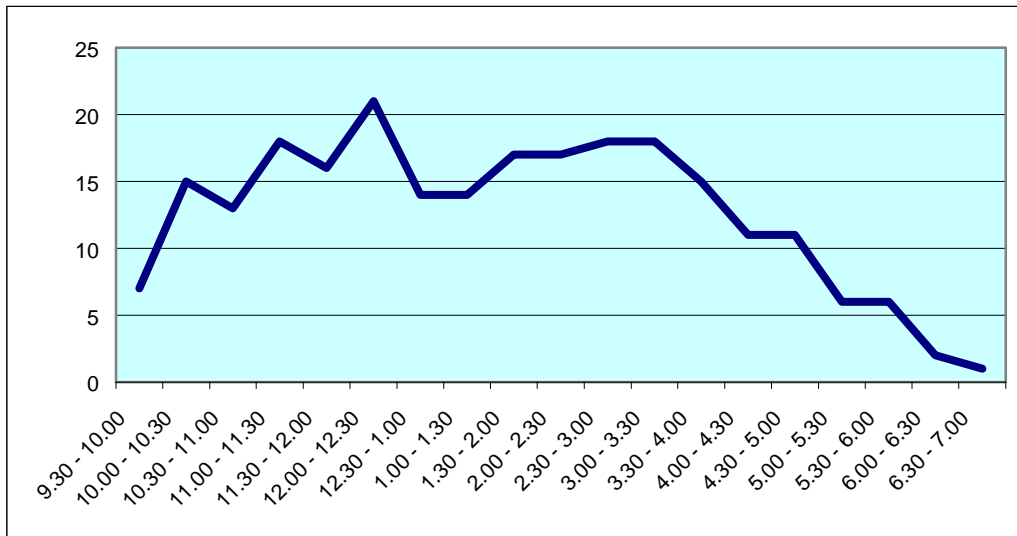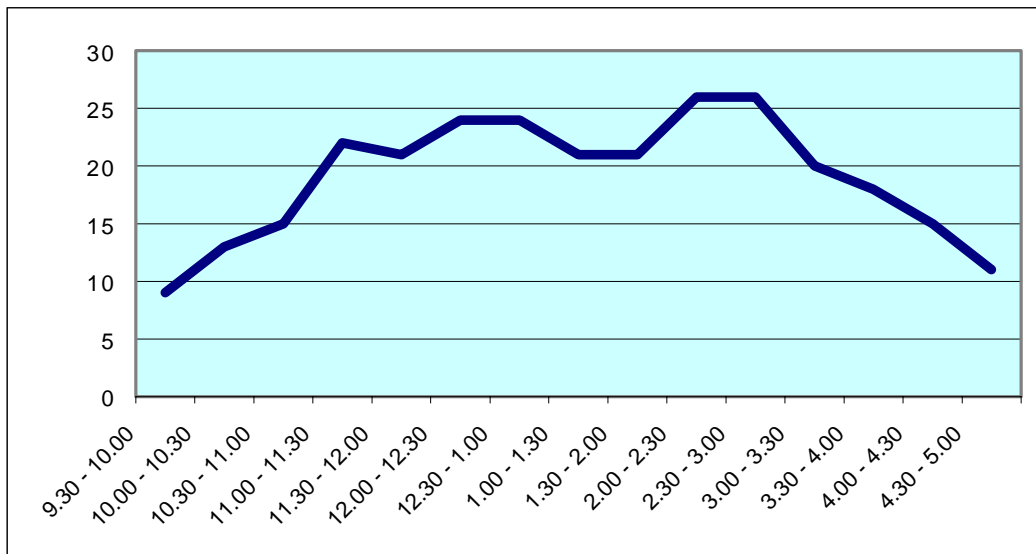
Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Visitor Survey Results
Average figures from Survey Period
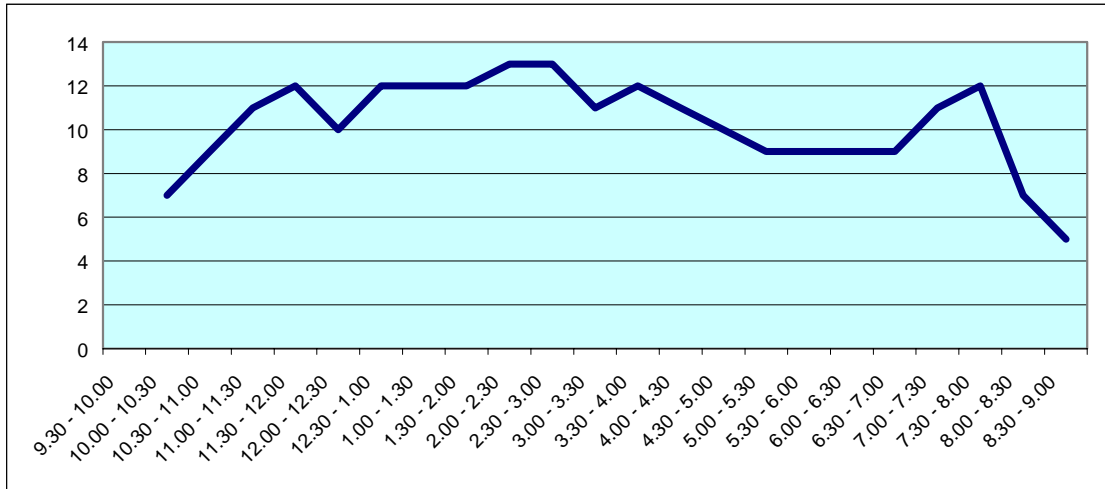## Monday 1st to Saturday 30th November, 1999

Local Studies Library

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Reference Library

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday