

## Proposed Library Performance Indicators

### 1. National Indicators

<b>BV117</b>	Number of physical visits to public library premises. per 1000 population CPA
<b>BV118c</b>	The percentage of library users who were satisfied with the library overall
<b>BV119b</b>	The percentage of residents satisfied with the Local Authority Cultural services: (b) libraries CPA

<b>BVLCS05</b>	Hours of access to Libraries per 1000 population
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<b>BV(X26)</b>	% compliance against the accessibility public library service standards
<b>BV(X28)</b>	% compliance against the performance, usage and satisfaction service standards

<b>BV 156</b>	The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.
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### 2. Property Performance Measures

The <b>Suitability, Sufficiency and Condition</b> data for all library properties is the <b>key</b> measure for monitoring the performance of library properties. However, in addition to this specific property measures can also be used to monitor costs and environmental impact
Condition of internal floor space (4 categories)
% maintenance backlog
Property CO <sup>2</sup> Emissions
Management costs per m <sup>2</sup>
Property Running Costs <ul style="list-style-type: none"> <li>➤ Rates</li> <li>➤ Energy</li> <li>➤ Water</li> <li>➤ Insurance</li> <li>➤ Maintenance</li> <li>➤ Asset Charge</li> </ul>
Unit Cost per m <sup>2</sup> (Property running costs & management and staffing costs)
Unit Cost per transaction (Property running costs & management and staffing costs)

### 3. Service Specific Qualitative Measures

Work on collating the service specific qualitative measures is still being undertaken by Library Services. It will draw on recent research in the following areas:

- Great Libraries Debate
- 'Have your say' user surveys
- National tri-annual user satisfaction survey
- Demographic data
- Nottinghamshire County Council Library Service - Social Inclusion Consultation Report
- Staff surveys