A survey of NHS libraries 2004-2005

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Foreword 2006

Since the last analysis of NHS library services activity in 2001, organisational change has been high on the agenda. The period of collection for England covers the first 5 years of the NHS 10 year national plan[1], with concentration on increasing capacity, more staff, more hospitals, more use of the independent sector and changing ways of working – shorter waiting lists, lower mortality rates leading to *Creating a patient-led NHS*[2] in 2005. In 2002, 28 Strategic Health Authorities were formed, bringing together the smaller locality based Health Authorities and replacing the regional NHS Executive. Primary Care Trusts were created to be responsible for commissioning local health care and managing 80% of the £76 billion NHS budget. NHS Foundation Trusts were created in 2003. The 31 in the first wave are within the NHS but no longer under central government control. Achieving the award of Foundation status is only possible after meeting stringent targets and good financial control. It is intended that all Trusts will eventually have Foundation status. The 2003-2006 Priorities and Planning Framework[3] set out the need for an additional 10,000 doctors and 20,000 nurses by 2005.

In education, Workforce Development Confederations became Workforce Development Directorates (WDD) and integrated with Strategic Health Authorities. Many strategic library service leads in WDDs took on a wider portfolio including e-learning and facilities accreditation.

Library services Accreditation started to show an impact on service improvement and increased awareness of the services at Board level. The greater emphasis on value for money across the whole NHS challenged library services to increase their efficiency. Library services collaborated to have shared use of Library Management Systems and to create knowledge portals. This was facilitated by the rapid growth in the use of IT in the NHS, achieved by a massive investment through the national IT strategy, later delivered by Connecting for Health[4]. Many libraries now included PC clusters and training areas and a few are “wireless”.

User expectation in some occupational groups rose fast, with some previously un-served groups adopting services and using them well. The majority of libraries are now multidisciplinary. The north-south divide is evening out with the creation of new libraries and increased investment, with a concerted effort by strategic library service leads working with Trusts and WDDs to fill in the gaps, where Trusts had no service or insufficient capacity to widen out to other users.

Working together became a national vision, with co-operation across NHS library services and the National electronic Library for Health (NeLH) leading to the beginning of the National Library for Health. The National Core Content service used top-sliced funding from

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[1] Department of Health. The NHS Plan: a plan for investment, a plan for reform. 2000, The Stationery Office

[2] Department of Health/National Health Service. Creating a patient-led NHS: delivering the NHS improvement plan. 2005, Department of Health

[3] Department of Health. Improvement, expansion and reform: the next three years’ priorities and planning framework 2003-2006. 2004, Department of Health

[4] http://www.connectingforhealth.nhs.uk

the Strategic Health Authorities to create an internet based resource for all occupational groups of health care staff. These are authenticated through Athens and over time this has become a nationally recognised brand in the NHS as well as in HE. The project team, working with the NHS Purchasing and Supply Agency, became adept at procurement, creating a portfolio of journal bundles and later books, along with the standard abstracting and indexing databases. The national Purchasing Group continued to negotiate with suppliers to achieve year on year improvements on framework agreements for purchasing books and journals.

New ways of working took hold. These include the Clinical Librarian with expert knowledge of critical appraisal, able to provide detailed evaluated analysis of information to support clinical teams. The National Knowledge Service[5] started to look at national Question and Answer services with the availability of a primary care service through the NeLH. There was a general growth of co-ordinated current awareness activity and Specialist Libraries appeared for the first time within NeLH to underpin new National Service Frameworks for disease management. New posts were created to deliver training in finding the best evidence for practice and navigating the internet, both in the work-place and in group training. In 2004 the NHS introduced Agenda for Change in an attempt to reduce variation in salary paid for equivalent jobs. This was supported by the introduction of the Knowledge and Skills Framework to ensure transferable and generic skills as part of a flexible and changing workforce.

The time period also encapsulated the rise and fall of the Modernisation Agency and the NHSu, the latter originally intended to be the corporate university for the NHS. This organisation left a legacy of quality materials to support e-learning. At the end of the period the national framework for e-learning was formulated, signposting a future with new technologies playing a major part in learning and yet another opportunity for library services.

As always we are very grateful to LISU for their continued support in creating this analysis as a major tool in assuring quality library services for the NHS.

NHS LKDN

2006

[5] http:// www.nks.nhs.uk (January 2006)

Contents

1. Introduction

This report is an analysis of the 2004-05 survey of the operations and performance of National Health Service libraries. The information contained in this report is co-ordinated and made available by the NHS Library and Knowledge Development Network (LKDN) (previously the NHS Regional Librarians Group). The survey is intended as a means of helping library managers to demonstrate the value and effectiveness of their service, to highlight any aspects with room for improvement, and to exploit any areas which show potential for development. LISU at Loughborough University has been analysing the survey data since 1992-93, making it publicly available for the first time in 1995-96. In 1999-00 and 2000-01 the report was made available electronically to ensure maximum accessibility, although these are no longer available.

The previous published report covered the 2000-01 period and included data for England and Wales by country. Since this time there has been reorganisation within the NHS which has led to the introduction of Strategic Health Authorities (SHAs) and a discontinuity in the available data. As a result the collection and reporting of data for the 2004-05 survey is arranged on this basis. Although some data were collected in the intervening years since 2000-01, these were relatively incomplete, and have not been formally analysed or published. The content of the questionnaire is largely consistent with previous years, with additional detail in some sections. Copies of the questionnaire used for the survey and accompanying guidance notes are included for information in Appendices A and B.

Response rate

Questionnaires are distributed, via the regional statistics co-ordinators, to all libraries within the NHS. As a result of NHS reorganisation and government devolution in Scotland and Wales, this survey covers only NHS libraries in England. The response by SHA is shown in Table 1.1. Five SHAs did not respond to the survey. These are shown in Table 1.1, but have been omitted from subsequent results tables.

The analysis shows that not all respondents provided data for all sections of the questionnaire, and the number of responses to individual questions is given in the relevant tables and figures throughout this report. The ‘number of respondents’ means those respondents providing relevant data; in some sections, an ‘average per library’ is provided – this is the average for all the site libraries covered by each respondent. The total number of site libraries covered by the 217 respondents is 348. No attempts have been made to gross up the figures for non-respondents – totals therefore represent minimum user populations, expenditure, resources and levels of activity.

The analysis includes some comparison with the previous published survey (2000-01). However, these comparisons should be treated with some caution because of the time elapsed since the last report and the effects of reorganisation within the NHS.

Table 1.1 Summary of responses

Strategic Health Authority	Abbr.	No. of respondents	No. of potential respondents*	% response rate
Avon, Gloucestershire and Wiltshire	AVW	7		
Bedfordshire and Hertfordshire		0		
Birmingham and Black Country	BBC	18		
Cheshire and Merseyside	C&M	23		
County Durham and Tees Valley	DTV	10		
Cumbria and Lancashire	C&L	8		
Dorset and Somerset	D&S	5		
Essex		0		
Greater Manchester	GRM	20		
Hampshire & Isle of Wight	HIW	6	6	100
Kent and Medway	K&M	6	6	100
Leicestershire, Northamptonshire and Rutland	LNR	1		
Norfolk, Suffolk and Cambridgeshire		0		
North Central London	NCL	4	20	20
North East London	NEL	8	12	67
North and East Yorkshire and North Lincolnshire	NEYL	2		
Northumberland, Tyne and Wear	NTW	8		
North West London	NWL	10	12	83
Surrey and Sussex	S&SX	10	10	100
Shropshire and Staffordshire	SASHA	10		
South East London	SEL	9	9	100
South West London		0		
South West Peninsula	SWP	5	5	100
South Yorkshire		0		
Trent	TRT	12	12	100
Thames Valley	TVY	13		
West Midlands South	WMS	10		
West Yorkshire	WYS	12	12	100
Total		**217**		

* This information was not available from all SHAs

2. Total expenditure

Respondents were asked to provide details of their recurrent and non-recurrent expenditure. Table 2.1 summarises all available data on recurrent expenditure, broken down into 13 categories, with corresponding data on project funding and other non-recurrent expenditure in Table 2.2. The number of categories has increased since the 2000-01 survey, with further headings having been included to reflect the increased use of electronic resources, covering both materials expenditure and equipment. A separate category for capital charges and maintenance has also been added, to provide more detailed data on library expenditure.

There are a number of important points concerning possible inconsistencies in the financial data. These are as follows:

- Several respondents were unable to give figures for all categories and a few could not report expenditure at all. Expenditure on staff and print materials is well represented, but the level of expenditure on electronic resources – both materials and hardware – is under-reported. This may be affected by different systems of allocation. For example, electronic journals may be included in print subscriptions or paid on a regional basis; some respondents noted that provision was via National Core Content. Some respondents also noted that provision and maintenance of hardware was paid out of central funds, not by the library, at institution or SHA level and not passed on to individual libraries

- Capital charges are only reported where they are charged against the library budget. In many cases these charges are paid by the parent institution

- It is recognised that libraries may be unable to provide figures for every category, and a ‘total’ category is included for total expenditure on staff and materials. This is the sub total reported by respondents rather than the sum of individual items of expenditure

- The total of all expenditure reported has been included to give an indication of minimum levels of total expenditure

Recurrent expenditure

Table 2.1 shows the total amounts reported, together with the average spend in each category for those respondents which recorded non-zero expenditure.

- Total expenditure in NHS libraries in England was over £29.5 million. Several categories were under-reported, so this represents a minimum level of expenditure

- The greatest proportion of expenditure is on staff costs, which represents nearly 60% of the total budget

- Expenditure on journals is nearly three times that on books, and represents the second largest proportion of library spending

- Expenditure on electronic resources is under represented, with only about one third of the total respondents providing any data. Subscriptions for journals and databases may be dealt with at SHA level

Table 2.1 Summary of recurrent expenditure

	Total (£)	*No. reporting expenditure*	Average per respondent (£)	Average per library (£)
Staff (gross costs)	17,380,308	*197*	88,225	54,144
Books	2,281,906	*192*	11,885	7,198
Journals	6,230,598	*201*	30,998	19,290
Electronic databases	146,999	*39*	3,769	514
Electronic journals	176,803	*34*	5,200	627
Electronic books	21,392	*9*	2,377	82
Audio-visual and e-learning materials	34,062	*26*	1,310	120
Inter-library lending	57,251	*178*	3,232	1,838
Staff and materials total*	**26,451,157**	***199***	**132,920**	**82,660**
ICT hardware	224,292	*70*	3,204	1,351
ICT software	85,066	*47*	1,810	603
ICT maintenance	212,232	*101*	2,101	1,006
Other	1,289,388	*154*	8,373	4,903
Capital charges etc	905,075	*41*	22,075	7,416
Total	**29,568,884**	207	**142,845**	**89,875**

* Total no reported by all respondents, not the total of the categories above

- The 2000-01 survey was the first to include expenditure on ICT equipment, and this has been expanded for the latest survey to include the purchase and maintenance of hardware and software. Maintenance accounts for a substantial proportion of the total expenditure on ICT equipment, with software accounting for the smallest proportion. It should be noted, however, that respondents were requested to include the purchase of hardware and software under ‘non-recurrent expenditure’ (see below), but several included these items under ‘recurrent’ expenditure. Not all respondents provided data for these categories and some noted that such costs were met by the parent institution

Non-recurrent expenditure

In addition to the regular expenditure incurred, libraries may have expenditure associated with specific projects. For example, costs associated with library moves, upgrading or installation of computer systems, or providing a new service. Table 2.2 summaries such non-recurrent expenditure during 2004-05.

- Libraries spent over £2m on specific projects during 2004-05

- Staff costs account for over 40% of non-recurrent expenditure; extra library staff, or specialist staff, may be employed for the duration of a project

- The purchase of computer hardware and software is included as non-recurrent expenditure. ICT equipment may be purchased to upgrade library services, or to provide additional services

Table 2.2 Summary of non-recurrent expenditure

	Total (£)	*No. reporting expenditure*	Average per respondent (£)	Average per library (£)
Staff (gross costs)	951,672	*49*	19,422	8,894
Books	465,101	*56*	8,305	3,844
Journals	57,185	*15*	3,812	969
Electronic databases	34,203	*9*	3,800	658
Electronic journals	23,799	*5*	4,760	529
Electronic books	2,473	*2*	1,237	92
Audio-visual and e-learning materials	25,051	*10*	2,505	511
Inter-library lending	24,357	*11*	2,214	541
Staff and materials total*	**1,427,720**	***87***	**16,411**	**8,448**
ICT hardware	325,210	*68*	4,782	2,357
ICT software	71,019	*27*	2,630	877
ICT maintenance	9,473	*10*	947	256
Other	206,084	*41*	5,026	2,265
Capital charges etc	31,603	*6*	5,267	1,317
Total	**2,243,030**	***116***	**19,336**	**11,386**

* Total as reported by all respondents, not the total of the categories above

2.1 Expenditure by Strategic Health Authority

Table 2.3 shows recurrent expenditure on staff and materials by SHA. Respondents have been included in this table only where they were able to supply data on staff expenditure and at least one category of materials expenditure. Any blanks were then assumed to be zero, and a total expenditure figure calculated where necessary. The overall totals therefore differ from the figures in Table 2.1, where all available data were included.

- The greatest proportion of expenditure for all SHAs is on staff costs. The average proportion is 60%, and proportions range from a minimum of 51% (West Yorkshire) to a maximum of 68% (North East London). Further information on staffing is given in Section 14

- The proportion of the staff and materials budget spent on electronic resources is very low. Several SHAs did not report any expenditure, and the maximum proportion spent is 6.1% on electronic journals (Greater Manchester). The period since the last survey has been one of rapid growth of ICT in the NHS in general, and in libraries in particular. Much of this has been via national investment, however, and so is not reported by individual SHA libraries

Table 2.3 Summary of recurrent expenditure by SHA

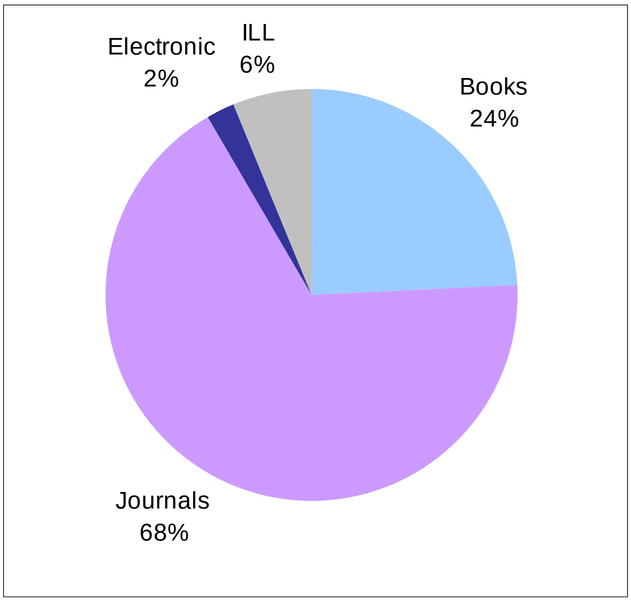
SHA	Staff (£)	*% of total*	Total materials (£)	*% of total*	Other (£)	*% of total*	Total (£)	*No. included*
Avon, Glos, Wilts	780,167	*54%*	439,954	*31%*	219,520	*15%*	1,439,641	*7*
B'ham & Black Country	855,525	*53%*	591,756	*37%*	162,423	*10%*	1,609,704	*13*
Cumbria & Lancashire	717,617	*64%*	338,797	*30%*	69,201	*6%*	1,125,615	*8*
Cheshire & Merseyside	1,376,778	*60%*	688,905	*30%*	240,736	*10%*	2,306,419	*22*
Dorset & Somerset	368,403	*57%*	229,657	*35%*	50,304	*8%*	648,364	*5*
C.Durham & Tees Valley	443,435	*57%*	281,219	*36%*	59,309	*8%*	783,963	*9*
Greater Manchester	1,281,099	*62%*	668,433	*32%*	115,212	*6%*	2,064,744	*20*
Hants & Isle of Wight	802,805	*65%*	283,941	*23%*	144,607	*12%*	1,231,353	*5*
Kent & Medway	705,167	*66%*	298,042	*28%*	73,271	*7%*	1,076,481	*6*
Leics, Northants, Rutland	273,722	*66%*	136,894	*33%*	4,000	*1%*	414,616	*1*
North Central London	352,218	*62%*	158,474	*28%*	59,360	*10%*	570,052	*3*
North East London	494,712	*68%*	212,841	*29%*	21,224	*3%*	728,777	*7*
N.E.Yorks & N. Lincs	156,971	*56%*	113,295	*40%*	9,958	*4%*	280,224	*2*
North'land, Tyne & Wear	541,255	*55%*	387,060	*39%*	56,412	*6%*	984,727	*7*
North West London	767,767	*61%*	429,962	*34%*	62,005	*5%*	1,259,734	*8*
Surrey & Sussex	1,101,133	*62%*	572,863	*32%*	111,764	*6%*	1,785,760	*8*
Shropshire & Staffs	926,840	*63%*	443,789	*30%*	99,113	*7%*	1,469,742	*10*
South East London	546,079	*58%*	359,597	*38%*	40,714	*4%*	946,390	*6*
South West Peninsula	619,007	*61%*	347,230	*34%*	43,609	*4%*	1,009,846	*5*
Trent	1,352,993	*65%*	509,577	*25%*	204,307	*10%*	2,066,877	*12*
Thames Valley	1,465,391	*55%*	733,488	*28%*	460,732	*17%*	2,659,611	*12*
West Midlands South	689,482	*62%*	330,517	*30%*	96,150	*9%*	1,116,149	*9*
West Yorkshire	735,073	*51%*	418,900	*29%*	282,441	*20%*	1,436,413	*11*
Total	**17,353,639**	***60%***	**8,975,192**	***31%***	**2,686,372**	***9%***	**29,015,203**	***196***

Includes: all those respondents giving figures for expenditure on staff and on any materials

3. Materials expenditure

Figure 3.1 illustrates the breakdown of recurrent expenditure on materials only. Electronic resources includes e-books, e-journals, databases, AV and e-learning.

Figure 3.1 Percentage breakdown of materials expenditure



- Journals (including e-journals) account for the largest proportion of the materials budget, at 68%. This shows an increase on the figure for England in 2000-01, which was 56%

- Books account for 24% of the materials budget, showing a very slight decrease. Little change can be seen since 2000-01, when the figure for England was 25%. For 1999-2000 it was 26%

- Electronic information (other than e-journals) accounts for around 2% of the materials budget; the percentage spend on electronic information continues to decrease. In 1999-2000, electronic information accounted for 13% of the materials budget for England, falling to 10% in 2000-01. However, there has been considerable national investment in ICT within the NHS (see Connecting for Health, 2006), and this apparent decrease may have been influenced by national and regional schemes which reduce local expenditure. It should be noted in particular that National Core Content resources are excluded from this survey

- This year, the category 'electronic information' has been further divided into databases, electronic journals, electronic books and audio-visual and e-learning. However, the expenditure on e-books and e-learning is insignificant at a national level, although some SHAs were able to report expenditure (see below). One respondent noted that e-books were included with print titles, and this may be the case for other libraries

3.1 Materials expenditure by Strategic Health Authority

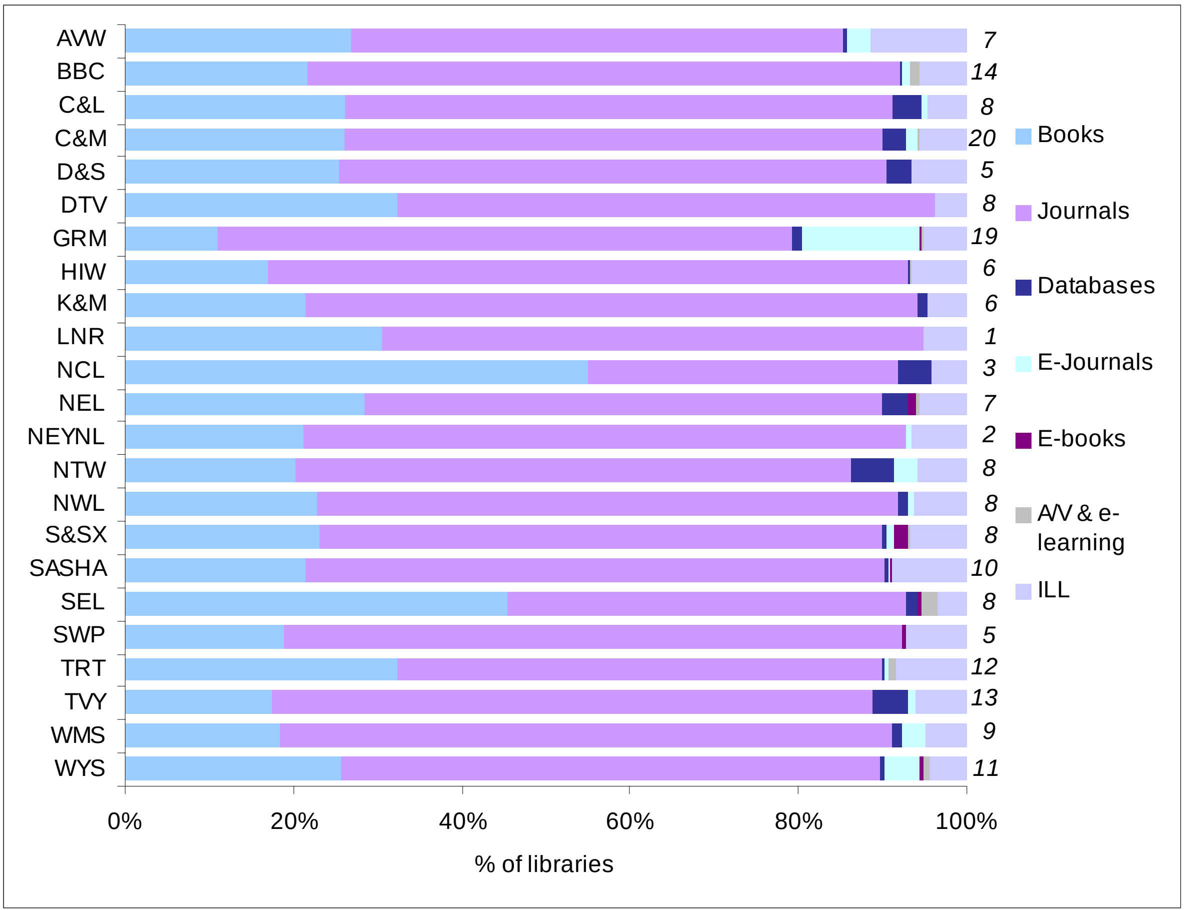
Table 3.1 summarises materials expenditure by SHA under four main headings. Few respondents returned data in every category of materials expenditure; data have been included in the totals below where any breakdown was included. It is likely that these figures are incomplete, and that the breakdown required was not available in all cases. Figure 3.2 illustrates the percentage breakdown of materials expenditure by SHA.

Table 3.1 Materials expenditure by SHA (£)

SHA	Books	Journals (incl. e-journals)	Other Electronic, AV & E-learning	ILL	Total materials	*No. included*
Avon, Glos, Wilts	118,268	269,298	2,092	50,296	439,954	*7*
B'ham & Black Country	137,591	450,766	9,168	35,844	633,369	*14*
Cumbria & Lancashire	87,349	218,273	12,500	15,165	333,287	*8*
Cheshire & Merseyside	192,322	477,981	23,676	41,087	735,066	*23*
Dorset & Somerset	58,433	149,495	7,000	14,729	229,657	*5*
C.Durham & Tees Valley	91,436	179,620	0	10,163	281,219	*9*
Greater Manchester	73,912	550,146	10,461	33,914	668,433	*20*
Hants & Isle of Wight	93,613	416,635	2,027	35,879	548,154	*6*
Kent & Medway	63,598	216,956	3,795	13,693	298,042	*6*
Leics, Northants, Rutland	41,959	87,935	0	7,000	136,894	*1*
North Central London	87,086	58,310	6,600	6,478	158,474	*3*
North East London	60,380	130,944	9,786	11,731	212,841	*7*
N.E.Yorks & N. Lincs	24,005	81,797	0	7,493	113,295	*2*
North'land, Tyne & Wear	83,231	280,728	21,000	24,147	409,106	*8*
North West London	98,993	303,416	5,402	27,151	434,962	*9*
Surrey & Sussex	131,576	387,512	15,091	38,685	572,863	*8*
Shropshire & Staffs	95,164	306,041	3,698	38,886	443,789	*10*
South East London	214,841	224,096	18,005	16,399	473,341	*8*
South West Peninsula	65,447	255,439	1,116	25,228	347,230	*5*
Trent	165,448	295,326	6,524	42,280	509,577	*12*
Thames Valley	129,211	531,857	32,061	44,911	738,041	*13*
West Midlands South	60,818	249,402	4,300	15,997	330,517	*9*
West Yorkshire	107,226	285,428	8,151	18,095	418,900	*11*
Total	**2,281,906**	**6,407,401**	**202,453**	**575,251**	**9,467,011**	***204***

Includes: all those respondents giving figures for expenditure on any materials

Figure 3.2 Percentage breakdown of materials expenditure by SHA



Figures in brackets are the total number of respondents in each SHA

- Printed materials (books and journals) account for the largest proportion of the materials budget – over 80% in all authorities except Greater Manchester
- The split between expenditure on books and journals shows greater variation than is suggested by the national summary. The minimum percentage spend on books was 11% in Greater Manchester. The maximum spend on books as a proportion of the total materials budget was in North Central London at 55%; this is more than double the national average of 24%
- The minimum percentage spend on journals was in North Central London (37%). The maximum was 76% in Hampshire and Isle of Wight, although most SHAs spent around 60% – 70% of their materials budget on journals
- Some individual SHAs reported spending on e-books, although the response rate and levels reported were insignificant when summarised at a national level
- Spending on audio-visual and e-learning materials was also reported by some SHAs, with South East London reporting the greatest proportion spend on these items – 2.2% of the materials budget

4. Funding

Respondents were asked to give the amounts of recurrent and non-recurrent funding received from each of 14 sources. Table 4.1 summarises the reported recurrent funding from these sources, illustrated in Figure 4.1. Comparable figures for project and other non-recurrent funding are given in Table 4.2.

The average income received from each source is given, for both the number of respondents and the number of libraries (each return may cover more than one service point). As with the expenditure figures above, these averages are based on just those respondents receiving funding from each source. However, care should be taken with these figures, as the size and nature of libraries may differ considerably. Some respondents did not provide any details of funding, therefore these figures are an underestimate of the total funding received by libraries.

Recurrent funding

Table 4.1 shows the recurrent funding reported from each source. Figure 4.1 illustrates the percentage breakdown of funding; some sources have been combined.

Table 4.1 Amount of recurrent funding from each source

Source	Total (£)	*No. reporting funding*	Average per respondent (£)	Average per library (£)
MPET: medical and dental education levy (MADEL)	12,409,408	*141*	88,010	39,270
MPET: non medical education and training levy	1,279,484	*40*	31,987	4,921
MPET: SIFT levy	1,000,871	*69*	14,505	3,512
Other SHA funding	249,554	*12*	28,796	690
NHS R&D levy	248,547	*16*	15,534	945
Own NHS trust, PCT or TPCT	7,429,071	*160*	46,432	25,014
SHA	321,037	*14*	22,931	1,225
SLAs with other NHS orgs	1,422,829	*42*	33,877	5,212
HE institution (medical)	561,279	*16*	35,080	2,110
HE institution (non medical)	2,631,595	*40*	65,790	9,169
SLAs with other HE/FE orgs	152,850	*13*	11,758	560
Charitable trust	52,150	*10*	5,215	200
Other	434,612	*28*	15,522	1,569
Income generation	302,760	*47*	6,442	1,173
Total*	**25,694,222**	***171***	**150,259**	**92,425**

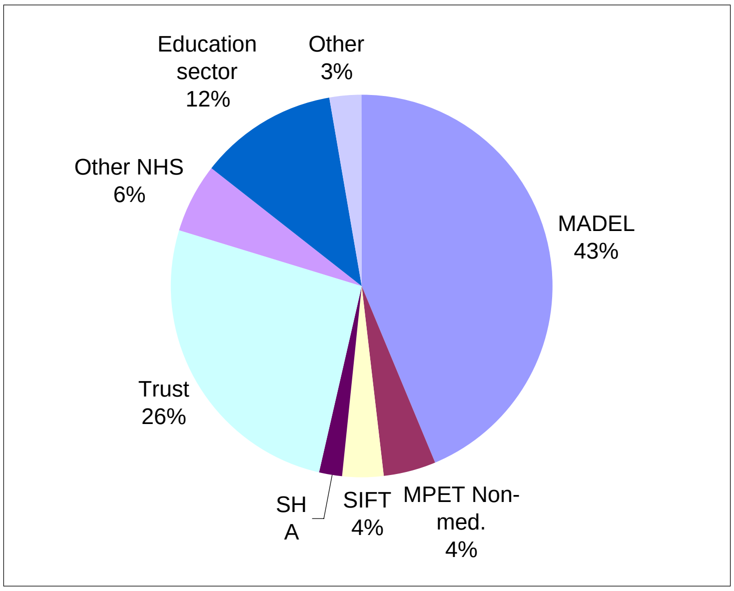
* Total as reported by all respondents, not the total of the categories above

- Total reported funding for NHS libraries in England is almost £26 million. The total of the sub-categories listed in Table 4.1 is £28.5 million

- Over £12 million was received from the Medical and Dental Education Levy (MADEL), representing 48% of the total income reported by respondents

- Over £7 million was received from NHS Trusts
- The Education sector provided over £3 million funding, of which 17% was received from medical HE institutions, 79% from non-medical institutions, and 4% through SLAs with HE/FE organisations

Figure 4.1 Percentage breakdown of funding



"Other NHS" includes	NHS R&D Levy SLAs with other NHS organisations
"Education sector" includes	HE Institutions (medical and non-medical) SLAs with other HE/FE organisations
"Other" includes	Charitable trusts Income generation Other

Non-recurrent funding

In addition to the recurrent funding received every year, libraries may also receive funding for specific projects; examples include employment of extra staff or upgrading of stock and computer systems. Table 4.2 summarises non-recurrent funding received during 2004-05.

- Libraries received over £3 million of non-recurrent funding.
- 25% of non-recurrent funding was from 'other' sources; these included Local Government, WDC (Workforce Development Confederation) and HCLU (Health Care Libraries Unit)

Table 4.2 Summary of non-recurrent funding

Source	Total (£)	*No. reporting funding*	Average per respondent (£)	Average per library (£)
MPET: medical and dental education levy (MADEL)	181,951	*13*	13,996	4,135
MPET: non-medical education and training levy	231,228	*15*	15,415	5,505
MPET: SIFT levy	274,088	*30*	9,136	4,091
Other SHA funding	258,667	*18*	14,370	4,384
NHS R&D levy	42,301	*8*	5,288	1,209
Own NHS trust, PCT or TPCT	317,210	*30*	10,574	4,287
SHA	356,337	*24*	14,849	5,940
SLAs with other NHS orgs	145,611	*16*	9,101	2,800
HE Institution (medical)	57,678	*6*	9,613	1,479
HE Institution (non medical)	101,200	*6*	16,867	2,735
SLAs with HE/FE	15,420	*2*	7,710	514
Charitable trust	31,208	*11*	2,837	694
Other	846,585	*34*	24,900	9,202
Income generation	428,969	*63*	6,809	3,545
Total*	**3,385,260**	***135***	**25,076**	**14,105**

*Total as reported by all respondents, not the total of the categories above

4.1 Funding by Strategic Health Authority

Table 4.3 summarises the recurrent funding received by each SHA from the main sources shown in Table 4.1. In this table, all respondents able to provide data on any individual source of funding have been included, with all blanks assumed to be zero. Respondents only able to provide a total, with no breakdown available, are not included.

Figure 4.2 illustrates the proportions of funding for each SHA from each source, in detail.

- MADEL funding represents a significant proportion of income for most authorities, at an average of 44%. Hampshire and Isle of Wight receives the greatest proportion of its funding from MADEL (69%) and North Central London the lowest proportion (20%)

- NHS Trusts are the other main source of funding, representing on average 25% of total income. Northumberland, Tyne and Wear receive the greatest proportion of their funding from their Trust (51%), and Surrey and Sussex the lowest proportion (10%)

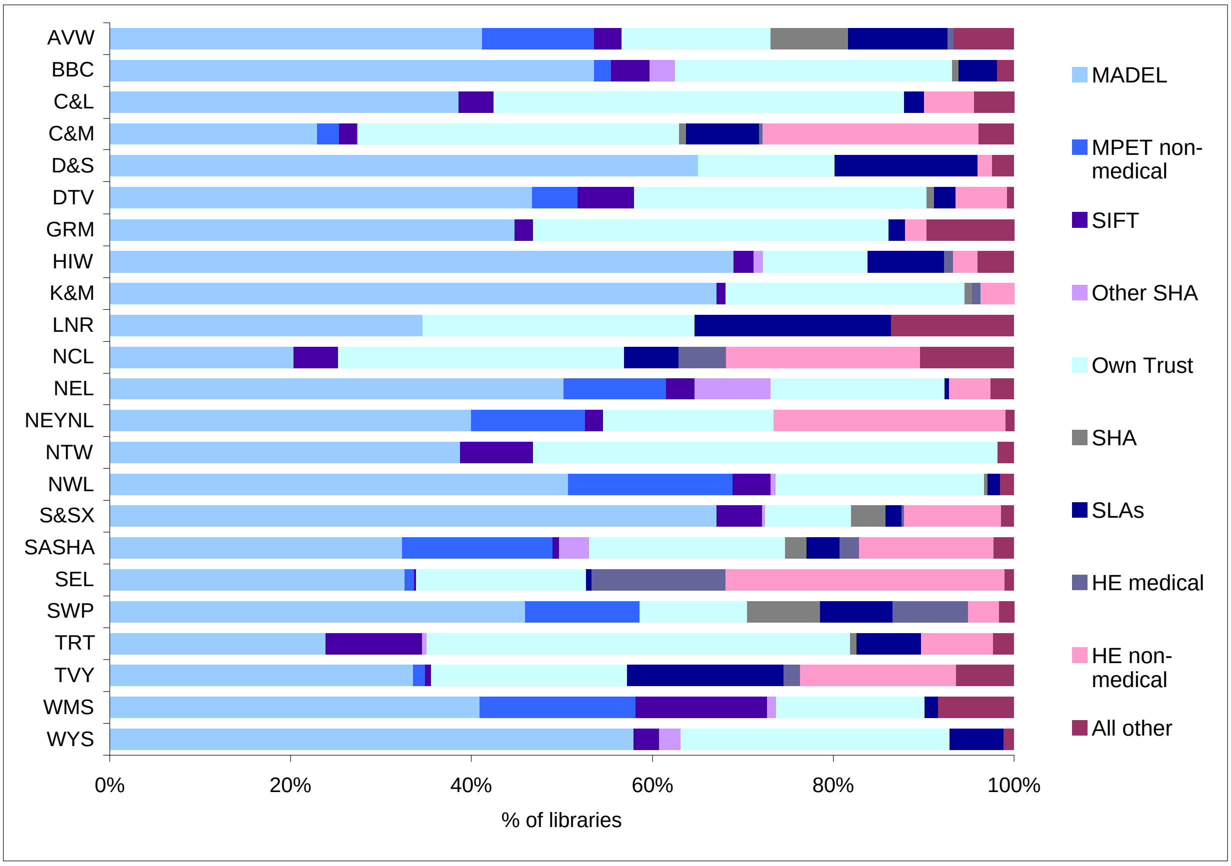
- Funding from all other NHS sources represents 8.1% of income, on average

- Sixteen of the responding authorities receive some funding from Higher Education institutions. The average amount of funding is 12%. South East London receives the greatest proportion of its funding from the HE sector – 46%. This is due to one library, with 58% of the total reported income for this SHA, receiving 79% of its income from HE

Table 4.3 Percentage of recurrent funding received from main funders by SHA

	MPET:MADEL		Own Trust		Other NHS		Education Sector		Other MPET		All other sources		Total (£)	No. Incl.
	Total (£)	%	Total (£)	%	Total (£)	%	Total (£)	%	Total (£)	%	Total (£)	%		
Avon, Glos, Wilts	445,448	*41.2*	179,003	*16.6*	281,157	*26.0*	7,369	*0.7*	166,058	*15.4*	2,538	*0.2*	1,081,573	*7*
B'ham & Black Country	772,576	*53.6*	440,739	*30.6*	115,715	*8.0*	0	*0.0*	87,992	*6.1*	25,046	*1.7*	1,442,068	*14*
Cumbria & Lancashire	367,105	*38.5*	431,482	*45.3*	0	*0.0*	73,887	*7.8*	37,671	*4.0*	42,238	*4.4*	952,383	*8*
Cheshire & Merseyside	439,832	*22.9*	682,828	*35.6*	171,818	*8.9*	486,217	*25.3*	85,494	*4.5*	53,933	*2.8*	1,920,122	*21*
Dorset & Somerset	456,410	*65.1*	105,382	*15.0*	105,433	*15.0*	16,500	*2.4*	0	*0.0*	17,234	*2.5*	700,959	*5*
C.Durham & Tees Valley	293,691	*46.7*	203,718	*32.4*	20,000	*3.2*	35,768	*5.7*	70,898	*11.3*	5,000	*0.8*	629,075	*6*
Greater Manchester	790,491	*44.8*	692,310	*39.2*	39,157	*2.2*	42,128	*2.4*	36,670	*2.1*	164,515	*9.3*	1,765,271	*20*
Hants & Isle of Wight	859,931	*69.0*	143,656	*11.5*	128,794	*10.3*	54,608	*4.4*	27,415	*2.2*	32,025	*2.6*	1,246,429	*6*
Kent & Medway	686,411	*66.4*	270,582	*26.2*	8,414	*0.8*	47,338	*4.6*	10,000	*1.0*	11,128	*1.1*	1,033,873	*6*
Leics, Northants, Rutland	130,250	*34.6*	113,193	*30.1*	81,709	*21.7*	0	*0.0*	0	*0.0*	51,170	*13.6*	376,322	*1*
North Central London	123,527	*20.3*	192,500	*31.6*	10,000	*1.6*	189,315	*31.1*	30,000	*4.9*	63,100	*10.4*	608,442	*4*
North East London	472,514	*50.1*	181,169	*19.2*	79,363	*8.4*	48,343	*5.1*	136,973	*14.5*	24,185	*2.6*	942,547	*8*
N.E.Yorks & N. Lincs	111,387	*40.0*	52,720	*18.9*	0	*0.0*	71,340	*25.6*	40,500	*14.5*	2,692	*1.0*	278,639	*2*
North'land, Tyne & Wear	247,258	*38.8*	327,473	*51.4*	0	*0.0*	0	*0.0*	51,452	*8.1*	11,394	*1.8*	637,577	*7*
North West London	863,467	*50.7*	394,806	*23.2*	42,762	*2.5*	0	*0.0*	382,190	*22.4*	20,504	*1.2*	1,703,729	*9*
Surrey & Sussex	1,227,445	*67.1*	174,316	*9.5*	105,300	*5.8*	210,095	*11.5*	92,434	*5.1*	19,431	*1.1*	1,829,021	*10*
Shropshire & Staffs	467,963	*32.4*	313,755	*21.7*	164,853	*11.4*	245,652	*17.0*	251,399	*17.4*	2,815	*0.2*	1,446,437	*10*
South East London	757,955	*32.6*	436,237	*18.8*	36,500	*1.6*	1,061,736	*45.7*	30,592	*1.3*	2,000	*0.1*	2,325,020	*9*
South West Peninsula	381,107	*45.9*	98,393	*11.9*	146,567	*17.7*	97,743	*11.8*	105,704	*12.7*	600	*0.1*	830,114	*4*
Trent	447,700	*23.9*	878,832	*46.9*	158,531	*8.5*	165,377	*8.8*	199,339	*10.6*	25,751	*1.4*	1,875,530	*12*
Thames Valley	791,084	*33.6*	509,240	*21.6*	400,513	*17.0*	492,308	*20.9*	46,951	*2.0*	115,006	*4.9*	2,335,102	*13*
West Midlands South	448,730	*40.9*	180,699	*16.5*	27,057	*2.5*	0	*0.0*	349,821	*31.9*	91,902	*8.4*	1,098,209	*10*
West Yorkshire	827,126	*57.9*	426,038	*29.8*	118,324	*8.3*	0	*0.0*	40,802	*2.9*	16,393	*1.4*	1,428,683	*12*
Total	**12,409,408**	***43.5***	**7,429,071**	***26.1***	**2,241,967**	***7.9***	**3,345,724**	***11.7***	**2,280,355**	***8.0***	**800,600**	***2.8***	**28,507,125**	***204***

Figure 4.2 Proportion of recurrent funding from each source by SHA



"SLAs" include those with other NHS organisations and HE/FE organisations

"Other" includes NHS R & D; Charitable Trusts; income generation

5. User population

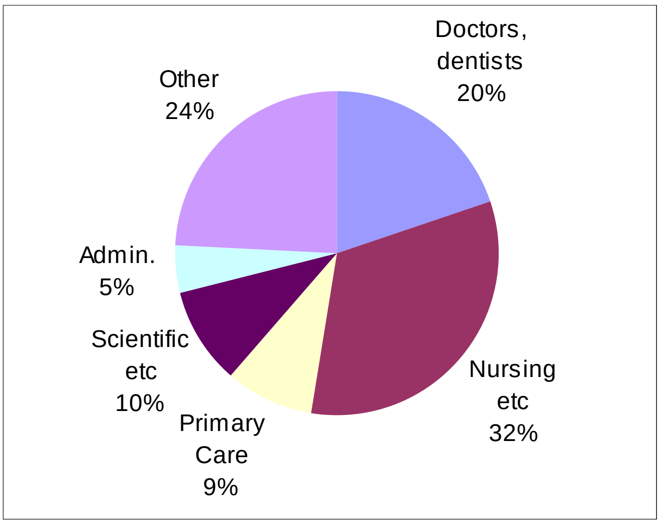
The survey asked libraries to give details of registered users broken down into nine categories (also used for stock and service coverage). Table 5.1 provides a summary of registered users. Respondents could not always give breakdowns and some could only supply the total number of users. Therefore, the figures for the nine categories in Table 5.1 do not necessarily equal the total figures given. It should be noted that the categories used in the survey have changed since the previous published report. The averages given per respondent and per library are based on only those respondents reporting users in each category. Figure 5.1 illustrates the percentage breakdown of registered users.

Table 5.1 Summary of registered users

	Total	*No. reporting users*	Average per respondent	Average per library
Doctors and dentists	62,561	*148*	*423*	*255*
Nursing, midwifery, healthcare assistants and other support staff	105,578	*150*	*704*	*427*
Primary Care in all professions	27,871	*122*	*228*	*133*
Scientific, therapeutic and technical staff	30,931	*137*	*226*	*133*
Ambulance staff (excl. admin)	321	*44*	*7*	*4*
Consumer health information	854	*17*	*50*	*26*
Health promotion	455	*39*	*12*	*7*
Administration and estates	15,721	*140*	*112*	*70*
Other (includes students)	75,158	*148*	*508*	*308*
Total users*	**383,335**	***187***	***2,050***	***1,278***

*Total reported by all respondents, not the total of the categories above

Figure 5.1 Percentage breakdown of registered users



"Other" includes Students, Ambulance, Consumer health and Health promotion

- A total of 383,335 users are registered with NHS libraries
- Nursing, midwifery, healthcare assistants and other support staff form the largest group of users (32%)
- The next largest groups are other (24%) and doctors and dentists (20%). It should be noted that 'other' now includes students on clinical placement. The category 'doctors and dentists' excludes those employed in Primary Care
- All staff employed in Primary Care are now included in a separate category, and account for 9% of registered users

5.1 User population by SHA

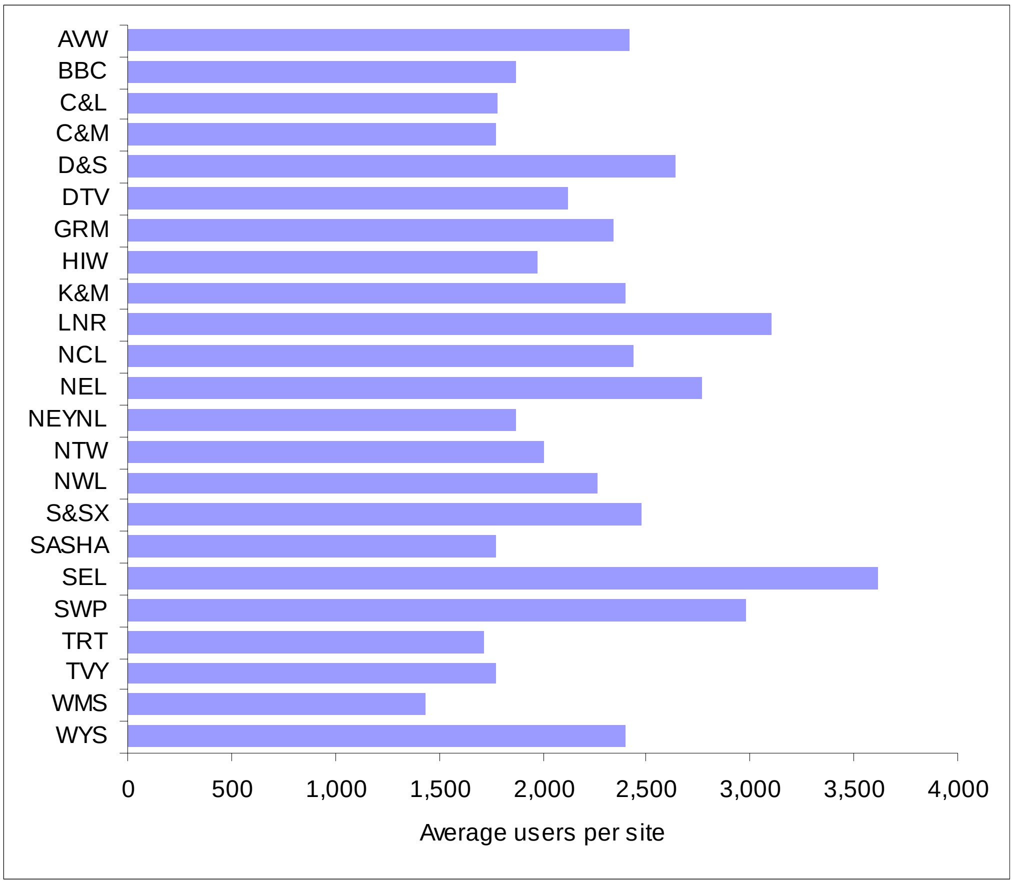
Table 5.2 shows the number of potential users per SHA, the numbers of respondents and sites operated, and the average number of users per library. Figure 5.2 illustrates the average number of potential users per library.

Table 5.2 Potential users by SHA

	Potential number of users	*No. of respondents*	Average per library	*No. of sites included*
Avon, Glos, Wilts	48,314	*7*	2,416	*20*
B'ham & Black Country	44,900	*16*	1,871	*24*
Cumbria & Lancashire	30,329	*8*	1,784	*17*
Cheshire & Merseyside	42,601	*16*	1,775	*24*
Dorset & Somerset	21,126	*5*	2,641	*8*
C.Durham & Tees Valley	23,340	*9*	2,122	*11*
Greater Manchester	58,483	*18*	2,339	*25*
Hants & Isle of Wight	29,631	*6*	1,975	*15*
Kent & Medway	24,038	*6*	2,404	*10*
Leics, Northants, Rutland	12,397	*1*	3,099	*4*
North Central London	9,756	*4*	2,438	*4*
North East London	27,698	*8*	2,770	*10*
N.E.Yorks & N. Lincs	5,604	*2*	1,868	*3*
North'land, Tyne & Wear	26,007	*6*	2,001	*13*
North West London	36,278	*10*	2,267	*16*
Surrey & Sussex	44,618	*10*	2,479	*18*
Shropshire & Staffs	19,548	*10*	1,777	*11*
South East London	32,507	*9*	3,612	*9*
South West Peninsula	29,805	*5*	2,981	*10*
Trent	39,523	*12*	1,718	*23*
Thames Valley	30,206	*10*	1,777	*17*
West Midlands South	22,968	*10*	1,436	*16*
West Yorkshire	45,596	*12*	2,400	*19*
Total	**705,273**	***200***	**2,157**	***327***

Data for the potential user population of each service were obtained from Department of Health census figures[1] for each trust served. Where staff were eligible to use more than one library service, care was taken to avoid duplicating figures for potential user numbers within the SHA. In a few cases, the details provided on the return could not be matched to the DoH data; where no potential user figures at all could be identified, those respondents have been omitted from this section. It is therefore likely that the number of potential users here is under-reported; however, this approach was thought preferable to including all NHS staff in each SHA, as response rates differed considerably between SHAs.

Figure 5.2 Average number of potential users per library site



- The average number of potential users in all responding SHAs is 2,157
- This average ranges from 1,436 potential users per library in West Midlands South to 3,612 users per library in South East London. The number of responding libraries should be borne in mind when comparing figures
- Overall, 54% of potential users are registered to use the library

[1] Specifically, these were the *NHS Hospital and Community Health Services Non-Medical Workforce Census* and the *NHS Hospital, Public Health and Community Health Service Medical and Dental Workforce Census England*.

6. Access: subject coverage

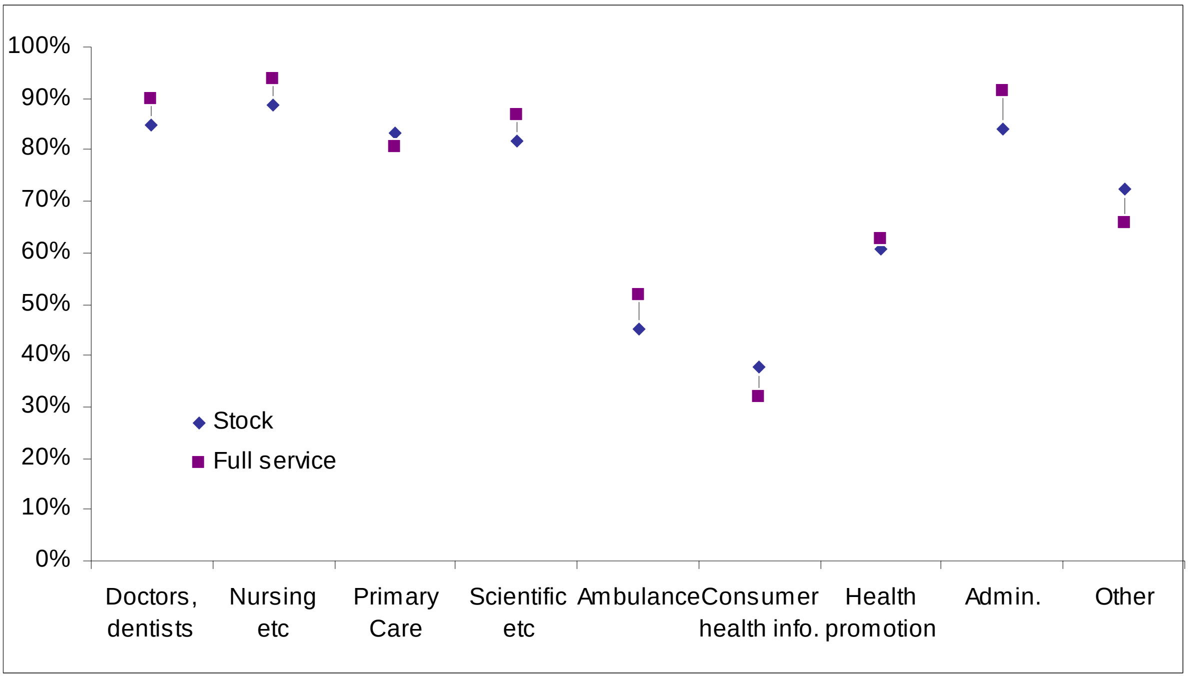
Libraries were asked to indicate separately the subject categories covered by their stock and by their services. Table 6.1 shows the percentage of respondents providing stock and services in each category. The percentages are based on 207 responses. In common with previous surveys, the closeness of the mapping of the stock and services of responding libraries was monitored. This is shown in Figure 6.1.

It should be noted that the category headings have changed since the last published report, so the results are not directly comparable.

Table 6.1 Subject coverage: stock and services - % of respondents

	Stock	Full service	Limited service
Doctors and dentists	84.7	89.7	8.9
Nursing, midwifery, healthcare assistants, other support	88.8	93.9	2.3
Primary Care in all professions	83.3	80.4	14.0
Scientific, therapeutic and technical	81.9	86.9	7.9
Ambulance staff	45.3	51.9	9.8
Consumer health information	37.6	31.8	22.4
Health promotion	60.7	62.6	9.8
Administration and estates staff	84.2	91.6	7.0
Other	72.6	65.9	25.8

Figure 6.1 Subject coverage: stock and services



Based on 215 respondents

- The percentage of libraries providing stock and services for medical staff (doctors and dentists) and nursing staff has decreased slightly since the last reported survey. However, the change in categories may account for this decrease. There is now a category for all Primary Care staff which includes all GPs and some dentists and nurses; students, who were previously included in 'medical', are now included in 'other'. The nursing category has been greatly expanded to include support staff to the medical functions (that is, excluding infrastructure support staff)

- Most subject categories map fairly closely between stock and services showing that, for most libraries, stock and services correspond well. Health promotion shows the closest mapping of all the categories

- Stock and services for the medical categories continue to show comparable mapping. The category 'doctors and dentists' is covered by 84.7% of libraries with regard to stock and 89.7% of libraries with regard to services; the category 'nursing, midwifery etc' is covered by 88.8% of libraries with regard to stock and 93.9% in relation to services

- Both stock and services for health promotion show an increase in level of provision since the previously reported survey in 2001. Stock for this category is provided by 60.7% of libraries and services by 62.6%, compared with 39% and 44% respectively in 2000-01. Stock and services for consumer health have also increased. This reflects the importance of health promotion in the NHS agenda (Department of Health, 2004)

- In previous years, reported stock coverage was lower than the reported services available for all categories. This year there is a slight change, with stock coverage being greater than service coverage in three categories – PCT, consumer health and 'other'. Alterations in the categories provided in the questionnaire may account for some of the apparent changes. For example, PCT is a new category and the category entitled 'other' now includes students (previously included with 'medical')

7. Loans and photocopies supplied

Table 7.1 shows the national breakdown of loans and photocopies supplied by the libraries responding to the survey. The figures show the percentage of the total loans or photocopies supplied by user type: the libraries' own users, users within a local delivery network (LDN), and users at other libraries.

Table 7.1 also gives details of the numbers of loans to each user type. These figures represent the minimum number of loans supplied. In some cases, statistics could not be supplied as a result of changes or problems with the Library Management Software; some respondents also noted that photocopies for their own users were not recorded. Participants were asked to include downloads from electronic resources, but some stated that these data were not available.

Table 7.1 Loans and copies supplied

	Loans				Copies			
	No. incl.	No. of loans	*%*	Ave/ library	*No. incl.*	No. of copies	*%*	Ave/ library
Own users	*208*	2,444,537	*98.5*	7,086	*191*	181,632	*54.5*	526
LDN	*202*	33,352	*1.3*	97	*209*	127,116	*38.1*	368
Other users	*171*	3,596	*0.1*	10	*192*	24,544	*7.4*	71
Total		**2,481,485**	***100***			**333,292**	***100.0***	

- The great majority of loans (98.5%) are to the libraries' own users, with very few to libraries within local document delivery networks (1.3%)
- The pattern of supply has remained unchanged since the last survey report. In 2000-01, the percentage of loans to libraries' own users was 98.5%, and within LDN 1.3%
- More than half - 54.5% - of copies are supplied to libraries' own users and 38.1% to users within the LDN
- The pattern of supply for photocopies for the present survey has changed from that in 2000-01, when approximately equal percentages of copies were supplied to libraries own users and users within the LDN.
- The numbers of photocopies supplied have decreased considerably since 2000-01. A total of 538,691 copies were supplied in 2000-01 compared to 333,292 in 2004-05. The lower response rate and under-reporting of downloads is unlikely fully to account for this decrease. The increased availability of electronic resources may contribute to the fall in demand for copies, as users may browse articles for suitability before either downloading or copying

7.1 Loans supplied by Strategic Health Authority

Table 7.2 shows the total number of loans supplied by SHA. Loans per user is based on the potential number of users (see Section 5). Table 7.3 gives a breakdown of loans by type for each SHA.

Table 7.2 Loans by SHA

	Total Number of Loans	Ave. loans per library	Loans to own readers per user	*No. included*
Avon, Glos, Wilts	39,473	1,974	0.8	*7*
B'ham & Black Country	86,284	3,751	2.1	*15*
Cumbria & Lancashire	123,282	7,252	4.1	*8*
Cheshire & Merseyside	239,600	7,729	5.2	*22*
Dorset & Somerset	38,804	4,851	1.7	*5*
C.Durham & Tees Valley	78,927	6,577	3.5	*9*
Greater Manchester	110,673	4,099	1.9	*19*
Hants & Isle of Wight	146,877	9,792	4.8	*6*
Kent & Medway	80,811	8,081	3.1	*6*
Leics, Northants, Rutland	31,905	7,976	2.6	*1*
North Central London	76,691	25,564	10.1	*3*
North East London	35,763	3,576	1.2	*8*
N.E.Yorks & N. Lincs	25,870	8,623	4.6	*2*
North'land, Tyne & Wear	62,369	3,669	2.2	*8*
North West London	76,015	4,751	2.0	*10*
Surrey & Sussex	178,049	9,892	3.9	*10*
Shropshire & Staffs	205,604	18,692	10.5	*10*
South East London	347,339	38,593	11.3	*8*
South West Peninsula	53,512	5,351	1.7	*5*
Trent	158,752	6,902	4.1	*11*
Thames Valley	68,645	2,985	1.6	*12*
West Midlands South	73,358	4,585	3.2	*10*
West Yorkshire	142,879	7,520	3.1	*12*
Total	2,481,485	7,193	3.6	*208*

- Overall, more than 2.3 million loans were made in 2004-05, an average of 3.4 per potential user

- There is considerable variation between SHAs, with South East London lending an average of 11.3 items per user, while in Avon, Gloucestershire & Wiltshire the figure is just 0.8

Table 7.3 Breakdown of loans by type

	Own readers		Local delivery network libraries		To other libraries			
	No.	%	No.	%	No.	%	Total	No. incl.
Avon, Glos, Wilts	37,270	94.4	1,883	4.8	320	0.8	39,473	7
B'ham & Black Country	85,561	99.2	472	0.5	251	0.3	86,284	15
Cumbria & Lancashire	122,849	99.6	378	0.3	55	~	123,282	8
Cheshire & Merseyside	238,536	99.6	1,034	0.4	30	~	239,600	22
Dorset & Somerset	36,953	95.2	1,844	4.8	7	~	38,,804	5
C.Durham & Tees Valley	76,178	96.5	2,686	3.4	63	0.1	78,927	9
Greater Manchester	109,532	99.0	1,106	1.0	35	~	110,673	19
Hants & Isle of Wight	143,514	97.7	3,060	2.1	303	0.2	146,877	6
Kent & Medway	74,598	92.3	6,191	7.7	22	~	80,811	6
Leics, Northants, Rutland	31,905	100.0	0	0	0	0	31,905	1
North Central London	74,154	96.7	2,034	2.7	503	0.7	76,691	3
North East London	34,085	95.3	1,264	3.5	414	1.2	35,763	8
N.E.Yorks & N. Lincs	25,767	99.6	103	0.4	0	0	25,870	2
North'land, Tyne & Wear	61,821	99.1	544	0.9	4	~	62,369	8
North West London	73,762	97.0	842	1.1	1,411	1.9	76,015	10
Surrey & Sussex	172,969	97.1	5,036	2.8	44	~	178,049	10
Shropshire & Staffs	205,413	99.9	194	0.1	0	0	205,604	10
South East London	346523	99.8	761	0.2	55	~	347,339	8
South West Peninsula	51,995	97.2	1,503	2.8	14	~	53,512	5
Trent	158,592	99.9	143	0.1	17	~	158,752	11
Thames Valley	67447	98.3	1,187	1.7	11	~	68,645	12
West Midlands South	73,286	99.9	45	0.1	27	~	73,358	10
West Yorkshire	141,827	99.3	1,042	0.7	10	~	142,879	12
Total	2,444,537	98.5	33,352	1.4	3,596	0.1	2,481,485	208

~ is less than 0.05%

- In all SHAs, over 90% of loans are to libraries' own users
- Kent & Medway lends the greatest percentage of non-copy stock within the LDN, at 7.7%
- Ten of the 22 responding authorities lend less than 1% of stock within their LDN

8. Inter-library lending

Tables 8.1 and 8.2 summarise the number of inter-library loans (ILLs) received, both non-photocopy and photocopy, by supplier. The tables include only respondents who provided data for all parts of the question. Figure 8.1 illustrates the percentage of ILLs received from each source: libraries within the local delivery network (LDN), British Library Document Supply Centre (BLDSC) and other sources.

Table 8.1 ILL receipts (non-photocopy)

	ILLs received		Average/ library
	Number	%	
No. included			*180*
From libraries in LDN	20,646	*54.4*	68
From BLDSC	13,539	*35.7*	44
From other libraries	3,782	*10.0*	12
Total	**37,987**	***100.0***	**124**
Non-copy ILLs per 1,000 potential users			*54*

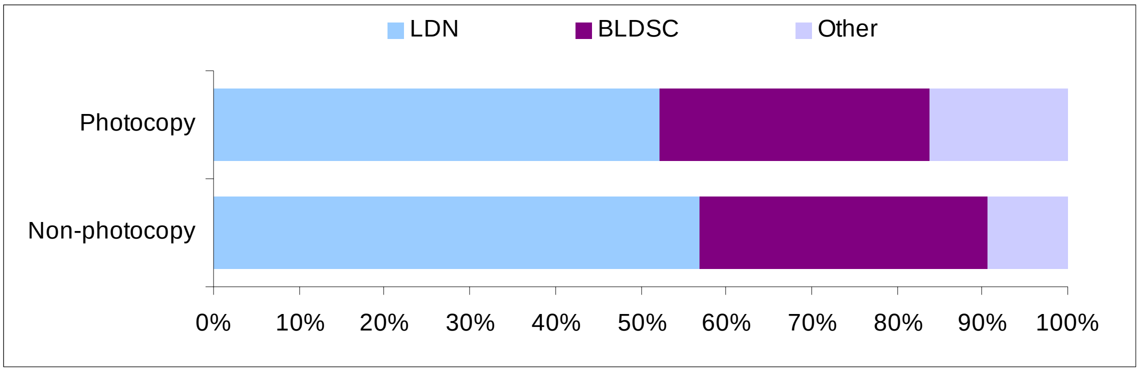
Table 8.2 ILL receipts (photocopy)

	Photocopies received		Average /library
	Number	%	
No. included			*201*
From Libraries in LDN	138,316	*52.0*	442
From BLDSC	83,477	*31.4*	267
From other libraries	44,004	*16.6*	141
Total	**265,797**	***100.0***	**849**
Copy ILLs per 1,000 potential users			*377*

- 54% of non-photocopy ILLs are satisfied within the LDN (see table 8.1)
- The next largest proportion comes from BLDSC (35.7%) and only 10% come from other libraries
- The proportion of requests satisfied by local networks has increased since the last reported survey. In 2000-01, 45% of non-photocopy ILLs were satisfied from within the region, 40% from BLDSC, and 15% from other libraries
- 52% of photocopy ILLs are satisfied within the LDN (Table 8.2)
- As with non-copy loans, the next largest proportion of photocopy ILLs comes from BLDSC (31.4%)

- A larger proportion of photocopy ILLs come from other libraries (16.6%) than is the case for non-photocopy loans. However, this has decreased since the previous reported survey when 20% of photocopy ILLs came from other libraries

Figure 8.1 Percentage of ILL by source of supply



9. Information searches and enquiries

The total number of mediated searches made during the year is summarised in Table 9.1. This includes all literature searches undertaken by library staff for users, including those where the librarian assists the user.

Table 9.1 Mediated searches

	Mediated literature searches
No. of respondents	*192*
Total number of searches (year)	51,639
Average per library	168
Searches per 1,000 potential users	*78*

- On average, each site library conducted a total of 168 searches. This is lower than the number reported in 2000-01 (88,651 searches by 236 libraries; 376 per library). The increase in electronic resources is likely to have affected the number of mediated searches, influenced by improved access (including access outside the library) and upskilling of users

This year, respondents were asked to supply statistics on two specific categories of enquiries, with data being collected during a sample week in October or November 2004. Table 9.2 summarises the number of procedural and resource related enquiries received during the sample week. Procedural enquiries include those relating to the location of stock or about library services; resource related enquiries include those leading to the active involvement of staff in finding information.

Table 9.2 Number of enquiries during sample data collection week

	Procedural enquiries	Resource related enquiries
No. of respondents	*158*	*155*
Total number of enquiries (sample week)	21,174	12,032
Average per library	81	47

- On average, each library received 81 procedural enquiries during the sample week. This suggests a high level of interest amongst users and potential users

- Each library received 47 resource related enquiries, on average, during the sample week. The relatively high number of more involved enquiries indicates that, although the number of mediated searches appears to have fallen, the demand for professional input remains high

10. User education and induction

Respondents were asked to supply details of the number of library staff hours spent on user education and on user induction, per year. Also requested was the number of library users receiving education or induction. Table 10.1 summarises the staff time spent on education and induction and the number of users receiving instruction. These figures are an under-representation of the number of users receiving training. This is because some respondents noted that only formal sessions held in the library were recorded, and in addition to these sessions, library staff may contribute to induction sessions held for all Trust staff. Some training sessions held in the library are provided by external trainers (that is, by staff employed by the Trust or SHA) and these are not included in the library's statistics.

Table 10.1 Summary of user education and induction activity

	No. incl.	User education	*No. incl.*	User induction
Library staff hours (total)	*173*	39,473	*169*	10,224
Library staff hours (average per respondent)		228		60
Staff hours per WTE staff		44.9		12.3
Staff hours per 100 users		5.6		1.4
No of potential users receiving instruction (total)	*179*	58,442	*165*	69,018
No. of users receiving instruction (average per respondent)		326		418
% of potential users receiving instruction		7.2		9.2

- An average of 228 staff hours is spent on user education, and an average of 60 hours on induction per respondent
- Over 58,000 users received user education and nearly 69,000 induction during 2004-05. This represents 7.2% and 9.2% of potential users respectively
- User education occupies nearly four times the staff input (in time) compared to induction

11. Opening and staffed hours

Respondents were asked for the total number of staffed hours per week and the extent of 24 hour access at each site library covered by their statistical return. Table 11.1 summarises the number of staffed hours and Table 11.2 summarises 24 hour access.

Table 11.1 Summary of opening hours

	No. of staffed opening hours (per week)
No. of respondents	*215*
No. of libraries	*342*
Total number of hours	12,985
Average number of hours per week	38.0

Table 11.2 24 hour access

	No. of respondents	*Total site libraries*	No. of site libraries providing	*% of site libraries providing*
24 hour access to certain categories of staff	*215*	*342*	65	*19.0*
24 hour access to all staff	*215*	*342*	141	*41.2*

- Libraries provide staffed opening for 38 hours per week, on average
- 41.2% of responding libraries offer 24 hour access to all staff
- 19.0% of libraries restrict 24 hour access to certain categories of staff. This means that around two-fifths of libraries do not offer 24 hour access to any staff.

11.1 Opening and staffed hours by SHA

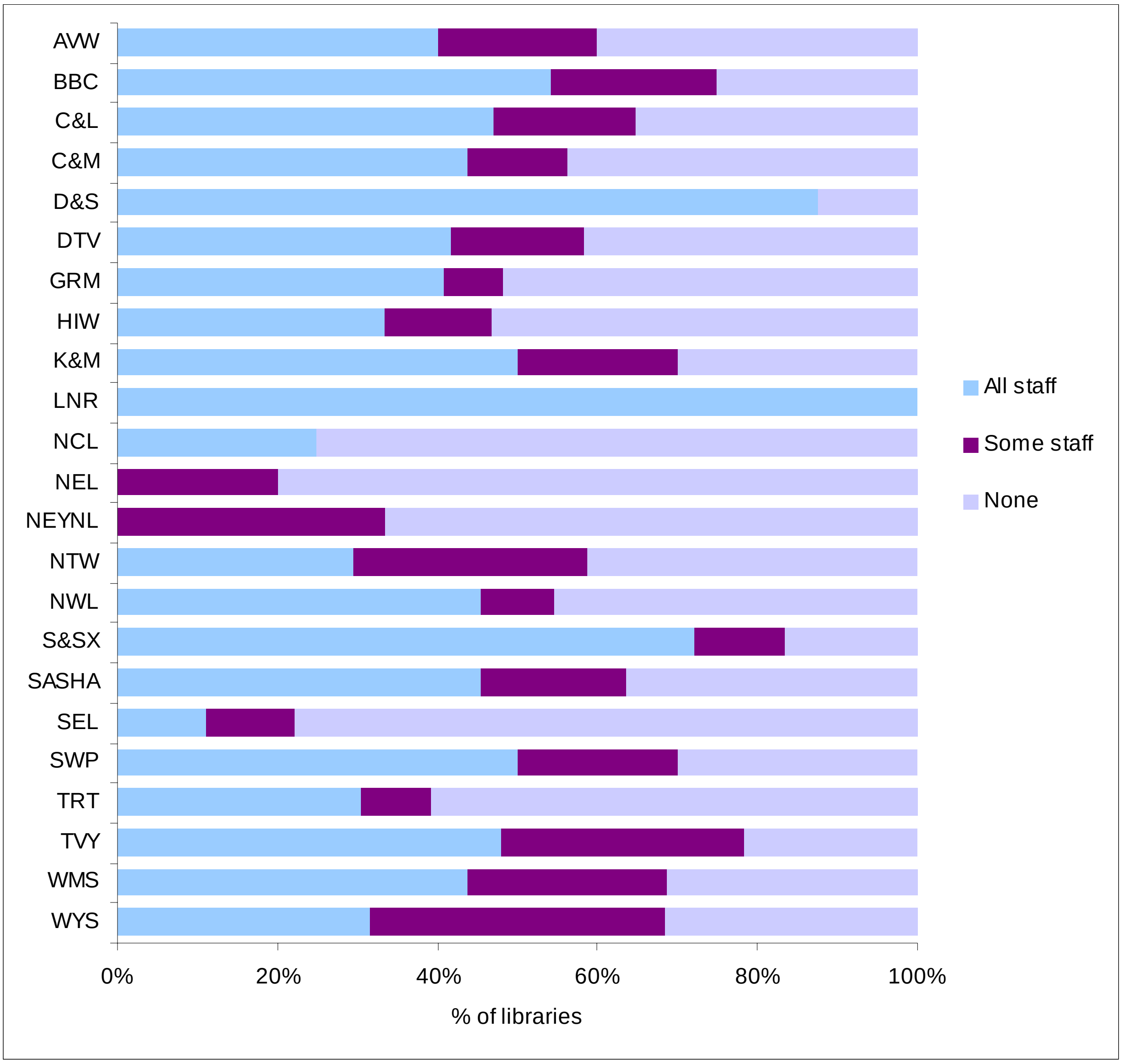
Table 11.3 summarises staffed opening hours and 24 hour access by SHA. Figure 11.1 illustrates 24 hour opening by SHA.

Table 11.3 24 hour opening by SHA

	No of respondents	*No of sites*	**Average staffed opening hours**	**24 hour access**			
				For all staff		**For some staff**	
				Sites open	% of total	Sites open	% of total
Avon, Glos, Wilts	*7*	*20*	27.7	8	40.0	4	20.0
B'ham & Black Country	*18*	*24*	40.9	13	54.2	5	20.1
Cumbria & Lancashire	*8*	*17*	32.4	8	47.1	3	17.6
Cheshire & Merseyside	*23*	*32*	37.4	14	43.8	4	12.5
Dorset & Somerset	*5*	*8*	32.7	7	87.5	0	0.0
C.Durham & Tees Valley	*10*	*12*	35.3	5	41.7	2	16.7
Greater Manchester	*20*	*27*	40.4	11	40.7	2	7.4
Hants & Isle of Wight	*6*	*15*	31.8	5	33.3	2	13.3
Kent & Medway	*6*	*10*	46.4	5	50.0	2	20.0
Leics, Northants, Rutland	*1*	*4*	29.3	4	100.0	0	0.0
North Central London	*4*	*4*	41.5	1	25.0	0	0.0
North East London	*8*	*10*	34.3	0	0.0	2	20.0
N.E.Yorks & N. Lincs	*2*	*3*	35.3	0	0.0	1	33.3
North'land, Tyne & Wear	*8*	*17*	33.3	5	29.4	5	29.4
North West London	*8*	*10*	34.1	5	50.0	1	10.0
Surrey & Sussex	*10*	*18*	37.9	13	72.2	2	11.1
Shropshire & Staffs	*10*	*11*	41.8	5	45.5	2	18.2
South East London	*9*	*9*	60.9	1	11.1	1	11.1
South West Peninsula	*5*	*10*	26.7	5	50.0	2	20.0
Trent	*12*	*23*	51.3	7	30.4	2	8.7
Thames Valley	*13*	*23*	33.4	11	47.8	7	30.4
West Midlands South	*10*	*16*	41.0	7	43.8	4	25.0
West Yorkshire	*12*	*19*	39.6	6	31.6	7	36.8
Total	***215***	***342***	**38.0**	**146**	**42.6**	**60**	**17.5**

- A total of ten SHAs provide longer than the national average staffed opening hours
- The greatest number of staffed hours are provided by South East London (60.9) and the lowest number by South West Peninsula (26.7)
- Nearly half the site libraries (42%) provide 24 hour access to all staff

Figure 11.1 24 hour access by SHA



12. Study places and IT access

Respondents were asked for the total number of seats available to users and for the number of seats with computer workstations. Participants were also asked for the type of IT access available. Table 12.1 summarises the data, showing the number and type of seats which are available to users. Table 12.2 provides a breakdown of the number of study places and IT access available to all staff.

Table 12.1 Summary of study places and IT access

	No. of seats for certain categories of staff	*No. of respondents*	No. of seats for all staff	*No. of respondents*
Total seats (all types)	1,063	*49*	10,133	*211*
Spaces with computer workstations	575	*52*	3,058	*209*
Public access terminals: NHSnet	292	*45*	2,462	*205*
Public access terminals: university networks	330	*49*	1,323	*197*
Public access terminals: intranet	350	*44*	2,110	*206*
Public access terminals: other local intranets	130	*43*	644	*205*

Table 12.2 Summary of study places and IT access available to all staff

	No. incl.	Total	Users per seat
Total number of seats	*193*	9,452	73
Seats with computers	*191*	3,058	225
No. of public access terminals with access to NHSnet	*181*	2,462	267
No. of public access terminals with access to university networks	*155*	1,323	498
No. of public access terminals with access to the intranet	*183*	2,110	312
No. of public access terminals with access to other local intranets	*156*	644	1,023
% seats with computers	*208*	*30.2%*	
% terminals with access to NHSnet	*200*	*80.4%*	
% terminals with access to university networks	*201*	*43.5%*	
% terminals with access to the intranet	*201*	*68.5%*	
% terminals with access to other local intranets	*200*	*20.5%*	

- There are over 10,000 study places available to users of NHS libraries
- 30% of study places have computer workstations
- 80% of terminals (24% of all study places) provide access to NHSnet[2]
- There are 73 potential users per study place, on average, and 225 users per computer

[2] NHSnet was the private NHS communications network in use at the time of the survey. It will officially close in March 2007 and is being replaced by N3, a broadband networking service

13. Resources

13.1 Journals

Table 13.1 summarises the data received relating to the number of journal titles taken. Separate details were sought for electronic and print titles and the table reflects this split. However, the number of respondents should be noted, as not all libraries provided details for each category. Note that titles available through the National Core Content are not included.

Table 13.1 Journal stock

	No. incl.	No. of titles	Ave/ library	Cost per title
Total journals	*163*	36,877	146.9	
Print titles	*215*	27,327	79.9	£247.28
Electronic titles	*163*	15,568	62.0	£29.28

Cost per journal is based on expenditure data (see section 2)

- A total of 27,327 print titles are taken, an average of 80 per library; the average cost was £247.28
- The average price of medical journals in 2005 was £414.30 (Creaser et al, 2005), nearly double the cost per title shown in Table 13.1. However, the cost per title shown does not represent actual prices paid for subscriptions, because donations and free periodicals are included in the total acquisitions, and more than one copy may be included for some titles. Therefore, average subscription costs are likely to be higher than the average cost identified here
- The total number of electronic titles taken was 15,568. This does not include SHA, regional or consortia subscriptions, or National Core Content, so the total number of electronic journals available greater than this
- The average number of electronic titles per library (62.0) shows a considerable increase from 2000-01, when the average number of electronic titles was 26
- 85% of respondents indicated that they had access to consortia electronic collections

13.2 Books

Table 13.2 summarises the data on the size of, and additions to, bookstock over the year. Bookstock covers all non-journal items and includes audio-visual material in addition to monographs. The replenishment rate is calculated according to additions as a percentage of total stock, and does not take into account the number of books discarded from stock.

- Each responding library holds, on average, over 5,000 books. However, the size of bookstock may vary according to type of library, for example, postgraduate medical libraries typically hold fewer books than libraries serving student nurses
- The replenishment rate for bookstock remains the same as in 2000-01 (8.5%)

- The average cost per book is £18.98, this is lower than in 2000-01 and much lower than the average price of medical and nursing books. The average price for Medical books published in the UK, for the calendar year 2005 was £48.19, and for Nursing books it was £29.43 (LISU, 2006)

- A partial explanation for the above result is that donations and free grey literature may form a significant proportion of additions, or that purchases are made from other funds. The selection of titles may also play a part in keeping overall costs down

Table 13.2 Bookstock

	No. incl.	Total	Average /library
Bookstock	*206*	1,779,063	5,595
Additions to bookstock	*190*	139,621	475
Cost per book	*179*	£18.98	
Replenishment rate	*186*	8.4%	

14. Staffing

Table 14.1 summarises staffing levels in NHS libraries. The figures are broken down by type of qualification. Numbers of staff presented here are whole time equivalents (WTE) and the actual numbers of staff employed will be higher. The average figures are based on just those respondents reporting staff in each category.

Table 14.1 Staffing

	No. reporting.	Total (WTE)	Average/ respondent
Professional library staff	*204*	489.2	2.4
NVQ 2,3,4	*54*	59.5	1.1
Other library qualifications	*73*	147.6	2.0
No library related qualifications	*163*	333.3	2.0
Total reported	*214*	1029.6	
% qualified staff	*214*		67.6%
Cost/staff member	*195*		£20,747

- The NHS libraries which responded to the survey employ over 1,000 staff (WTE)
- 50% of staff are described as professional, while the total proportion of staff holding a library qualification is 68%. This is an increase in the proportion of professional staff compared to 2000-01 (44%). It should be noted, however, that the 2004-05 survey included a wider range of qualifications to reflect changes occurring within the CILIP Framework of Qualifications (CILIP, 2006) – this may, at least in part, account for the increase
- The annual cost per staff member is £20,747; this is based on the expenditure data provided by 195 respondents (see Section 2) and represents gross costs (that is, including National Insurance and superannuation)
- The average cost per staff member is calculated based on both recurrent and project funding, and omits five respondents with an average cost per staff member of less than £10,000

Salary bands

Respondents were asked to provide details of the salary bands for all WTE posts and table 14.2 summarises the replies. Not all respondents were able to provide this breakdown in respect of all their staff. The number of current vacancies in each salary band was also requested.

- More than one third of posts are in the lowest pay band, 1-3
- One quarter of posts are in pay band 6
- A total of 47.3 WTE posts were reported as vacant, by 38 respondents

Table 14.2 Salary bands for WTE (fully staffed)

	Total	*No. of respondents*	Ave/ respondent	*% of total*	Vacant posts	*No. of respondents*
Pay band 1-3 (£10,000 - £15,000)	311.8	*176*	*1.8*	*35.4*	17.7	*17*
Pay band 4-5 (£15,000 - £20,200)	251.9	*161*	*1.6*	*28.6*	19.0	*17*
Pay band 6 (£20,300 - £27,500)	215.1	*160*	*1.3*	*24.4*	9.5	*11*
Pay band 7 (£27,500 - £32,300)	84.8	*98*	*0.9*	*9.6*	3.0	*3*
Pay band 8 upwards (over £32,300)	18.5	*45*	*0.4*	*2.1*	0.1	*1*
Total staff	**882.1**	209			**49.3**	***38***

14.1 Staffing by SHA

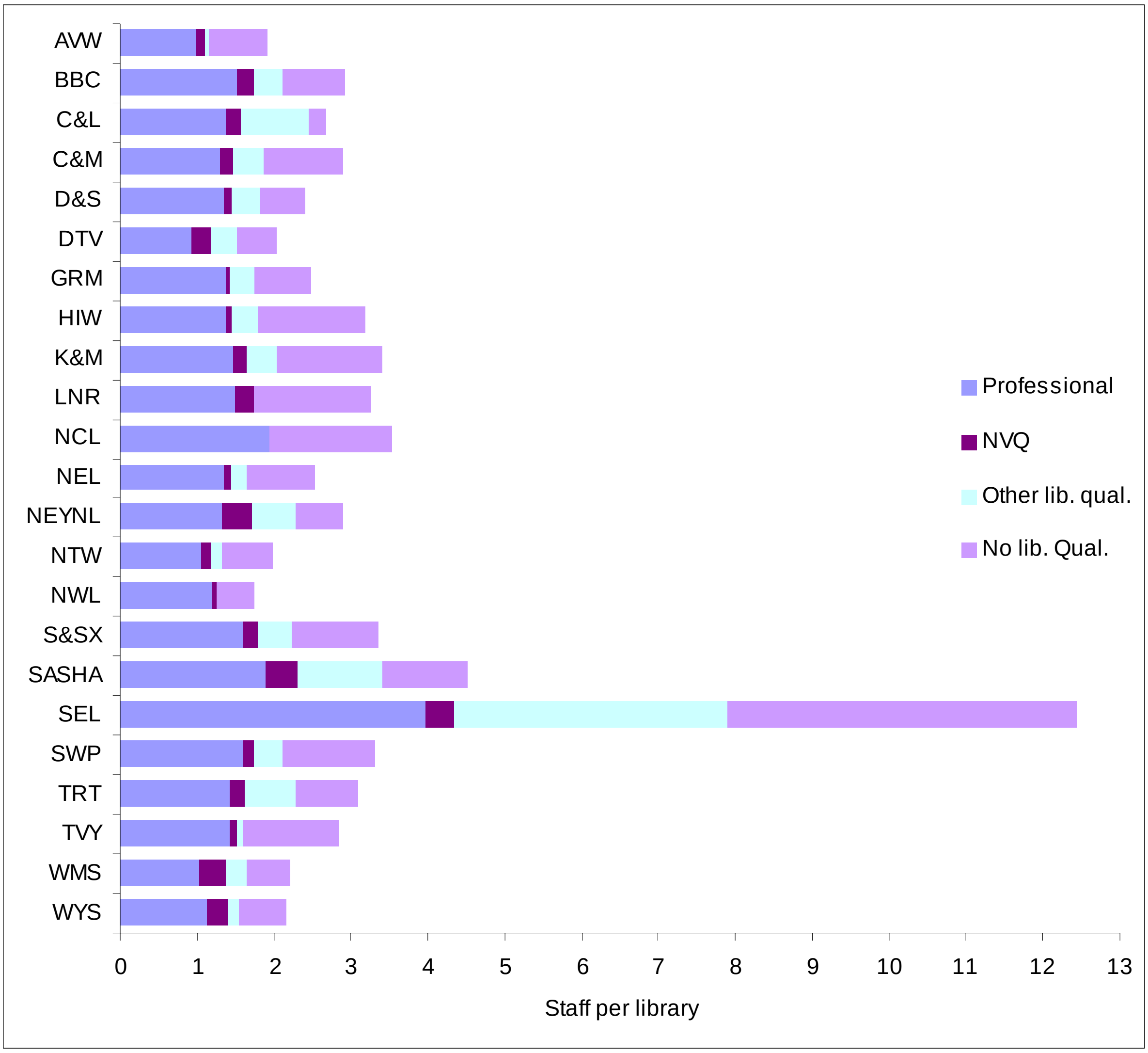
Table 14.3 provides a summary of the cost and qualifications of staff by SHA. Figure 14.1 illustrates the split of professional and other staff at each SHA, and Figure 14.2 illustrates the number of staff per 1,000 users.

Table 14.3 Cost and qualifications of staff

	Average cost per staff (£)	*No. incl*	*Professional staff (%)*	*Other qualified staff (%)*	*No library qual'n (%)*	Total staff	*No. incl*
Avon, Glos, Wilts	20,566	*7*	*52*	*9*	*39*	38.1	*7*
B'ham & Black Country	18,892	*13*	*52*	*20*	*28*	69.9	*18*
Cumbria & Lancashire	19,809	*8*	*51*	*40*	*8*	45.4	*8*
Cheshire & Merseyside	16,500	*22*	*45*	*19*	*36*	92.7	*23*
Dorset & Somerset	19,980	*5*	*56*	*20*	*24*	19.3	*5*
C.Durham & Tees Valley	20,557	*9*	*46*	*29*	*26*	24.6	*10*
Greater Manchester	20,905	*20*	*55*	*15*	*30*	67.0	*20*
Hants & Isle of Wight	22,755	*5*	*43*	*13*	*44*	47.7	*6*
Kent & Medway	21,581	*6*	*43*	*17*	*40*	34.0	*6*
Leics, Northants, Rutland	21,056	*1*	*46*	*8*	*46*	13.0	*1*
North Central London	26,871	*4*	*55*	*0*	*45*	14.1	*4*
North East London	23,286	*7*	*53*	*12*	*35*	25.4	*8*
N.E.Yorks & N. Lincs	19,071	*2*	*46*	*33*	*21*	8.7	*2*
North'land, Tyne & Wear	17,064	*7*	*53*	*13*	*34*	34.0	*8*
North West London	27,818	*8*	*68*	*4*	*28*	27.9	*8*
Surrey & Sussex	21,689	*8*	*48*	*19*	*34*	60.7	*10*
Shropshire & Staffs	18,825	*10*	*42*	*34*	*24*	49.5	*10*
South East London	21,346	*5*	*32*	*32*	*37*	112.0	*9*
South West Peninsula	18,943	*5*	*48*	*15*	*36*	33.1	*5*
Trent	19,608	*12*	*46*	*27*	*27*	71.1	*12*
Thames Valley	24,290	*12*	*50*	*5*	*44*	65.4	*13*
West Midlands South	23,184	*9*	*47*	*27*	*26*	35.2	*10*
West Yorkshire	24,182	*11*	*53*	*19*	*28*	40.9	*12*
Total	**20,749**	***194***	***48***	***20***	***32***	**1029.6**	***214***

- The average cost per staff member is £20,749. This average ranges from £16,500 in Cheshire and Merseyside to £27,818 in North West London
- On average, 48% of staff are professionally qualified; with the lowest percentage (32%) in South East London and the highest (68%) in North West London
- An average of 20% of staff hold other library qualifications. This average ranges from 4% in North West London to 34% in Shropshire and Staffordshire and 40% in Cumbria and Lancashire. North Central London reported having no staff holding other library qualifications
- 32% of staff have no library related qualifications; this average ranges from 8% in Cumbria and Lancashire, and 21% in North East Yorkshire and North Lincolnshire to 46% in Leicestershire, Northamptonshire and Rutland

Figure 14.1 Professional and other staff by SHA

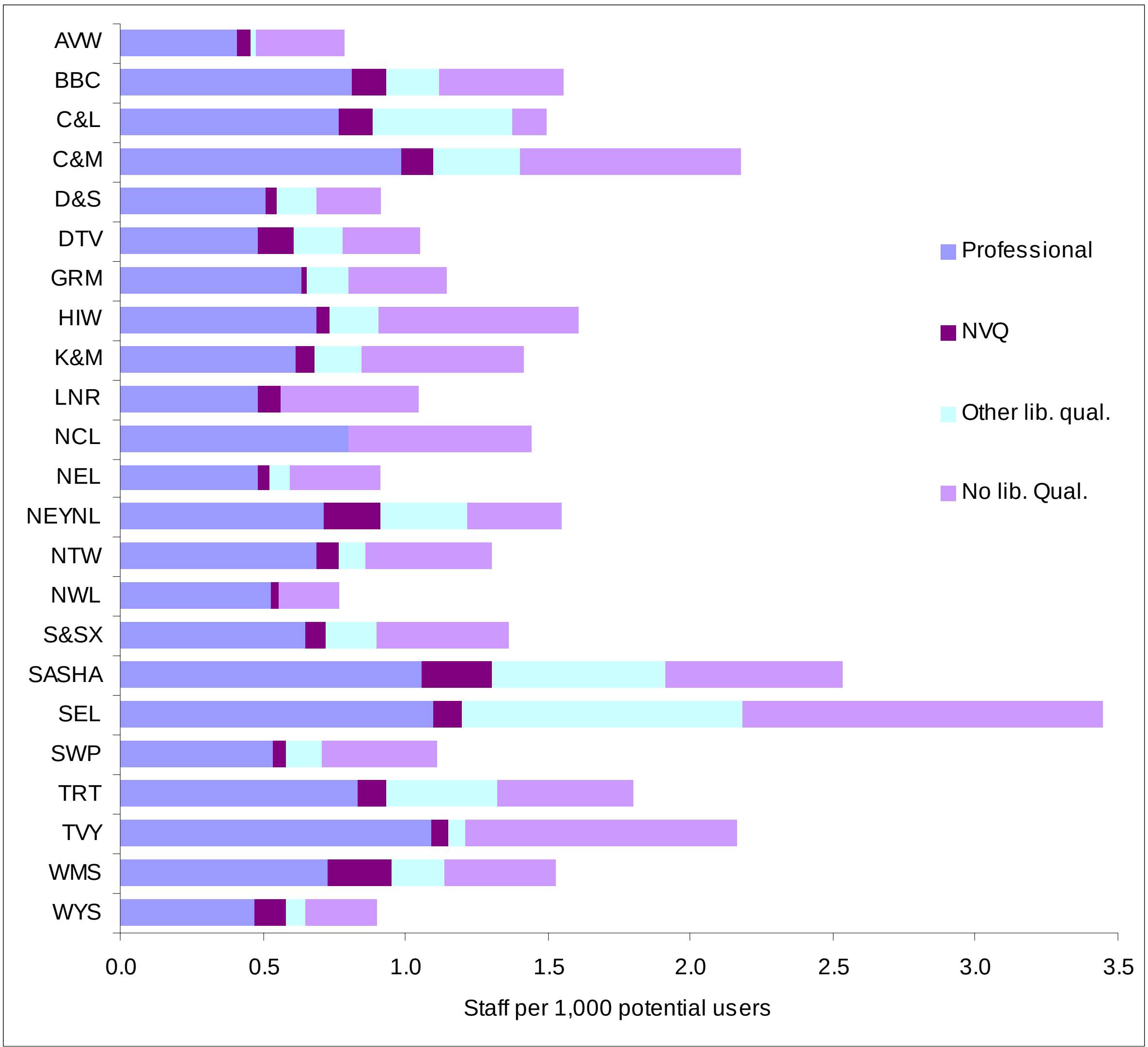


- The median number of staff per library (WTE) is 2.7 (mean 3.0). North West London reports the lowest number of staff per library (1.7) and South East London has the highest number at 12.4. However, 60% of these staff are based in one, large, hospital trust

- The median number of professional staff per library is 1.1 (mean 1.4), with the lowest number reported by Durham and Tees Valley (0.9) and the highest by South East London (4.0)

- South East London has the highest number of staff per library, with almost equal proportions of professional, other qualified and non-qualified staff; the number of staff per 1,000 users is also highest (see Figure 14.2). However, the proportion of professionally qualified staff is lower than for other regions – 32% compared to an average of 47% for all SHAs. 60% of these staff are based at a single site

Figure 14.2 Staff per 1,000 users



Conclusion

Over 200 responses were received to the 2004-05 NHS data collection exercise, from 23 of the 28 SHAs in England. This is a pleasing response after several years for which it was not possible to analyse library data for this sector. It is estimated that some 53% of NHS staff have access to the libraries on whose data this report is based.

No attempt has been made to gross up the data received for incomplete responses or missing institutions and SHAs. Thus the figures presented represent minimum levels of activity for NHS libraries in England. On this basis:

- Total expenditure exceeds £29.5 million
- Approximately 60% of this is on staff
- Over 1,000 staff (WTE) are employed
- Professional staff account for 48% of the total, with a further 20% holding library related qualifications
- One third of library expenditure is on information resources
- Two thirds of materials expenditure is on journals, with one quarter on books
- Each library takes an average of 147 journals, over and above those available through regional and national consortia
- NHS libraries hold 1.8 million books, and acquired 140,000 in 2004-05
- Over 2.4 million loans were made in 2004-05, 99% to the libraries' own users
- 43% of libraries allow 24 hour access for all staff
- Average staffed opening is 38 hours per week
- There are over 10,000 study places available, 30% with computer workstations
- Over 380,000 users are registered with NHS libraries, approximately half the potential user population
- The service is funded from a variety of sources, with the largest proportions coming from
  - MPET: MADEL (43%)
  - The library's parent organisation (26%)
  - HE institutions (12%)

LISU is pleased to be able once again to analyse and present statistics relating to National Health Service libraries, after a short break in the series. We hope that these figures will aid and support library managers in enhancing and augmenting their services, and may be of assistance in benchmarking against other, similar services. The figures make interesting reading, and show that the overall picture in health libraries is a mixed one, with some relatively wide variations between both libraries within each SHA, and across SHAs. We hope to be able to present successive sets of statistics in the future.

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