

Appendix S – Library Services

1. Library service

Your schools library service should provide; loans of resources to support the curriculum, literacy and reading for enjoyment for all ages and abilities, advice and practical support on managing school libraries, training for school librarians, teachers and other staff, ideas for activities to support the development of pupil literacy and reading for pleasure, opportunities for sharing best practice and links to other organisations, both local and national, concerned with libraries, literature and education.

2. Response rate

This question continues to have a high response rate, this year recording 98 responses from all schools. The total number of responses was not recorded for 2004/05. The details are listed below in Table 1.

Year	Number of responses	% of Leeds Schools
2004/05	-	-
2005/06	73	26.83%
2006/07	82	30.14%
2007/08	84	31.11%
2008/09	107	39.63%
2009/10	98	36.29%

Table 1 : Total number of responses by year.

3. Service providers

Those service providers recording five or more responses are shown below in Table 2. The table lists the total responses for 2005/06, 2006/07, 2007/08, 2008/09 and 2009/10 and further breaks down the responses into primary, secondary and other phases for 2009/10.

Service Provider	2005/06	2006/07	2007/08	2008/09	2009/10			
	Total	Total	Total	Total	Primary	Secondary	Other	Total
Schools Library Service, Education Leeds	73	82	84	107	89	8	1	98

Table 2 : Total number of responses by service provider.

Within this service sector, all schools that responded, used the Schools Library Service provided by Education Leeds. The service is well represented in both primary and secondary phases.

4. Performance level

The key performance level review is measurable on a scale of 1 = very good, 2 = good, 3 = highly satisfactory, 4 = satisfactory, 5 = unsatisfactory, 6 = poor and 7 = very poor. The mean performance level is shown in Table 3 below.

Service Provider	2007/08		2008/09		2009/10		
	Avg.	Performance Level	Avg.	Performance Level	Avg.	Performance Level	change
Schools Library Service, Leeds City Council	2.07	Good	1.98	Good	2.03	Good	Worse

Table 3 : Performance level by service providers

The Schools Library Service continues to operate at a good level. This year the performance score has very slightly decreased but the service continues to perform well in the eyes of schools.

5. Service providers – value for money

Schools were asked to record whether or not the service provider was delivering value for money. The responses are listed below in Table 4. The table sub-divides the responses into primary and secondary phases.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Schools Library Service, Education Leeds	69	0	20	8	0	0	77	0	21

Table 4 : Value for money by service providers

All of schools that responded to this question recorded that the service was delivering value for money. Some schools, however, choose to offer no comment.

6. Service providers – improvement

Schools were asked to record how the service provider could improve their service delivery and what steps they were taking to ensure that this was taking place. Table 5 lists the response to this question.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Schools Library Service, Education Leeds	33	14	42	4	2	2	37	16	45

Table 5 : Expected improvement by service providers

Some of the primary and secondary phase schools expect to see the service improve. Some schools suggested that the prospective new head of service will make the service even better.

The full list of unedited comments is available in [Annex S](#)

Annex S – Library Services

School Library Service, provided by Education Leeds

1. Please explain why you rate the service provider this way?

Positive responses

- Although the library is now very small and we no longer have a librarian. I know where to go should I need help.
- Good quality resources, delivered and collected on time.
- No problems.
- We have made limited use of this service but the book boxes have been much appreciated.
- We appreciate the service offered. Library boxes really supplement our topic work. Thank You.
- Provide meetings and networking for schools librarian.
- Excellent service. Keep up the good work.
- It does exactly what it says on the tin, providing support, help with organising book award events, local meetings with guest speakers, new ideas. The staff are very approachable and friendly and keep the school informed of new training courses and local events. Very pleased with the service it provides and the school borrow extra books as needed.
- Try to provide what we ask for when we ask for it.
- Having a list of books stuck to inside of lid on EVERY box would be useful.
- Always extremely helpful. Always deliver and collect on time.
- No problems.
- Get good resource boxes.
- Excellent Service.
- Range of resources is wide and varied.
- Very happy with service.
- Training courses are of a high standard and tailored to our needs. Responsive service which listens to practitioners in school; good resources; leads on Leeds Book Awards. To continue providing a quality service to Leeds believe the vacant post of Head of Service needs to be filled.
- Well organised Efficient Good range of appropriate resources. Consistent.
- Very happy with service provider.
- Efficient collection and delivery service.
- The staff are helpful and flexible in their approach. I have contacted them several times in the last year and they have consistently done their best to accommodate my wishes. With a forward thinking leader, they could offer even more, I'm sure.
- Rarely use.
- An efficient service. Quality books delivered and collected on time.
- Helpful staff. Efficient service. Quality resources.
- A comprehensive selection of fiction and non fiction is provided every year. Excellent support for the school curriculum.
- Excellent - meet our needs.
- Book boxes delivered on time and collections on time too. Staff always friendly.
- Always prompt delivery of quality resources.
- Very good and efficient.
- Book service works well and books in good condition and well thought out selections.
- Always efficient and willing to help.
- Excellent Service.
- Prompt reliable service.
- Modernising a little.
- Topic boxes are fine. No further involvement.
- Nice range of books.
- Pleased with service.

- Fine.
- Always ensure deliveries and collections are at correct times bring quality books into the school.
- Excellent Service.
- I can call in anytime and find books I might need in school. We receive, regularly books of good quality for visually impaired children. Your service brings and collects books on time for us.
- Efficient and reliable.

Negative responses

- Service doesn't seem very proactive.