

Performance of the Library Service Contract – six-year review report

Appendix B: Social Value

Social Value is an umbrella term for the monetised net value an organisation provides to society. It can be seen as either the service generating £X in social value for society or because the service exists/operates, saving of £X in spending on health and wellbeing services and services to improve people’s quality of life were made locally.

GLL have worked with Sheffield Hallam University (SHU), 4global and Experian to develop and use a Social Value Calculator (SVC) for their Leisure provision since 2015 and in late 2019 started work to develop a model for use in libraries. This work was curtailed by the pandemic but began again in earnest in 2021.

GLL undertook analysis to generate Social Value (SV) reports for the core and mobile libraries, Public Network (PN) provision within the core libraries and also the online library catalogue.

The five core Impact Indicators identified as generating SV in community savings, after participants engaged with a library are:

- Improved individual quality of life / subjective wellbeing
- Quality of life
- Increased educational attainment
- Reduced medical usage (i.e., GP visits)
- Reduced medical service usage (i.e., Psychotherapy usage)

A single visit to the library generates SV with the amount and type generated dependent upon age and location. For example;

Frequency	Longevity of SV
Individual uses a library facility once	They generate SV returns for a period of 12 consecutive months after the visit
Individual visited in a particular month and then returned 6 months later	They generate SV returns each month for a full period of 18 months after their first visit

Table one: explanation of longevity of SV

The data needed to calculate SV is taken from the Library Management System (LMS) for issues/renewals and iCAM (Computer software) for PN logons (barcode cross-referenced with LMS). It is worth noting that GLL do not have this data for all visitors to site, as not everyone visiting the library borrows stock or uses the computers. The anonymised data from the reports generated was sent to the GLL Business Analysis team who liaise with 4global so that the data can be fed into the SVC to calculate the SV that the Service, and individual sites have generated in a twelve-month period.

Figures from the final set of trials looked at April 2021 to March 2022. It is worth remembering that while in this period library services were open, there were a variety of COVID and roof

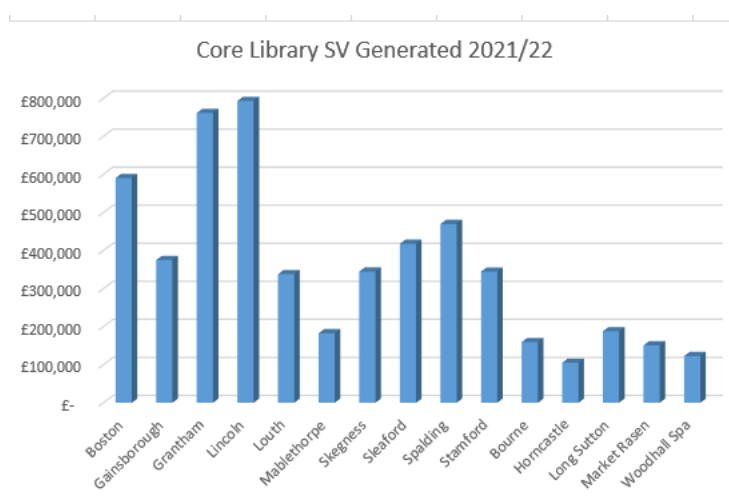
related offers/restrictions which may mean that figures are slightly lower than they might be had the service been operating 'normally'.

The table below illustrates the SV generated in 2021/22:

Service	SV generated
Core, Mobile and PN/Web services	£7,566,975
PN use	£1,737,029
Use of the online catalogue	£408,046
15 core libraries	£793,407 ¹ - £105,131 ²
Access Service ³	£39,209
Listening Lincs service	£22,787

Table two: total SV generated per service area in 2021/22

The graph below, further illustrates the SV across each of the 15 core sites, during the 2021/22 period:



Graph one: depiction of SV generated at each of the 15 core libraries

Additionally, the figures for the SV generated against the 5 Impact Indicators that libraries are calculated to generate value against were also looked at for 2021/22 with the following amounts being generated by core, mobile, PN and online catalogue usage:

- Subjective wellbeing - £3,781,973
- Quality of life - £3,743,206
- Increased educational attainment - £4,963
- Reduced medical usage (i.e., GP visits) - £17,744
- Reduced medical service usage (i.e., Psychotherapy usage) - £19,088

¹ Lincoln Central

² Horncastle

³ Due to route changes of the Rural and Click and Pick services in 2021/22 definitive figures are still being worked on