

Performance of the Library Service Contract – year seven review report

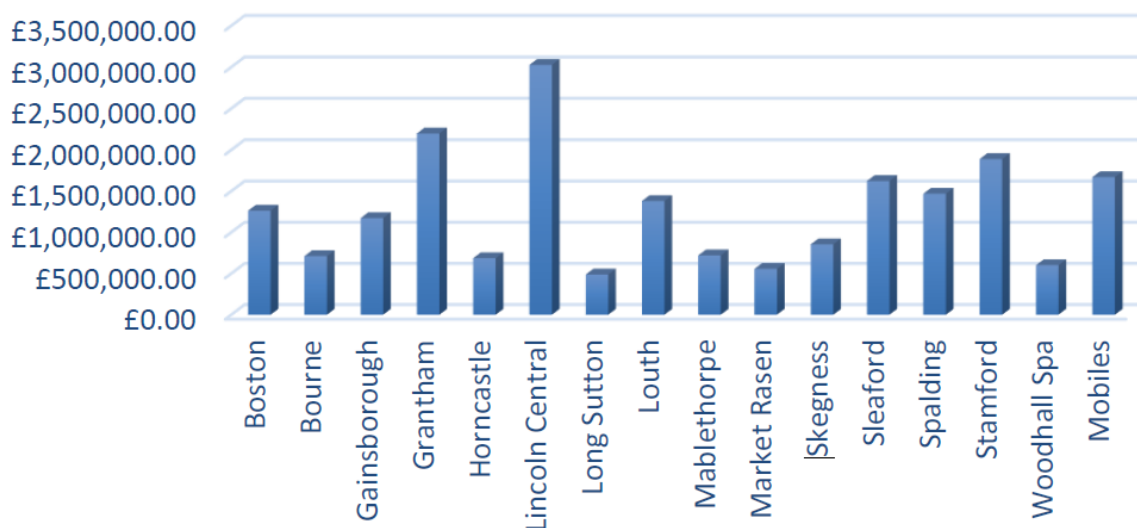
Appendix B: Social Value

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.

In 2022/23 the GLL Business Analysis team continued to work with partners including 4global to further develop the library social value calculator reported on in last year’s annual report. This work has refined the analysis methods used to calculate the social value generated by library use through looking at physical issue locations rather than borrowers registered/home sites. This has allowed for a more accurate calculation for sites/service points (as of course borrowers can historically have registered at one site but now use another) and anomalies around web registering to be addressed. Following completion of this complex work, runs of data are now being carried out using the new methodology.

Between April 2022 and March 2023 the total social value generated by the core and mobile libraries was £24,360,928. Within this figure PN use generated £2,700,545 and physical stock borrowing £21,660,388. The SV generated by the fifteen core libraries is detailed in the graph below with site totals ranging from £3,027,202 for Lincoln Central Library to £487,881 for Long Sutton Library. The SV generated by Rural, Click and Pick and Access Mobile services combined was £1,670,709.

Core and Mobile Library Social Value Generated 2022/23



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

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

• Improved individual quality of life / subjective wellbeing	£20,720,311
• Quality of life	£3,491,025
• Increased educational attainment	£26,300
• Reduced medical usage (i.e. GP visits)	£59,396
• Reduced medical service usage (i.e. Psychotherapy usage)	£63,896

Table one: Social value generated against the five impact indicators

A one off Social Value calculation for the Community Hubs, showed for issues and PN use from April 2022 and March 2023, £1,166,539 and £88,430 respectively.

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.