

SLS PLUS 2007 benchmarking School Library Services

comparing Devon SLS results with national averages

We aim to be the **best SLS in the West** and this set of statistics shows we're definitely amongst the best in the country. The judgement on *staff knowledge and expertise* puts us 13% ahead of the national average, our *customer care* rating is 14% ahead, and even on *value for money* we're judged 7% ahead. These excellent results are from a national survey in 2007.

Devon figures are based on returns from 264 people in 182 schools in Devon and Torbay (44% of all schools = 153 primary, 24 secondary, 5 special). The national comparators are based on data from 14 other school library services, including Cornwall and Somerset. The methodology and data have been validated as robust by the IPF (Institute of Public Finance).

The survey contained some mandatory questions for benchmarking purposes and some locally-determined questions to provide development information. The tables below relate to the national questions.

1. How would you rate the importance of the support provided by the SLS in relation to your pupils' achievement in the following areas?

		very important	important	no view	unimportant	irrelevant
		%	%	%	%	%
Reading for purpose	Devon SLS	45.6	48.4	5.2	0.8	-
	national	42.3	49.9	6.6	1.0	0.2
Reading for pleasure	Devon SLS	52.6	43.9	3.1	0.4	-
	national	49.0	44.6	5.2	0.9	0.3
Subject knowledge	Devon SLS	42.4	50.4	5.6	1.6	-
	national	41.0	52.5	5.2	0.8	0.5
Research skills	Devon SLS	46.3	46.6	5.9	1.2	-
	national	43.0	49.6	5.8	1.1	0.5
Personal & social development	Devon SLS	31.3	49.2	16.3	2.8	0.4
	national	27.8	48.0	19.8	3.2	1.2
Motivation to learn	Devon SLS	42.6	49.4	6.8	1.2	-
	national	40.3	47.6	10.3	1.0	0.7

2 How do you rate the following aspects of SLS?

		very good	good	satisfactory	poor	very poor
Staff knowledge & expertise	Devon SLS	76	20.2	1.9	1.9	-
	national	62.6	33.3	4.0	0.1	-
Customer care	Devon SLS	69	28.2	2.8	-	-
	national	55.5	37	7	0.4	-
Opening hours	Devon SLS	45.1	45.9	9	-	-
	national	34.2	47.3	17.5	0.9	0.1
Ease of communication	Devon SLS	55.1	39	5.9	-	-
	national	44.4	42.3	12.7	0.5	-
Value for money	Devon SLS	47	41.6	10.2	1.2	-
	national	40.8	40.8	15.3	2.8	0.2
Overall	Devon SLS	56.6	39.4	4	-	-
	national	46.9	43.6	9.3	0.2	-

As well as the quantitative data above, schools were invited to add comments or suggestions. There were 109 comments in all, of which

- 79% were positive comments;
- 10% were critical comments;
- 11% were requests for information or suggestions for developments.

All comments were logged and SLS staff contacted those schools requiring a response.

The next national benchmarking survey of school library services will take place in 2010.

Lynne Medlock
3.7.08