58324 Public Library Performance

My research focuses on assessment and evaluation of public library services in Scotland. I would like to know:

What formal assessment frameworks or evaluation tools are used to measure public library performance?

External

CIPFA Annual Public Library Statistics Return

SLIC (Scottish Library and Information Council) Public Library Data Framework Return

Internal

Set of Key Performance Indicators for Libraries for the Public Performance Scorecard as below:

Number of Active Library Users
Number of Library Loans - Physical
Number of Library Loans - Digital (e-books and e-audiobooks)
Number of Digital Downloads and Streaming

Are there any internal reports or documentation outlining how library performance is assessed, including frequency, criteria used, and responsible staff or department?

No

If yes, please include copies of reports or documentation in your response.

Not applicable

Has the library service been evaluated (both self-assessment and peer review) against national standards i.e., using the "How Good Is Our Public Library Service?" Framework provided by the Scottish Library and Information Council (SLIC)?

No

If yes, please include both the full reports and any summaries of results.

Not applicable

Note: For all questions, the timeframe is 1 January 2016 - 31 December 2024.