

Library and Information Service Performance Report 2019-2020

Introduction

The aim of this report is to summarise the services that the Library and Information Service provides to its customers between; April 2019 – end March 2020 for the following areas:

- Access to Library and Information Service:
 - All Issues
 - New Borrowers
 - Reservations
 - Activities and event attendance
 - Computer Usage
 - E-resource usage

Library and Information Service

Site	All Issues	New Borrowers	Reservations
Bodmin Library and Information Service	62,370	664	637
Bude Library and Information Service	78,863	554	748
Callington Library	38,349	180	388
Camborne Library	50,067	538	146
Camelford Library and Information Service	12,919	171	663
Falmouth Library	89,164	1,022	932
Fowey Library	333	13	0
Hayle Library and Information Service	59,186	312	499
Helston Library and Information Service	67,940	571	855
Launceston Library and Information Service	60,022	497	676
Liskeard Library and Information Service	49,182	331	610
Looe Library and Information Service	14,576	204	346
Lostwithiel Library	11,907	84	162
Newquay Library and Information Service	62,980	1,086	1,106
Padstow Library	262	5	3
Par Library	9,694	73	12
Penryn Library and Information Service	17,264	230	277
Penzance Art Collection	88	9	5

Penzance Library and Information Service	123,531	712	1,141
Perranporth Library	17,529	149	351
Redruth Library and Information Service	88,278	789	349
Saltash Library and Information Service	50,771	503	1,017
St. Agnes Library	34,732	225	1,050
St. Austell Library	165,595	1,309	2,734
St. Columb Library and Information Service	15,830	120	378
St Ives Art Collection	76	1	17
St. Ives Library and Information Service	37,406	354	1,270
St. Just Library	15,830	105	479
Torpoint Library and Information Service	24,999	337	847
Truro Library	163,420	1,495	2,773
Truro Reference	26	1	0
Wadebridge Library and Information Service	62,968	456	473
Community Mobile Library	41,596	98	387
Micro Libraries	5,296	80	0
OPAC – Online renewals			133,656
Total	1,533,029	13,278	154,987

* OPAC is the online location for renewals only and therefore does not record issues or new borrowers.

**Customers using micro libraries reserve books online using OPAC therefore reservation numbers are included within this total.

Library and Information Service

Site	Computer Sessions booked	Attendance at Events/Activities
Bodmin Library and Information Service	5,363	3,396
Bude Library and Information Service	2,987	1,729
Callington Library	1,655	352
Callington Information Service	238	
Camborne Library	3,697	2,890
Camborne Information Service	389	
Camelford Library and Information Service	662	2,192
Falmouth Library	10,789	1,213

Falmouth Information Service	99	
Hayle Library and Information Service	2,982	2,768
Helston Library and Information Service	3,528	1,291
Launceston Library and Information Service	3,963	4,724
Liskeard Library and Information Service	4,083	573
Looe Library and Information Service	721	1,046
Lostwithiel Library	442	0
Newquay Library and Information Service	11,605	4,098
Padstow Library	10	11
Penryn Library and Information Service	1,720	1,283
Penzance Library and Information Service	18,529	426
Perranporth Library	940	317
Redruth Library and Information Service	4,178	2,502
Saltash Library and Information Service	2,909	5,041
St. Agnes Library	960	510
St. Austell Library	9,737	7,255
St Austell Information Service	251	
St. Columb Library and Information Service	510	1,135
St. Ives Library and Information Service	8,443	3,266
St. Just Library	1,109	1,735
Torpoint Library and Information Service	3,330	2,178
Truro Library	17,540	8,605
Truro Information Service	56	
Wadebridge Library and Information Service	3,542	1,975
Community Mobile Library		
Micro Libraries		
TOTAL	126,924	62,511

E-resource usage

E-resources are electronic collections available through Cornwall's Online Library. E-reference includes traditional reference works such as encyclopaedia, newspapers and research materials. E-leisure covers eBooks, downloadable magazines and music services. E-learning includes family history, citizenship, language courses and job searching.

Category	Usage
E-Reference	152,543
E-Leisure	478,699
E-Learning	23,922
Total	655,164

Prepared by:

Libraries and Information Support Officers

Neighbourhoods

April 2020