

# Library and Information Service Performance Report 2018-2019

## Introduction

The aim of this report is to summarise the services that the Library and Information Service provides to its customers between; April 2018 – end March 2019 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	62,291	693	671
Bude Library	82,063	667	937
Callington Library	40,818	210	497
Camborne Library	32,061	383	395
Camelford Library	13,602	166	621
Falmouth Library	91,701	997	938
Fowey Library	13,911	128	723
Hayle Library	65,565	360	593
Helston Library	70,125	732	701
Launceston Library	65,125	581	766
Liskeard Library	81,774	602	786
Looe Library	23,191	314	649
Lostwithiel Library	15,224	100	372
Newquay Library	56,112	778	1,014
Padstow Library	7,790	157	312
Par Library	19,654	111	712
Penryn Library	16,595	253	380
Penzance Art Collection	28	29	52
Penzance Library	132,103	825	1,754
Perranporth Library	17,201	172	634
Redruth Library	97,586	705	351
Saltash Library	57,760	580	1,274
St. Agnes Library	33,608	243	851
St. Austell Library	163,162	1,316	2,778
St. Columb Library	17,850	315	523

St Ives Art Collection	2,874	59	164
St. Ives Library	31,164	228	1,332
St. Just Library	22,728	159	906
Torpoint Library	26,250	305	587
Truro Library	175,348	1,460	2,945
Truro Reference	150	0	36
Wadebridge Library	60,714	428	420
Community Mobile Library	49,033	98	427
Micro Libraries	5,443	93	0
OPAC – Online renewals			125,032
<b>Total</b>	<b>1,650,604</b>	<b>14,247</b>	<b>151,133</b>

\* 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	6,359	1408
Bude Library	3,552	1398
Callington Library	3,197	662
Callington Information Service	286	
Camborne Library	2,576	248
Camborne Information Service	1,304	
Camelford Library	978	1784
Falmouth Library	12,304	1731
Falmouth Information Service	128	
Fowey Library	1,172	677
Hayle Library	3,563	1762
Helston Library	4,076	1067
Helston Information Service	-	
Launceston Library	4,069	4467
Liskeard Library	6,645	1465
Liskeard Information Service	664	
Looe Library	1,469	1496
Lostwithiel Library	612	841
Newquay Library	7,830	2764
Newquay Information Service	230	
Padstow Library	1,311	536
Par Library	844	375
Penryn Library	2,100	1091

Penryn Information Service		
Penzance Library	20,588	1035
Perranporth Library	1,076	177
Redruth Library	5,047	2013
Saltash Library	3,187	4148
St. Agnes Library	877	366
St. Austell Library	10,282	6256
St Austell Information Service	502	
St. Columb Library	488	720
St. Ives Library	7,232	2189
St. Just Library	1,678	3672
St. Keverne Library		0
Torpoint Library	3,308	2572
Truro Library	19,724	11735
Truro OSS	80	203
Wadebridge Library	3,335	1482
Community Library		
Micro Libraries		
<b>TOTAL</b>	<b>155,781</b>	<b>60,340</b>

## 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
<b>E-Reference</b>	125,263
<b>E-Leisure</b>	238,780
<b>E-Learning</b>	13,929
<b>Total</b>	<b>377,972</b>

Prepared by:

Libraries and Information Support Officers

Neighbourhoods

May 2019