

Library and Information Service Performance Report 2016-2017

Introduction

The aim of this report is to summarise the services that the Library and Information Service provides to its customers between; April 2016 – end March 2017 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	52,084	572	1,165
Bude Library	87,216	576	990
Callington Library	49,617	323	484
Camborne Library	57,564	510	429
Camelford Library	14,907	96	396
Falmouth Library	85,675	940	1,014
Fowey Library	15,445	105	1,552
Hayle Library	65,448	379	789
Helston Library	75,095	594	873
Launceston Library	67,553	550	982
Liskeard Library	54,328	629	1,139
Looe Library	23,389	261	689
Lostwithiel Library	16,686	103	485
Newquay Library	62,646	766	1,307
Padstow Library	7,114	193	363
Par Library	23,570	124	1,100
Penryn Library	15,573	144	604
Penzance Art Collection	30	13	26
Penzance Library	140,098	1,074	2,774
Perranporth Library	17,012	254	620
Redruth Library	102,184	643	474
Saltash Library	67,098	515	1,155
St. Agnes Library	34,957	234	797
St. Austell Library	178,407	1,263	3,178
St. Columb Library	16,973	239	620
St Ives Art Collection	109	14	43
St. Ives Library	36,725	293	1,710
St. Just Library	23,200	115	895

St. Keverne Library	3,832	15	348
Torpoint Library	30,462	419	1,104
Truro Library	178,791	1,561	3,194
Truro Reference	544	18	64
Upton Cross	3,997	18	125
Wadebridge Library	68,324	419	655
Community Library	51,662	111	541
Micro Libraries	4,603	122	0
OPAC – online renewals			105,345
Total	1,732,918	14,205	138,029

*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	7,162	820
Bude Library	4,360	876
Callington Library	3,821	87
Callington OSS	654	
Camborne Library	6,170	464
Camborne OSS	404	36
Camelford Library	874	209
Chy Trevail	62	
Falmouth Library	11,897	1,530
Falmouth OSS	305	23
Fowey Library	1,517	2,361
Hayle Library	4,025	2,043
Helston Library	4,883	981
Helston OSS	482	20
Launceston Library	4,690	1,195
Liskeard Library	7,708	1,353
Liskeard OSS	159	
Looe Library	2,214	1,869
Lostwithiel Library	705	1,721
Newquay Library	8,245	2,465
Newquay OSS	239	
Padstow Library	773	586
Par Library	1,424	587
Penryn Library	891	220
Penryn OSS	208	
Penzance Library	23,159	3,048
Perranporth Library	1,073	169
Redruth Library	6,087	1,681

Saltash Library	4,101	4,739
St. Agnes Library	934	624
St. Austell Library	13,663	6,133
St Austell OSS	383	
St. Columb Library	745	919
St. Ives Library	9,742	2,594
St. Just Library	1,709	2,963
St. Keverne Library	208	0
Torpoint Library	3,955	1,957
Truro Library	27,321	13,777
Truro OSS	75	
Upton Cross	0	0
Wadebridge Library	4,116	1,941
Community Library		
Micro Libraries		
TOTAL	171,143	60,614

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	16,630
E-Leisure	69,651
E-Learning	97,193

Prepared by:

Libraries and Information Support Officers

Neighbourhoods

April 2017