

Library and Information Service Performance Report 2017-2018

Introduction

The aim of this report is to summarise the services that the Library and Information Service provides to its customers between; April 2017 – end March 2018 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	65,785	708	800
Bude Library	81,786	627	846
Callington Library	44,045	310	472
Camborne Library	39,186	334	435
Camelford Library	12,296	108	502
Falmouth Library	92,759	1,071	847
Fowey Library	15,265	147	1,101
Hayle Library	65,717	344	512
Helston Library	59,100	577	580
Launceston Library	65,235	568	838
Liskeard Library	87,801	666	965
Looe Library	23,280	328	680
Lostwithiel Library	14,694	98	442
Newquay Library	59,765	714	873
Padstow Library	8,198	228	460
Par Library	20,653	120	1,029
Penryn Library	14,638	213	565
Penzance Art Collection	44	9	49
Penzance Library	142,480	941	2,403
Perranporth Library	17,397	176	669
Redruth Library	103,820	683	413
Saltash Library	60,588	557	1,184
St. Agnes Library	33,984	204	709
St. Austell Library	169,553	1,204	2,881
St. Columb Library	18,302	240	664

St Ives Art Collection	21	26	68
St. Ives Library	34,571	302	1,228
St. Just Library	22,272	114	1,106
St. Keverne Library	3,045	21	198
Torpoint Library	25,597	373	619
Truro Library	178,753	1,473	3,544
Truro Reference	332	30	24
Upton Cross	5	2	0
Wadebridge Library	64,204	435	487
Community Library	51,275	113	419
Micro Libraries	2,810	89	0
OPAC – Online renewals			115,379
Total	1,699,256	14,153	143,991

* 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	7,216	1,519
Bude Library	4,057	2,046
Callington Library	3,763	509
Callington Information Service	315	
Camborne Library	4,693	202
Camborne Information Service	295	
Camelford Library	798	58
Falmouth Library	16,341	1,599
Falmouth Information Service	246	
Fowey Library	1,205	1,653
Hayle Library	3,463	1,827
Helston Library	2,742	895
Helston Information Service	602	
Launceston Library	4,519	3,332
Liskeard Library	7,157	1,728
Liskeard Information Service	293	
Looe Library	1,924	1,589
Lostwithiel Library	623	1,316
Newquay Library	7,268	2,820
Newquay Information Service	330	
Padstow Library	738	551

Par Library	1,267	516
Penryn Library	1,416	259
Penryn Information Service	60	
Penzance Library	21,155	2,338
Perranporth Library	1,080	130
Redruth Library	5,699	1,475
Saltash Library	3,902	7,410
St. Agnes Library	855	677
St. Austell Library	11,191	5,167
St Austell Information Service	431	
St. Columb Library	683	725
St. Ives Library	9,439	3,159
St. Just Library	1,600	3,174
St. Keverne Library	113	0
Torpoint Library	3,636	3,265
Truro Library	24,492	10,515
Truro OSS	73	
Wadebridge Library	3,565	1,331
Community Library		
Micro Libraries		
TOTAL	159,245	62,125

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	21,688
E-Leisure	95,624
E-Learning	97,958

Prepared by:

Libraries and Information Support Officers

Neighbourhoods

April 2018