KPI	Detail	Baseline (annual)	July Baseline	July Target	July Actual	Aug Baseline	Aug Target	Aug Actual	Sept Baseline	Sept Target	Sept Actual	Oct Baseline	Oct Target	Oct Actual
1	Number of Visits to Core Libraries and Mobile Library Services in a Contract year	1,460,947	135,604	142,384	126,662	127,110	133,466	140,900	129,220	135,681	134,365	136,759	143,597	
2	Percentage of scheduled events at Core Libraries in a Contract Year which are delivered	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
3	Number of hours of use of access to the internet from public access computers in Core Libraries and Mobile Library vehicles in a Contract year	150,962	14,764	15,502	12,841	13,054	13,707	13,353	13,597	14,276	13,243	13,645	14,327	
4	Number of hours of Wi-fi Use in a Contract Year	Not available	Not available	Not available	Not available	Not available	Not available	Not available	Not available	Not available	Not available	Not available	Not available	
5	Number of visits to the library website in a Contract Year	353,419	29,991	31,490.55	30,417	30,683	32,217.15	32,450.00	29,194.00	30,653.70	31,223.00	30,433.00	31,954.65	
6	Total number of Stock Issues across Core Libraries, Mobile Libraries and E services	1,687,251	147,371	150,318	130,189	148,594	151,566	144,341	154,362	157,449	125,777	155,306	158,412	
7	Percentage of books Requested delivered within 7 days	65%	65%	65%	73%	65%	65%	73%	65%	65%	71%	65%	65%	
8	Percentage of books Requested delivered within 15 days	75%	75%	75%	85%	75%	75%	86%	75%	75%	83%	75%	75%	
9	Percentage of books Requested delivered within 30 days	85%	85%	85%	90%	85%	85%	90%	85%	85%	87%	85%	85%	
10	Percentage of mobile library stops scheduled in any Contract Year which are delivered	100%	100%	100%	94% *	100%	100%	99% **	100%	100%	95%	100%	100%	
11	Aggregate number of hours of Community Use at all Core Libraries	1618	72	75.6	336.2	72	75.6	210.6	185	194.25	267.6	185	194.25	

KPI Not Achieved
KPI Achieved or Exceeded

| MI	Detail	July	August	September	October	November	December	January	February	March
1	Total number attending library activities in a Contract Year and per activity	7371	4278	5167						
2	Number of Unique Active Users in aggregate in a Contract Year across the Core Libraries, Mobile Library Services and E-Services	26,748	27,733	27,278						
3	Number of Home Library Service Active Users in a Contract Year	329	373	388						
4	Percentage of Community Library Opening Hours as advertised on 1 April for the relevant Contract Year during which the Community Libraries are open	94%	95%	98%						

Total number attending library activities in a Contract Year and per activity
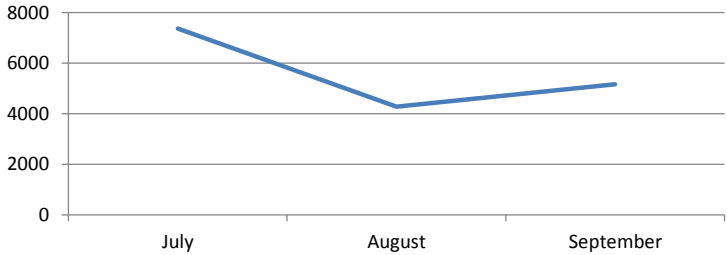
Number of Unique Active Users in aggregate in a Contract Year across the Core Libraries, Mobile Library Services and E-Services
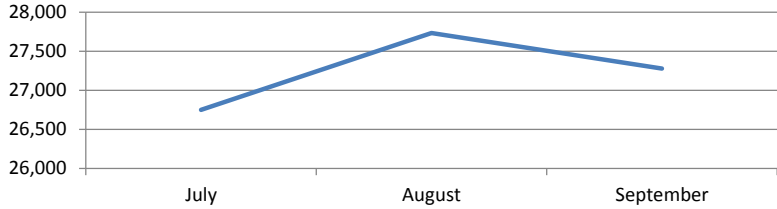
Number of Home Library Service Active Users in a Contract Year
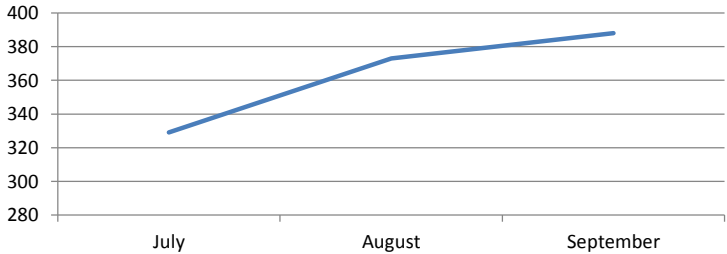
Percentage of Community Library Opening Hours during which the Community Libraries are open