

KPI	Detail	Baseline (annual)	Target (annual from July to March)	Jun-16			Jul-16			Aug-16			Sep-16			Oct-16		
				Baseline	Target	Actual	Baseline	Target	Actual	Baseline	Target	Actual	Baseline	Target	Actual	Baseline	Target	Actual
1	Number of Visits to Core Libraries and Mobile Library Services in a Contract year	1,460,947	1,124,673	117,997	123,897	125,615 (Boston closed for 1 week)	135,604	142,384	126,662	127,110	133,466	140,900	129,220	135,681	134,365	136,759	143,597	139,299
2	Percentage of scheduled events at Core Libraries in a Contract Year which are delivered	100%	100%	100%	100%	97%	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	111,566	13,465	14,138	12,762	14,764	15,502	12,841	13,054	13,707	13,353	13,597	14,276	13,243	13,645	14,327	13,523
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 est yet	Not available	Not Available	Not est yet	Not available	Not Available	Not est yet	Not available	Not Available
5	Number of visits to the library website in a Contract Year	353,419	268,142	28,607	30,037	27,221	29,991	31,491	30,417	30,683	32,217	32,450	29,194	30,654	31,223	30,433	31,955	34,304
6	Total number of Stock Issues across Core Libraries, Mobile Libraries and E services	1,687,251	1,267,931	140,905	143,723	123,499	147,371	150,318	130,189	148,594	151,566	144,341	154,362	157,449	125,777	155,306	158,412	123,889
7	Percentage of books Requested delivered within 7 days	65%	65%	65%	65%	84%	65%	65%	73%	65%	65%	73%	65%	65%	71%	65%	65%	71%
8	Percentage of books Requested delivered within 15 days	75%	75%	75%	75%	97%	75%	75%	85%	75%	75%	86%	75%	75%	83%	75%	75%	83%
9	Percentage of books Requested delivered within 30 days	85%	85%	85%	85%	100%	85%	85%	90%	85%	85%	90%	85%	85%	87%	85%	85%	88%
10	Percentage of mobile library stops scheduled in any Contract Year which are delivered	100%	100%	100%	100%	99%	100%	100%	94% *	100%	100%	99% **	100%	100%	95%	100%	100%	98%
11	Aggregate number of hours of Community Use at all Core Libraries	1618	1172.25	135	141.75	306.8	72	75.6	336.2	72	75.6	210.6	185	194.25	267.6	185	194.25	327.5

* 16 stops were not delivered on 2 days due to gas/mains work at the entrance of Eastgate site. No vehicles were allowed to leave the site on these 2 days

** 2 stops out of 319 not delivered, 1 due to road accident, 1 due to HR meeting

KPI	Detail	Baseline (annual)	Target (annual from July to March)	Nov-16			Dec-16			Jan-17			Feb-17			Mar-17		
				Baseline	Target	Actual												
1	Number of Visits to Core Libraries and Mobile Library Services in a Contract year	1,460,947	1,124,673	122,087	128,191	137,013	100,795	105,835	110,969	114,977	120,726	130,961	128,992	135,442	131,638	122,980	129,129	147,103
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%	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	111,566	12,340	12,957	13,705	9,914	10,410	10,791	10,350	10,868	13,161	11,720	12,306	12,961	11,602	12,182	14,312
4	Number of hours of Wi-fi Use in a Contract Year	Not available	Not available	Not est yet	Not available	Not Available	Not est yet	Not Available	Not available	Not est yet	Not Available	Not available	Not est yet	Not Available	Not available	Not est yet	Not Available	Not available
5	Number of visits to the library website in a Contract Year	353,419	268,142	30,057	31,560	33,166	24,953	26,201	28,320	30,699	32,234	35,269	30,770	32,309	33,812	29,869	31,362	37,765
6	Total number of Stock Issues across Core Libraries, Mobile Libraries and E services	1,687,251	1,267,931	139,580	142,372	153,784	115,634	117,947	126,748	119,309	121,695	170,985	143,926	146,805	158,622	141,028	143,849	170,802
7	Percentage of books Requested delivered within 7 days	65%	65%	65%	65%	69%	65%	65%	70%	65%	65%	70%	65%	65%	73%	65%	65%	72%
8	Percentage of books Requested delivered within 15 days	75%	75%	75%	75%	83%	75%	75%	84%	75%	75%	82%	75%	75%	85%	75%	75%	85%
9	Percentage of books Requested delivered within 30 days	85%	85%	85%	85%	89%	85%	85%	89%	85%	85%	88%	85%	85%	90%	85%	85%	90%
10	Percentage of mobile library stops scheduled in any Contract Year which are delivered	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	98% **	100%	100%	100%
11	Aggregate number of hours of Community Use at all Core Libraries	1618	1172.25	135	141.75	547.9	72	75.6	419.7	72	75.6	290.3	185	194.25	405.3	185	194.25	417.4

** As previously reported, the DEL1 mobile missed 1 stop on 17/02/2017 due to delayed meeting with Fleet Services. On 04/02/2017 the Sleaford Mobile missed 4 stops due to a vehicle fault.

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