

KPI	Detail	Baseline (annual)	Target (annual)	April			May			June			July			Aug			Sept			Oct			Nov			Dec			Jan			Feb			March			
				Baseline	Target	Actual	Baseline	Target	Actual	Baseline	Target	Actual	Baseline	Target	Actual	Baseline	Target	Actual	Baseline	Target	Actual	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	1,594,838	111,959	123,155	126,149	112,468	123,715	135,327	117,997	129,797	128,774	135,604	136,960	137,587	127,110	139,821	164,072	129,220	142,142	135,044	136,759	150,435	132,314	122,087	134,296	129,670	100,795	110,875	103,659	114,977	126,475	125,938	128,992	141,891	119,990	122,980	135,278	125,082	
2	Percentage of scheduled events at Core Libraries in a Contract Year which	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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	164,730	13,535	14,589	11,375	12,976	14,274	12,300	13,465	14,811	12,614	14,764	14,911	12,677	13,054	14,348	13,104	13,597	14,959	14,782	13,645	15,010	12,447	12,340	13,574	12,629	9,914	10,906	10,196	10,350	11,385	12,664	11,720	12,802	11,363	11,603	12,763	11,604	
4	Number of hours of Wi-Fi Use in a Contract Year	353,419	390,873	29,964	32,960	34,340	30,119	33,131	36,308	28,607	31,468	35,979	29,991	32,990	37,446	30,683	33,751	38,144	29,194	32,113	37,550	30,433	33,476	38,028	30,057	33,063	36,878	24,953	27,448	32,399	30,699	33,769	38,849	30,770	33,847	36,655	29,869	32,856	41,444	
5	Total number of Stock Issues across Core Libraries, Mobile Libraries and E services	1,687,251	1,754,742	144,811	150,603	153,264	136,426	141,883	167,375	140,905	146,541	165,217	147,371	153,266	175,471	148,594	154,538	182,223	154,362	160,536	163,873	155,306	161,518	170,960	139,580	145,163	160,067	115,634	120,259	124,866	119,309	124,081	168,118	143,926	149,683	159,199	141,028	146,669	165,489	
6	Percentage of books Requested delivered within 7 days	65%	65%	65%	65%	71%	65%	65%	67%	65%	65%	69%	65%	65%	71%	65%	65%	71%	65%	65%	68%	65%	65%	68%	65%	65%	68%	65%	65%	67%	65%	65%	70%	65%	65%	70%	65%	65%	69%	
7	Percentage of books Requested delivered within 15 days	75%	75%	75%	75%	84%	75%	75%	82%	75%	75%	82%	75%	75%	83%	75%	75%	86%	75%	75%	84%	75%	75%	82%	75%	75%	82%	75%	75%	82%	75%	75%	83%	75%	75%	83%	75%	75%	83%	75%
8	Percentage of books Requested delivered within 30 days	85%	85%	85%	85%	90%	85%	85%	89%	85%	85%	88%	85%	85%	88%	85%	85%	91%	85%	85%	89%	85%	85%	89%	85%	85%	89%	85%	85%	89%	85%	85%	89%	85%	85%	90%	85%	85%	87%	
9	Percentage of mobile library stops scheduled in any Contract Year which are delivered	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%	97%	
10	Aggregate number of hours of Community Use at all Core Libraries	1618	1779.8	135	148.5	185	203.5	530.8	135	148.5	595.4	72	79.2	669.8	72	79.2	522.2	185	203.5	505.3	185	203.5	538	135	148.5	533.2	72	79.2	597.4	72	79.2	623.3	185	203.5	623.3	185	203.5	587.1		

KPI missed  
 KPI achieved or exceeded

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