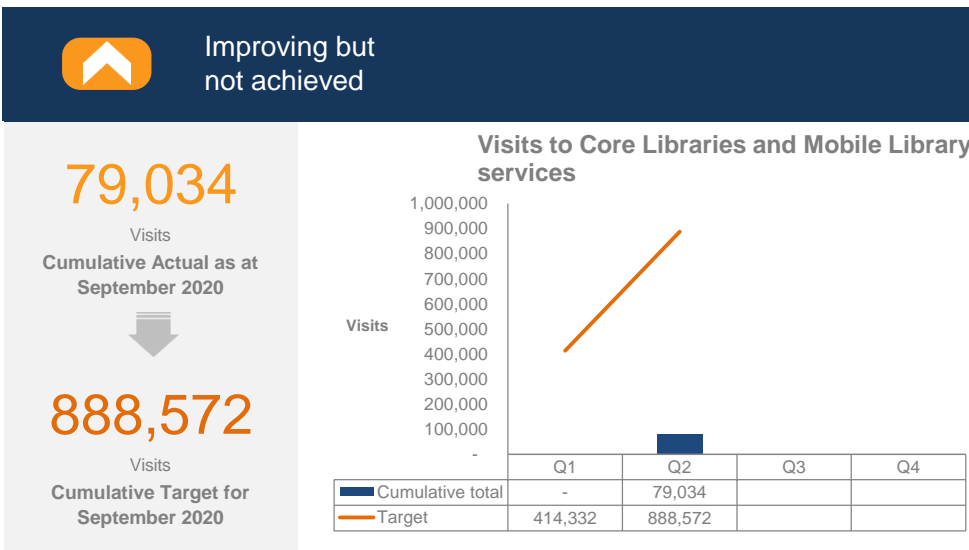


Visits to Core Libraries and Mobile Library services

Number of physical visits to: Boston; Lincoln; Stamford; Grantham; Gainsborough; Mablethorpe; Skegness; Sleaford; Spalding and Louth libraries which are open from between 45 to 58 hours per week and Bourne; Horncastle; Market Rasen; Woodhall Spa; Long Sutton libraries which are open from between 18 to 45 hours per week.

A visit is a physical visit by an individual to a library premise as per the Chartered Institute of Public Finance and Accountancy (CIPFA) guidance.

A higher number of visits to core libraries and Mobile Library services indicates a better performance.



About the latest performance

From 23 March 2020, all core libraries and mobiles were closed due to the global covid-19 pandemic, as such there were no visits to sites or mobile stops, throughout Q1.

Online e-books, e-magazines, e-audio, e-newspapers, e-magazine stock was increased for customers to access and additional online activities/resources were also available eg. craft activities.

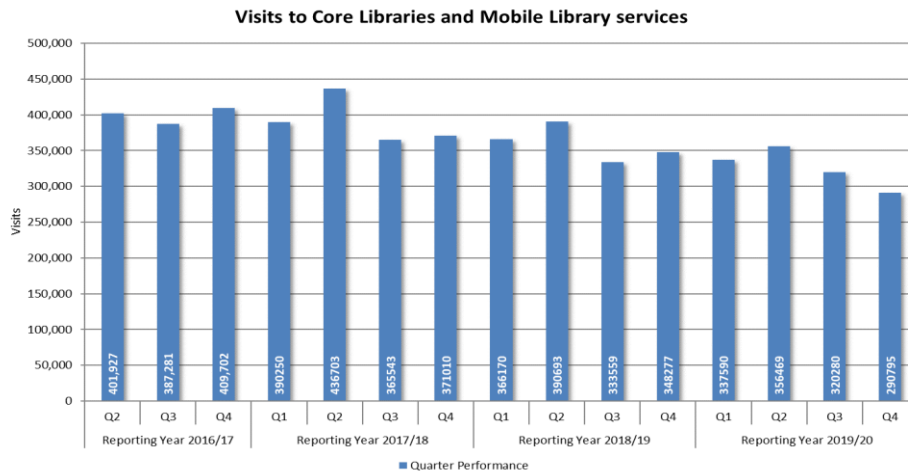
For Q2, core libraries and access mobiles recommenced a reduced service from 13 July. This phased approach saw a 'click and collect' approach where customers could attend the reception areas within 14 core sites to return items and collect pre-reserved items. The sites operated on reduced hours. Newspapers, study rooms and activities were still ceased.

Rural/P&C Mobile became operational from 10th August and Bourne core site offered click and collect from 26th August.

From September, 14 core libraries transition to the 'Browse & Borrow' phase which saw the return of customers into sites following strict criteria including wearing of masks, following a one way system and no waiting in site. Customers were able to walk around and browse stock but not stay and read material. Newspapers, study rooms and activities were still suspended. Bourne core site remained as 'click and collect'. All sites were still on reduced hours. Access, Rural and P&C Mobiles operational.

This enabled customers to receive new stock and receive some level of service. The additional online activities also continued.

Further details



About the target

The targets have been set within the contract with Greenwich Leisure Limited (GLL), taking into account that library use has seasonal variations and certain months of the year are normally busier than others. For example, Quarter 2 is usually busy for children's use as libraries run the Summer Reading Challenge in the school holidays. Quarter 3 normally starts busy in October as book use increases in the winter months, however December is normally a quiet month with preparations for and closure during Christmas.

When GLL produced the baselines in 2016 they looked at the available historical data reflecting monthly usage patterns in Lincolnshire.

About the target range

No target range has been set for this measure.

About benchmarking

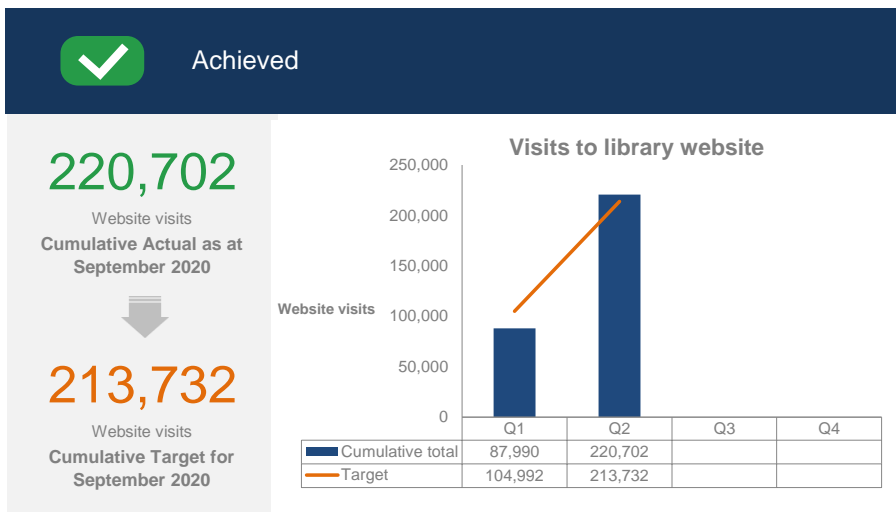
This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Visits to library website

The definition of a visit, as per the Chartered Institute of Public Finance and Accountancy (CIPFA), is defined as a session of activity/series of one or more page impressions, served to one User to the library website (or relevant library-service-related directories of the authority website as defined by the authority). A unique visitor is determined by the IP address or cookie. The session is deemed to end when there is a lengthy gap of usage between successive page impressions for that User. An example of a 'lengthy gap' would be a gap of at least 30 minutes.

Greenwich Leisure Limited (GLL) have counted Lincolnshire County Council library webpage visits, and from the beginning of July 2016, also included GLL library webpage visits. Library webpages include library information and catalogue pages such as books, e-books etc.

A higher number of visits to library websites indicates a better performance.



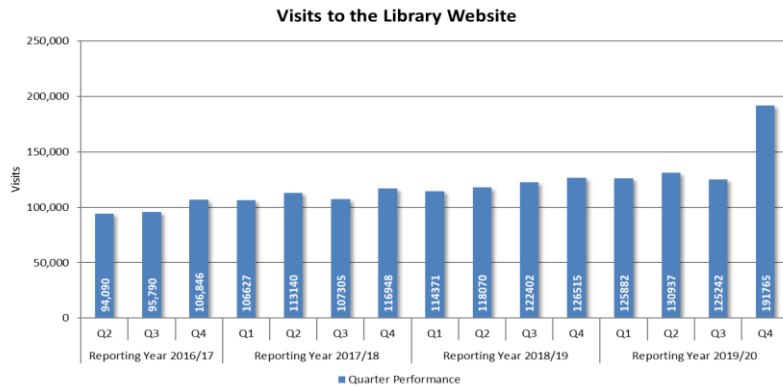
About the latest performance

In Q1, there was over 17,000 fewer website visits than anticipated. This is a result of the Covid-19 pandemic and customers not being allowed access into site. This is because customers normally access the website whilst in libraries and these visits contribute to this measure. Despite sites being closed, 84% of the target was achieved.

Digital engagement was up for the quarter; the number of e-books, e-audio, e-magazines and e-music downloads were significantly higher for each month of the quarter. Customers can borrow more than one item at a time; however, each e-resource borrowed does not equate to a separate website visit. For website visits to count as separate visits there needs to be a lengthy gap of usage, for example 30 minutes or a new IP address registered. Thus, customers can download multiple items and have this recorded as a single website visit.

Q2 saw an additional 23,972 visits this quarter compared to the target. This is partly due to customers being able to access the public computers at 14 of the core sites. Which when combined at a cumulative level shows an additional 6,970 website visits over Q1 and Q2.

Further details



About the target

The targets have been set within the contract with Greenwich Leisure Limited (GLL), taking into account that library use has seasonal variations and certain months of the year are normally busier than others. For example, visits to the library website is usually higher in Quarter 4 because of higher internet use in the winter months.

When GLL produced the baselines in 2016 they looked at the available historical data reflecting monthly usage patterns in Lincolnshire.

About the target range

No target range has been set for this measure.

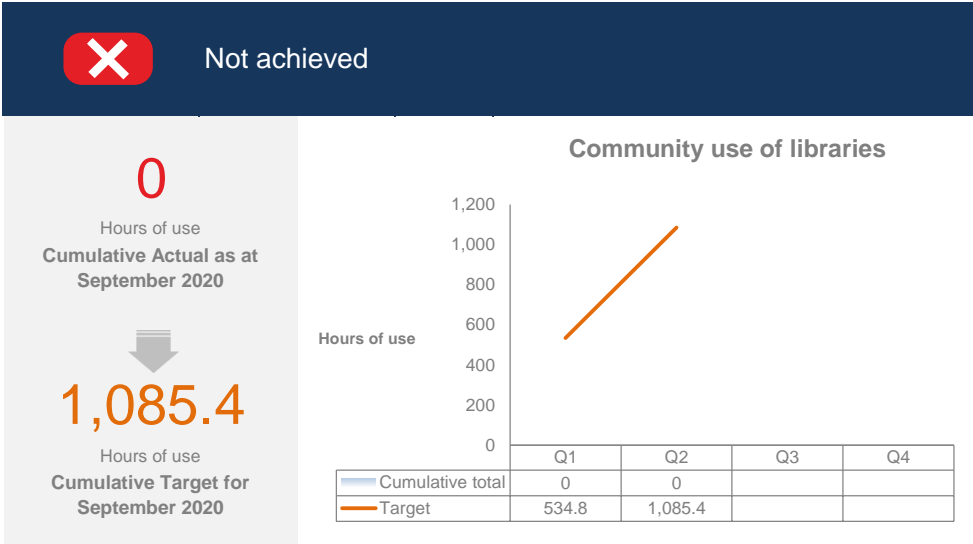
About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Community use of libraries

Use or hire of library rooms or premises for meetings, events or exhibitions in or outside of library opening hours by community groups, organisations, public drop in sessions or information stands i.e. Open University, Phoenix Stop Smoking scheme, Health Watch, Police Surgeries, Macmillan Surgeries.

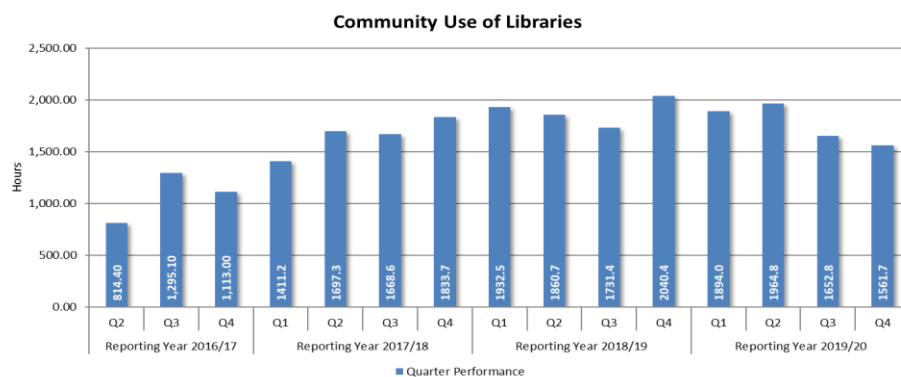
A higher number of hours recorded in relation to the use or hire of library premises or rooms indicates a better performance.



About the latest performance

Core libraries and mobiles were closed due to the global covid-19 pandemic, from 23 March 2020 to 13 July 2020. Despite the re-opening of sites, community use, drop-in's and study areas have remained unavailable.

Further details



About the target

The targets have been set within the contract with Greenwich Leisure Limited (GLL), taking into account that library use has seasonal variations and certain months of the year are normally busier than others. For example, July and August (Quarter 2) are usually quieter months for adult community use as many community groups have a summer break. Q4 and Q1 are the highest totals because of generally high community use between January–June. December (Quarter 3) is a normally a quieter month with preparations for and closure during Christmas.

When GLL produced the baselines in 2016 they looked at the available historical data reflecting monthly usage patterns in Lincolnshire.

About the target range

No target range has been set for this measure.

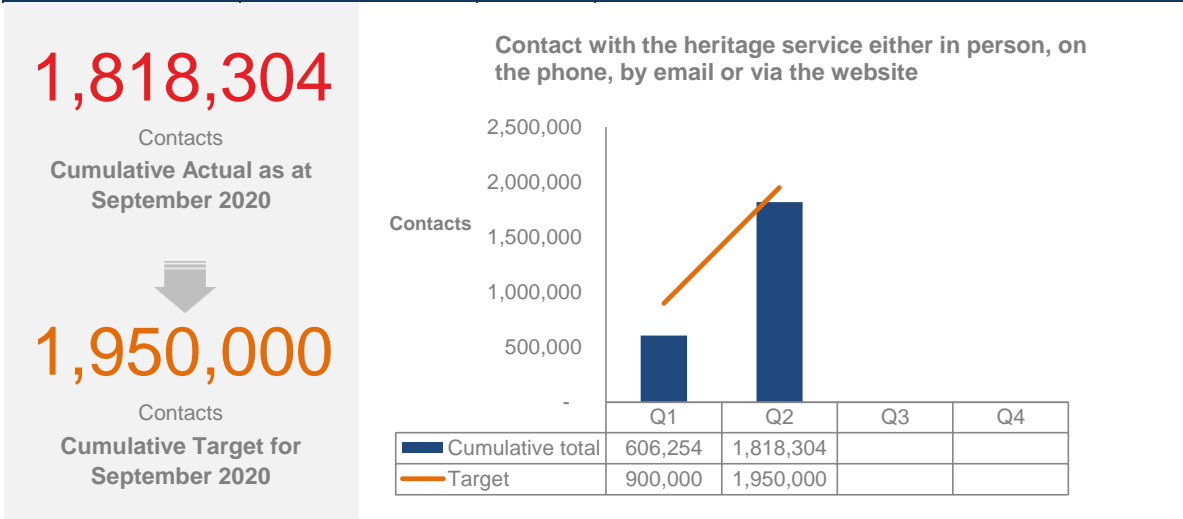
About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Contact with the heritage service either in person, on the phone, by email or via the website

Contact with the heritage service either in person, on the phone, by email or via the website.
A higher number of contacts with the heritage service indicates a better performance.

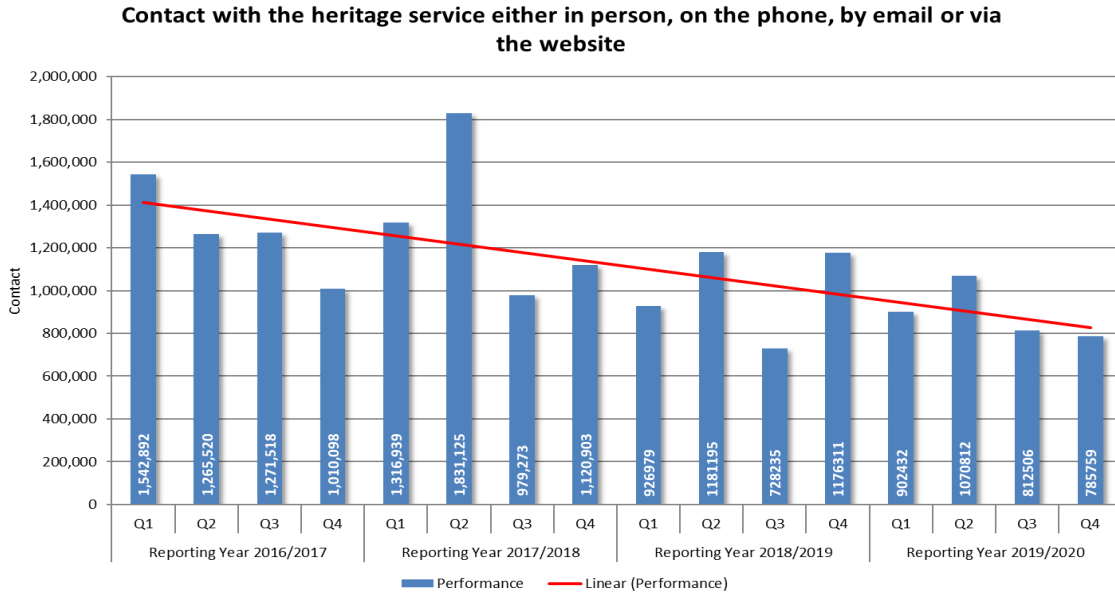
Not achieved



About the latest performance

Contact with heritage sites continues to be below the targeted amount due to temporary site closures and reduced visitor numbers due to Covid-19. Lincoln Castle, The Collection Museum, Lincolnshire Archives and the Battle of Britain Memorial Flight visitor centre were open this quarter, however Gainsborough Old Hall, the Museum of Lincolnshire Life and the Usher Art Gallery remain closed.

Further details



About the target

Quarterly targets will be profiled throughout the year to account for anticipated fluctuations in performance such as school and bank holidays; weather; scheduled events etc.

About the target range

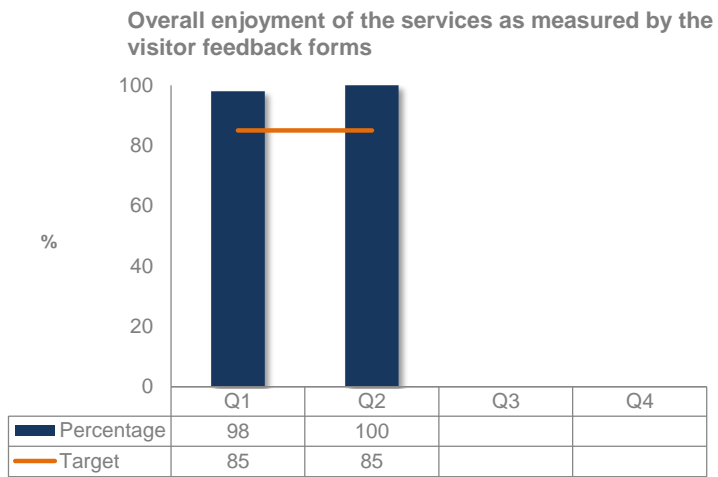
An intuitive target range of +/- 5% has been set.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Overall enjoyment of the services as measured by the visitor feedback forms

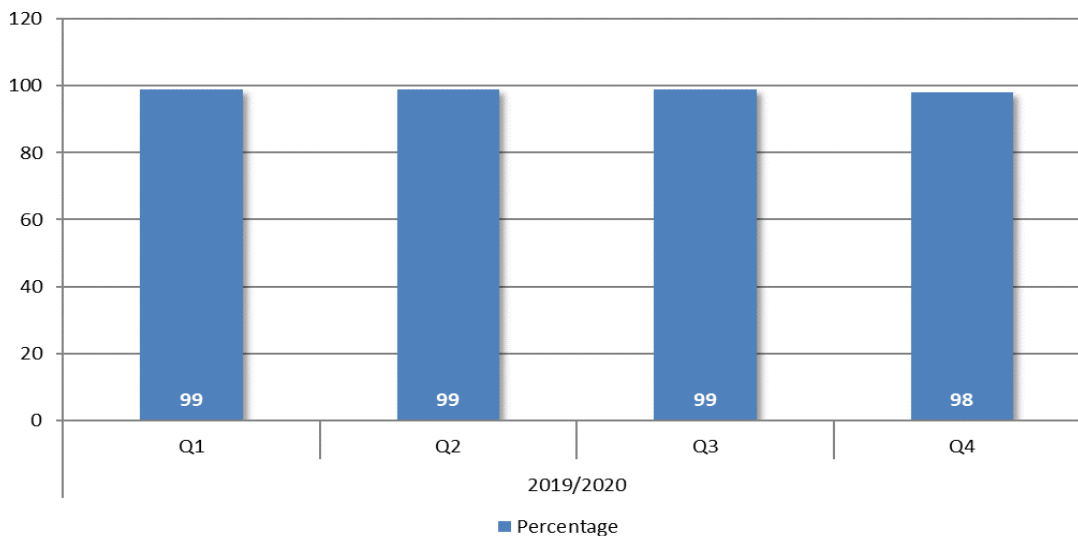
Excellent and/or very good reviews of visitors' overall experience, as measured by the visitor feedback forms aggregated across all Heritage Visitor sites. Performance is measured year-to-date and as a snapshot in time.



About the latest performance

Due to Covid-19 on site customer feedback forms were generally not collected to reduce the shared use of pens and the need to collect paper forms. Lincoln Castle was able to collate some feedback during quarter 2, so this quarters measure is exclusively reported from Lincoln Castle's feedback forms. Sites were directing visitors to provide feedback via TripAdvisor.

Overall enjoyment of the services as measured by the visitor feedback forms



About the target

The target is based on averages of our current levels of performance.

About the target range

The target range for this measure is set at +/- 5 percentage points

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.