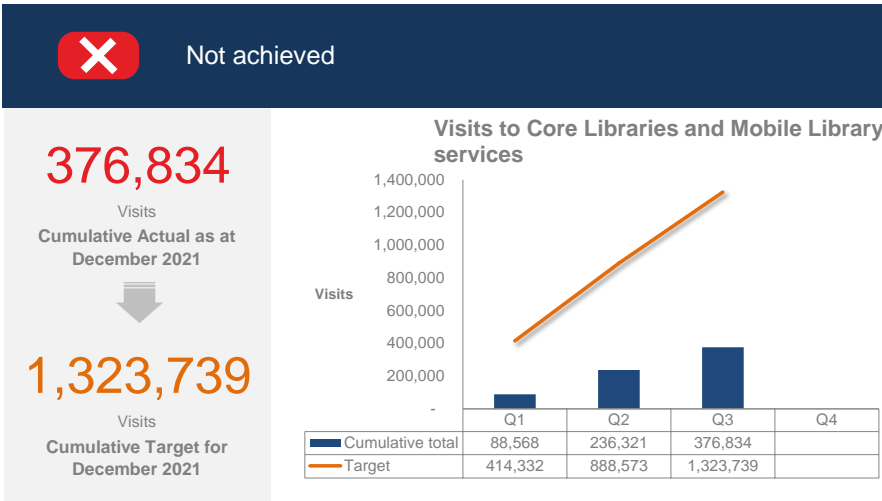


Visits to Core Libraries and Mobile Library services

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

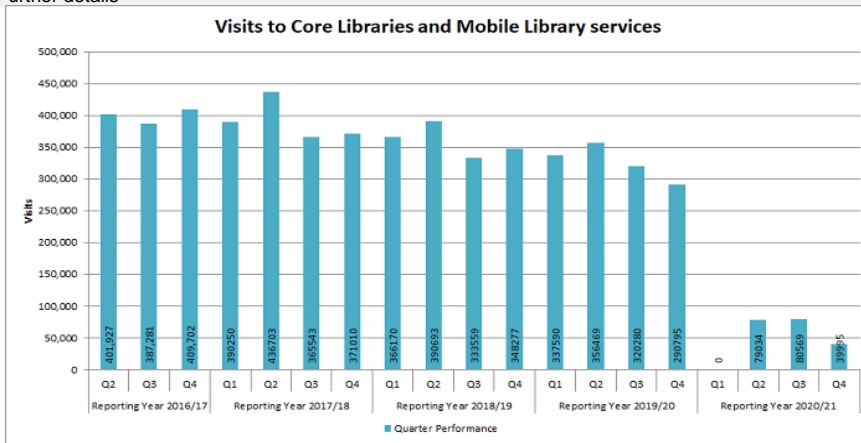
Normal service and hours at all core libraries except Bourne (reduced hours).

Stamford Library main site closed from 13th Sept due to roof works, with a business continuity Click and Collect offer at local Day Centre at reduced hours. This has had a significant impact on visitor figures as Stamford is one of the busiest sites.

Access/Rural/C&P Mobiles, with Community Mobile visiting care/residential setting in line with their wishes/procedures.

We are still experiencing a reduced amount of visitors at sites, due to the Covid pandemic; customers are attending less frequently and are stocking up on items so they don't have to attend sites as often as pre-covid. This is in line with the National picture.

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

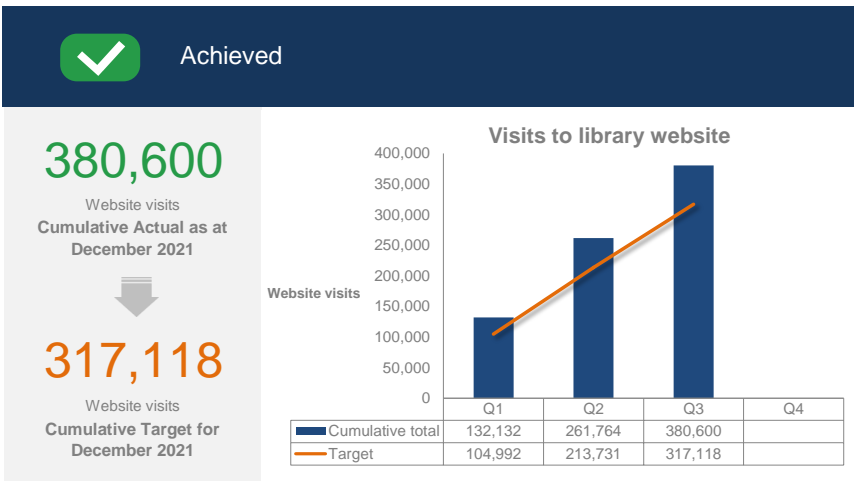
This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Visits to library website

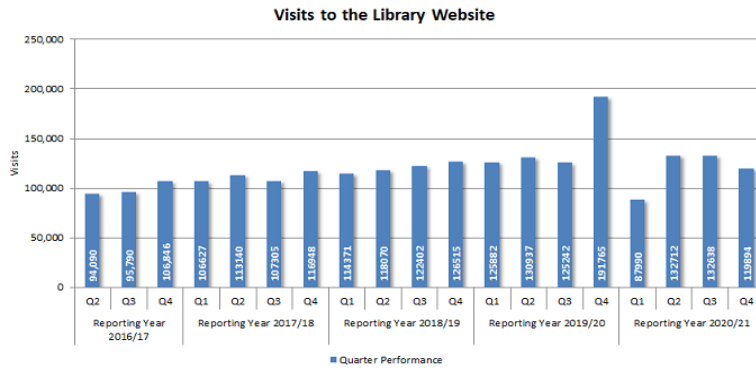
The definition of a visit, as per the Chartered Institute of Public Finance and Accountancy (CIPFA), is defined as a session of activity/series of one or more page impressions, served to one User to the library website (or relevant library-service-related directories of the authority website as defined 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.



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

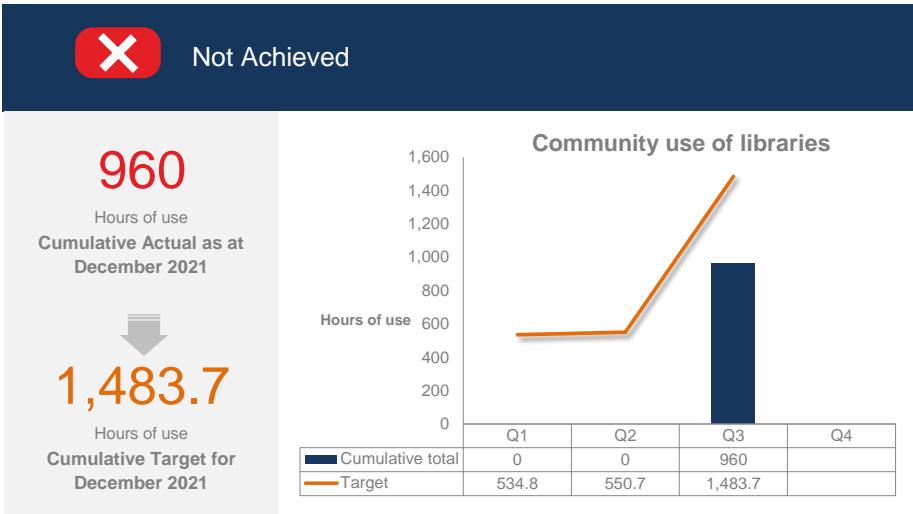
No target range has been set for this measure.

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.

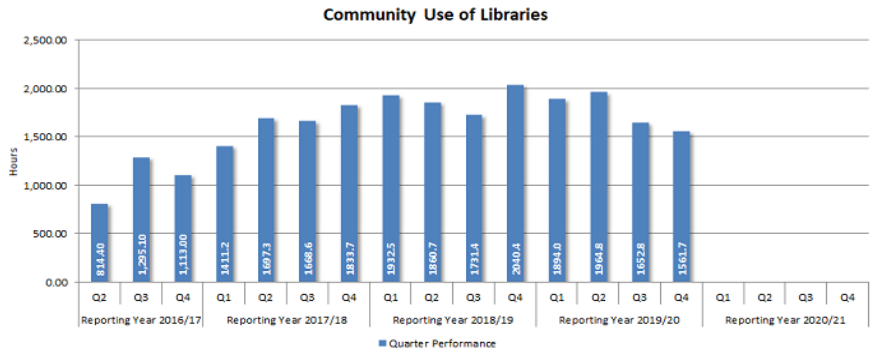


About the latest performance

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 remained unavailable until October 2021.

We exceeded the monthly targets for October, November, and December. The Q3 target was 398.1 and 960 hours were achieved.

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

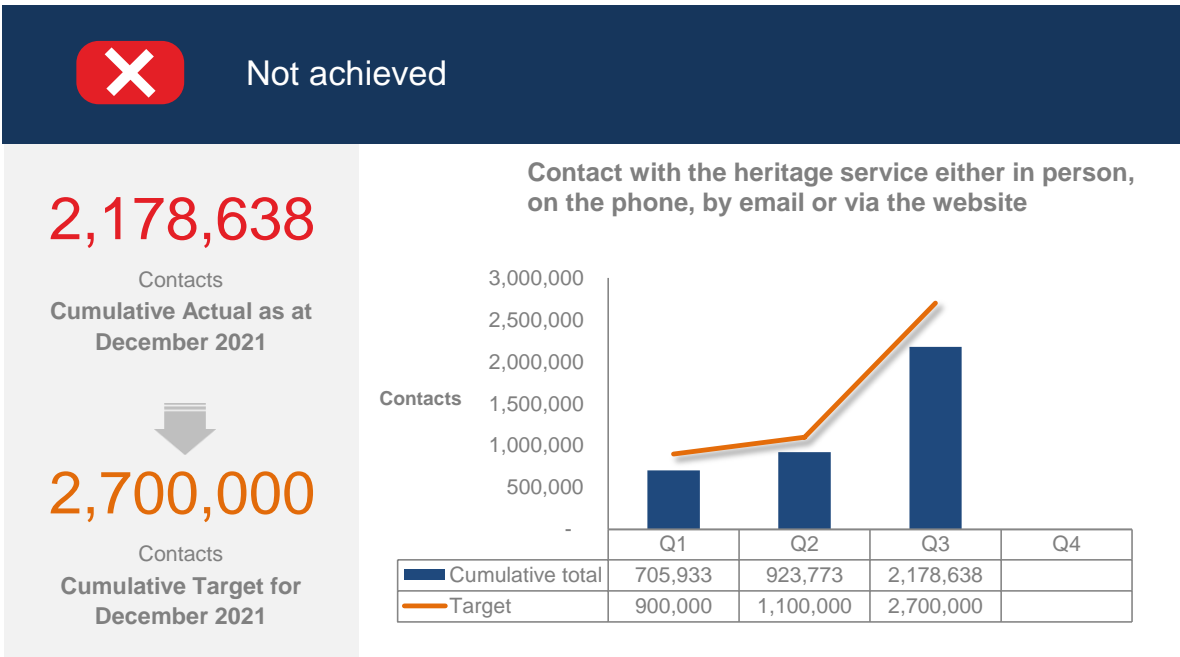
No target range has been set for this measure.

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

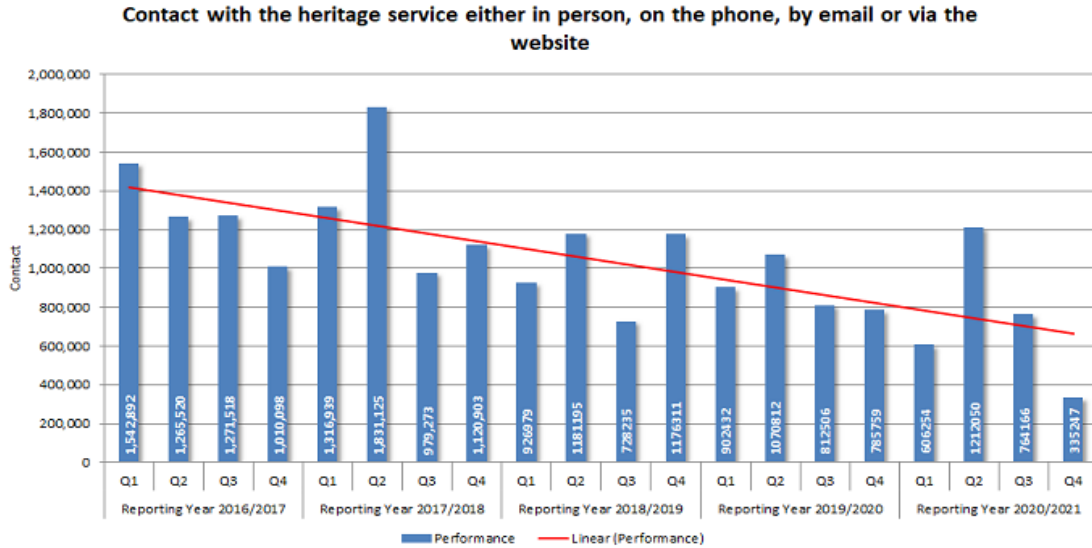
Contact with the heritage service either in person, on the phone, by email or via the website. A higher number of contacts with the heritage service indicates a better performance.



About the latest performance

Interactions for the service as at quarter 3 is 2,178,638, which includes 247,541 interactions from the recently launched Lincsmuseum TikTok. The quarter 3 figure also includes 381,640 of previously unreported interactions during quarter 2, 107k of which were website views for Lincs to the Past during August and September. Whilst this is below target for the quarter, our new website, Lincolnshire Archives On Line Catalogue, launched on 23rd December, will see the reintroduction of previously unavailable images. This is likely to further increase appeal and interactions from what we are reporting at the moment.

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. With effect from 2021/22, the heritage sites included within this count has changed and no longer includes figures from Gainsborough Old Hall but Free Castle Grounds Visitor numbers have been added within the calculations.

About the target range

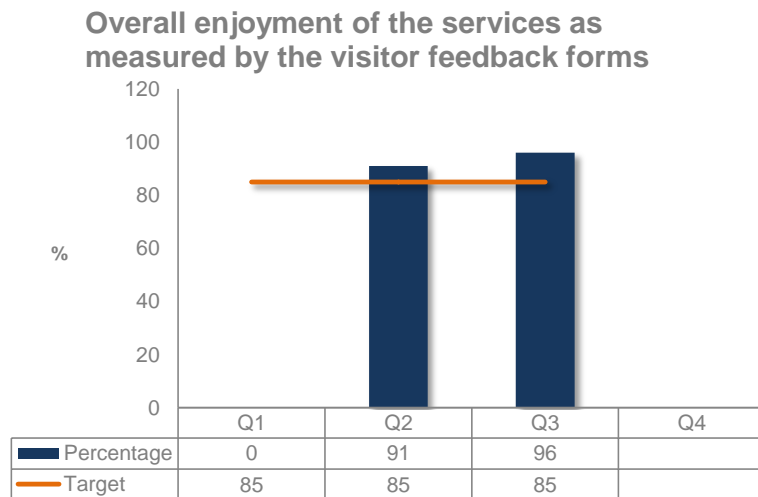
An intuitive target range of +/- 5% has been set.

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

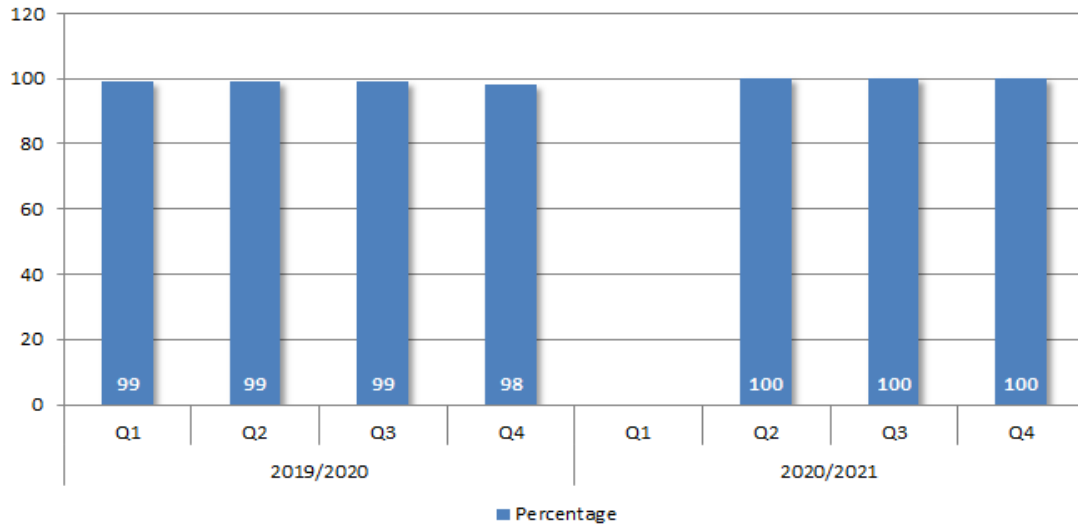
Excellent and/or very good reviews of visitors' overall experience, as measured by the visitor feedback forms aggregated across all Heritage Visitor sites. Performance is measured year-to-date and as a snapshot in time.



About the latest performance

The Q3 figure for overall enjoyment is 96%, exceeding the target of 85%, and a 5% increase on the overall enjoyment reported for the previous quarter. As covid measures have gradually reduced, visitors feel more comfortable in completing the in-house visitor forms. Meanwhile, the service is looking into a digital solution to capture visitor feedback which will reduce contact between staff and visitors further. It is anticipated that this will result in an increased number of completed visitor forms across the service

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.