

Performance of the Library Service Contract – six-year review report

Appendix C: Library Service Year 6 KPI data

In order to monitor the progression of the contract, 11 Key Performance Indicators (KPI's) were devised, alongside baselines for performance and monthly targets. This was completed in conjunction with GLL as per the contractual agreement.

In light of the COVID pandemic LCC suspended formal KPI monitoring in 2021/22. Instead, performance data relevant to the service offer each month was submitted by GLL.

The table below detail the variety of service offers during 2020/21 and also performance data relating to these offers.

Month(s) 2021/22	Service offer
1st April - 11th April	Lockdown 3 – Click and Collect, no PNs or activities and reduced hours at all core libraries + Access/Rural/C&P Mobiles only
12th April - 1st August	Browse and Borrow - limited PNs, no activities and reduced hours at all core libraries except Bourne which remained in Click and Collect until 5th May + Access/Rural/C&P Mobiles. Community Mobile resumed visits to limited number of sites who would allow access from June.
2nd August - 31st August	Normal service and hours at all core libraries excepting Bourne (reduced hours) with Summer Reading Challenge activities only + Access/Rural/C&P Mobiles, with Community Mobile visiting limited number of sites who would allow access.
1st September - 31st March	Normal service and hours at all core libraries excepting Bourne (reduced hours) with regular activities introduced through September at all core sites excepting Bourne. Access/Rural/C&P Mobiles, with Community Mobile visiting care/residential setting in line with their wishes/procedures. 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. Long Sutton closed for 2 weeks in December due to roof works before reopening in Click and Collect on 20th December.

*Table 1: Service offer available, broken down by month*

The below table shows the actual performance against the 11 KPI's for 2021/22:

KPI	Detail	2021/22 KPI Target	2021/22 Actual	KPI Actual compared to Target	Notes
1	Number of visits to Core Libraries and Mobile Library Services in a contract year	1,767,746	535,039	-1,232,707	
2	Percentage of scheduled events at Core Libraries in a Contract Year which are delivered	100%	100%	N/a	From August
3	Number of hours of use of access to the internet from public access computers in Core	182,664	PN use (hours)		Limited availability

KPI	Detail	2021/22 KPI Target	2021/22 Actual	KPI Actual compared to Target	Notes
	Libraries and Mobile Library vehicles in a Contract year		32,286		from 12th April with full offer returning from August
			PN use (sessions) 53,415		
4	Number of hours of Wi-Fi Use in a Contract Year	N/a	WiFi use (hours) 39,421	N/a	
			WiFi use (sessions) 19,316	N/a	
5	Number of visits to the library website in a Contract Year	427,637	504,388	76,751	
6	Total number of Stock Issues across Core Libraries, Mobile Libraries and E services	1,855,976	1,669,165	-186,811	
7	Percentage of books Requested delivered within 7 days	65%			
8	Percentage of books Requested delivered within 15 days	75%			
9	Percentage of books Requested delivered within 30 days	85%			
10	Percentage of mobile library stops scheduled in any Contract Year which are delivered	100%	100%	N/a	
11	Aggregate number of hours of Community Use at all Core Libraries	1957.8	2,208	250.20	From September

*Table 2: Performance against the 2021/22 KPI targets.*

Whilst the total number of stock issues was below target of the 1,669,165 issues, 1,287,630 were physical issues across core sites and mobiles and 381,535 were digital issues, so we can see, there is still a high demand for physical stock and customers are loaning a high number of items. When reviewing the issues against the target, we need to remember Bourne operated at less than half its pre-covid hours and Stamford was closed for 5 months, offering Click and Collect at a local Day Centre. Both of these have naturally impacted upon the number of issues and visits alike.