Performance of the Library Service Contract –year seven review report

Appendix C: Library Service Year 7 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.

The below table shows the actual performance against the 11 KPI's for 2022/23:

KPI	Detail	2022/23 KPI Target	2022/23 Actual	KPI Actual compared to Target	2021/22 Actual	2022/23 compared to 2021/22
1	Number of visits to Core Libraries and Mobile Library Services in a contract year	1,767,746	887,244	-49%	535,039	+65%
2	Percentage of scheduled events at Core Libraries in a Contract Year which are delivered	100%	100%	0%	100%	0%
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	182,664	62,976	-65%	32,286	+95%
4	Number of hours of Wi-Fi Use in a Contract Year	N/a	126,624	n/a	39,421	+221%
5	Number of visits to the library website in a Contract Year	427,637	676,988	+58%	504,388	+34%
6	Total number of Stock Issues across Core Libraries, Mobile Libraries and E services	1,855,976	1,930,279	+4%	1,669,165	+15%
7	Percentage of books Requested delivered within 7 days	65%	65.31%	+0.4%	n/a	n/a
8	Percentage of books Requested delivered within 15 days	75%	83.82%	+11.7%	n/a	n/a
9	Percentage of books Requested delivered within 30 days	85%	92.57%	+8.9%	n/a	n/a
10	Percentage of mobile library stops scheduled in any Contract Year which are delivered	100%	100%	0%	100%	0%
11	Aggregate number of hours of Community Use at all Core Libraries	1957.8	4,576.95	+133.7%	2,208	+107%

Table One: Performance against the 2022/23 KPI targets.

Year 7 saw continued recovery post pandemic and while visits and PN use did not meet the KPI targets set at the beginning of the contract, compared to 2021/22 (Year 6) visits were up 65% and PN use increased by 95%.

Emerging trends in Year 6 around frequency of visits and use of the PN continue into Year 7 to form new 'norms'. Customers using PN facilities now tend to fall into one of two camps, either those who

still have no access to IT at home or those that have just a smart phone or tablet and so still need to use the PN for printing or completing online forms that are not compatible with mobile devices. As a result, the average PN session is 37 minutes in duration.

The digital divide for those without access is still very apparent, with library staff needing to offer significant support to many users. The converse side of this is that demand for study space for those using their own devices but needing WiFi access has grown significantly. WiFi hours of use increased by 221% between Year 6 and Year 7 with individual sessions of use averaging just under 4 hours.

While visits have grown year on year, the trend of visiting less often but borrowing the same amount of stock has continued. We are also still seeing more visits in the morning and middle of the day than later in the afternoon. The lunch time rush in larger libraries from office workers 'popping in' to change books over lunch has not fully returned due to the rise in home working. Instead, we are tending to see these users on Saturday when they often visit with their family, or on a specific weekday every couple of weeks in line with their new working habits.

Nationally, Libraries Connected (sector lead body) have been monitoring recovery trends by collecting usage data from library services across the country and also comparing to high street footfall data. The national picture of visits being at 70%, issues at 90% and PN use at 50% of pre-pandemic levels is mirrored in Lincolnshire, with core and mobile libraries being slightly ahead in terms of issues with rates being close to, if not at, 100% of pre pandemic levels most months.

Habits developed during the pandemic of reserving items online via the service's website have also continued and at any one time there can now be between 12,000 and 13,000 live reservations in our system; a 30% increase on pre-pandemic reservation levels. This increase has made reaching the 7 day reservation fulfilment KPI a challenge, especially combined with changes to Bourne and some Hub's opening sessions post pandemic.

Feedback:

- The whole family love our local library - we enjoy reading and taking out books and also the craft events that run during the school holidays. The children enjoy the reading challenge every summer too. All the staff are friendly and helpful.
- I would be lost without it. So many groups to join and staff are so helpful. I love my knit and natter morn and the book ordering service for my book club.
- Computer services and printing are invaluable
- I came here when I was a child and now I come here with my daughter, it is such a great place and also very comforting and a relaxed atmosphere, the staff are what make this library so amazing in my opinion as well as the books, they are so incredibly friendly, very helpful and I have seen them take their time to help others and not judge, amazing staff and amazing library.
- A great local resource - for book lending, reading, researching, studying. Thank you.