

Performance Indicators

Annex 3

Category	Baseline 2012/13	Quartile position (compared to unitaries)	Comments
Number of staff	58.7 FTE	2nd	Professional: 6.8 libraries, 4 archives Non professional: 47.9 libraries
Number of physical visits across all libraries	1,005,595 11/12 1,009,148 10/11 940,251	Upper	
Issues Issues of all stock including renewals	984,593 11/12 1,062,054 10/11 1,111,327	2nd	Upper quartile translates to 1,046,800.
Issues of Children's books	308,793 11/12 319,914 10/11 319,396	3rd	Includes fiction, non-fiction and audiobooks 309,900 is 2 nd , 383,660 is upper.
Stock count Total number of stock items on 31 st March 2013	222,683 11/12 227,289 10/11 212,593	Bottom	3 rd quartile would be 241,580

Total number of children's items	59,557 11/12 56,019 10/11 51,666	Third	2 nd quartile would be 69,380
Stock turn Adult Non fiction Adult Fiction Children non fiction Children fiction	4.6 6.6 3.8 5.5	Upper Upper Upper 2 nd	Upper quartiles: 3.6 6.5 3.4 6.4 This demonstrates how hard the stock is working i.e. how many times per year an average item is borrowed. It gives an indication of quality.
Number of Explore Members			Not yet begun
Number of residents with current Yorkcards	35,712		
Number of Home Library users	113		We are working with RVS to improve this figure

Active library borrowers All ages	41,222 (=20.6% of local population) 11/12 43,203 10/11 45,846	Upper	Members who have borrowed at least one item in the last year
Child active borrowers (upto age 11)	11/12 11,364 (47.0%) (12/13 not available)	Not collected nationally	
Number of visits per week to Archives and Local History spaces	1583*	Bottom or 3 rd depending on whether you divide by population	*Estimate
Number of hours per week for access to archives	14	Bottom	
Number of visits to use archives	783	Bottom	
Number of original documents retrieved	804	Bottom	
Number of remote enquiries received	953	Bottom	Telephone, email, letter

Number of attendees at learning or engagement sessions/events	162	Bottom	
Number of volunteers at 31 st March	69		
Number of volunteer hours in the year	6205		
Number of young volunteers 18 and below			Funding from Cabinet Office and The Reading Agency to increase numbers
WiFi take up Number of log ons			This will be possible once we have a new Smoothwall in operation
Number of PC log ons	128,469 10/11 115,314 09/10 111,383	Not available	
Number of people helped to get online			
Searches of online reference resources	223,759 11/12 216,093	Not available	There are 15 online reference resources including Ancestry, OED, Driving Theory, Cobra

Customer Service Excellence Accreditation			Awarded by the Cabinet Office. To be achieved by 2015
Dementia Friendly Status			Awarded by Dementia Forward. To be achieved by 2015
Investing in Volunteering			Awarded by UK Volunteering Forum To be achieved by 2015