

# Library Performance – 2017/18

**Issues:** total number of items issued and renewed

**Visits:** footfall at libraries

Libraries		Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	TOTAL	
<b>Hours Opened (weekly)</b>		<b>60</b>	<b>60</b>	<b>56</b>	<b>56</b>	<b>74</b>	<b>69</b>						<b>375</b>	
% of Total Hours		16.0%	16.0%	14.9%	14.9%	19.7%	18.4%							
April 2017	<b>Issues</b>	<b>11,928</b>	<b>4,790</b>	<b>6,792</b>	<b>7,921</b>	<b>12,326</b>	<b>15,520</b>	<b>2,141</b>	<b>6,451</b>	<b>9,702</b>	<b>2,442</b>	<b>3,606</b>	<b>83,619</b>	
	% of Total Issue	14.3%	5.7%	8.1%	9.5%	14.7%	18.6%	2.6%	7.7%	11.6%	2.9%	4.3%		
	2016/17	11,387	5,279	6,137	7,754	12,065	15,547	3,606	9,402	8,236	2,238	2,820	84,471	
	% difference from last year	<b>4.8%</b>	<b>-9.3%</b>	<b>10.7%</b>	<b>2.2%</b>	<b>2.2%</b>	<b>-0.2%</b>	<b>-40.6%</b>	<b>-31.4%</b>	<b>17.8%</b>	<b>9.1%</b>	<b>27.9%</b>	<b>-1.0%</b>	
	<b>Visits</b>	<b>13,572</b>	<b>13,492</b>	<b>13,415</b>	<b>8,753</b>	<b>126,835</b>	<b>37,596</b>							<b>213,663</b>
	% of Total Visits	6.4%	6.3%	6.3%	4.1%	59.4%	17.6%							
2016/17	16,105	14,962	13,836	10,298	130,366	42,484							228,051	
% difference from last year	<b>-15.7%</b>	<b>-9.8%</b>	<b>-3.0%</b>	<b>-15.0%</b>	<b>-2.7%</b>	<b>-11.5%</b>							<b>-6.3%</b>	
May 2017	<b>Issues</b>	<b>13,573</b>	<b>5,056</b>	<b>7,548</b>	<b>7,182</b>	<b>10,409</b>	<b>17,244</b>	<b>3,470</b>	<b>7,023</b>	<b>10,415</b>	<b>2,472</b>	<b>3,788</b>	<b>88,180</b>	
	% of Total Issue	15.4%	5.7%	8.6%	8.1%	11.8%	19.6%	3.9%	8.0%	11.8%	2.8%	4.3%		
	2016/17	12,771	4,929	7,309	11,226	12,549	16,733	3,040	5,098	9,415	2,511	2,968	88,549	
	% difference from last year	<b>6.3%</b>	<b>2.6%</b>	<b>3.3%</b>	<b>-36.0%</b>	<b>-17.1%</b>	<b>3.1%</b>	<b>14.1%</b>	<b>37.8%</b>	<b>10.6%</b>	<b>-1.6%</b>	<b>27.6%</b>	<b>-0.4%</b>	
	<b>Visits</b>	<b>13,519</b>	<b>13,996</b>	<b>12,956</b>	<b>8,429</b>	<b>145,622</b>	<b>38,521</b>							<b>233,043</b>
	% of Total Visits	5.8%	6.0%	5.6%	3.6%	62.5%	16.5%							
2016/17	16,636	13,690	15,275	10,267	120,421	43,644							219,933	
% difference from last year	<b>-18.7%</b>	<b>2.2%</b>	<b>-15.2%</b>	<b>-17.9%</b>	<b>20.9%</b>	<b>-11.7%</b>							<b>6.0%</b>	
June 2017	<b>Issues</b>	<b>10,623</b>	<b>4,353</b>	<b>7,303</b>	<b>9,243</b>	<b>9,031</b>	<b>14,622</b>	<b>3,076</b>	<b>6,324</b>	<b>9,840</b>	<b>2,379</b>	<b>3,593</b>	<b>80,387</b>	
	% of Total Issue	13.2%	5.4%	9.1%	11.5%	11.2%	18.2%	3.8%	7.9%	12.2%	3.0%	4.5%		
	2016/17	12,685	5,155	7,191	7,444	12,749	14,833	3,052	5,566	8,835	2,275	2,974	82,759	
	% difference from last year	<b>-16.3%</b>	<b>-15.6%</b>	<b>1.6%</b>	<b>24.2%</b>	<b>-29.2%</b>	<b>-1.4%</b>	<b>0.8%</b>	<b>13.6%</b>	<b>11.4%</b>	<b>4.6%</b>	<b>20.8%</b>	<b>-2.9%</b>	
	<b>Visits</b>	<b>14,009</b>	<b>12,791</b>	<b>12,361</b>	<b>8,173</b>	<b>94,016</b>	<b>40,302</b>							<b>181,652</b>
	% of Total Visits	7.7%	7.0%	6.8%	4.5%	51.8%	22.2%							
2016/17	17,369	12,592	12,547	8,682	122,393	42,052							215,635	
% difference from last year	<b>-19.3%</b>	<b>1.6%</b>	<b>-1.5%</b>	<b>-5.9%</b>	<b>-23.2%</b>	<b>-4.2%</b>							<b>-15.8%</b>	

	<b>Libraries</b>	Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	<b>TOTAL</b>	
<b>Quarter 1</b>	<b>Issues</b>	<b>36,124</b>	<b>14,199</b>	<b>21,643</b>	<b>24,346</b>	<b>31,766</b>	<b>47,386</b>	<b>8,687</b>	<b>19,798</b>	<b>29,957</b>	<b>7,293</b>	<b>10,987</b>	<b>252,186</b>	
	% of Total Issue	14.3%	5.6%	8.6%	9.7%	12.6%	18.8%	3.4%	7.9%	11.9%	2.9%	4.4%		
	2016/17	36,843	15,363	20,637	26,424	37,363	47,113	9,698	20,066	26,486	7,024	8,762	255,779	
	% difference from last year	<b>-2.0%</b>	<b>-7.6%</b>	<b>4.9%</b>	<b>-7.9%</b>	<b>-15.0%</b>	<b>0.6%</b>	<b>-10.4%</b>	<b>-1.3%</b>	<b>13.1%</b>	<b>3.8%</b>	<b>25.4%</b>	<b>-1.4%</b>	
	<b>Visits</b>	<b>41,100</b>	<b>40,279</b>	<b>38,732</b>	<b>25,355</b>	<b>366,473</b>	<b>116,419</b>							<b>628,358</b>
	% of Total Visits	6.5%	6.4%	6.2%	4.0%	58.3%	18.5%							
2016/17	50,110	41,244	41,658	29,247	373,180	128,180							663,619	
% difference from last year	<b>-18.0%</b>	<b>-2.3%</b>	<b>-7.0%</b>	<b>-13.3%</b>	<b>-1.8%</b>	<b>-9.2%</b>							<b>-5.3%</b>	
<b>July 2017</b>	<b>Issues</b>	<b>14,212</b>	<b>6,356</b>	<b>7,687</b>	<b>9,087</b>	<b>14,493</b>	<b>17,298</b>	<b>2,191</b>	<b>4,711</b>	<b>9,899</b>	<b>2,223</b>	<b>4,393</b>	<b>92,550</b>	
	% of Total Issue	15.4%	6.9%	8.3%	9.8%	15.7%	18.7%	2.4%	5.1%	10.7%	2.4%	4.7%		
	2016/17	15,007	5,674	7,333	9,755	14,111	15,388	2,184	7,354	8,665	2,084	3,576	91,131	
	% difference from last year	<b>-5.3%</b>	<b>12.0%</b>	<b>4.8%</b>	<b>-6.8%</b>	<b>2.7%</b>	<b>12.4%</b>	<b>0.3%</b>	<b>-35.9%</b>	<b>14.2%</b>	<b>6.7%</b>	<b>22.8%</b>	<b>1.6%</b>	
	<b>Visits</b>	<b>13,980</b>	<b>12,917</b>	<b>12,908</b>	<b>8,950</b>	<b>115,989</b>	<b>33,872</b>							<b>198,616</b>
	% of Total Visits	7.0%	6.5%	6.5%	4.5%	58.4%	17.1%							
2016/17	15,764	12,473	11,052	9,228	106,382	34,343							189,242	
% difference from last year	<b>-11.3%</b>	<b>3.6%</b>	<b>16.8%</b>	<b>-3.0%</b>	<b>9.0%</b>	<b>-1.4%</b>							<b>5.0%</b>	
<b>August 2017</b>	<b>Issues</b>	<b>14,937</b>	<b>6,265</b>	<b>9,461</b>	<b>10,302</b>	<b>15,576</b>	<b>16,152</b>	<b>2,788</b>	<b>6,717</b>	<b>10,422</b>	<b>2,042</b>	<b>4,488</b>	<b>99,150</b>	
	% of Total Issue	15.1%	6.3%	9.5%	10.4%	15.7%	16.3%	2.8%	6.8%	10.5%	2.1%	4.5%		
	2016/17	15,528	5,751	8,297	9,478	16,923	18,085	3,017	6,487	9,609	2,529	3,446	99,150	
	% difference from last year	<b>-3.8%</b>	<b>8.9%</b>	<b>14.0%</b>	<b>8.7%</b>	<b>-8.0%</b>	<b>-10.7%</b>	<b>-7.6%</b>	<b>3.5%</b>	<b>8.5%</b>	<b>-19.3%</b>	<b>30.2%</b>	<b>0.0%</b>	
	<b>Visits</b>	<b>15,362</b>	<b>11,468</b>	<b>11,476</b>	<b>9,560</b>	<b>123,297</b>	<b>30,645</b>							<b>201,808</b>
	% of Total Visits	7.6%	5.7%	5.7%	4.7%	61.1%	15.2%							
2016/17	17,861	11,469	10,636	9,330	77,459	33,623							160,378	
% difference from last year	<b>-14.0%</b>	<b>0.0%</b>	<b>7.9%</b>	<b>2.5%</b>	<b>59.2%</b>	<b>-8.9%</b>							<b>25.8%</b>	
<b>September 2017</b>	<b>Issues</b>	<b>11,824</b>	<b>5,089</b>	<b>8,030</b>	<b>7,536</b>	<b>12,073</b>	<b>16,384</b>	<b>2,385</b>	<b>5,111</b>	<b>10,474</b>	<b>2,124</b>	<b>3,813</b>	<b>84,843</b>	
	% of Total Issue	13.9%	6.0%	9.5%	8.9%	14.2%	19.3%	2.8%	6.0%	12.3%	2.5%	4.5%		
	2016/17	11,301	6,223	8,416	9,032	12,165	16,307	2,847	5,187	9,485	2,185	3,541	86,689	
	% difference from last year	<b>4.6%</b>	<b>-18.2%</b>	<b>-4.6%</b>	<b>-16.6%</b>	<b>-0.8%</b>	<b>0.5%</b>	<b>-16.2%</b>	<b>-1.5%</b>	<b>10.4%</b>	<b>-2.8%</b>	<b>7.7%</b>	<b>-2.1%</b>	
	<b>Visits</b>	<b>14,052</b>	<b>12,755</b>	<b>12,745</b>	<b>8,482</b>	<b>125,616</b>	<b>35,814</b>							<b>209,464</b>
	% of Total Visits	6.7%	6.1%	6.1%	4.0%	60.0%	17.1%							
2016/17	14,615	13,601	12,461	9,076	106,870	34,640							191,263	
% difference from last year	<b>-3.9%</b>	<b>-6.2%</b>	<b>2.3%</b>	<b>-6.5%</b>	<b>17.5%</b>	<b>3.4%</b>							<b>9.5%</b>	

	<b>Libraries</b>	Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	<b>TOTAL</b>	
<b>Quarter 2</b>	<b>Issues</b>	<b>40,973</b>	<b>17,710</b>	<b>25,178</b>	<b>26,925</b>	<b>42,142</b>	<b>49,834</b>	<b>7,364</b>	<b>16,539</b>	<b>30,795</b>	<b>6,389</b>	<b>12,694</b>	<b>276,543</b>	
	% of Total Issue	14.8%	6.4%	9.1%	9.7%	15.2%	18.0%	2.7%	6.0%	11.1%	2.3%	4.6%		
	2016/17	41,836	17,648	24,046	28,265	43,199	49,780	8,048	19,028	27,759	6,798	10,563	276,970	
	% difference from last year	<b>-2.1%</b>	<b>0.4%</b>	<b>4.7%</b>	<b>-4.7%</b>	<b>-2.4%</b>	<b>0.1%</b>	<b>-8.5%</b>	<b>-13.1%</b>	<b>10.9%</b>	<b>-6.0%</b>	<b>20.2%</b>	<b>-0.2%</b>	
	<b>Visits</b>	<b>43,394</b>	<b>37,140</b>	<b>37,129</b>	<b>26,992</b>	<b>364,902</b>	<b>100,331</b>							<b>609,888</b>
	% of Total Visits	7.1%	6.1%	6.1%	4.4%	59.8%	16.5%							
	2016/17	48,240	37,543	34,149	27,634	290,711	102,606							540,883
% difference from last year	<b>-10.0%</b>	<b>-1.1%</b>	<b>8.7%</b>	<b>-2.3%</b>	<b>25.5%</b>	<b>-2.2%</b>							<b>12.8%</b>	