

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
Hours Opened (weekly)		60	60	56	56	74	69						375
% of Total Hours		16.0%	16.0%	14.9%	14.9%	19.7%	18.4%						
April 2017	Issues	11,928	4,790	6,792	7,921	12,326	15,520	2,141	6,451	9,702	2,442	3,606	83,619
	% 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	4.8%	-9.3%	10.7%	2.2%	2.2%	-0.2%	-40.6%	-31.4%	17.8%	9.1%	27.9%	-1.0%
	Visits	13,572	13,492	13,415	8,753	126,835	37,596						
% 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	-15.7%	-9.8%	-3.0%	-15.0%	-2.7%	-11.5%							-6.3%
May 2017	Issues	13,573	5,056	7,548	7,182	10,409	17,244	3,470	7,023	10,415	2,472	3,788	88,180
	% 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	6.3%	2.6%	3.3%	-36.0%	-17.1%	3.1%	14.1%	37.8%	10.6%	-1.6%	27.6%	-0.4%
	Visits	13,519	13,996	12,956	8,429	145,622	38,521						
% 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	-18.7%	2.2%	-15.2%	-17.9%	20.9%	-11.7%							6.0%
June 2017	Issues	10,623	4,353	7,303	9,243	9,031	14,622	3,076	6,324	9,840	2,379	3,593	80,387
	% 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	-16.3%	-15.6%	1.6%	24.2%	-29.2%	-1.4%	0.8%	13.6%	11.4%	4.6%	20.8%	-2.9%
	Visits	14,009	12,791	12,361	8,173	94,016	40,302						
% 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	-19.3%	1.6%	-1.5%	-5.9%	-23.2%	-4.2%							-15.8%

	Libraries	Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	TOTAL
Quarter 1	Issues	36,124	14,199	21,643	24,346	31,766	47,386	8,687	19,798	29,957	7,293	10,987	252,186
	% 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	-2.0%	-7.6%	4.9%	-7.9%	-15.0%	0.6%	-10.4%	-1.3%	13.1%	3.8%	25.4%	-1.4%
	Visits	41,100	40,279	38,732	25,355	366,473	116,419						
% 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	-18.0%	-2.3%	-7.0%	-13.3%	-1.8%	-9.2%							-5.3%
July 2017	Issues	14,212	6,356	7,687	9,087	14,494	17,297	2,191	4,711	9,899	2,223	4,393	92,550
	% 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	-5.3%	12.0%	4.8%	-6.8%	2.7%	12.4%	0.3%	-35.9%	14.2%	6.7%	22.8%	1.6%
	Visits	13,980	12,917	12,908	8,950	115,989	33,872						
% 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	-11.3%	3.6%	16.8%	-3.0%	9.0%	-1.4%							5.0%
August 2017	Issues	14,937	6,265	9,461	10,302	15,576	16,152	2,788	6,717	10,422	2,042	4,488	99,150
	% 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	-3.8%	8.9%	14.0%	8.7%	-8.0%	-10.7%	-7.6%	3.5%	8.5%	-19.3%	30.2%	0.0%
	Visits	15,362	12,650	12,333	9,560	123,297	30,645						
% of Total Visits	7.5%	6.2%	6.1%	4.7%	60.5%	15.0%							
2016/17	17,861	11,469	10,636	9,330	77,459	33,623							160,378
% difference from last year	-14.0%	10.3%	16.0%	2.5%	59.2%	-8.9%							27.1%
September 2017	Issues	11,824	5,089	8,030	7,536	12,073	16,384	2,385	5,111	10,474	2,124	3,813	84,843
	% 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	4.6%	-18.2%	-4.6%	-16.6%	-0.8%	0.5%	-16.2%	-1.5%	10.4%	-2.8%	7.7%	-2.1%
	Visits	14,052	12,755	12,745	8,482	125,616	37,251						
% of Total Visits	6.7%	6.0%	6.0%	4.0%	59.6%	17.7%							
2016/17	14,615	13,601	12,461	9,076	106,870	34,640							191,263
% difference from last year	-3.9%	-6.2%	2.3%	-6.5%	17.5%	7.5%							10.3%

	Libraries	Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	TOTAL
Quarter 2	Issues	40,973	17,710	25,178	26,925	42,143	49,833	7,364	16,539	30,795	6,389	12,694	276,543
	% 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	-2.1%	0.4%	4.7%	-4.7%	-2.4%	0.1%	-8.5%	-13.1%	10.9%	-6.0%	20.2%	-0.2%
	Visits	43,394	38,322	37,986	26,992	364,902	101,768						
% of Total Visits	7.1%	6.2%	6.2%	4.4%	59.5%	16.6%							
2016/17	48,240	37,543	34,149	27,634	290,711	102,606							540,883
% difference from last year	-10.0%	2.1%	11.2%	-2.3%	25.5%	-0.8%							13.4%
October 2017	Issues	12,316	5,508	7,649	8,906	13,960	20,684	3,003	6,589	10,044	2,574	4,484	95,717
	% of Total Issue	12.9%	5.8%	8.0%	9.3%	14.6%	21.6%	3.1%	6.9%	10.5%	2.7%	4.7%	
	2016/17	13,633	6,174	8,684	9,713	13,380	19,515	3,219	6,815	9,438	2,258	3,801	96,630
	% difference from last year	-9.7%	-10.8%	-11.9%	-8.3%	4.3%	6.0%	-6.7%	-3.3%	6.4%	14.0%	18.0%	-0.9%
	Visits	15,307	15,386	13,883	8,315	146,231	39,323						
% of Total Visits	6.4%	6.5%	5.8%	3.5%	61.3%	16.5%							
2016/17	16,360	14,029	13,179	9,080	120,231	40,079							212,958
% difference from last year	-6.4%	9.7%	5.3%	-8.4%	21.6%	-1.9%							12.0%
November 2017	Issues	10,669	4,462	7,910	6,799	11,078	17,090	2,274	4,960	10,343	1,517	4,400	81,502
	% of Total Issue	13.1%	5.5%	9.7%	8.3%	13.6%	21.0%	2.8%	6.1%	12.7%	1.9%	5.4%	
	2016/17	11,053	5,225	8,923	8,160	11,864	16,052	3,095	6,335	9,932	2,072	3,562	86,273
	% difference from last year	-3.5%	-14.6%	-11.4%	-16.7%	-6.6%	6.5%	-26.5%	-21.7%	4.1%	-26.8%	23.5%	-5.5%
	Visits	13,168	15,236	13,334	7,457	140,268	36,553						
% of Total Visits	5.8%	6.7%	5.9%	3.3%	62.1%	16.2%							
2016/17	14,222	13,384	12,972	7,353	129,315	37,024							214,270
% difference from last year	-7.4%	13.8%	2.8%	1.4%	8.5%	-1.3%							5.5%
December 2017	Issues	10,911	3,419	5,429	6,079	11,687	15,155	2,404	5,361	11,200	265	4,745	76,655
	% of Total Issue	14.2%	4.5%	7.1%	7.9%	15.2%	19.8%	3.1%	7.0%	14.6%	0.3%	6.2%	
	2016/17	12,576	4,395	6,662	8,083	11,864	15,086	2,861	5,203	9,747	2,434	3,420	82,331
	% difference from last year	-13.2%	-22.2%	-18.5%	-24.8%	-1.5%	0.5%	-16.0%	3.0%	14.9%	-89.1%	38.7%	-6.9%
	Visits	12,545	11,301	10,417	6,118	112,863	28,787						
% of Total Visits	6.9%	6.2%	5.7%	3.4%	62.0%	15.8%							
2016/17	13,376	11,789	10,819	6,919	103,174	30,449							176,526
% difference from last year	-6.2%	-4.1%	-3.7%	-11.6%	9.4%	-5.5%							3.1%

	Libraries	Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	TOTAL	
Quarter 3	Issues	33,896	13,389	20,988	21,784	36,725	52,929	7,681	16,910	31,587	4,356	13,629	253,874	
	% of Total Issue	13.4%	5.3%	8.3%	8.6%	14.5%	20.8%	3.0%	6.7%	12.4%	1.7%	5.4%		
	2016/17	37,262	15,794	24,269	25,956	37,108	50,653	9,175	18,353	29,117	6,764	10,783	265,234	
	% difference from last year	-9.0%	-15.2%	-13.5%	-16.1%	-1.0%	4.5%	-16.3%	-7.9%	8.5%	-35.6%	26.4%	-4.3%	
	Visits	41,020	41,923	37,634	21,890	399,362	104,663							646,492
	% of Total Visits	6.3%	6.5%	5.8%	3.4%	61.8%	16.2%							
2016/17	43,958	39,202	36,970	23,352	352,720	107,552							603,754	
% difference from last year	-6.7%	6.9%	1.8%	-6.3%	13.2%	-2.7%							7.1%	
January 2018	Issues	11,733	5,515	9,193	7,265	13,829	16,488	2,861	7,620	10,743	1,299	4,690	91,236	
	% of Total Issue	12.9%	6.0%	10.1%	8.0%	15.2%	18.1%	3.1%	8.4%	11.8%	1.4%	5.1%		
	2016/17	11,080	5,460	8,163	7,179	11,598	16,281	3,041	5,070	10,026	2,378	3,826	84,102	
	% difference from last year	5.9%	1.0%	12.6%	1.2%	19.2%	1.3%	-5.9%	50.3%	7.2%	-45.4%	22.6%	8.5%	
	Visits	13,214	14,398	13,572	7,064	141,864	29,691							219,803
	% of Total Visits	6.0%	6.6%	6.2%	3.2%	64.5%	13.5%							
2016/17	13,438	13,168	12,807	6,785	110,296	33,563							190,057	
% difference from last year	-1.7%	9.3%	6.0%	4.1%	28.6%	-11.5%							15.7%	
February 2018	Issues	11,464	4,748	8,010	7,165	14,355	16,249	2,559	4,980	9,527	1,586	4,622	85,265	
	% of Total Issue	13.4%	5.6%	9.4%	8.4%	16.8%	19.1%	3.0%	5.8%	11.2%	1.9%	5.4%		
	2016/17	10,560	5,500	7,851	8,346	12,946	16,907	3,183	6,319	8,654	2,115	4,191	86,572	
	% difference from last year	8.6%	-13.7%	2.0%	-14.2%	10.9%	-3.9%	-19.6%	-21.2%	10.1%	-25.0%	10.3%	-1.5%	
	Visits	13,628	13,429	12,432	7,192	135,761	33,438							215,880
	% of Total Visits	6.3%	6.2%	5.8%	3.3%	62.9%	15.5%							
2016/17	13,306	14,094	12,188	7,678	119,069	33,701							200,036	
% difference from last year	2.4%	-4.7%	2.0%	-6.3%	14.0%	-0.8%							7.9%	
March 2018	Issues	10,927	5,342	8,574	6,905	13,109	15,614	2,559	5,240	11,228	2,175	5,190	86,863	
	% of Total Issue	12.6%	6.1%	9.9%	7.9%	15.1%	18.0%	2.9%	6.0%	12.9%	2.5%	6.0%		
	2016/17	12,768	5,191	8,696	8,139	13,355	19,921	2,972	7,240	10,612	2,429	4,016	95,339	
	% difference from last year	-14.4%	2.9%	-1.4%	-15.2%	-1.8%	-21.6%	-13.9%	-27.6%	5.8%	-10.5%	29.2%	-8.9%	
	Visits	12,283	13,369	13,320	7,817	142,289	34,193							223,271
	% of Total Visits	5.5%	6.0%	6.0%	3.5%	63.7%	15.3%							
2016/17	13,898	17,067	13,679	8,756	143,223	41,726							238,349	
% difference from last year	-11.6%	-21.7%	-2.6%	-10.7%	-0.7%	-18.1%							-6.3%	

Libraries		Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	TOTAL
Quarter 4	Issues	34,124	15,605	25,777	21,335	41,293	48,351	7,979	17,840	31,498	5,060	14,502	263,364
	% of Total Issue	13.0%	5.9%	9.8%	8.1%	15.7%	18.4%	3.0%	6.8%	12.0%	1.9%	5.5%	
	2016/17	34,408	16,151	24,710	23,664	37,899	53,109	9,196	18,629	29,292	6,922	12,033	266,013
	% difference from last year	-0.8%	-3.4%	4.3%	-9.8%	9.0%	-9.0%	-13.2%	-4.2%	7.5%	-26.9%	20.5%	-1.0%
	Visits	39,125	41,196	39,324	22,073	419,914	97,322						658,954
	% of Total Visits	5.9%	6.3%	6.0%	3.3%	63.7%	14.8%						
2016/17	40,642	44,329	38,674	23,219	372,588	108,990							628,442
% difference from last year	-3.7%	-7.1%	1.7%	-4.9%	12.7%	-10.7%							4.9%
Cumulative 2017/18	Issues	145,117	60,903	93,586	94,390	151,927	198,499	31,711	71,087	123,837	23,098	51,812	1,045,967
	% of Total Issue	13.9%	5.8%	8.9%	9.0%	14.5%	19.0%	3.0%	6.8%	11.8%	2.2%	5.0%	
	2016/17	150,349	64,956	93,662	104,309	155,569	200,655	36,117	76,076	112,654	27,508	42,141	1,063,996
	% difference from last year	-3.5%	-6.2%	-0.1%	-9.5%	-2.3%	-1.1%	-12.2%	-6.6%	9.9%	-16.0%	22.9%	-1.7%
	Visits	164,639	161,720	153,676	96,310	1,550,651	420,172						2,547,168
	% of Total Visits	6.5%	6.3%	6.0%	3.8%	60.9%	16.5%						
2016/17	182,950	162,318	151,451	103,452	1,389,199	447,328							2,436,698
% difference from last year	-10.0%	-0.4%	1.5%	-6.9%	11.6%	-6.1%							4.5%