

Library Performance – 2018/19

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 2018	Issues	10,567	4,927	8,832	7,293	14,701	17,133	3,127	6,970	10,586	2,028	4,341	90,505
	% of Total Issue	11.7%	5.4%	9.8%	8.1%	16.2%	18.9%	3.5%	7.7%	11.7%	2.2%	4.8%	
	2017/18	11,928	4,790	6,792	7,921	12,326	15,520	2,141	6,451	9,702	2,442	3,606	83,619
	% difference from last year	-11.4%	2.9%	30.0%	-7.9%	19.3%	10.4%	46.1%	8.0%	9.1%	-17.0%	20.4%	8.2%
	Visits	11,317	11,999	12,634	8,110	138,179	38,632						
% of Total Visits	5.1%	5.4%	5.7%	3.7%	62.6%	17.5%							
2017/18	13,572	13,492	13,415	8,753	126,835	37,596							213,663
% difference from last year	-16.6%	-11.1%	-5.8%	-7.3%	8.9%	2.8%							3.4%
May 2018	Issues	8,910	5,625	7,313	6,786	13,200	16,513	1,778	6,439	10,929	2,035	4,244	83,772
	% of Total Issue	10.6%	6.7%	8.7%	8.1%	15.8%	19.7%	2.1%	7.7%	13.0%	2.4%	5.1%	
	2017/18	13,573	5,056	7,548	7,182	10,409	17,244	3,470	7,023	10,415	2,472	3,788	88,180
	% difference from last year	-34.4%	11.3%	-3.1%	-5.5%	26.8%	-4.2%	-48.8%	-8.3%	4.9%	-17.7%	12.0%	-5.0%
	Visits	12,003	12,044	12,143	8,348	143,850	38,703						
% of Total Visits	5.3%	5.3%	5.3%	3.7%	63.3%	17.0%							
2017/18	13,519	13,996	12,956	8,429	145,622	38,521							233,043
% difference from last year	-11.2%	-13.9%	-6.3%	-1.0%	-1.2%	0.5%							-2.6%
June 2018	Issues	8,422	4,692	7,643	6,282	11,915	10,136	2,896	4,781	9,997	1,875	4,043	72,682
	% of Total Issue	11.6%	6.5%	10.5%	8.6%	16.4%	13.9%	4.0%	6.6%	13.8%	2.6%	5.6%	
	2017/18	10,623	4,353	7,303	9,243	9,031	14,622	3,076	6,324	9,840	2,379	3,593	80,387
	% difference from last year	-20.7%	7.8%	4.7%	-32.0%	31.9%	-30.7%	-5.9%	-24.4%	1.6%	-21.2%	12.5%	-9.6%
	Visits	11,744	12,179	12,375	8,064	134,760	19,474						
% of Total Visits	5.9%	6.1%	6.2%	4.1%	67.9%	9.8%							
2017/18	14,009	12,791	12,361	8,173	94,016	40,302							181,652
% difference from last year	-16.2%	-4.8%	0.1%	-1.3%	43.3%	-51.7%							9.3%

	Libraries	Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	TOTAL	
Quarter 1	Issues	27,899	15,244	23,788	20,361	39,816	43,782	7,801	18,190	31,512	5,938	12,628	246,959	
	% of Total Issue	11.3%	6.2%	9.6%	8.2%	16.1%	17.7%	3.2%	7.4%	12.8%	2.4%	5.1%		
	2017/18	36,124	14,199	21,643	24,346	31,766	47,386	8,687	19,798	29,957	7,293	10,987	252,186	
	% difference from last year	-22.8%	7.4%	9.9%	-16.4%	25.3%	-7.6%	-10.2%	-8.1%	5.2%	-18.6%	14.9%	-2.1%	
	Visits	35,064	36,222	37,152	24,522	416,789	96,809							646,558
	% of Total Visits	5.4%	5.6%	5.7%	3.8%	64.5%	15.0%							
2017/18	41,100	40,279	38,732	25,355	366,473	116,419							628,358	
% difference from last year	-14.7%	-10.1%	-4.1%	-3.3%	13.7%	-16.8%							2.9%	
July 2018	Issues	11,817	4,320	8,592	7,612	14,021	7,542	2,798	6,258	10,514	1,959	4,222	79,655	
	% of Total Issue	14.8%	5.4%	10.8%	9.6%	17.6%	9.5%	3.5%	7.9%	13.2%	2.5%	5.3%		
	2017/18	14,212	6,356	7,687	9,087	14,494	17,297	2,191	4,711	9,899	2,223	4,393	92,550	
	% difference from last year	-16.9%	-32.0%	11.8%	-16.2%	-3.3%	-56.4%	27.7%	32.8%	6.2%	-11.9%	-3.9%	-13.9%	
	Visits	13,484	12,283	11,517	7,436	143,807	14,923							203,450
	% of Total Visits	6.6%	6.0%	5.7%	3.7%	70.7%	7.3%							
2017/18	13,980	12,917	12,908	8,950	115,989	33,872							198,616	
% difference from last year	-3.5%	-4.9%	-10.8%	-16.9%	24.0%	-55.9%							2.4%	
August 2018	Issues	12,347	4,137	7,730	8,464	13,565	15,682	2,593	5,563	10,022	1,954	4,758	86,815	
	% of Total Issue	14.2%	4.8%	8.9%	9.7%	15.6%	18.1%	3.0%	6.4%	11.5%	2.3%	5.5%		
	2017/18	14,937	6,265	9,461	10,302	15,576	16,152	2,788	6,717	10,422	2,042	4,488	99,150	
	% difference from last year	-17.3%	-34.0%	-18.3%	-17.8%	-12.9%	-2.9%	-7.0%	-17.2%	-3.8%	-4.3%	6.0%	-12.4%	
	Visits	14,583	11,229	10,083	8,700	124,928	27,211							196,734
	% of Total Visits	7.4%	5.7%	5.1%	4.4%	63.5%	13.8%							
2017/18	15,362	12,650	12,333	9,560	123,297	30,645							203,847	
% difference from last year	-5.1%	-11.2%	-18.2%	-9.0%	1.3%	-11.2%							-3.5%	
September 2018	Issues	9,313	3,575	7,152	7,280	11,341	13,937	2,506	5,064	10,631	2,343	4,235	77,377	
	% of Total Issue	12.0%	4.6%	9.2%	9.4%	14.7%	18.0%	3.2%	6.5%	13.7%	3.0%	5.5%		
	2017/18	11,824	5,089	8,030	7,536	12,073	16,384	2,385	5,111	10,474	2,124	3,813	84,843	
	% difference from last year	-21.2%	-29.8%	-10.9%	-3.4%	-6.1%	-14.9%	5.1%	-0.9%	1.5%	10.3%	11.1%	-8.8%	
	Visits	13,496	11,643	11,838	7,750	126,498	32,294							203,519
	% of Total Visits	6.6%	5.7%	5.8%	3.8%	62.2%	15.9%							
2017/18	14,052	12,755	12,745	8,482	125,616	37,251							210,901	
% difference from last year	-4.0%	-8.7%	-7.1%	-8.6%	0.7%	-13.3%							-3.5%	

	Libraries	Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	TOTAL
Quarter 2	Issues	33,477	12,032	23,474	23,356	38,927	37,161	7,897	16,885	31,167	6,256	13,215	243,847
	% of Total Issue	13.7%	4.9%	9.6%	9.6%	16.0%	15.2%	3.2%	6.9%	12.8%	2.6%	5.4%	
	2017/18	40,973	17,710	25,178	26,925	42,143	49,833	7,364	16,539	30,795	6,389	12,694	276,543
	% difference from last year	-18.3%	-32.1%	-6.8%	-13.3%	-7.6%	-25.4%	7.2%	2.1%	1.2%	-2.1%	4.1%	-11.8%
	Visits	41,563	35,155	33,438	23,886	395,233	74,428						
% of Total Visits	6.9%	5.8%	5.5%	4.0%	65.5%	12.3%							
2017/18	43,394	38,322	37,986	26,992	364,902	101,768							613,364
% difference from last year	-4.2%	-8.3%	-12.0%	-11.5%	8.3%	-26.9%							-1.6%
October 2018	Issues	10,697	4,949	8,032	7,761	13,094	15,824	3,093	6,932	11,305	2,095	5,233	89,015
	% of Total Issue	12.0%	5.6%	9.0%	8.7%	14.7%	17.8%	3.5%	7.8%	12.7%	2.4%	5.9%	
	2017/18	12,316	5,508	7,649	8,906	13,960	20,684	3,003	6,589	10,044	2,574	4,484	95,717
	% difference from last year	-13.1%	-10.1%	5.0%	-12.9%	-6.2%	-23.5%	3.0%	5.2%	12.6%	-18.6%	16.7%	-7.0%
	Visits	15,219	12,664	12,836	8,452	147,302	37,175						
% of Total Visits	6.5%	5.4%	5.5%	3.6%	63.0%	15.9%							
2017/18	15,307	15,386	13,883	8,315	146,231	39,323							238,445
% difference from last year	-0.6%	-17.7%	-7.5%	1.6%	0.7%	-5.5%							-2.0%
November 2018	Issues	9,498	5,786	8,164	6,591	9,621	15,540	2,091	4,761	11,344	2,015	6,792	82,203
	% of Total Issue	11.6%	7.0%	9.9%	8.0%	11.7%	18.9%	2.5%	5.8%	13.8%	2.5%	8.3%	
	2017/18	10,669	4,462	7,910	6,799	11,078	17,090	2,274	4,960	10,343	1,517	4,400	81,502
	% difference from last year	-11.0%	29.7%	3.2%	-3.1%	-13.2%	-9.1%	-8.0%	-4.0%	9.7%	32.8%	54.4%	0.9%
	Visits	12,428	11,864	12,016	7,514	141,681	33,790						
% of Total Visits	5.7%	5.4%	5.5%	3.4%	64.6%	15.4%							
2017/18	13,168	15,236	13,334	7,457	140,268	36,553							226,016
% difference from last year	-5.6%	-22.1%	-9.9%	0.8%	1.0%	-7.6%							-3.0%
December 2018	Issues	8,447	3,360	6,188	6,264	9,228	13,017	2,618	5,160	11,602	2,027	6,148	74,059
	% of Total Issue	11.4%	4.5%	8.4%	8.5%	12.5%	17.6%	3.5%	7.0%	15.7%	2.7%	8.3%	
	2017/18	10,911	3,419	5,429	6,079	11,687	15,155	2,404	5,361	11,200	265	4,745	76,655
	% difference from last year	-22.6%	-1.7%	14.0%	3.0%	-21.0%	-14.1%	8.9%	-3.7%	3.6%	664.9%	29.6%	-3.4%
	Visits	11,540	9,802	9,747	5,782	109,965	27,843						
% of Total Visits	6.6%	5.6%	5.6%	3.3%	63.0%	15.9%							
2017/18	12,545	11,301	10,417	6,118	112,863	28,787							182,031
% difference from last year	-8.0%	-13.3%	-6.4%	-5.5%	-2.6%	-3.3%							-4.0%

	Libraries	Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	TOTAL
Quarter 3	Issues	28,642	14,095	22,384	20,616	31,943	44,381	7,802	16,853	34,251	6,137	18,173	245,277
	% of Total Issue	11.7%	5.7%	9.1%	8.4%	13.0%	18.1%	3.2%	6.9%	14.0%	2.5%	7.4%	
	2017/18	33,896	13,389	20,988	21,784	36,725	52,929	7,681	16,910	31,587	4,356	13,629	253,874
	% difference from last year	-15.5%	5.3%	6.7%	-5.4%	-13.0%	-16.1%	1.6%	-0.3%	8.4%	40.9%	33.3%	-3.4%
	Visits	39,187	34,330	34,599	21,748	398,948	98,808						
% of Total Visits	6.2%	5.5%	5.5%	3.5%	63.6%	15.7%							
2017/18	41,020	41,923	37,634	21,890	399,362	104,663							646,492
% difference from last year	-4.5%	-18.1%	-8.1%	-0.6%	-0.1%	-5.6%							-2.9%
January 2019	Issues	9,569	4,443	7,486	6,956	11,268	15,512	2,294	7,080	11,338	1,997	7,050	84,993
	% of Total Issue	11.3%	5.2%	8.8%	8.2%	13.3%	18.3%	2.7%	8.3%	13.3%	2.3%	8.3%	
	2017/18	11,733	5,515	9,193	7,265	13,829	16,488	2,861	7,620	10,743	1,299	4,690	91,236
	% difference from last year	-18.4%	-19.4%	-18.6%	-4.3%	-18.5%	-5.9%	-19.8%	-7.1%	5.5%	53.7%	50.3%	-6.8%
	Visits	12,216	11,784	12,689	6,676	129,981	29,951						
% of Total Visits	6.0%	5.8%	6.2%	3.3%	63.9%	14.7%							
2017/18	13,214	14,398	13,572	7,064	141,864	29,691							219,803
% difference from last year	-7.6%	-18.2%	-6.5%	-5.5%	-8.4%	0.9%							-7.5%
February 2019	Issues	10,172	4,690	7,229	7,054	10,837	16,491	2,167	4,891	9,854	1,732	6,433	81,550
	% of Total Issue	12.5%	5.8%	8.9%	8.6%	13.3%	20.2%	2.7%	6.0%	12.1%	2.1%	7.9%	
	2017/18	11,464	4,748	8,010	7,165	14,355	16,249	2,559	4,980	9,527	1,586	4,622	85,265
	% difference from last year	-11.3%	-1.2%	-9.8%	-1.5%	-24.5%	1.5%	-15.3%	-1.8%	3.4%	9.2%	39.2%	-4.4%
	Visits	12,694	11,453	11,782	11,477	125,676	29,517						
% of Total Visits	6.3%	5.7%	5.8%	5.7%	62.0%	14.6%							
2017/18	13,628	13,429	12,432	7,192	135,761	33,438							215,880
% difference from last year	-6.9%	-14.7%	-5.2%	59.6%	-7.4%	-11.7%							-6.2%
March 2019	Issues	8,141	4,278	6,372	6,917	11,391	14,555	8,288	106	27	9	7,102	67,186
	% of Total Issue	12.1%	6.4%	9.5%	10.3%	17.0%	21.7%	12.3%	0.2%	0.0%	0.0%	10.6%	
	2017/18	10,927	5,342	8,574	6,905	13,109	15,614	2,559	5,240	11,228	2,175	5,190	86,863
	% difference from last year	-25.5%	-19.9%	-25.7%	0.2%	-13.1%	-6.8%	223.9%	-98.0%	-99.8%	-99.6%	36.8%	-22.7%
	Visits	13,289	12,447	13,256	8,433	139,450	34,850						
% of Total Visits	6.0%	5.6%	6.0%	3.8%	62.9%	15.7%							
2017/18	12,283	13,369	13,320	7,817	142,289	34,193							223,271
% difference from last year	8.2%	-6.9%	-0.5%	7.9%	-2.0%	1.9%							-0.7%

	Libraries	Ealing Road	Harlesden	Kilburn	Kingsbury	Wembley	Willesden Green	Home Library Service	Outreach Service	Online renewals	Phone renewals	e-downloads	TOTAL
Quarter 4	Issues	27,882	13,411	21,087	20,927	33,496	46,558	12,749	12,077	21,219	3,738	20,585	233,729
	% of Total Issue	11.9%	5.7%	9.0%	9.0%	14.3%	19.9%	5.5%	5.2%	9.1%	1.6%	8.8%	
	2017/18	34,124	15,605	25,777	21,335	41,293	48,351	7,979	17,840	31,498	5,060	14,502	263,364
	% difference from last year	-18.3%	-14.1%	-18.2%	-1.9%	-18.9%	-3.7%	59.8%	-32.3%	-32.6%	-26.1%	41.9%	-11.3%
	Visits	38,199	35,684	37,727	26,586	395,107	94,318						627,621
	% of Total Visits	6.1%	5.7%	6.0%	4.2%	63.0%	15.0%						
2017/18	39,125	41,196	39,324	22,073	419,914	97,322							658,954
% difference from last year	-2.4%	-13.4%	-4.1%	20.4%	-5.9%	-3.1%							-4.8%
Cumulative 2018/19	Issues	117,900	54,782	90,733	85,260	144,182	171,882	36,249	64,005	118,149	22,069	64,601	969,812
	% of Total Issue	12.2%	5.6%	9.4%	8.8%	14.9%	17.7%	3.7%	6.6%	12.2%	2.3%	6.7%	
	2017/18	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
	% difference from last year	-18.8%	-10.1%	-3.0%	-9.7%	-5.1%	-13.4%	14.3%	-10.0%	-4.6%	-4.5%	24.7%	-7.3%
	Visits	154,013	141,391	142,916	96,742	1,606,077	364,363						2,505,502
	% of Total Visits	6.1%	5.6%	5.7%	3.9%	64.1%	14.5%						
2017/18	164,639	161,720	153,676	96,310	1,550,651	420,172							2,547,168
% difference from last year	-6.5%	-12.6%	-7.0%	0.4%	3.6%	-13.3%							-1.6%