SUGGESTED PERFORMANCE CRITERIA

Core Libraries

Measure	2013-14	2014-15	April-Sept 15	Direction	Commentary
Loans	1,859,001	1,677,223	683,751		
Visits	1,913,653	1,699,488	589,733		Includes estimated figure for Harborough (no electronic counter)
Enquiries	315,508	270,153	124,996		
New Joiners	16,075	16,291	10,384		
Active Borrowers	72,867		31,454		Annual reporting
IT available hours	7,895760	7,748,150	3,590,659		
IT hours used	1,479,650	1,556,281	66,0821		
ICT learning sessions	8,911	15,235	6,894		
Nos attending ICT learning sessions	4,946	7,229	3,495		
Total events held	1,763	2,336	992		Revised reporting from 2016
Total event attendees	44,105	53,042	32,427		Revised reporting from 2016
Numbers of volunteers	-	-	-		Reporting from 2016

County Network: Loans

	2013-14	2014-15	April-Sept 15	Direction	Commentary
Core 16 Libraries	1,859,001	1,677,223	683,751		
Mobile Libraries	195,283	124,511	46,002		
Community Managed Libraries	751,289	623,272	242,239		
E-Loans downloads	13,920	20,989	14,980		County network figure

County Network: Housebound users

	2013-14	2014-15	April-Sept 15	Direction	Commentary
	1040		678		2014 not yet available

Cost

Measure	2013-14	2014-15	April-Sept 15	Direction	Commentary
Total revenue Expenditure per 1,000 population	£12,474 (benchmark average £13,411)	£11,469 (estimate)	N/A		Annual reporting
Total net expenditure per 1,000 population	£10,911 (benchmark average £10,555)	£10,190	N/A		Annual reporting
Cost per visitor	£3.23 (benchmark average £3.34)	£3.41	N/A		Annual reporting
Cost per available hour	£11.05 (benchmark average £13.93)		N/A		Annual reporting
Income	-633,206	-630,645	-367,448		