

Park Bench Monitoring

First quarter: January - March 2009

1. New Street

Books returned	Books taken out	New clients	Returning clients	Total visits	% books returned over quarter	Avg books out per week	Avg new clients per week	Avg visits from borrowers per week	Avg non-borrowing contacts per week
18	55	11	38	49	33%	4	1	4	3

- In total, we had 49 visits to the library from borrowers this quarter, and loaned 55 books.
- 11 new borrowers used the library this quarter, and we had 38 visits from existing borrowers.
- On average, we had 4 visits from book-borrowing clients each week, of whom 1 was new, and loaned out 4 books.
- We also had an average of 3 contacts with non-borrowers each session: people we chatted to, usually about books.
- Numbers each week fluctuated widely, as usual. On our busiest week we had 7 clients and loaned 9 books; on the quietest, 2 visits and 1 book loaned.
- About 33% of our books were returned, similar to previous quarters.
- Numbers of visits and books loaned are lower than in the last quarter Oct - Dec 2008: visits down from 60 to 49, books loaned from 63 to 45.
- Compared with the same 3 months last year, our numbers of clients are about the same, although there is a higher proportion of returning clients and fewer new borrowers. We loaned fewer books: 55 compared with 71 last year.

2. Salvation Army

Books taken out	Avg books loaned per week	No. borrowers	Avg borrowers per week	Total non-borrowing contacts	Av non-b contacts per week
80	6	56	4	28	2

- 80 books were loaned this quarter, an average of 6 a week.
- We had 56 visits from borrowers, an average of 4 a week
- We had an average of 2 contacts a week with non-borrowing clients.
- Numbers each week ranged from 3 to 7 borrowers, with between 4 and 11 books loaned.
- Numbers of books loaned and borrowers are much higher than in the previous quarter Oct - Dec 2008: books loaned up from 53 to 80, number of borrowers up from 32 to 56.
- Numbers in this quarter are very close to those in the same quarter last year.

The recording method for the two sites is slightly different, but we can compare total numbers of visits and books loaned. The Salvation Army site was busier than New Street, especially notable because it is open for one hour compared with two at New Street. More books were loaned at the Salvation Army (80 compared with 55) with more visits from borrowers (56 compared with 49). Library use does not seem to fluctuate week-to-week as widely at the Salvation Army as it does at New Street.

*Linda Ewles
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