

Park Bench Monitoring
Fourth quarter: October - December 2008

1. New Street

Third quarter (July - Sept) summary for 2008 (and other quarters for comparison)

	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
1st quarter 08	35	81	20	36	56	43%	6	2	4	4
2nd quarter 08	31	87	24	44	68	36%	7	2	5	4
3rd quarter 08	45	94	24	49	73	48%	7	2	6	3
4th quarter 08	25	63	19	41	60	40%	5	1	5	2
4th quarter 07	14	35	10	18	28	40%	3	1	2	Not recorded
4th quarter 06	42	126	45	46	91	33%	10	3	7	Not recorded

In this quarter:

- In total, we had 60 visits to the library from borrowers this quarter, and loaned 63 books.
- 19 new borrowers used the library this quarter, and we had 41 visits from existing borrowers.
- On average, we had 5 visits from book-borrowing clients each week, of whom 1 was new, and loaned out 5 books.
- We also had an average of 2 contacts with non-borrowers each session: people we chatted to, usually about books.
- Numbers each week fluctuated widely, as usual. On our busiest weeks we had 9 clients and loaned 12 books; on the quietest, 1 visit and 1 book loaned.
- About 40% of our books were returned.

Trends:

- Numbers had been going up over the year, but in this quarter the trend was down again to around the level of the beginning of the year.
- However, numbers were higher than for the same quarter last year, although much lower than for the same quarter in 2006.

NB We did not run the library on Dec 26th - which has brought the averages down a little.

2. Salvation Army

Fourth quarter (Oct - Dec) summary for 2008 (and previous quarters this year for comparison)

	Books taken out	Avg books loaned per week	No. borrowers	Avg borrowers per week	Total non-borrowing contacts	Av non-b contacts per week
<i>1st quarter 08</i>	<i>84</i>	<i>6</i>	<i>51</i>	<i>4</i>	<i>25</i>	<i>2</i>
<i>2nd quarter 08</i>	<i>43</i>	<i>3</i>	<i>30</i>	<i>2</i>	<i>26</i>	<i>2</i>
<i>3rd quarter 08</i>	<i>62</i>	<i>5</i>	<i>45</i>	<i>3</i>	<i>15</i>	<i>1</i>
4th quarter 08	53	4	32	2	19	1

In this quarter:

- 53 books were loaned this quarter, an average of 4 a week.
- We had 32 visits from borrowers, an average of 2 a week
- We had an average of 1 contact a week with non-borrowing clients.

NB We did not run the library on Dec 26th - which has brought the averages down a little.

- About 39% of the books loaned in the 9 months Jan-Sept this year have been returned.

Trend over this year:

- In general, numbers of borrowers and books loaned dropped quite a lot in the 2nd quarter, then went up in the 3rd quarter, and dropped again in the last quarter.

Linda Ewles
7 January 2009