

Park Bench Monitoring

Second quarter: April - June 2008

1. New Street

Second quarter (April - June) 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
2nd quarter 07	26	91	19	42	61	29%	7	1	5	2
2nd quarter 06	87	145	20	88	108	60%	11	2	8	Not recorded

- In total, we had 68 visits to the library from borrowers this quarter, and loaned 87 books.
- 24 new borrowers used the library this quarter, and we had 44 visits from existing borrowers.
- On average, we had 5 visits from book-borrowing clients each week, of whom 2 were new, and loaned out 7 books.
- We also had an average of 4 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 10 clients and loaned 14 books; on the quietest, 1 visit and 1 book loaned.
- About 36% of our books were returned.
- Compared with the previous quarter (Jan - March) this year, our numbers of clients and books loaned are slightly higher, and also a little higher than the similar period last year. In this quarter in 2006, we had considerably higher numbers of returning clients which accounts for a higher number of book loans. But the number of **new** clients has remained about the same for the April - June quarter for 3 years.

2. Salvation Army

In this quarter April - June 2008:

- 43 books were loaned, an average of 3 a week (compared with 84 books - an average of 6 per week - in the previous quarter).
- We had 30 visits from borrowers, an average of 2 a week (compared with 51 - an average of 4 per week - in the previous quarter).
- We had an average of 2 contacts a week with non-borrowing clients.
- About half of the books loaned were returned (a higher return rate than New Street).

There was quite a large drop in numbers of clients and books loaned in this quarter compared with the January - April quarter.

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8 July 2008