

## Park Bench Monitoring

### Second quarter: April - June 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
<i>1st quarter 09</i>	18	55	12	38	50	32%	4	1	4	3
<b>2nd quarter 09</b>	<b>51</b>	<b>113</b>	<b>25</b>	<b>52</b>	<b>77</b>	<b>45%</b>	<b>9</b>	<b>2</b>	<b>6</b>	<b>3</b>

- In total, we had 77 visits to the library from borrowers this quarter, and loaned 113 books.
- 25 new borrowers used the library this quarter, and we had 52 visits from existing borrowers.
- On average, we had 6 visits from book-borrowing clients each week, of whom 2 were new, and loaned out 9 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. The number of borrowers ranged from 1 to 9, and the number of books loaned from 2 to 20 (possibly a record!).
- About 45% of our books were returned.
- Compared with the previous quarter (Jan - March) this year, our numbers of clients and books loaned are considerably higher, and indeed higher for this time of year than for any year since our first (2006).

#### 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
<i>1st quarter 09</i>	<i>80</i>	<i>6</i>	<i>56</i>	<i>4</i>	<i>28</i>	<i>2</i>
<b>2nd quarter 09</b>	<b>56</b>	<b>4</b>	<b>41</b>	<b>3</b>	<b>34</b>	<b>3</b>

- In total, we had 41 visits from borrowers this quarter, and loaned 56 books, an average of 4 a week.
- We had an average of 3 contacts a week with non-borrowing clients.
- Numbers each week ranged from 1 to 8 borrowers, with between 1 and 12 books loaned.
- Numbers of books loaned and borrowers are lower than in the previous quarter Jan-March 2009: books loaned down from 80 to 56, number of borrowers down from 56 to 41.
- Numbers in this quarter are higher than those in the same quarter last year: 56 books this year, compared with 43 last year; 41 visits from borrowers this year compared with 30 last year.

In contrast to the previous quarter, when the Salvation Army site was busiest, this time it's New Street that had far more borrowers and books loaned. In both places, numbers are higher than in the same period last year.

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