

Park Bench Monitoring
Third quarter: July - September 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
<i>2nd quarter 09</i>	51	113	25	52	77	45%	9	2	6	3
3rd quarter 09	49	70	11	48	59	70%	5	1	5	2

- In total, we had 59 visits to the library from borrowers this quarter, and loaned 70 books.
- 11 new borrowers used the library this quarter, and we had 48 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. The number of borrowers ranged from 1 to 7, and the number of books loaned from 1 to 9.
- About 70% of our books were returned - possibly a record (maybe people had a turn-out: we had 3 weeks when 8 or 9 books were returned).
- Compared with the previous quarter (April - June) this year, our numbers of clients and books loaned are lower, but higher than they were in the first quarter. Compared with the same quarter last year, numbers are slightly lower.

2. Salvation Army

	Books taken out	Avg books loaned per week	No. borrowers	Avg borrowers per week	Total non-borrowing contacts	Av non-borrowing contacts per week
<i>1st quarter 09</i>	80	6	56	4	28	2
<i>2nd quarter 09</i>	56	4	41	3	34	3
3rd quarter 09	41	3	29	2	24	2

- In total, we had 29 visits from borrowers this quarter, and loaned 41 books, an average of 3 a week.
- We had an average of 2 contacts a week with non-borrowing clients.
- Numbers each week ranged from 0 to 4 borrowers, with between 0 and 7 books loaned.
- There has been a downward trend in numbers of borrowers and books loaned throughout this year. Numbers of borrowers and books loaned in this quarter are also lower than in the same quarter last year by about a third.

In this quarter, both sites have been quieter than in the previous quarter. New Street was the busier site.

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13 October 2009