

Park Bench Monitoring
Third quarter: July - September 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
3rd quarter 07	29	78	17	46	63	37%	6	1	5	Not recorded
3rd quarter 06	63	128	37	50	87	49%	10	3	7	Not recorded

In this quarter:

- In total, we had 73 visits to the library from borrowers this quarter, and loaned 94 books.
- 24 new borrowers used the library this quarter, and we had 49 visits from existing borrowers.
- On average, we had 6 visits from book-borrowing clients each week, of whom 2 were new, and loaned out 7 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 weeks we had 9 clients and loaned 15 books; on the quietest, 2 visits and 1 book loaned.
- About 48% of our books were returned.

Trends:

- Numbers have been going up over the year. Compared with the previous two quarters this year, our numbers of clients and books loaned are slightly higher.
- Numbers this quarter are also slightly higher than the 3rd quarter last year.
- Compared with the 3rd quarter in 2006, we had about the same number of 'old' clients; but we had fewer *new* clients this year which probably explains the lower numbers of books loaned and returned.

2. Salvation Army

Third quarter (July - Sept) 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>
3rd quarter 08	62	5	45	3	15	1

In this quarter:

- 62 books were loaned this quarter, an average of 5 a week.
- We had 45 visits from borrowers, an average of 3 a week
- We had an average of 1 contact a week with non-borrowing clients.

NB. We did not run the library for 2 weeks in August - which has brought the average down a little. (We create the weekly average by dividing the total for the quarter by 13 weeks, whether or not the library ran for 13 weeks.)

- About 45% of the books loaned in the 6 months Jan-June 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, but not up as high as the level of the 1st quarter.

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9 October 2008