Result

# 2013/14 results

# 1: Achieved

94% of library users were very satisfied (45%) or satisfied (49%) with the facilities. This result exceeds the target set (85%). A wide range of books are now available for all ages since Council introduced audio and e-books. Also having the ability to download the audio and e-book to a tablet or iPad or mobile phone or android adds to the increase in users.

#### **Peer Group Comparison**

The combined peer group average remained relatively stable at 76%.

## 2: Not Achieved

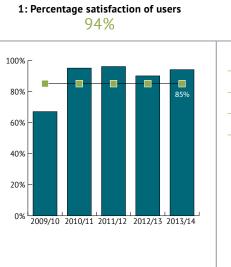
The increase of new borrowers is still in decline. New people are visiting the libraries and using all free services but choose not to sign up.

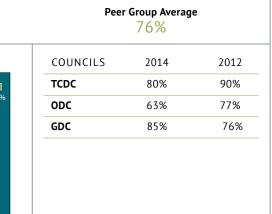
## 3: Not Achieved

The issue rate has stayed the same as the previous year. Patrons take more items out in one visit and then renew online to keep longer. E-Book downloads have doubled but is not counted in the issue rate at this time.

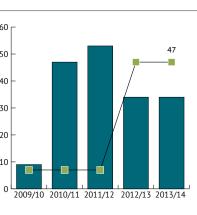
#### 4: Achieved

The continuing popularity of E-Books means more patrons are accessing online services and not physically visiting the library.





#### 2: Net increase of new borrowers 3: Issue rate per library borrower per annum 12% 60 r 20% 18% 50 15% 40 30 10% 20 5% 10 0 0% 2012/13 2013/14



34



