

2013/14 results

Result Target

**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%.

**1: Percentage satisfaction of users**  
**94%**

Peer Group Average		
COUNCILS	2014	2012
TDCD	80%	90%
ODC	63%	77%
GDC	85%	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.

**2: Net increase of new borrowers**  
**12%**

**3: Issue rate per library borrower per annum**  
**34**

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

**4: Number of online borrower log-ins**  
**65,004**