

1. Purpose:

- 1.1 The purpose of this briefing note is to provide the Libraries Partnership Board with an overview of the key performance areas for Warrington's Library service in 2018/19.

Note: The data set identified with * are measures that have been included within WBC's *Transforming Warrington's Public Libraries: Our Strategy for 2019-2020*.

2. Performance Data

2.1 Visits

- Total footfall across all LiveWire's libraries for 2018/19 was 593,520
- This was a slight decrease of 1% on the previous year's footfall of 598,620

Table below provides a breakdown of visits per site and the percentage change when compared with the previous years:

Library	2014/15	2015/16	%change	2016/17	%change	2017/18	%change	2018/19	%change
BIR	69,628	72,801	5%	52,362	-28%	44,148	-16%	25,502	-42%
BUR	11,200	9,998	-11%	10,833	8%	10,615	-2%	44,231	317%
CUL	32,541	29,364	-10%	24,998	-15%	23,367	-7%	24,344	4%
LYM	55,911	56,962	2%	56,944	0%	53,518	-6%	53,327	0%
ORF	111,196	126,511	14%	132,322	5%	126,464	-4%	117,802	-7%
PAD	50,701	47,869	-6%	39,724	-17%	37,930	-5%	39,898	5%
PEN	61,570	55,593	-10%	51,151	-8%	50,315	-2%	47,406	-6%
STO	62,141	57,631	-7%	58,089	1%	56,946	-2%	57,711	1%
WAR	155,762	139,284	-11%	121,558	-13%	117,877	-3%	97,592	-17%
WES	33,945	31,576	-7%	28,192	-11%	26,410	-6%	26,199	-1%
WOO	54,605	43,757	-20%	49,130	12%	51,030	4%	59,508	17%
Total	699,200	671,346	-4%	625,303	-7%	598,620	-4%	593,520	-1%

2.1.1 Key points to note relating to library visits:

- 2018/19 saw a reduction in the number of Birchwood Community High School learner's accessing Birchwood library at lunchtime following changes to the school day which saw the school introduce a single lunchtime. In addition to this the people counter from the school into the library was relocated which also contributed into a reduction in footfall at the site
- Project team established in 2018/19 aimed at attracting participants and improving the customer experience at the site and attracting new participants
- Relocation of key activities from Penketh to Sankey during the year resulted in a decrease in visits to the site
- Orford saw a number of key staff at the site leave resulting in the library being serviced by zero hour staff during the recruitment period
- Padgate and Warrington libraries experiences periods of significant Anti-Social Behaviour during Qtr 4. This resulted in Padgate altering its opening hours to ensure a safe environment for staff and service users
- FoL group established at Westbrook and new library lead appointed at the site

"It's really good having the Post Office in the library. My young son can look at the books while I'm using the Post Office and it means he doesn't cry and get fed up while I'm waiting."

(Library and Post Officer user at Burtonwood library)

2.2 Membership

- At the close of Qtr 4 2018/19 LiveWire's libraries had 26,285 live members (live members are those members who have used LiveWire libraries within the previous 12 month period)
- 25% were concessionary memberships
- 2018/19 saw 7,740 new members join LiveWire's libraries *

2.2.1 Membership Demographics*

Gender of visitors	Current Qtr
Male	15,552
Female	10,572
Unknown	161

Age of visitors	Count
0 - 11	7,120
12 - 15	944
16 - 18	560
19 - 24	1,154
25 - 34	3,006
35 - 44	3,311
45 - 54	2,746
55 - 64	2,562
65+	4,882

2.3 Stock

- Total stock across LiveWire's libraries was 250,229. The tables below sets out the number of items aligned to the various stock collections.

- 242,557 items are categorised as book stock as detailed in the following table:

Stock Type	Total Stock
Adult Non-fiction	50,085
Adult Fiction	64,177
Junior Non Fiction	14,197
Junior Fiction	64,535
Adult Stack Non-Fiction	10617
Adult Stack Fiction	1529
Junior Stock	243
Reference/Local Collections	37,174

- 7,606 items are categorised as audio visual stock ; illustrated in the table below

Stock Type	Total Stock
Adult Talking Books	2,694
Junior Talking Books	569
Videos & DVDs	1,219
Language & Open Learning	484
eBooks	2,640
AV stack Talking Books	66

- 21,199 new items were added to library collections across the year

2.3.1 The table below sets out the stock levels per library as at 1st April 2019

BRANCH	TOTAL stock
BIBS	365
BIR	16,866
BUR	5,552
CUL	14,619
GSA	5,673
LYM	15,054
ORF	18,349
PAD	15,165
PEN	16,255
STO	21,679
WAR	49,098
WES	14,412
WOO	15,524
TOTAL	208,611

“Thank you for all your help and advice finding /recommending books to read.”

(Library Member at Culcheth Library)

2.4 Issues *

- LiveWire’s libraries issued 363,177 items in 2018/19
- The table below provides a breakdown of issues per site and the percentage change when compared with the previous year:

Library	2014/15	2015/16	%change	2016/17	%change	2017/18	%change	2018/19	%change
BIB	1,532	1,386	-10%	1,406	1%	965	-31%	935	-3%
BIR	47,131	44,146	-6%	24,918	-44%	19,858	-20%	16,595	-16%
BUR	10,531	8,735	-17%	5,906	-32%	6,693	13%	7,141	7%
CUL	52,339	45,159	-14%	29,045	-36%	26,111	-10%	22,920	-12%
GSA						1,597		11,912	746%
LYM	75,346	66,841	-11%	47,700	-29%	42,482	-11%	40,209	-5%
ORF	53,874	49,923	-7%	37,112	-26%	34,527	-7%	31,613	-8%
PAD	50,239	45,821	-9%	25,730	-44%	23,179	-10%	22,651	-2%
PEN	88,242	78,507	-11%	49,960	-36%	48,183	-4%	45,450	-6%
STO	128,944	114,098	-12%	76,208	-33%	70,987	-7%	66,281	-7%
WAR	96,585	80,593	-17%	51,427	-36%	46,282	-10%	40,881	-12%
WES	59,674	51,971	-13%	33,292	-36%	30,794	-8%	26,695	-13%
WOO	58,111	46,929	-19%	35,435	-24%	32,177	-9%	29,894	-7%
Total	722,548	634,109	-12%	418,139	-34%	383,835	-8%	363,177	-5%

2.4.1 Health Issues*

During 2018/19 LiveWire’s libraries issued 11,022 health related books. This figure includes Mood Boosting and Books on Prescription – general, dementia, shelf help and long term.

2.5 Reservations

- 28,533 reservations were placed during 2018/19 – a 3% decrease on 2017/18 which saw 29,420 reservations placed but is a 9% increase on the 26,089 reported in 2016/17.

“Fabulous service. The emailing system for letting you know when your books are due back.”

(Library Member at Stockton Heath)

2.6 EBooks*

- Total ebook issues for the year 2018/19 were 3,918
- Total ebook borrowers in 2018/19 were 703
 - Of this figure 520 were returning borrowers and 183 were first time borrowers

Ebooks	Annual Total
2012-13	4,878
2013-14	7,704
2014-15	9,483
2015-16	10,934
2016-17	8,878
2017-18	5,438
2018-19	3,918

“After watching the programme ‘Eat Well for Less’ I was reminded what a great free resource I had on my doorstep, I have re-joined the library to borrow books and ebooks!”

(Library Member at Penketh Library)

2.7 Activity programme

- LiveWire’s libraries hosted 3,514 activities during 2018/19 (14% increases on PY) attracting 32,138 participants (6.2% increase on PY)
- Of this the Friends Groups continue to use libraries to host meetings or events equating to a cumulative total of 202 community activities taking place in libraries and attracting 3,546 participants

2018/19

Participants by activity	Sessions	Participants
Adult events - run by LiveWire staff	677	4,423
Adult events - outside agencies	917	6,545
Adult Events - FOL	152	2,727
U18 events - run by LiveWire staff	1207	15,325
U18 events - outside agencies	511	3,118
U18 events - FOL	50	819
Total	3,514	32,138

Activities: headline figures PY	Sessions	Participants
2018/19	3,514	32,138
2017/18	3,089	30,242
2016/17	2,522	27,948
2015/16	2,451	25,568
2014/15	2,192	22,772

2.7.1 Highlight from the 2018/19 activities program

2.7.1.1 LiveWire Libraries

In addition to activities organised and delivered by individual libraries such as Story/Rhyme time, coding clubs, family holiday activities, adult/children's craft sessions, family/local history help desks, local festivals, school, nursery and uniform visits; the list below reflects events/activities designed by the professional Librarians to meet the initiatives identified by Libraries Connected. The list also includes schemes aimed at engaging vulnerable and hard to reach residents in the Borough in library programmes.

- First **Speed Dating** event at Orford Library aimed at addressing social isolation
- **Chester Zoo** sessions took place during the summer holidays at Great Sankey, Orford, Penketh and Warrington Library
- **Express Arts** delivered a series of workshops in;
 - Stop Motion Animation at Burtonwood, Culcheth, Great Sankey, Lymm, Orford, Padgate, Penketh, Warrington and Woolston libraries
 - Drama, arts and craft linked to the Summer Reading Challenge took place at every library. These sessions also gave children the opportunity to gain an Arts Awards qualification
 - 2 day Film making course at Birchwood and Westbrook Library
 - 2 day Photography course at Culcheth and Stockton Heath Library
- **World Book Night** (23rd April)
 - LiveWire was one of the successful library services to receive 200 books to gift for World Book Night
 - These were distributed to Room at the Inn, James Lee House, Pathways to Recovery and Warrington and Vale Royal College

- **Book crossing:** To celebrate LiveWire's sixth anniversary each library was allocated six books as part of the international reader development initiative Book Crossing. Staff gifted a book to users who then set it on a journey by being released into the wild. The released books were tracked as far afield as Greece and Spain
- **Summer Reading Challenge (SRC):** The 2018 SRC was really successful with a 9% increase in the number of children joining in with the scheme when compared with 2017
- **An evening with Danny Sculthorpe:** In partnership with Warrington Wolves and the charity State of Mind to raise awareness of men's mental health
- Series of **author visits** from Kate Ellis, Sarah Ward, Sarah Dunnakey and Sharon Bolton in conversation with Cath Staincliffe
- Boxer **Martin Murray** delivered a motivational talk demonstrating how people can change their life and promoting his new book
- LiveWire launched 'digi-making' workshops and coding clubs
- Series of **Murder Mystery** evenings
- Padgate library hosted the first Fun Palace, a national initiative aimed at promoting cultural activity delivered by the community in library settings.

The event at the site included:

- DJ workshop
- Card making
- Signing choir
- Ukulele
- Football skills
- Lego
- Computer coding

"Very interesting and very well organised talk. Very thought stimulating and lots to reflect on".

(Participant at Danny Sculthorpe event)

“I thought it was fantastic to see the students grow in confidence over the weeks of the programme as they didn’t all know each other at the start. They interacted well and by the end of the programme they felt confident enough to talk in front of each other, this is a massive achievement for some of them. “

(Teacher at Great Sankey High School about participants on the RRC)

2.7.1.2 Friends of Libraries (FOL)

Although LiveWire libraries and the FOLs work together to provide a programme of activities that complement each other, there are some projects that are delivered in partnership. These include:

- Craig Bradley author event at Culcheth library, with both partners providing 50% funding towards the event
- Penketh hosted the launch of WW1 exhibition ‘In Remembrance of the Fallen’
- National *Great Get Together* event on Saturday 23rd June saw the teams at Penketh work together to attract community groups to deliver refreshments, Teddy Bear’s Picnic and crafts at the site
- FOPL delivered Lego sessions as part of the Fun Palace event at Padgate Library

Other regular activities lead by FOL:

- Lego Clubs
- Coffee mornings – themed
- Film nights
- Talks with guest speaker and themes
- Reading Groups
- English for Foreign students
- Cake sales
- Mindfulness and relaxation sessions
- Walking groups
- Local history & heritage talks
- Board game night
- Jigsaw swap
- Friends open days
- Committee and steering group meetings

“Having the computers here has really helped with my son’s homework.”

(Library Member at Burtonwood)

2.7.1.3 Community Use*

Alongside the activities provided by the library team and FOL, 2018/19 saw LiveWire's libraries have been used to support the following community led activities:

- Police Surgeries
- Community Support meetings
- School and Parents Meetings
- Private Tutor and Student meetings
- MP and local Councillor Surgeries
- Art Exhibitions
- Catalyst Choices
- Energy Workshop
- Credit Union Drop-ins
- Reading Groups
- Nit and Natter
- Conversation and Coffee
- Job Club/Budget Boosting
- Hear I Am Creative Writing Workshop

2.8 Outreach *

- 2018/19 the library team delivered 58 outreach sessions engaging with 1,987 participants. These included:
 - Promoting Summer Reading Challenge to pupils and teachers
 - Delivering Reading Ahead scheme
 - After school session with target groups
 - Perinatal picnic for invited parents to promote mental well-being
 - Attending an arthritis group
 - Book bags session at Foxwood primary school

- Key outreach projects:
 - **Rugby Reading Champions (RRC):** A project delivered in partnership with Great Sankey High School aimed at engaging reluctant young people, especially boys, with low literacy level into reading through rugby
 - **Fit Fed and Read:** For a second year the professional librarians supported LiveWire colleagues in the Active Warrington Team to deliver the summer's Fit, Fed and Read project. The librarians held 2 sessions at Fairfield Old School and 2 sessions at Warrington Library. Highlights from the project include a crystal maze style hunt at Warrington Library using books to find the treasure and 18 children participated in the Fit Fed and Read scheme completed the SRC 2018

2.9 People Network PCs*

- LiveWire libraries have 101 Public Network (PN) pcs
- In 2018/19 total hours available on the PN pcs was 16,838,549
- Of this a total of 2,472,547 hours were used across all libraries in 2018/19
- Equating to an average use of 15%

**Note: this includes the data for the PN Pcs at Great Sankey Hub*

2.10 Customer Service

- In 2018/19 LiveWire libraries received 2,106 pieces of feedback (92% increase on 2017/18)
- The top 3 areas of feedback throughout the year were:
 - Complaints – car parking at Birchwood Library, ASB at Padgate Library and temperature at Culcheth and Westbrook Libraries
 - Compliments - customer service received from staff and events programme
 - Comments - quality of events/activities delivered

	Total 2017/18	Total 2018/19	Change
Complaints	78	276	254%
Compliments	824	1,747	112%
Comments	195	83	-57%
Total	1,097	2,106	92%

“Library staff is absolutely brilliant! She’s so kind patient and helpful; really gets the bit between her teeth to make sure she helps you find what you are looking for. I’ve learned so much today. It’s the first time I’ve been [to the Family History group] & so glad I came. It was also really good for my dad who now has dementia.”

(Participant at Burtonwood’s Family History Group)

2.10 Volunteers

- The total number of volunteer hours for 2018/19 was 1,794 (a 11% decrease on 2,026 hours in 2017/18)
- This equates to £26,928 of in-kind funding
- 2018/19 saw less volunteer hours reported by the home library and read to me volunteers

Total Volunteering hours	
2017/18	2,026
2018/19	1,794

“I am not from a privileged background and have sometimes struggled with school work. I will always credit the confidence I have gained in being a young volunteer with LiveWire libraries to lead me on to aim higher and achieve my goals in life. It gave me so many opportunities and new skills and will continue to help when I face new challenges. “

(Jade Schofield, Young Volunteer)

3. Conclusion

3.1 The data presented within this overview is extracted from the following systems:

- Koha (Library Management System)
- Icam (People Network pc)
- Countwise (shape recognition and motion detector people counter)
- Electronic people counters (beam based people counter)

Library staff undertake manual head counts for participation in the library's events and activity programme.

3.2 All data included is the same as that reported to CIPFA to inform the CIPFA stats Public Libraries comparative profiles for 2018/19.

3.3 The outcomes identified within *Transforming Warrington's Public Libraries: Our Strategy for 2019-2020* has been included within this report.

3.4 A similar report will be produced for 2019/20 as part of the Commissioning arrangements between LiveWire and Warrington Borough Council.