



# OUR PERFORMANCE IN 2007/08

**We said we would serve customers in 3 minutes** - The average waiting time is 3 seconds

**We said that unplanned closures would be no more than 1% of our annual opening hours** - We closed for 0.33% of time.

**We said we would replace 10% of stock each year through purchase and a further 15% of stock would be circulated with other libraries** - We replaced 13% of stock and 22% of stock was circulated.

**We said 75% of requests for specific items would be supplied within 15 days** - 83% were supplied within the target.

**We said 90% of enquiries would be answered within 20 minutes** - In our survey the average time was 3 minutes and 100% of enquiries were answered within 20 minutes.

**We said the library computer system would be in operation for 99% of available time** - The system was available for 99% of time.

*Are these standards useful to you? If you would like to comment please use the library comments book at the counter*

## WHAT YOU TOLD US AT KINGSWOOD LIBRARY

### YOU SAID....

Where are all the brass and military band CD's.

### OUR RESPONSE....

We have now bought a collection of brass and military band CDs, which we hope you enjoy.

### YOU SAID....

Always really helpful staff.

### OUR RESPONSE....

Thank you very much!

### YOU SAID....

Please, a book on Malaysia is needed - I feel Borneo, Kuala Lumpur, Singapore and mainland Malaya are all most interesting regions and a large area of the world not to be represented.

### OUR RESPONSE....

Thanks for this suggestion, as a result of which we have bought two guidebooks on the region.

### YOU SAID....

Can we have more time on the internet?

### OUR RESPONSE....

Customers can have more than their allotted 2 hours a day if there are free computers available but in order to be fair to everyone, we give customers a further half hour at a time to ensure PCs are available for other customers.

### DID YOU KNOW?

- ➔ The average cost per visit to a South Gloucestershire library is **£2.53** compared to an average cost of **£3.13** in other English unitary authorities
- ➔ **Reading for pleasure** is more important to a child's educational achievement than their family's wealth or social class. Libraries open up the world of reading to children and inspire them to read more and enjoy their reading more.
- ➔ **52%** of adults read books to relax or relieve stress, **27%** as a form of escapism, **24%** as a chance to use the imagination
- ➔ **103,000** enquiries were made last year.

### HIGHLIGHTS FROM 2007/08

**Yate Library was awarded £1.5 million from the Big Lottery Fund for a major refurbishment and extension to the library.**

**7,000 pre-school children received a pre-school Bookstart pack.**

**Last year South Gloucestershire children borrowed a staggering 500,000 books.**

**2008 is National Year of Reading and all our libraries are running monthly themed programmes to celebrate it.**

**Make a Noise Day was a major promotional campaign in November 2007, when the Library Service held a day of activities to promote the Service - membership increased by 15% as a result.**