

Annual Statistics

How many items are borrowed each year? 2005/06 2006/07

Books	798,951	838,523
Music/CD	12,434	11,906
Spoken Word	21,690	26,741
DVDs and Videos	17,624	23,192

What is the total stock? 2005/06 2006/07

Books (for loan)	149,396	152,127
Music/CD	4,098	4,214
Spoken Word	2,752	3,783
DVDs and Videos	4,217	4,053

How do we compare? (2005/06) Torbay Torbay's Family of Unitary Authorities

Book loans (per head of population)	6.02	5.75
Total loans (per head of population)	6.41	6.28
Cost per loan	£2.29	£2.84
Cost per visitor	£3.25	£3.15
Requests supplied within 7 days	61%	59%
Requests supplied within 15 days	81%	76%
Requests supplied within 30 days	92%	89%

Key Performance Measures 2005/06 2006/07

Access hours per week (branches and mobile)	192.4	192.25
Information enquiries	123,139	127,571
Visits to Torbay libraries	599,830	660,064
Income generated	£127,895	£124,020
Weekly cost per resident	28.3p	30.6p

Customer Feedback 2005/06 2006/07

Complaints received	14	15
Compliments received	25	27

The total cost of the library service in 2006-07 was £2,114,890 (or £15.93 per head of population).

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LIBRARY SERVICES

Building the Future 2006-2007 Report

Reaping the benefits...

LIBRARY SERVICES

TORBAY
COUNCIL

More visitors and borrowers

During last year, the number of visitors to our libraries increased by 10%, and the number of items borrowed increased by 6%. These were the largest increases for many years, and we believe these were as a result of some of the improvements we have made to the service in recent times.

Loyalty Card

The Loyalty Card commenced in September 2006 as a reward scheme. After 4 separate visits to the library to borrow books or other items, members are entitled to one of several reward options. The programme has proven popular, with 1,923 rewards redeemed up to the end of March 2007. This has generated greater borrowing, enhanced customer relations and created a more active and engaged membership.

Charter Mark

The library service was successful in renewing its Charter Mark status last year. This is the Government's national standard for excellence in customer service, and the requirements are very demanding. We increased our number of regional and national best practice examples from 4 to 6.

Customer satisfaction

Torbay Library Services is one of a small number of library authorities, including only 2 in the South West of England, that currently achieves the top standard in customer satisfaction for **both** adults and children. Thank you to everyone who has taken part in one of our customer surveys.

Celebration Week

We were honoured by the visit of Dick Francis CBE, former champion steeplechase jockey and best-selling thriller writer, to Torquay Library on 27 July 2006. His visit was the highlight of a week of activities organised to celebrate the modernisation of the library earlier that year.

John Pike Local Studies Room Refurbishment

In refurbishing this area, we wished to increase space for researchers, make the collection more relevant, and create an attractive, pleasant environment. With the relocation of less relevant stock, new carpets and noticeboards, redecoration and increased space for researchers, we achieved our aims ahead of schedule, and reopened to much praise from our users.

Children's Summer Reading Challenge - "The Reading Mission"

The Summer Reading Challenge continues to be popular with 1,831 children between 4 and 12 years taking part during the 6 week school holidays. This was an increase of 41% on the previous year. Reading 6 books throughout the summer is helping children and schools plug the "summer learning gap".

The Oasis project

This children's IT training programme had a very successful year:

- 39 children have attained entry level GCSEs in IT.
- 280 children attended workshops and learnt how to produce comics, printed bags, tee shirts and bookmarks, use digital cameras and make videos.
- The Mayor presented some of the children with certificates for their achievements during the summer.

Improved Public Access PCs

New PCs were installed in Torquay, Churston and Brixham libraries, providing faster access to the Internet, self booking facilities, and access to word processing, spreadsheet and CV writing software, as well as Ancestors Online – a popular genealogical website.

IT Taster Sessions

Supported by UK Online funding, a series of popular Internet and e-mail taster sessions for beginners was held across Torbay in a range of locations. Taster sessions will continue in the future – please see your local library for further information.