FIRST YEAR REVIEW OF COMMUNITY LIBRARY VOLUNTEERS

Introduction

1. This report gives an overview of the first twelve months (September 2011 – August 2012) volunteers have been involved in helping to run level 2 & 3 libraries in Wiltshire.

Background

2. In January 2011 Cabinet approved plans set out in the Library Service Review. The changes proposed ensured that all Wiltshire libraries would remain open and the council would be in a position to meet the savings required by the governments comprehensive spending review and be able to provide:

    ▪ 21 staffed libraries (accounting for 97% of all physical visits) operating with rationalised opening hours.
    ▪ 9 libraries (accounting for 3% of all physical visits) operated in partnership with local communities – providing opportunities for volunteers, embracing the 'Big Society' agenda of community involvement as well as ensuring no library closures.
    ▪ Further opportunities for volunteers to extend the library service to make best use of staff to keep libraries open for core/streamlined hours at six other level 2/3 libraries operating a hybrid system of staffed and volunteer sessions.

3. Other key elements of the review change programme implemented at the same time were:

    ▪ The introduction of RFID/self-service technology to all libraries.
    ▪ A full staffing review with a reduction of 22 FTE front of house staff.
    ▪ New rationalised core opening hours for all libraries with a 6.3% reduction overall.

Project delivery

4. To meet budget deadlines all aspects of the change programme including the introduction of volunteers were in place by 5 September 2011. This entailed working to very tight deadlines. Nine level 2 libraries opening hours are operated solely by volunteers and volunteers help to extend opening times at six other level 2/3 libraries.

    ▪ 444 prospective volunteers came forward of which 375 attended briefing sessions.

- Of these 285 volunteers completed basic training and started in September 2011.
- New 5 hour Library Assistant Volunteer Support posts were created for the nine level 2 libraries to undertake back office tasks and provide support for volunteers, see **Appendix A** for a list of tasks undertaken.
- An 18.5 hour post of Library Service Volunteer Coordinator was created to support the project. **Appendix B** gives the weekly and monthly tasks for this role.

Volunteering in the library service

5. Altogether 643 volunteers support the library service, which has the largest number of volunteers in the council working with it outside of schools.. Wiltshire libraries has a long tradition of working with volunteers and already had 324 volunteers undertaking added value volunteer roles within the library service, for example providing library services to the housebound and supporting the summer reading challenge. The number of Community Library Volunteers is currently 319 See **Appendix C** for a breakdown of numbers and volunteering roles. In total library volunteers supply 24,218 hours of volunteer time per year.

Community Volunteer Roles

6. Legal advice was taken on the role of community library volunteers from the Wiltshire Council Legal team. In response to this care has been taken to ensure that volunteers are not asked to take on the work of paid staff or to work alongside them doing similar duties.

7. There are two volunteer roles in Community Libraries, see **Appendix D** for role descriptions:

    Community Library Volunteers:

    - Help customers to use the self service machines
    - Shelve returned stock
    - Assist customers in selecting reading material
    - Provide support to log on to public computers
    - Refer customers to library staff at other libraries to deal with information enquiries and issues around fines, stock reservations and membership queries

    Volunteer Coordinators:

    - Draw up monthly rotas
    - Act as a point of contact for volunteer issues and communication at each library.

8. Both roles require good people and customer service skills and it is important people with the right set of aptitudes are recruited. The role of the Community Library Volunteer is to help customers with self service and does not

encompass the full range of tasks necessary to operate the library or require access to Galaxy, the library service online management system. To fully train a Library Assistant takes an average 6 months depending on the number of hours worked and the aptitude of the individual.

9.   **Appendix E** profiles the Community Library Volunteers. Volunteers were recruited from a wide range of backgrounds with ages ranging from 16 – 75+, volunteers aged between 41 – 75 predominate.

What has been achieved

10.   The implementation of the project has been successful in a number of ways:

   ▪ With the help of Community Library Volunteers we have been able to keep all the smaller libraries in Wiltshire open, in most cases with either the same or slightly increased opening times. See **Appendix C**. Volunteer teams at Box and Ramsbury opted to add an extra weekly opening session in April 2012.
   ▪ Volunteer operated libraries in Wiltshire are professionally led and managed, and they remain part of the council's library service network.
   ▪ Volunteering opportunities have helped deliver the governments Big Society agenda, promoting community resilience and strengthened the library services links with local communities.
   ▪ The new way of working has also offered volunteers opportunities to develop skills, the most common reason for volunteers leaving is to take up paid employment.
   ▪ Opening hours at level 3 libraries have been supplemented by volunteer operated sessions with a hybrid of staff and volunteer sessions.
   ▪ Volunteers helped to run the Summer Reading Challenge across all libraries this summer. Volunteers at Durrington and Purton operate weekly story times and other volunteer operated libraries are planning to follow suit.
   ▪ Community Library Volunteers have provided 18,160 hours of volunteer time in the first twelve months of the project.
   ▪ The volunteers have been very reliable, there have only been 34 hours of unplanned closures during this first year.
   ▪ Volunteer retention has been excellent, only 19 have left so far, see **Appendix F** for reasons. When surveyed, volunteers stated they enjoyed their role because:

      o They were making a difference in the community
      o Enjoyed being around books and talking about reading
      o It provided opportunities to meet new people

11.   **See Appendix G** for quotes from volunteers about their volunteering experience.

Key learning points

Volunteer numbers

12. Using volunteers to support a frontline service requires large numbers of volunteers to ensure cover is always available. Depending on the flexibility of the volunteers, extra capacity needs to be available to fill gaps due to sickness, family emergencies and holidays for example.

13. At the start of the project volunteers were consulted about their availability and told us they wished to be timetabled on a fortnightly basis for sessions of approximately 2 – 3 hours. Many have regular family, work and other volunteer commitments they need to fit round their library sessions.

14. As well as providing company and support for each other, this has had the added advantage that when shortages have occurred some volunteers have been prepared to open the library on their own. This has meant not having to shut some libraries despite low volunteer availability due to sickness, holidays and events such as the Jubilee and Olympics. This system is robust and works well as the level of commitment required from volunteers is manageable. However, it means a large number of volunteers are needed.

15. For a 2 - 3 hour session a minimum of 4 - 5 volunteers is required, assuming each volunteer helps for one session per fortnight. With contingency volunteers added for holiday periods and sickness this means for every 10 hours of opening we need approximately 20 - 25 volunteers depending on their flexibility. These figures assume volunteers operate the library in pairs. This works well in level 2 and 3 libraries, however if volunteers were used at larger libraries a minimum of three volunteers would be needed for each session, increasing the volunteers needed for 2-3 hours of opening to 8 and for 10 hours of opening to approximately 30 depending on how the shifts are split. The total number of volunteers in each service point team is given in **Appendix C**.

Volunteer roles

16. Community library volunteers attend the library on average 2 – 3 hours every two weeks. In some libraries with a three week timetable this will be every 3 weeks. The volunteers find this level of commitment manageable and their attendance is excellent, of 9,596 hours opening during the first year only 34 hours have been lost. However, the short time each volunteer attends the library per fortnight limits the complexity of the work they can be expected to undertake and can result in communication issues.

17. In addition to the constraints of the number of hours volunteers undertake, in line with Legal Services advice they cannot legally be asked to take on the full range of duties of a library assistant or be alongside them in a role previously held by a paid member of staff. Community library volunteers therefore operate without onsite support from experienced staff and do not have access to the full library management system. This issue has been overcome by

installing self-service kiosks into volunteer operated libraries and providing phone support from linked libraries but tasks around membership and reservations that require access to the full Galaxy library management system need to passed on to library staff. This model works well in smaller libraries but is not scalable for use in larger libraries due to the greater volume and complexity of work they undertake.

Staff time to support volunteers

18.   Each volunteer operated library has phone support from staff at a link library. This system has worked well and volunteers have praised the quality and helpfulness of the support provided. Staff at the link libraries have responded positively to helping volunteers and enjoy working them. Staffing levels in branches however have been reduced as part of the service review and during busy periods at larger libraries it can be difficult to deal with telephone calls from volunteers whilst continuing to serve customers. See **Appendix H** for example of monthly library call log.

19.   In addition to the volunteer calls to larger libraries further support of approximately 90 hours is provided on a monthly basis to volunteer libraries, see **Appendix I.** Senior staff regularly deal with call outs relating to building, equipment and IT problems that the volunteers are unable to action, e.g. building access problems, faulty barcode readers, printers, timers and Galaxy/Fallback issues.

20.   Volunteers speak very highly of how much support they are given by staff and how willingly it is provided.

Volunteer training

21.   Volunteers need ongoing training and support to ensure:

   ▪ They are kept up to date with library service developments.
   ▪ Have an opportunity to refresh their knowledge and develop new skills.
   ▪ Get the chance to meet and discuss with staff how they feel their library is progressing.

22.   Training volunteers is time intensive and an important on-going commitment, necessary to ensure the standard of service is maintained. Therefore there is a need to focus resources on appropriate levels of training and development support for all volunteers.

23.   Initial volunteer training took place during July – August 2011 and each volunteer received a 3 hour induction session. Further support was provided during their first two sessions at the library in September, and in March – April 2012 a further 2.5 hour refresher training session was provided.

24.   Volunteers remain enthusiastic about being involved in the library service and to maintain this there needs to be the right balance of on-going training and

support across the county. A series of coffee mornings/briefing events and refresher training has taken place throughout the year.

25. The table below shows the training for 2012.

March – April	June – July	October	December
Volunteer training	Summer Reading Challenge coffee morning	Volunteer training	Christmas coffee morning

26. All volunteers have signed an agreement, see **Appendix J** to say they will attend appropriate training however, as they are volunteering their time and have other commitments ensuring all volunteers receive training remains a challenge.

27. Our goal was to provide all the volunteers with a refresher training session in the library during March – April. This training required 166.5 hours of staff time to deliver, this does not include the time required to develop the training programme. See **Appendix K** for a breakdown of staff time. However, this system of group training only managed to reach 69% of the volunteers and 47% did not attend the summer coffee morning which included a briefing on how to deliver the Summer Reading Challenge, a national reading scheme for children.

28. Visiting the library outside of their volunteer session can be difficult for some volunteers in terms of an additional time commitment. Some volunteers work full-time so found the dates problematic and some volunteers questioned the value of further training. There is a need to work on convincing them further training is required.

Communications

29. Communicating with such a large number of volunteers has to be carefully managed. A variety of communication techniques are used, including message books, phone contact, face-to-face meetings, emails and newsletters are employed to ensure keys messages are passed on. There have been difficulties around communicating with the volunteers in level 2 libraries who essentially work in isolation. In some level 3 libraries staff and volunteer sessions crossover e.g. staff 10 – 2pm and volunteers 2 – 4pm, here an increased sense of teamwork has developed and communication is much improved where a handover occurs at the start or end of a session. As a result this is a recommended shift pattern for new opening hours in the future.

Volunteer recruitment

30. Large numbers of volunteers came forward in communities where the library was under threat of closure. Where a library retained core staff hours, i.e. level 3 libraries, the numbers who came forward were lower.

31. Recruitment for new volunteers is on-going, during the first year we have recruited 53 new community library volunteers. Recruitment and initial training requires 7 hours of staff time hours per volunteer to deliver, and has taken a total of 371 staff hours over the first year. Recruitment procedures are in place with lead responsibility shared between the Library Service Volunteer Coordinator and Community Librarians. The process involves a short application form, interview with local staff and then a training session prior to being supported for their first library session.

32. The HR department are re-visiting the Council's volunteer policy and recruitment procedure, this could result in additional management time and resources being required.

Reward and development

33. The volunteer roles need to be as interesting and rewarding as possible. Work continues to ensure this is achieved. Every effort is made to ensure that volunteers feel valued and are supported in taking forward ideas and initiatives for their library and where volunteers have expressed interest in developing additional services e.g. story times at Purton and Durrington extra training and support has been given.

Performance

34. The past year has been a challenging time for all Wiltshire libraries and performance figures are down across the county. Work is being undertaken to reverse this trend. In libraries where volunteers are involved the decrease is more marked. See **Appendix L** for issue and visitor figures.

35. It should be noted that the form of service offered at community-led libraries is new so it would be wrong to compare the new service with previous performance statistics. Without volunteer support these libraries would not be able to operate. Any assessment of performance data needs to reflect these points.

36. The CIPFA Plus survey due to be undertaken in late September 2012 will provide valuable customer feedback about the new ways of working in level 3 libraries.

Next Steps

37. Community Library Volunteers have provided valuable support to both their community and to the library service in helping to keep their library open. They have proved enthusiastic advocates for the library service and taken on large amounts of information in a relatively short space of time. They are valued members of the Library Service. As a service we are delighted with the contribution from volunteers and wish to thank them for their time and effort and also thank the staff who support them.

38. Without adding extra resource for the support and training of additional volunteers the Library Service now has limited capacity for the extension of volunteering. Our goal over the next year is to focus on training and support for our existing volunteers, in particular Community Library Volunteers, to further embed this new way of working.

Name: Rebecca Bolton
Date of report: 18 September 2012

Appendix A

Library Assistant Volunteer Support – 5 hour post

<u>Weekly tasks</u>

- Process delivery
- Answer volunteer queries in message book
- Processing customer reservations
- Enrolling members on library management system
- Check customer comments box
- Empty and discharge items, sending them to other libraries
- Weekly visitor counting
- Shelf checks
- Extend expiry dates for instant cards
- Print off incident/accident, reservation, manual issue etc
- Locate and send on circulating chain stock
- Check printers for paper
- Carry out stock repairs
- Check float for computer printing etc.
- Cash up RFID session
- Check float in coin hopper and till roll

Appendix B

Library Service Volunteer Coordinator – 18.5 hour post

<u>Weekly tasks</u>

- Email & telephone enquiries from:
    - o Prospective volunteers
    - o Volunteer Coordinators
    - o Library Staff
- Training new volunteers
- Overseeing issues with rotas
- Liaising with Community Librarians and Supervisors on operational issues
- Setting up and attending various meetings with:
    - o Volunteer Coordinators
    - o Prospective volunteers
    - o Library staff

<u>Monthly/Bi-monthly tasks</u>

- Updating volunteer handbook
- Collecting and collating volunteer statistics
- Planning, designing and writing training materials for:
    - o Volunteers
    - o Staff
- Planning and organising venues, invites, attendance for training and coffee mornings
- Liaising with outside organisations regarding volunteering e.g. GROW, SPICE
- Ensuring rotas are delivered on time and distributed correctly
- Visiting libraries to attend coffee mornings/training sessions*****

* This can consume up to 75% of the working week whilst the training and events programme is being delivered.

Appendix C

Library	Volunteer opening hours from Sept 2011*	Hours increase/decrease	No. of volunteers
Box	14	2	24
Durrington	26	7	34
Ludgershall	14	-5	22
Lyneham	15	0	19
Market Lavington	12	2	21
Netheravon	10	0	19
Purton	20	4	37
Ramsbury	12	2	31
Tisbury	17	4	32
Hybrid libraries			
Aldbourne	2 (10)	2	6
Cricklade	6 (20)**	0	14
Downton	10 (24)	-2	17
Mere	7.5 (38.5)	-6.5	10
Pewsey	10 (27)	3	19
Wilton	12 (26)	-4	14
Total	**187.5**	**8.5**	**319**

*Aldbourne volunteers started in December 2011, the Parish Council funds the 10 hours of staffed time.
**Total opening hours in brackets

Volunteer Role	Number	Hours of Volunteering Annually
Community Library	319	18,160
Home Library	146	3388
Computer Supporter	18	185
Summer Reading Challenge	152	2465
Rhyme time	8	20
Total	**643**	**24,218**

Appendix D

Volunteer Opportunity

Role:	**Community Library Volunteer**
Place:	Aldbourne, Box, Cricklade, Downton, Durrington, Ludgershall, Lyneham, Market Lavington, Mere, Netheravon, Pewsey, Purton, Ramsbury, Tisbury and Wilton Libraries
Reports to:	Local library staff

Purpose:

- In partnership with local library staff help support the community library to provide a friendly and helpful service to all library users
- To help library users get the most from their local library

Responsibilities:

- Offer a friendly welcome to all members of the community using the library
- Assist customers with using the self service equipment to issue, renew and return items, check their account and make payments
- Shelve stock and keep the library in a safe and tidy condition
- Activate new membership cards
- Refer customers who need further information or support to local library staff or the Link Library
- Help library users to search the catalogue and place requests
- Help customers log on to the public access computers
- Liaise with local Volunteer Co-ordinator and library staff as appropriate
- Ensure the building is open during advertised hours and secure the building at the end of the session
- Attend training sessions relevant to the role

Aptitudes:

- An ability to get on with people, particularly older people and children
- Be reliable to ensure a regular service

- A love of books and reading
- Willingness to help customers to use simple self service equipment

Commitment:

Ideally, in order to keep their skills refreshed, volunteers would be available for a minimum of 2 hours per fortnight. Exact times/days to be arranged locally by mutual consent.

Length of Opportunity:	Ongoing
Training:	Training will be given on library services and Health & Safety guidelines. Further training will be offered from time to time

Volunteer Opportunity

Role: **Community Library Volunteer Co-ordinator**

Place: Aldbourne, Box, Cricklade, Downton, Durrington, Ludgershall, Lyneham, Market Lavington, Mere, Netheravon, Pewsey, Purton, Ramsbury, Tisbury and Wilton Libraries

Reports to: Local library staff

Purpose:

- In partnership with local library staff help support the community library to provide a friendly and helpful service to all library users
- To coordinate volunteers to provide a library service to agreed standards
- Liaise with Library Service staff to ensure the smooth running of the library

Responsibilities:

- To advise and support the volunteers
- Organise the volunteer rota for agreed opening hours
- Arrange cover for volunteers in the event of holidays or sickness
- Act as main point of communication and contact between volunteers and library staff
- Assist library staff to promote the library in the local community and recruit new volunteers.
- Attend training sessions relevant to the role
- Produce simple monthly statistics

Aptitudes:

- An ability to get on with people, particularly older people and children
- Be reliable to ensure a regular service
- A love of books and reading

Commitment:

To be arranged locally. An individual could be both a Community Library Volunteer and a Volunteer Co-ordinator. Local teams of volunteers could share the co- role for periods of 3 – 6 months at a time.

Length of Opportunity: Ongoing

Training: Training will be given on library services and Health & Safety guidelines. Further training will be offered from time to time
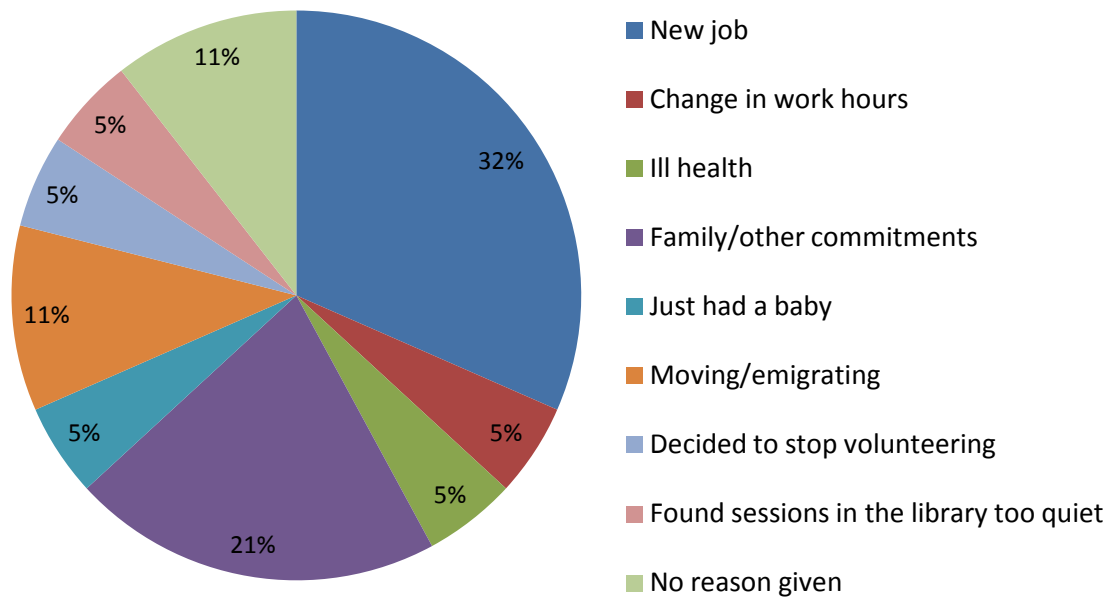
Appendix E

Volunteer characteristics monitoring – 65% completion rate	
Gender Male: 47 (23%) Female: 156 (77%)	**Disabled** Y = 9 (4.4%) N = 188 (92.6%) Prefer not to say: 6 (3%)
Age 0 – 16 = 0 16 – 24 = 3 (1.5%) 25 – 34 = 3 (1.5%) 35 – 40 = 8 (4%) 41 – 59 = 48 (23.6%) 60 – 75 = 122 (60%) 75+ = 19 (9.4%)	**Ethnic status** White British = 199 (98%) Asian/Asian British = 2 (1%) Chinese = 0 Mixed = 0 Other = 2 (1%)
Travel distance Up to 1 mile = 154 (75.8%) 1 – 2 miles = 21 (10.4%) 2 – 5 miles = 24 (11.8%) 5 – 10 miles = 4 (2%) 10+ miles = 0	**Employment** Full-time = 4 (3.6%) Part-time = 12 (11%) Home/childcare = 2 (1.8%) Self employed = 2 (1.8%) Unemployed = 1 (0.9%) Student = 1 (0.9%) Retired = 75 (70%) Not stated = 11 (10%)

Appendix F

19 Community Library Volunteers left in the first year

Community Library Volunteers - Reasons for Leaving

■	New job
■	Change in work hours
■	Ill health
■	Family/other commitments
■	Just had a baby
■	Moving/emigrating
■	Decided to stop volunteering
■	Found sessions in the library too quiet
■	No reason given

Pie chart values: 32%, 5%, 5%, 21%, 5%, 11%, 5%, 5%, 11%

Appendix G

When asked what they enjoyed most about volunteering replies included:

"Meeting new people, staff and customers. Knowing that the library can remain open in spite of cutbacks"

"Hearing other volunteers life stories"

"Good to chat about books with people, find new authors"

"Helping to keep the library open"

"Really enjoy meeting members of the local community, particularly the regular visitors each week"

"Feeling part of offering a service to the community, Learning new skills and meeting new people"

"Feeling useful, meeting people, especially the young children"

"Meeting members of the community and helping to maintain an important service"

"Finding new books/new authors when books are returned"

"I really enjoyed talking to the children about the books they read this summer. The children were amazing and I loved the stories, except the one about snakes, I don't like snakes!"

Appendix H

Link library phone log – February 2012							
Computers/PN	Membership	Information/Stock	Fines/charges	Self- service	Building issues	Requests/Renewals/Issue	Misc.
No of enquiries: 47	38	11	17	18	3	29	7
Examples of queries received							
Couldn't log on to WLO, had overdue fine Needing a website or phone number for birth certificate PN gone down Code to log on guest Problems logging on to Yahoo	Library card expired Query over membership card 2 expired cards Reader forgot card Lost card Pin number query Change of address	Query over SWC Book query Query about DVD Catalogue enquiry Borrower limits on new cards ILL query	Charges query Who pays reservation fees No cash option on RFID	Unable to renew books Couldn't issue books Screen blank Book not registering on screen DVD not issuing No power to machine	No key to get in Problems with landline Backdoor sticking	Overdue book thought had returned Unable to renew books online Query on outstanding requests Urgent book reservation Cancellation of reservation Phone renewal	Put up poster Volunteer not turned up Phone battery dead

Appendix I

Support time for volunteers in June 2012

This is in addition to the Link Library Support.

Library staff	Time taken	Examples of works
Community Librarians & Supervisors	35 hours 15 minutes	- Interviewing prospective volunteers - Helping volunteers with building access problems - Supporting new volunteers during their first session
Library Assistant Volunteer Support	14 hours (in addition to 5 hours of support per week)	- Admin tasks/messages from volunteers not dealt with during allotted 5 hours - Catch up with manual issues following IT problems - Securing building
Level 3 Library staff	43 hours 45 minutes (off desk and during opening hours)	- Messages left by volunteers - Stock left by volunteers - Adding new members - Placing requests
Total	**93 hours**	

Appendix J

Volunteer agreement – Community Library Volunteer

Volunteers are an important and valued part of the Wiltshire Library Service. We appreciate the contribution of our volunteers and we will do our best to make your volunteer experience enjoyable and rewarding. This agreement tells you what you can expect from us, and what we expect from you. We aim to work in partnership with our volunteers to improve our services to local communities.

We, Wiltshire Library Service, are committed to:

- Introducing you to how the organisation works and your volunteering role

- Providing induction training and ongoing support for all volunteers

- Fostering a friendly and supportive atmosphere for volunteers and making volunteering a positive experience

- Consulting with you and keeping you informed of possible changes

- Ensuring a local Volunteer Coordinator is in place to provide rota information and opportunities to give feedback on your volunteering role

- Providing insurance cover whilst you are engaged in work on our behalf

- Providing a safe workplace

- Applying our equal opportunities policy

- Providing a transparent complaints procedure

I, …………………………….. (insert name) agree to:

- Carry out the role of Community Library Volunteer as outlined in the role description

- Attend appropriate training

- Represent the Council positively at all times

- Follow the Council's policies and procedures, including Health & Safety and Equalities legislation

- Treat all customers, other volunteers and library staff with respect and dignity

- Give the Volunteer Coordinator as much notice as possible if I am unable to attend my volunteering session

Further information is available in the Volunteer Handbook, a copy can be found at the library where you volunteer

Please note: this agreement is in honour only and is not intended to be a legally binding contract of employment.

Print Name: Signature:
Date:

Appendix K

These figures relate to the refresher training delivered in March – April 2012. All volunteers were invited to a 2.5 hour session based in the library they volunteered at. The figures include the time to deliver the training and staff travelling time but not the time taken to develop and produce the training programme.

Library	No. of training sessions	No. of staff involved	Time taken
Box	2	3	6 hours
Cricklade	2	2	7 hours 30 minutes
Downton	5	1	16 hours
Durrington	5	1	12 hours 30 minutes
Ludgershall	5	1	15 hours
Lyneham	3	2	4 hours 30 minutes
Market Lavington	4	3	12 hours
Mere	2	1	5 hours
Netheravon	4	2	14 hours
Pewsey	6	1	18 hours
Purton	4	2	13 hours
Ramsbury	6	1	18 hours
Tisbury	6	1	21 hours
Wilton	3	1	8 hours
Total	**57**	**22**	**170 hours 30 minutes**

Appendix L

Issues and Renewals	Totals with added proportion for web & callpoint		
	Sep 10-Aug 11	Sep 11-Aug 12	%
Chippenham Mobile*	53,087	49,418	-6.9%
Devizes Mobile*	46,621	49,494	6.2%
Homes Mobile*	41,470	43,960	6.0%
Warminster Mobile*	35,536	33,076	-6.9%
Wilton Mobile*	41,514	42,001	1.2%
Aldbourne	14,539	12,707	-12.6%
Box	11,461	8,647	-24.5%
Durrington	18,428	15,632	-15.2%
Ludgershall	12,118	6,444	-46.8%
Lyneham	11,247	6,962	-38.1%
Market Lavington	11,826	7,316	-38.1%
Netheravon	5,818	3,901	-33.0%
Purton	17,267	13,403	-22.4%
Ramsbury	7,235	6,472	-10.5%
Tisbury	18,067	12,347	-31.7%
Cricklade	25,689	22,084	-14.0%
Downton	33,128	25,165	-24.0%
Mere	31,388	24,947	-20.5%
Pewsey	43,665	45,743	4.8%
Tidworth	39,915	38,568	-3.4%
Wilton	34,748	28,867	-16.9%
Amesbury	78,747	70,427	-10.6%
Corsham	101,139	97,060	-4.0%
Malmesbury	93,597	80,241	-14.3%
Marlborough	90,362	73,240	-18.9%
Westbury	82,723	70,717	-14.5%
Bradford-On-Avon	149,976	130,129	-13.2%
Calne	143,473	123,083	-14.2%
Melksham	125,096	120,881	-3.4%
Wootton Bassett	121,081	116,468	-3.8%
Devizes	207,137	190,930	-7.8%
Warminster	155,339	144,298	-7.1%
Chippenham	226,044	209,599	-7.3%
Salisbury	401,039	377,128	-6.0%
Trowbridge	226,788	218,493	-3.7%
Erlestoke Prison	18,717	22,542	20.4%
Performing Arts	26,392	26,493	0.4%
Inter-Lending	3,351	2,525	-24.6%
Libraries HQ	289	406	40.5%
CallPoint			
Web			
Grand Total	**2,806,056**	**2,571,816**	-8.3%

*figures adjusted due to several periods of IT failure

Level 2 & 3 libraries operated with volunteers highlighted in yellow.

Appendix L continued

Visitors	Sept 10-Aug 11	Sept 11-Aug 12	%
Chippenham Mobile	17,848	16,787	-5.9%
Devizes Mobile	12,050	12,054	0.0%
Homes Mobile	4,200	3,848	-8.4%
Warminster Mobile	14,371	13,319	-7.3%
Wilton Mobile	14,695	15,707	6.9%
Aldbourne	7,813	5,932	-24.1%
Box	4,438	3,751	-15.5%
Durrington	8,963	10,899	21.6%
Ludgershall	6,338	4,113	-35.1%
Lyneham	5,450	4,467	-18.0%
Market Lavington	4,000	3,711	-7.2%
Netheravon	2,700	1,935	-28.3%
Purton	8,050	7,102	-11.8%
Ramsbury	4,238	3,901	-8.0%
Tisbury	11,088	6,282	-43.3%
Cricklade	9,338	8,752	-6.3%
Downton	17,900	12,108	-32.4%
Mere	31,117	28,956	-6.9%
Pewsey	17,489	25,743	47.2%
Tidworth	35,297	35,422	0.4%
Wilton	15,025	14,705	-2.1%
Amesbury	48,342	40,484	-16.3%
Corsham	72,175	81,198	12.5%
Malmesbury	54,589	45,889	-15.9%
Marlborough	69,708	51,643	-25.9%
Westbury	63,640	54,031	-15.1%
Bradford-On-Avon	101,825	90,989	-10.6%
Calne	98,809	87,899	-11.0%
Melksham	69,101	69,441	0.5%
Wootton Bassett	87,737	92,464	5.4%
Devizes	166,256	150,103	-9.7%
Warminster	136,295	134,874	-1.0%
Chippenham	180,343	160,954	-10.8%
Salisbury	480,425	470,030	-2.2%
Trowbridge	120,442	124,381	3.3%
Grand Total	**2,002,093**	**1,893,876**	**-5.4%**

Level 2 & 3 libraries operated with volunteers highlighted in yellow.