

Appendix B

Annual Performance figures for Shire Hall – Saturdays 2016/2017

	Morning	Afternoon
Issues	10348	5718
Footfall	14120	9197
PN Usage	1942	1352
Gen Enquiries M&G	598	593
Assisted Digital M&G	59	131
Gen Enquiries - Library	212	625
Assisted Digital - Library	224	626
Events	3	23

Glossary:

PN Usage – Computers supplied in Library (PN - People's Network)

M&G – Meet and Greet at the reception desk

Assisted Digital – Help provided at Library Computers which covers a variety of issues including staff printing off documents