

KIRKLEES LIBRARY & INFORMATION SERVICE

ANNUAL STATISTICAL REPORT 2015

STATISTICAL DATA FOR FINANCIAL YEAR 2014/2015

We welcomed 2,026,399 visitors to our building's



283,697 people used our computers

LIBRARY & INFORMATION CENTRES 2014/15

We issued 1,434,565 books & AV materials



Our staff dealt with 1,016,150 enquiries



KIRKLEES LIBRARY SERVICE

ANNUAL STATISTICAL REPORT 2016

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Changes in the Services (Marked throughout the document in Green text)	
Change	Date
Denby Dale closed for re-build	19/09/2019
Thorhill Lees closed	20/02/2016
Lepton closed	12/03/2016
Mobiles closed	26/02/2016
Holmfirth TIC merged with Holmfirth library	22/02/2016
Batley Customer Service Centre merged with Batley Library	11/10/2015
Cleckheaton Customer Service centre merged with Cleckheaton library	02/11/2015

KIRKLEES TRANSCRIPTION SERVICE

Transcription Service Contacts	2013/14	2014/15	2015/16
Face to Face Visitors	322	578	608
Telephone Calls	427	450	521
E-Mail & Post	154	227	311
People Attending Events	209	333	573
Quantity of Materials Produced	3,603	2,011	1,924
<u>Talking Newspaper Issues</u>			
CD	5,884	5,999	3,767
Cassette	2,439	2,125	1,054
Podcast	0	428	3,827
USB	0	0	754
Total Customer Contacts	13,038	12,151	13,339

Jobs Completed	2013/14	2014/15	2015/16
	226	261	264

Enquiries	2013/14	2014/15	2015/16
	949	1,024	1,651

Net Income	2013/14	2014/15	2015/16
	£3,118	£4,419	£3,567

Volunteer Hours	2013/14	2014/15	2015/16
	212	176	413

NB: Quantity of materials produced varies from year to year dependent upon the nature of the job request.

HOLMFIRTH TOURIST INFORMATION

Visitor Figures	2014/15	2015/16
		61,498
Enquiries	2014/15	2015/16*
Accommodation	601	421
Events	2,536	1,892
Tour De France/Yorkshire	6,044	414
Business Support	882	1,247
Window Bookings	149	61
Ticket Bookings	1,797	1,332
Community Enquiry	749	1,068
Summer Wine	3,670	3,254
Walks & Cycling	1,440	1,285
Transport	841	926
Other	10,342	2,893
Total	29,051	14,793
Council Income taken via the TIC	2014/15	2015/16
	£113,476	£73,205

NB The Information Centre merged in Holmfirth library Feb 2016

*Method of recording changed in 2015/16

HUDDERSFIELD VISITOR INFORMATION

Visitor Figures	2014/15	2015/16
		42,660
Enquiries	2014/15	2015/16
Telephone Enquiries	4,323	*
Telephone Bookings	1,757	2,223
Directions Inside	9,058	16,835
Directions Outside	3,463	*
Accommodation	277	284
Sales	2,329	0
Ticket Bookings	4,006	3,152
General Library Enquiries	5,356	*
Referred from Train Station	31	0
Events	1,567	3,875
Tour De France/Yorkshire	757	128
Tourism Enquiries	866	1,809
E-Mails	447	168
General	4,240	4,273
Total	38,477	32,747
Council Income taken via the VI	2014/15	2015/16
	£177,856	£160,491

NB: VI visitor figures are also included in the main Huddersfield visitor figure P7.

*Enquiries - 2015-16 Telephone & Face to Face enquiries counted together

*Enquiries - 2015-16 Direction inside & Signposting enquiries counted together

*Library enquiries now counted in Huddersfield library enquiry figures.

BOOK ISSUES

Location	Adult Fiction			Adult Non Fiction			Children's Fiction			Children's Non Fiction			Total Book Issues		
	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
Huddersfield	113,172	103,876	92,296	86,237	76,552	63,314	65,293	58,755	51,632	13,616	10,104	9,983	278,318	249,287	217,225
Central Area															
Almondbury	11,507	9,230	8,418	1,708	1,283	1,172	7,628	6,926	5,857	835	707	570	21,678	18,146	16,017
Birkby Fartown	3,810	2,403	2,045	2,833	2,003	1,526	10,988	8,284	7,480	1,599	1,379	1,382	19,230	14,069	12,433
Chestnut Centre	3,243	2,188	2,097	2,468	1,754	1,413	8,625	5,997	4,818	1,380	1,061	935	15,716	11,000	9,263
Denby Dale	10,665	9,104	4,213	2,924	2,282	1,068	8,152	8,486	3,826	849	947	487	22,590	20,819	9,594
Kirkburton	14,420	13,309	12,013	4,832	4,454	3,842	13,289	11,755	9,776	1,527	1,229	1,212	34,068	30,747	26,843
Lepton	7,768	7,575	6,401	1,349	1,304	984	5,546	4,697	3,217	614	462	662	15,277	14,038	11,264
Lindley	32,741	29,510	26,122	9,155	8,199	6,952	27,539	26,374	24,414	3,914	3,801	3,681	73,349	67,884	61,169
Rawthorpe/Dalton	4,132	3,549	3,051	1,406	1,047	951	5,964	5,515	4,811	782	721	666	12,284	10,832	9,479
Shepley	9,074	7,886	7,512	2,213	2,070	1,644	7,012	6,373	5,943	784	768	631	19,083	17,097	15,730
Skelmanthorpe	11,232	9,622	9,933	1,855	1,462	1,398	8,007	7,396	6,395	1,153	1,025	970	22,247	19,505	18,696
North Area															
Batley	30,012	26,935	22,501	14,784	11,686	9,635	30,307	23,837	22,309	6,682	5,241	4,465	81,785	67,699	58,910
Birstall	19,182	17,705	15,455	6,338	5,151	4,542	18,178	14,466	13,003	2,643	2,096	1,572	46,341	39,418	34,572
Cleckheaton	47,889	45,128	42,069	23,187	20,653	17,030	32,356	29,044	25,404	5,341	5,186	4,464	108,773	100,011	88,967
Dewsbury	43,147	38,477	36,531	23,257	19,234	16,336	35,077	35,296	35,356	5,630	5,544	6,259	107,111	98,551	94,482
Greenwood Centre	2,673	2,141	1,663	1,666	1,011	981	8,246	6,806	5,596	1,385	1,224	933	13,970	11,182	9,173
Heckmondwike	15,085	14,077	11,667	3,796	3,846	3,261	12,161	12,223	9,732	2,040	1,668	1,285	33,082	31,814	25,945
Kirkheaton	4,108	4,368	5,205	928	1,133	1,379	3,387	3,928	4,391	495	505	671	8,918	9,934	11,646
Mirfield	45,746	40,684	37,653	16,189	14,337	11,693	24,248	22,676	20,836	3,973	3,927	3,562	90,156	81,624	73,744
Thornhill Lees	3,714	3,647	2,742	1,176	1,078	922	6,070	6,109	6,148	793	823	963	11,753	11,657	10,775
South Area															
Golcar	8,664	7,609	6,627	4,860	3,607	1,619	8,276	6,763	6,002	1,636	1,218	1,202	23,436	19,197	15,450
Holmfirth	28,291	25,658	23,439	14,544	14,045	13,259	33,223	31,564	27,541	6,017	5,837	4,524	82,075	77,104	68,763
Home Service	122,945	111,823	95,428	25,362	22,230	19,728	534	281	207	118	54	60	148,959	134,388	115,423
Honley	12,929	12,330	11,626	4,124	3,260	2,897	8,992	7,643	8,196	1,211	1,112	1,249	27,256	24,345	23,968
Marsden	7,615	6,362	5,397	2,181	2,452	2,039	7,115	5,909	6,190	892	840	970	17,803	15,563	14,596
Meltham	13,006	11,653	9,792	3,299	2,807	2,406	8,321	8,413	5,332	1,408	1,124	1,118	26,034	23,997	18,648
Slaithwaite	7,083	5,719	5,213	2,242	1,857	1,701	8,640	7,621	6,963	965	768	922	18,930	15,965	14,799
Mobiles	40,055	45,040	34,489	9,082	10,010	8,096	32,400	25,847	18,161	5,284	4,783	3,534	86,821	85,680	64,280
Support Services	6,759	6,397	6,792	1,836	1,989	1,653	4,188	3,461	3,995	775	704	899	13,558	12,551	13,339
Total	680,667	624,005	548,390	275,831	242,796	203,441	449,762	402,445	353,531	74,341	64,858	59,831	1,480,601	1,334,104	1,165,193

AV ISSUES

Location	Adult Talking Books			Childrens Talking Books			DVD's			CD's			Other *			Total AV Issues		
	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2012/13	2013/14	2015/16
Huddersfield	4,669	3,678	4,075	616	362	318	10,662	9,582	7,645	6,687	6,742	6,606	1,389	1,868	762	24,023	22,232	19,406
Central Area																		
Almondbury	130	59	117	8	1	3	120	92	69	2	1	5	7	23	8	267	176	202
Birkby Fartown	24	19	40	2	5	4	51	70	54	0	54	19	116	52	54	193	200	171
Chestnut Centre	201	81	74	16	14	8	16	1	4	1	1	7	34	13	13	268	110	106
Denby Dale	191	150	50	7	9	3	296	248	63	17	9	1	9	76	8	520	492	125
Kirkburton	316	437	373	43	62	123	1,773	1,896	1,613	14	16	21	47	48	12	2,193	2,459	2,142
Lepton	121	107	125	7	1	4	189	105	105	0	10	13	9	30	11	326	253	258
Lindley	776	900	901	149	129	146	372	228	163	40	46	27	61	105	46	1,398	1,408	1,283
Rawthorpe/Dalton	264	308	328	19	12	9	123	89	83	0	5	15	41	6	7	447	420	442
Shepley	93	262	303	8	4	20	230	231	109	52	15	17	6	17	10	389	529	459
Skelmanthorpe	121	101	151	23	37	28	211	242	126	11	2	3	8	10	5	374	392	313
North Area																		
Batley	887	803	648	137	101	107	2,528	2,409	2,297	192	58	16	2,356	1,934	1,686	6,100	5,305	4,754
Birstall	534	444	456	23	12	15	57	77	81	71	37	38	79	70	152	764	640	742
Cleckheaton	906	947	857	273	154	111	3,598	3,942	3,171	151	42	13	222	195	146	5,150	5,280	4,298
Dewsbury	1,169	1,074	1,168	144	183	157	3,524	3,280	2,620	1,061	58	21	778	832	280	6,676	5,427	4,246
Greenwood Centre	27	12	15	53	18	4	36	47	44	20	1	0	41	42	12	177	120	75
Heckmondwike	120	121	101	32	22	9	18	89	71	18	3	6	25	70	19	213	305	206
Kirkheaton	40	20	43	4	7	0	161	216	129	0	0	2	1	3	4	206	246	178
Mirfield	1,303	949	778	116	103	100	4,035	4,165	3,401	85	17	30	173	169	80	5,712	5,403	4,389
Thornhill Lees	13	10	20	12	7	6	11	15	24	21	0	0	5	12	22	62	44	72
South Area																		
Golcar	122	87	20	16	2	3	193	66	35	57	35	113	30	46	16	418	236	187
Holmfirth	761	634	427	560	354	311	5,892	4,164	3,451	67	68	31	93	133	93	7,373	5,353	4,313
Home Service	38,276	37,282	32,644	5	4	3	412	453	221	897	274	332	14	74	9	39,604	38,087	33,209
Honley	157	118	97	34	31	12	62	36	40	17	22	11	22	29	4	292	236	164
Marsden	216	267	243	24	27	21	237	134	126	32	37	13	20	30	6	529	495	409
Meltham	235	223	174	26	9	4	174	84	78	31	10	18	24	20	8	490	346	282
Slaithwaite	218	132	103	44	29	79	221	218	153	51	11	21	3	27	6	537	417	362
Mobiles	1,839	3,365	2,939	32	9	14	165	219	122	51	45	51	32	75	26	2,119	3,713	3,152
Support Services	38	55	82	6	10	7	60	39	66	3	7	7	21	26	13	128	137	175
Total	53,767	52,645	47,352	2,439	1,718	1,629	35,427	32,437	26,164	9,649	7,626	7,457	5,666	6,035	3,518	106,948	100,461	86,120

*NB: Other Issues include Videos, CD Rom, Jigsaws & Multi Media.

* Issued a large amount of Jigsaws.

TOTAL BOOK & AV ISSUES

Location	2013/14	2014/15	2015/16
Huddersfield	302,341	271,519	236,631
Central Area			
Almondbury	21,945	18,322	16,219
Birkby Fartown	19,423	14,269	12,604
Chestnut Centre	15,984	11,110	9,369
Denby Dale	23,110	21,311	9,719
Kirkburton	36,261	33,206	28,985
Lepton	15,603	14,291	11,522
Lindley	74,747	69,292	62,452
Rawthorpe/Dalton	12,731	11,252	9,921
Shepley	19,472	17,626	16,189
Skelmanthorpe	22,621	19,897	19,009
North Area			
Batley	87,885	73,004	63,664
Birstall	47,105	40,058	35,314
Cleckheaton	113,923	105,291	93,265
Dewsbury	113,787	103,978	98,728
Greenwood Centre	14,147	11,302	9,248
Heckmondwike	33,295	32,119	26,151
Kirkheaton	9,124	10,180	11,824
Mirfield	95,868	87,027	78,133
Thornhill Lees	11,815	11,701	10,847
South Area			
Golcar	23,854	19,433	15,637
Holmfirth	89,448	82,457	73,076
Home Service	188,563	172,475	148,632
Honley	27,548	24,581	24,132
Marsden	18,332	16,058	15,005
Meltham	26,524	24,343	18,930
Slaithwaite	19,467	16,382	15,161
Mobiles	88,940	89,393	67,432
Support Services	13,686	12,688	13,514
E-books	-	-	6,259
E-audio	-	-	2,653
Total	1,587,549	1,434,565	1,260,225

ISSUE FIGURES VIA SELF ISSUE MACHINES

Dendy Dale library closed for re-build 19th September 2015

Shepley and Skelmanthorpe started using a self issue machine in Nov 2015

Golcar started using a self issue machines in Jan 2016

Holmfirth and Birstall started using self issue machines in Feb 2016

Thornhill lees closed 20th Feb 2016

Meltham, Batley, Mirfield and Lindley started using self issue smachine in Mar 16

Location	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Batley	-	-	-	-	-	-	-	-	-	-	-	2,065	2,065
Birkby/Fartown	478	656	501	774	880	480	614	587	465	589	674	616	7,314
Birstall	-	-	-	-	-	-	-	-	-	-	463	1,247	1,710
Chestnut Centre	378	285	270	509	506	373	541	346	283	430	506	149	4,576
Denby Dale	730	754	592	971	1,010	650	56	-	-	-	-	-	4,763
Dewsbury	5,856	6,013	5,554	7,464	7,310	6,051	6,658	5,620	5,215	5,510	5,873	6,333	73,457
Golcar	-	-	-	-	-	-	-	-	-	360	468	562	1,390
Greenwood Centre	637	470	347	630	1,024	415	499	429	259	489	510	482	6,191
Holmfirth	-	-	-	-	-	-	-	-	-	-	52	2,659	2,711
Honley	18	694	422	1,171	1,509	1,183	1,380	1,252	1,137	1,420	1,339	956	12,481
Huddersfield	14,623	14,120	13,290	16,245	16,046	13,945	13,928	12,298	10,912	13,409	14,281	13,627	166,724
Kirkburton	40	1,237	1,144	1,561	1,659	1,352	1,581	1,362	1,087	1,228	1,402	1,434	15,087
Lindley	-	-	-	-	-	-	-	-	-	-	-	2,736	2,736
Marsden	493	636	418	652	618	566	688	506	436	514	467	593	6,587
Meltham	-	-	-	-	-	-	-	-	-	-	-	555	555
Mirfield	-	-	-	-	-	-	-	-	-	-	-	1,004	1,004
Rawthorpe Dalton	377	388	213	295	530	427	484	260	247	288	304	406	4,219
Shepley	-	-	-	-	-	-	-	550	248	723	712	535	2,768
Skelmanthorpe	-	-	-	-	-	-	-	834	623	821	610	824	3,712
Slaithwaite	583	527	422	759	752	743	700	641	379	642	711	561	7,420
Thornhill Lees	681	752	144	680	849	483	578	487	553	521	364	0	6,092
Total	24,894	26,532	23,317	31,711	32,693	26,668	27,707	25,172	21,844	26,944	28,736	37,344	333,562

NB: These figures are also included in the total issue figures.

LIBRARY USERS

Location	Active Borrowers (Annual Snapshot)			New Members Joining			Visitors		
	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
Huddersfield	16,809	17,218	16,611	3,779	3,435	3,451	523,593	508,982	462,156
Central Area									
Almondbury	602	600	607	146	172	199	40,433	32,840	28,927
Birkby Fartown	807	844	887	241	240	232	50,953	44,616	41,569
Chestnut Centre	964	1,118	1,041	354	347	266	104,605	103,123	92,852
Denby Dale	871	784	638	148	170	89	19,445	17,894	8,987
Kirkburton	1,299	1,244	1,171	182	202	185	28,198	25,534	25,458
Lepton	488	450	385	111	73	78	12,349	10,594	7,470
Lindley	2,623	2,546	2,511	528	445	523	71,245	64,948	68,181
Rawthorpe/Dalton	590	715	686	244	249	213	38,191	30,438	32,524
Shepley	574	566	554	93	79	103	22,371	20,613	19,744
Skelmanthorpe	921	903	879	198	157	181	35,571	34,160	32,355
North Area									
Batley	4,814	4,966	5,083	1,144	1,012	1,098	163,150	154,357	162,629
Birstall	2,315	2,281	2,143	624	430	478	118,485	117,113	111,054
Cleckheaton	4,415	4,300	4,103	890	823	824	115,373	106,501	100,609
Dewsbury	7,748	9,080	8,670	2,344	2,175	2,022	213,971	203,996	180,229
Greenwood Centre	1,344	1,535	1,495	436	297	293	46,545	53,379	36,747
Heckmondwike	2,082	2,225	2,110	710	523	513	49,612	47,731	48,293
Kirkheaton	322	427	437	64	147	137	8,702	10,948	12,868
Mirfield	3,634	3,491	3,245	730	619	618	93,080	79,881	81,444
Thornhill Lees	520	640	644	246	200	191	36,506	21,577	22,909
South Area									
Golcar	954	880	840	338	176	225	29,092	23,590	21,030
Holmfirth	3,528	3,429	3,129	616	520	511	87,224	84,944	78,540
Holmfirth TIC	-	-	-	-	-	-	58,862	61,498	41,655
Home Service	729	651	692	112	45	53	14,235	13,198	12,165
Honley	1,010	970	1,038	172	158	225	28,344	27,352	27,534
Marsden	897	882	832	174	147	165	50,624	40,416	40,372
Meltham	1,167	1,086	974	195	164	178	34,682	34,005	27,673
Slaithwaite	972	906	883	181	140	155	34,388	21,505	22,985
Mobiles	2,897	2,598	1,931	993	733	406	38,682	30,666	24,427
Support Services	168	124	190	55	14	17	2	0	0
Total	66,064	67,459	64,409	16,048	13,892	13,629	2,168,513	2,026,399	1,873,386

NB: Active Borrowers are members who have used their library card to borrow library material within the 12 month period (excluding Ebooks & Eaudio).

IT USAGE

Location	2013/14	2014/15	2015/16	No of PC's	Uses per PC 2014/15	Uses per PC 2015/16
Huddersfield	87,635	90,937	82,282	38	2,393	2,165
Central Area						
Almondbury	1,698	1,456	1,034	3	485	345
Birkby Fartown	5,992	5,425	5,179	6	904	863
Chestnut Centre	11,834	11,414	9,490	6	1,902	1,582
Denby Dale	1,476	1,181	493	4	295	123
Kirkburton	2,277	1,930	1,646	4	483	412
Lepton	1,913	1,737	1,645	5	347	329
Lindley	8,142	7,134	6,744	8	892	843
Rawthorpe/Dalton	5,554	5,017	4,336	6	836	723
Shepley	1,115	875	672	5	175	134
Skelmanthorpe	1,637	1,578	1,360	2	789	680
North Area						
Batley	21,344	20,820	17,758	10	2,082	1,776
Birstall	7,247	6,814	6,251	4	1,704	1,563
Cleckheaton	13,311	12,068	10,287	11	1,097	935
Dewsbury	51,802	54,340	48,586	25	2,174	1,943
Greenwood Centre	17,253	14,263	10,816	10	1,426	1,082
Heckmondwike	11,612	10,903	11,049	6	1,817	1,842
Kirkheaton	935	851	804	3	284	268
Mirfield	9,692	9,472	8,471	10	947	847
Thornhill Lees	3,909	5,075	4,231	4	1,269	1,058
South Area						
Golcar	2,018	1,684	1,421	4	421	355
Holmfirth	8,912	8,254	7,321	13	635	563
Honley	3,021	2,450	2,154	4	613	539
Marsden	3,679	3,178	2,696	4	795	674
Meltham	3,418	2,731	2,409	4	683	602
Slaithwaite	2,648	2,098	1,818	4	525	455
Mobiles	208	12	0	4	3	0
Total	290,282	283,697	250,953	207	1,371	1,212

NB: 2014/15 Increase in IT Downtime & also number of PC's out of use.

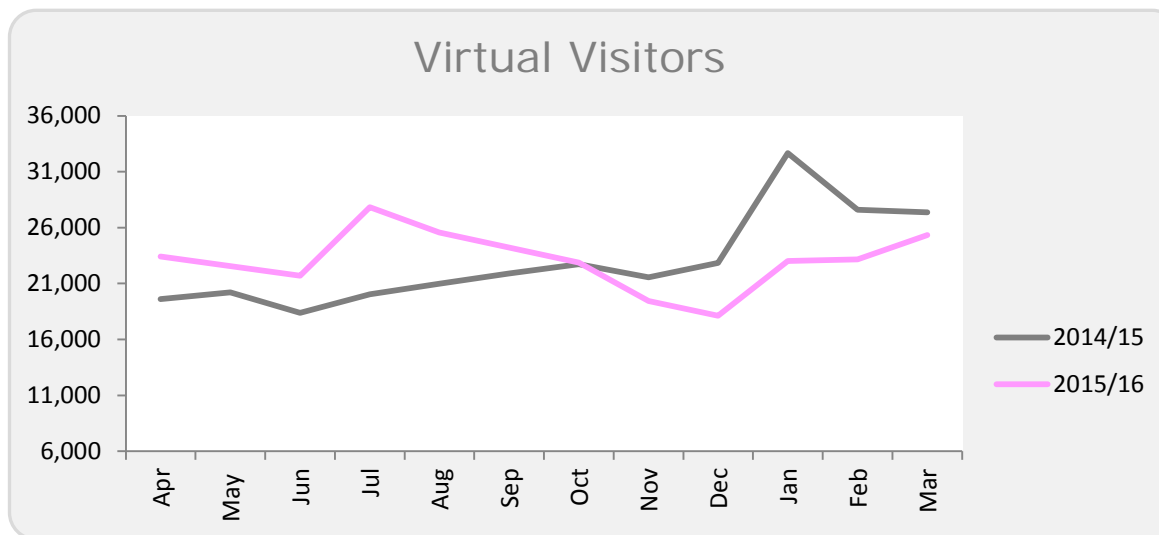
VIRTUAL VISITORS

Month	2014/15	2015/16
Apr	19,614	23,417
May	20,197	22,552
Jun	18,387	21,701
Jul	20,042	27,824
Aug	20,978	25,564
Sep	21,894	24,217
Oct	22,742	22,886
Nov	21,554	19,431
Dec	22,849	18,133
Jan	32,653	23,015
Feb	27,610	23,152
Mar	27,372	25,338
Total	275,892	277,230

Information gathered from Google Analytics.

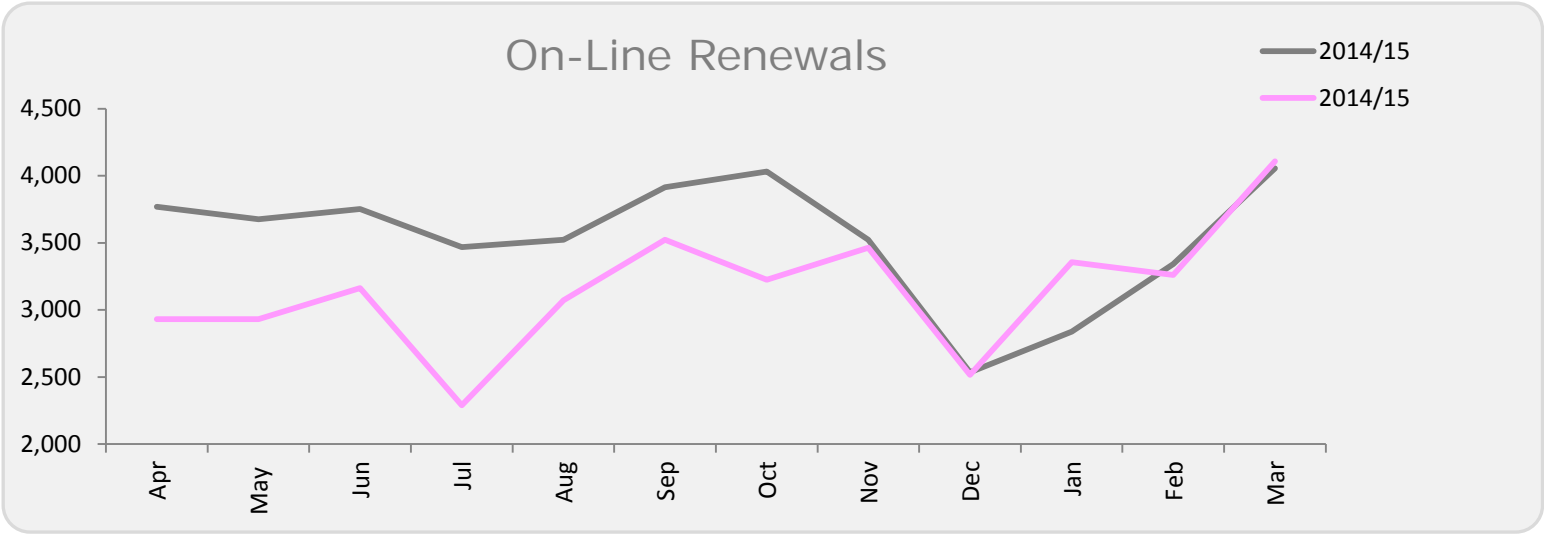
Includes the total number of hits to the generic library pages within the leisure section of the councils website. (Previously pages were in the communities section). Also includes number of hits to each individual Libraries or other locations page. These pages are located within the events section of the councils website (as these locations are listed as venues).

NB The website had some changes over the year and as the pages moved not all hits were collected.



ON-LINE RENEWALS

Month	2014/15	2015/16
Apr	3,768	2,932
May	3,676	2,932
Jun	3,752	3,162
Jul	3,468	2,290
Aug	3,524	3,071
Sep	3,914	3,524
Oct	4,031	3,225
Nov	3,524	3,464
Dec	2,535	2,515
Jan	2,837	3,356
Feb	3,342	3,261
Mar	4,054	4,108
Total	42,425	37,840



TOTAL EVENTS

Location	2013/14		2014/15		2015/16	
	No Events	Attendance	No Events	Attendance	No Events	Attendance

Huddersfield	870	12,993	1,201	13,386	1,112	15,815
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Central Area						
Almondbury	222	5,532	302	4,585	278	3,923
Birkby Fartown	323	6,061	302	4,376	204	3,803
Chestnut Centre	272	3,584	268	4,171	155	2,666
Denby Dale	169	1,696	204	1,682	82	863
Kirkburton	263	6,789	285	5,548	271	5,475
Lepton	129	949	133	1,504	104	487
Lindley	484	8,981	488	6,419	479	8,491
Rawthorpe/Dalton	138	1,657	136	1,169	49	1,336
Shepley	417	5,029	385	5,682	339	5,085
Skelmanthorpe	379	3,229	511	4,186	415	3,423

North Area						
Batley	470	7,089	702	8,718	756	10,149
Birstall	705	6,797	673	7,846	552	5,072
Cleckheaton	918	9,632	1,026	11,216	913	10,609
Dewsbury	602	8,202	733	9,883	632	7,532
Greenwood Centre	473	6,066	472	6,275	431	6,229
Heckmondwike	218	2,772	474	3,342	392	3,543
Kirkheaton	138	1,391	203	2,343	281	4,850
Mirfield	453	6,418	398	4,849	360	5,694
Thornhill Lees	131	2,895	341	4,352	360	4,501

South Area						
Golcar	204	2,914	175	2,730	121	2,066
Holmfirth	410	7,651	594	8,975	505	6,914
Home Service	1	20	-	-	-	-
Honley	176	1,298	200	1,757	220	2,737
Marsden	359	4,046	240	3,056	221	3,238
Meltham	117	2,015	118	1,750	68	1,257
Slaithwaite	258	2,452	228	2,240	296	3,593
Mobiles	187	9,764	218	8,004	95	1,960

Reader Development	28	2,731	36	2,399	23	1,051
Bibliotherapy	95	1,015	171	2,511	117	1,551
KTS	-	-	17	333	11	403

Total	9,609	141,668	11,234	145,287	9,842	134,316
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COMMUNITY & PARTNERSHIP WORKING

Location	2013/14		2014/15		2015/16	
	No Events	Attendance	No Events	Attendance	No Events	Attendance

Huddersfield	285	2,097	737	4,601	617	4,720
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Central Area						
Almondbury	28	149	70	349	53	202
Birkby Fartown	131	1,336	177	2,036	110	1,733
Chestnut Centre	0	0	98	1,357	61	1,441
Denby Dale	9	64	89	538	36	213
Kirkburton	96	973	133	1,105	136	1,364
Lepton	28	82	21	121	21	94
Lindley	160	1,470	264	1,621	313	2,478
Rawthorpe/Dalton	28	40	74	373	29	578
Shepley	145	2,740	228	3,661	187	2,978
Skelmanthorpe	212	1,552	363	2,451	270	2,202

North Area						
Batley	135	488	505	3,412	515	3,068
Birstall	542	2,899	548	4,779	402	2,703
Cleckheaton	498	2,834	927	7,174	813	7,612
Dewsbury	125	633	495	3,302	461	3,445
Greenwood Centre	126	965	293	2,383	263	2,501
Heckmondwike	127	1,052	332	1,384	294	1,883
Kirkheaton	66	408	154	1,246	161	2,051
Mirfield	141	222	233	2,738	215	2,488
Thornhill Lees	8	28	139	250	94	166

South Area						
Golcar	41	98	21	170	28	1,183
Holmfirth	50	489	357	2,867	265	2,698
Home Service	-	-	-	-	-	-
Honley	13	43	110	625	151	2,012
Marsden	80	807	72	555	39	376
Meltham	9	10	48	673	28	665
Slaithwaite	7	72	39	181	78	1,371
Mobiles	11	14	2	114	-	-

Reader Development	-	-	-	-	-	-
Bibliotherapy	-	-	-	-	-	-
KTS	-	-	2	26	-	-

Total	3,101	21,565	6,531	50,092	5,640	52,225
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ADULT EVENTS ORGANISED BY LIC STAFF

Location	2013/14		2014/15		2015/16	
	No Events	Attendance	No Events	Attendance	No Events	Attendance
Huddersfield	447	4,640	279	3,050	254	3,144
Central Area						
Almondbury	41	234	79	561	80	487
Birkby Fartown	117	2,038	61	432	28	323
Chestnut Centre	154	1,286	61	241	17	111
Denby Dale	136	1,030	68	465	27	218
Kirkburton	92	2,743	44	1,900	48	1,765
Lepton	67	438	62	470	47	229
Lindley	193	1,784	104	1,115	55	452
Rawthorpe/Dalton	36	109	24	51	1	30
Shepley	217	1,164	104	797	101	593
Skelmanthorpe	135	896	94	380	101	294
North Area						
Batley	214	2,121	94	1,363	92	997
Birstall	45	616	46	336	51	330
Cleckheaton	189	1,235	19	33	25	196
Dewsbury	368	2,508	98	468	62	330
Greenwood Centre	176	753	43	170	46	210
Heckmondwike	45	205	69	289	30	184
Kirkheaton	40	209	31	186	68	974
Mirfield	251	3,190	105	821	88	1,298
Thornhill Lees	31	496	73	256	101	400
South Area						
Golcar	90	465	90	453	55	450
Holmfirth	214	2,825	107	1,666	97	1,011
Home Service	1	20	0	0	0	0
Honley	115	728	41	394	27	212
Marsden	156	1,213	79	716	82	546
Meltham	59	612	8	25	1	1
Slaithwaite	147	634	97	465	85	548
Mobiles	11	758	0	0	0	0
Reader Development	28	2,731	30	1,809	23	1,051
Bibliotherapy	95	1,015	171	2,511	117	1,551
KTS	-	-	15	307	11	403
Total	3,910	38,696	2,196	21,730	1,820	18,338

CHILDRENS EVENTS ORGANISED BY LIC STAFF

Location	2013/14		2014/15		2015/16	
	No Events	Attendance	No Events	Attendance	No Events	Attendance
Huddersfield	138	6,256	185	5,735	241	7,951
Central Area						
Almondbury	153	5,149	153	3,675	145	3,234
Birkby Fartown	75	2,687	64	1,908	66	1,747
Chestnut Centre	118	2,298	109	2,573	77	1,114
Denby Dale	24	602	47	679	19	432
Kirkburton	75	3,073	108	2,543	87	2,346
Lepton	34	429	50	913	36	164
Lindley	131	5,727	120	3,683	111	5,561
Rawthorpe/Dalton	74	1,508	38	745	19	728
Shepley	55	1,125	53	1,224	51	1,514
Skelmanthorpe	32	781	54	1,355	44	927
North Area						
Batley	121	4,480	103	3,943	149	6,084
Birstall	118	3,282	79	2,731	99	2,039
Cleckheaton	231	5,563	80	4,009	75	2,801
Dewsbury	109	5,061	140	6,113	109	3,757
Greenwood Centre	171	4,348	136	3,722	122	3,518
Heckmondwike	46	1,515	73	1,669	68	1,476
Kirkheaton	32	774	18	911	52	1,825
Mirfield	61	3,006	60	1,290	57	1,908
Thornhill Lees	92	2,371	129	3,846	165	3,935
South Area						
Golcar	73	2,351	64	2,107	38	433
Holmfirth	146	4,337	130	4,442	143	3,205
Home Service	-	-	-	-	-	-
Honley	48	527	49	738	42	513
Marsden	123	2,026	89	1,785	100	2,316
Meltham	49	1,393	62	1,052	39	591
Slaithwaite	104	1,746	92	1,594	133	1,674
Mobiles	165	8,992	216	7,890	95	1,960
Reader Development	-	-	6	590	-	-
Bibliotherapy	-	-	-	-	-	-
KTS	-	-	0	0	-	-
Total	2,598	81,407	2,507	73,465	2,382	63,753

NB: 2014/15 Events now collated differently to previous years. Events are now split between events solely run by LIC staff and events run by a community organisation or partner (with

or without assistance from LIC staff). Therefore for comparable figures please see Total Events Section P11.

ENQUIRIES

Location	Library Enquiries			Other Enquiries			Total Enquiries			% Library Enquiries			% Other Enquiries		
	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
Huddersfield	184,709	253,715	199,844	134,625	103,977	83,680	319,334	357,692	283,524	58%	71%	70%	42%	29%	30%
Central Area															
Almondbury	9,902	10,026	12,145	2,342	3,351	3,125	12,244	13,377	15,270	81%	75%	80%	19%	25%	20%
Birkby Fartown	8,345	5,807	3,919	7,309	5,377	2,494	15,654	11,184	6,413	53%	52%	61%	47%	48%	39%
Chestnut Centre	15,748	20,962	13,616	21,948	16,103	10,488	37,696	37,065	24,104	42%	57%	56%	58%	43%	44%
Denby Dale	2,520	1,997	918	1,327	418	135	3,847	2,415	1,053	66%	83%	87%	34%	17%	13%
Kirkburton	4,423	4,324	3,375	1,388	700	487	5,811	5,024	3,862	76%	86%	87%	24%	14%	13%
Lepton	5,116	3,024	1,758	978	205	184	6,094	3,229	1,942	84%	94%	91%	16%	6%	9%
Lindley	23,726	20,718	24,033	2,454	3,276	4,700	26,180	23,994	28,733	91%	86%	84%	9%	14%	16%
Rawthorpe/Dalton	9,872	3,519	3,408	3,356	2,167	2,680	13,228	5,686	6,088	75%	62%	56%	25%	38%	44%*
Shepley	5,959	7,129	4,434	4,071	2,237	395	10,030	9,366	4,829	59%	76%	92%	41%	24%	8%
Skelmanthorpe	3,533	4,737	4,514	3,747	2,720	2,087	7,280	7,457	6,601	49%	64%	68%	51%	36%	32%
North Area															
Batley	55,288	56,282	55,111	19,911	8,034	15,187	75,199	64,316	70,298	74%	88%	78%	26%	12%	22%
Birstall	16,411	29,270	34,089	12,286	16,385	17,258	28,697	45,655	51,347	57%	64%	66%	43%	36%	34%
Cleckheaton	28,669	20,449	20,000	6,294	2,901	2,785	34,963	23,350	22,785	82%	88%	88%	18%	12%	12%
Dewsbury	74,176	103,147	101,811	50,886	21,942	17,556	125,062	125,089	119,367	59%	82%	85%	41%	18%	15%
Greenwood Centre	18,716	12,511	14,919	2,113	3,946	2,656	20,829	16,457	17,575	90%	76%	85%	10%	24%	15%
Heckmondwike	11,096	23,798	21,357	8,949	10,011	8,550	20,045	33,809	29,907	55%	70%	71%	45%	30%	29%
Kirkheaton	2,880	1,868	7,333	1,012	1,827	4,165	3,892	3,695	11,498	74%	51%	64%	26%	49%	36%
Mirfield	20,298	21,639	23,287	10,691	7,839	6,629	30,989	29,478	29,916	66%	73%	78%	34%	27%	22%
Thornhill Lees	5,061	4,698	5,174	3,156	2,073	2,834	8,217	6,771	8,008	62%	69%	65%	38%	31%	35%
South Area															
Golcar	4,756	4,363	2,801	3,471	1,104	394	8,227	5,467	3,195	58%	80%	88%	42%	20%	12%
Holmfirth	28,898	42,083	35,984	22,682	11,769	8,920	51,580	53,852	44,904	56%	78%	80%	44%	22%	20%
Holmfirth TIC	0	0	0	27,856	29,051	14,904	27,856	29,051	14,904	0%	0%	0%	0%	0%	100%
Home Service	751	1,204	1,813	1,245	108	334	1,996	1,312	2,147	38%	92%	84%	62%	8%	16%
Honley	4,324	4,710	6,255	2,297	1,314	918	6,621	6,024	7,173	65%	78%	87%	35%	22%	13%
Marsden	9,412	8,582	9,629	7,461	4,212	2,476	16,873	12,794	12,105	56%	67%	80%	44%	33%	20%
Meltham	8,443	9,290	11,419	6,529	5,540	3,094	14,972	14,830	14,513	56%	63%	79%	44%	37%	21%
Slaithwaite	5,426	4,489	10,592	4,172	1,687	1,338	9,598	6,176	11,930	57%	73%	89%	43%	27%	11%
Mobiles	8,290	7,831	7,296	2,590	452	517	10,880	8,283	7,813	76%	95%	93%	24%	5%	7%
Support Services	4,127	1,985	2,014	0	1,956	2,153	4,127	3,941	4,167	100%	50%	48%	0%	50%	52%
Batley Customer Service Centre	0	0	0	21,752	30,404	18,396	21,752	30,404	18,396	0%	0%	0%	100%	100%	100%
Cleckheaton Customer Service Centre	0	0	0	16,877	18,907	12,078	16,877	18,907	12,078	0%	0%	0%	100%	100%	100%
KTS	949	1,024	1,651	0	0	0	949	1,024	1,651	100%	100%	100%	0%	0%	0%
Total	581,824	695,181	644,499	415,775	321,993	253,597	997,599	1,017,174	898,096	58%	68%	72%	42%	32%	28%

* NB: Rawthorpe Dalton previously counting IT enquiries incorrectly, issue rectified in 2014/15.

BATLEY & CLECKHEATON CSC ENQUIRIES BY CATEGORY

Education	130
Electoral Services	114
Passports	170
Kirklees Neighbourhood Housing	4,485
Kiosk Support	3,465
Gateway to Care	539
Parking Permits	184
Referrals to Internal Council Departments	1,339
Rent Assist	693
Rev's & Ben's	8,224
Community Enquiry/Tourism enquiry	1,387
Cheque Payments	189
Trade Waste & Garden Waste	249
Radar Keys	87
Streetscene & Housing	725
Box Office Tickets	630
Courtesy Phone	3,514
Reception Duties/Signposting in Building	3,189
Welfare Provision	199
Senior Bus Passes	49
Referrals to External Agencies	872
Other	41
Total	30,474

NB: Batley CSC moved into Batley Lib from 11/10/2015.

NB: Cleckheaton CSC moved into Cleck LIB 02/11/2015.

LIBRARY ENQUIRIES BY CATEGORY

Benefits	10,376
Book/Media	151,967
Children & Young Peoples Services	12,909
Community Enquiry/Tourism	24,878
Council Tax & NNDR	12,408
Electoral Services	3,456
Employment	38,343
Enquire	6,405
Environmental Services (Inc Refuse/Waste Coll)	2,699
Gateway To Care (Adult Services)	2,779
Health & Wellbeing	8,100
Homework	10,331
Highways (Inc Car Parks/Parking Fines)	2,252
IT	193,872
Housing	6,127
Library Enquiry	163,970
Other	27,451
Total	678,323

ACTIVITIES SUPPORTING YOUNG PEOPLE

Location	Homework Enquiries			LIC & Community Events for Children				Summer Reading Challenge									
	2013/14	2014/15	2015/16	2013/14	2014/15		2015/16		2013/14			2014/15			2015/16		
					No Events	Attendance	No Events	Attendance	No's Starting	No's Finishing	% Completed	No's Starting	No's Finishing	% Completed	No's Starting	No's Finishing	% Completed
Huddersfield	4,250	1,425	340	–	258	6,068	214	6,725	425	298	70%	384	314	82%	394	316	80%
Central Area																	
Almondbury	1,539	1,549	1,251	–	154	3,676	145	3,234	107	105	98%	119	119	100%	63	50	79%
Birkby Fartown	993	99	448	–	64	1,908	63	1,949	130	115	88%	108	96	89%	70	57	81%
Chestnut Centre	536	191	299	–	111	2,588	78	1,169	87	74	85%	70	53	76%	76	62	82%
Denby Dale	131	32	15	–	48	727	19	432	75	68	91%	114	84	74%	95	75	79%
Kirkburton	258	108	72	–	58	756	87	2,329	111	103	93%	121	92	76%	74	61	82%
Lepton	144	66	33	–	50	913	38	168	46	37	80%	48	45	94%	27	20	74%
Lindley	577	651	629	–	110	2,547	124	5,657	251	178	71%	233	183	79%	217	179	82%
Rawthorpe/Dalton	530	244	181	–	51	1,247	29	1,163	88	62	70%	52	39	75%	35	25	71%
Shepley	259	92	132	–	54	1,255	52	1,584	89	82	92%	82	73	89%	111	103	93%
Skelmanthorpe	54	40	44	–	61	1,387	46	954	141	126	89%	156	127	81%	124	101	81%
North Area																	
Batley	900	1,093	940	–	188	4,136	139	5,222	239	188	79%	246	197	80%	318	253	80%
Birstall	353	304	477	–	88	2,888	98	2,017	92	74	80%	114	85	75%	156	132	85%
Cleckheaton	406	222	193	–	274	6,395	93	3,219	172	115	67%	215	144	67%	152	111	73%
Dewsbury	3,902	2,198	1,524	–	154	6,325	106	3,753	373	261	70%	379	310	82%	273	190	70%
Greenwood Centre	421	840	967	–	138	4,242	122	3,519	100	92	92%	105	105	100%	76	65	86%
Heckmondwike	605	857	991	–	111	1,748	155	1,703	131	100	76%	159	117	74%	141	114	81%
Kirkheaton	246	95	88	–	31	1,136	88	2,479	64	55	86%	97	97	100%	78	74	95%
Mirfield	459	312	332	–	70	1,509	78	2,038	206	110	53%	120	87	73%	122	70	57%
Thornhill Lees	423	458	427	–	132	3,851	158	3,842	67	53	79%	79	76	96%	64	55	86%
South Area																	
Golcar	473	113	33	–	65	2,119	48	1,493	160	120	75%	164	128	78%	134	99	74%
Holmfirth	910	685	319	–	146	4,608	141	3,205	380	300	79%	397	309	78%	386	342	89%
Honley	42	17	45	–	78	1,970	180	1,385	114	87	76%	97	64	66%	73	52	71%
Marsden	103	145	315	–	91	1,826	102	2,404	78	57	73%	58	39	67%	42	34	81%
Meltham	67	104	65	–	62	1,052	44	644	182	172	95%	134	124	93%	87	64	74%
Slaithwaite	168	138	104	–	94	1,666	145	2,839	108	71	66%	75	58	77%	81	56	69%
Mobiles	0	0	64	–	216	7,890	124	5,118	201	165	82%	201	135	67%	151	118	78%
Total	18,749	12,078	10,328	0	2,957	76,433	2,716	70,244	4,217	3,268	77%	4,127	3,300	80%	3,620	2,878	80%

VOLUNTEERS & WORK EXPERIENCE

Location	No of Volunteers	Hours Covered
<u>Huddersfield</u>	31	2,389
<u>Central Area</u>		
Almondbury	11	58
Birkby Fartown	17	247
Chestnut Centre	3	28
Denby Dale	26	661
Kirkburton	18	138
Lindley	11	191
Lepton	0	0
Rawthorpe/Dalton	4	31
Shepley	18	64
Skelmanthorpe	34	824
<u>North Area</u>		
Batley	37	965
Birstall	25	827
Cleckheaton	7	107
Dewsbury	12	274
Greenwood Centre	13	825
Heckmondwike	14	263
Kirkheaton	12	678
Mirfield	30	586
Thornhill Lees	8	220
<u>South Area</u>		
Golcar	26	465
Holmfirth	13	825
Honley	23	763
Marsden	12	64
Meltham	20	528
Slaithwaite	6	218
Mobiles	0	0
<u>KTS</u>	41	413
Total	472	12,650

STOCK HOLDINGS (from stock count April 2015)

BOOKS

	Adult Fiction	Adult Non Fiction	Childrens Fiction	Children's Non Fiction	Total Lending Books	Total Reference & Local Books
Huddersfield	24,734	40,513	14,995	7,869	88,111	33,716
Central Area						
Almondbury	4,722	1,296	2,761	1,238	10,017	263
Birkby Fartown	2,138	2,019	3,196	1,220	8,573	103
Chestnut Centre	2,458	2,382	3,612	1,182	9,634	56
Denby Dale	2,224	1,511	1,926	1,030	6,691	78
Kirkburton	3,487	1,366	3,155	980	8,988	48
Lepton	3,186	979	1,993	1,065	7,223	0
Lindley	6,882	4,059	5,813	2,027	18,781	94
Rawthorpe/Dalton	2,983	1,136	2,527	959	7,605	68
Shepley	2,759	1,263	2,028	660	6,710	107
Skelmanthorpe	2,657	797	2,131	867	6,452	71
North Area						
Batley	8,616	8,086	6,913	3,078	26,693	2,165
Birstall	6,028	3,001	4,569	2,117	15,715	186
Cleckheaton	11,703	11,275	8,344	4,435	35,757	985
Dewsbury	13,504	13,337	10,371	3,494	40,706	3,139
Greenwood Centre	4,359	2,066	3,877	1,497	11,799	0
Heckmondwike	4,583	2,827	3,804	1,768	12,982	182
Kirkheaton	2,015	571	1,806	725	5,117	75
Mirfield	9,686	7,260	6,121	2,603	25,670	659
Thornhill Lees	4,190	1,701	3,107	1,032	10,030	17
South Area						
Golcar	2,848	1,433	2,284	977	7,542	0
Holmfirth	6,167	6,017	7,026	2,645	21,855	235
Home Service	24,814	2,792	11	1	27,618	57
Honley	3,727	1,972	2,913	1,337	9,949	234
Marsden	2,479	1,749	2,512	994	7,734	0
Meltham	3,692	3,071	2,672	1,299	10,734	153
Slaithwaite	2,054	930	2,251	730	5,965	52
Mobiles	14,029	6,724	9,195	3,947	33,895	0
Support Services	8,351	1,281	9,109	790	19,531	7
Total	191,075	133,414	131,022	52,566	508,077	42,750

AUDIO VISUAL

Talking Books	CD's - Music	Video's & DVD's	Multi Media & CD Rom	Total Lending Audio & Visual Items	Total Overall Stock
1,954	4,254	1,885	309	8,402	130,229
122	0	78	7	207	10,487
48	1	15	24	88	8,764
146	0	3	0	149	9,839
96	0	83	9	188	6,957
191	3	511	11	716	9,752
112	0	66	5	183	7,406
496	0	61	2	559	19,434
148	0	69	2	219	7,892
133	0	107	8	248	7,065
125	0	79	6	210	6,733
900	11	1,666	48	2,625	31,483
346	0	1	1	348	16,249
756	4	1,632	90	2,482	39,224
859	63	1,448	237	2,607	46,452
140	2	0	20	162	11,961
142	0	0	26	168	13,332
88	0	65	0	153	5,345
579	4	130	6	719	27,048
75	0	1	2	78	10,125
95	2	43	5	145	7,687
423	1	1,730	10	2,164	24,254
6,069	0	27	0	6,096	33,771
182	0	1	2	185	10,368
164	0	83	6	253	7,987
291	1	42	11	345	11,232
121	0	52	0	173	6,190
902	6	1	0	909	34,804
138	0	0	1	139	19,677
15,841	4,352	9,879	848	30,920	581,747