















Argyll and Bute Library Service QUARTERLY PERFORMANCE REPORT

FINANCIAL YEAR: 2016/17

Performance Measure	Target	FYQ 1 (Apr-Jun)	FYQ 2 (Jul-Sep)	FYQ 3 (Oct-Dec)	FYQ4 (Jan-Mar)	Annual average or total
% of published opening hours achieved	90%	100% 	100% 	100% 		
% of requests satisfied within 30 days	82%	91% 	94% 	93% 		
% of library users satisfied with the service and/or events	92%	96% 	99% 	98% 		
Number of books and other lending items issued		55,187	56,496 	50,752 		
Number of visits in person to libraries		64,682	68,740 	61,705 