

## APPENDIX 9 (a)

Library				2007-08-2008-09		2008-09-2009-10	
<b>Wick</b>	2007-08	2008-09	2009-10	Difference	% Difference	Difference	% Difference
Issues	49,766	49,489	49,967	-277	-0.6%	478	1.0%
Visits**	41,990	37,657	36,175	-4,333	-10.3%	-1,482	-3.9%
Active Members	2,008	1,942	1,840	-66	-3.3%	-102	-5.3%
PN Sessions*****		9,266	7,533	0	0.0%	-1,733	-18.7%

Library				2007-08-2008-09		2008-09-2009-10	
<b>Portree</b>	2007-08	2008-09	2009-10	Difference	% Difference	Difference	% Difference
Issues	52,148	64,354	72,434	12,206	23.4%	8,080	12.6%
Visits**	59,640	88,222	123,087	28,583	47.9%	34,864	39.5%
Active Members	1,941	2,279	2,324	338	17.4%	45	2.0%
PN Sessions*****		10,958	12,223	0	0.0%	1,265	11.5%

Library				2007-08-2008-09		2008-09-2009-10	
<b>Thurso</b>	2007-08	2008-09	2009-10	Difference	% Difference	Difference	% Difference
Issues	77,128	79,117	76,410	1,989	2.6%	-2,707	-3.4%
Visits**	52,782	55,969	56,221	3,187	6.0%	252	0.5%
Active Members	2,604	2,411	2,350	-193	-7.4%	-61	-2.5%
PN Sessions*****		12,410	9,178	0	0.0%	-3,232	-26.0%

Library				2007-08-2008-09		2008-09-2009-10	
<b>Dingwall</b>	2007-08	2008-09	2009-10	Difference	% Difference	Difference	% Difference
Issues	68,662	96,263	105,295	27,601	40.2%	9,032	9.4%
Visits**	37,481	103,328	126,147	65,847	175.7%	22,818	22.1%
Active Members	2,102	2,610	2,645	508	24.2%	35	1.3%
PN Sessions*****		10,762	12,207	0	0.0%	1,445	13.4%

Library				2007-08-2008-09		2008-09-2009-10	
<b>Fort William</b>	2007-08	2008-09*	2009-10	Difference	% Difference	Difference	% Difference
Issues	65,855	60,118	65,007	-5,737	-8.7%	4,889	8.1%
Visits**	58,762	57,044	59,790	-1,718	-2.9%	2,746	4.8%
Active Members	2,839	2,576	2,604	-263	-9.3%	28	1.1%
PN Sessions*****		14,601	18,046	0	0.0%	3,445	23.6%

\* Fort William Library re-located services to another building during January - March 2009 due to refurbishment works. There was no PN access during this period which also saw a sharp reduction in issues, visitors and active membership.

\*\* Electronic people counters installed in Portree & Dingwall 2008-09 and in Thurso & Fort William

\*\*\*\* PN sessions per library are not available before 2008-09.