

## Appendix 3

Average Hourly Usage Summary (Quietest times in Branch)													
Crossgates			Staff Hours:		194	Hours Open:		55	Total Issues:		76368		PCs: 19
			09:00-10:00	10:00-11:00	11:00-12:00	12:00-13:00	13:00-14:00	14:00-15:00	15:00-16:00	16:00-17:00	17:00-18:00	18:00-19:00	19:00-20:00
Monday	Items Issued			49.8	49.0	35.0	31.8	32.2	27.2	22.9	12.4	9.6	
	10:00 Items Discharged			50.2	35.7	23.3	26.0	22.4	19.2	13.3	8.3	3.8	
	19:00 Borrowers served			24.4	21.0	15.3	14.4	13.3	12.1	9.4	5.4	3.4	
	IT sessions/users			16.6	20.1	19.1	18.6	19.8	19.6	18.9	16.5	9.2	
	IT Usage			40.3%	51.0%	43.4%	45.5%	46.5%	46.3%	46.3%	39.3%	28.2%	
	Number of Staff			4	4	4	4	4	4	4	2	2	
Tuesday	Items Issued		22.6	41.6	48.7	33.0	33.3	29.6	21.7	19.3	9.9	9.6	
	09:00 Items Discharged		27.9	39.4	35.4	23.1	26.6	19.5	12.1	10.3	6.2	4.3	
	19:00 Borrowers served		13.0	19.6	20.7	14.8	14.3	12.6	9.9	7.7	4.4	3.1	
	IT sessions/users		9.8	16.4	18.2	19.3	19.4	19.0	18.6	18.0	16.7	10.7	
	IT Usage		19.1%	35.9%	41.0%	42.2%	43.6%	42.9%	41.9%	42.2%	39.0%	30.5%	
	Number of Staff		4	4	4	4	4	4	4	4	2	2	
Wednesday	Items Issued		20.2	38.9	42.1	28.5	28.2	29.8	20.9	19.2	12.1	12.3	
	09:00 Items Discharged		21.8	37.3	27.5	19.5	20.3	18.1	16.4	8.9	6.8	6.1	
	19:00 Borrowers served		10.2	16.4	16.2	12.3	12.7	12.5	10.3	7.6	5.5	5.0	
	IT sessions/users		9.3	15.4	17.8	19.6	19.1	20.7	19.8	19.1	15.8	9.5	
	IT Usage		17.0%	35.7%	38.5%	41.6%	42.0%	42.5%	42.9%	41.9%	35.6%	27.5%	
	Number of Staff		4	4	4	4	4	4	4	4	2	2	
Thursday	Items Issued		20.1	40.4	43.2	31.9	32.2	32.8	25.5	18.6	14.3	6.1	
	09:00 Items Discharged		21.6	36.5	30.1	22.8	23.6	20.4	17.1	10.1	5.1	3.1	
	19:00 Borrowers served		9.7	19.6	17.9	13.2	14.2	13.7	10.6	7.7	5.1	2.7	
	IT sessions/users		8.9	14.7	17.1	17.8	19.1	20.4	19.0	16.7	15.0	9.1	
	IT Usage		16.8%	32.5%	35.2%	37.5%	40.1%	42.7%	38.7%	37.4%	34.8%	26.7%	
	Number of Staff		4	4	4	4	4	4	4	4	2	2	
Friday	Items Issued		18.8	38.0	44.0	27.7	29.8	32.9	25.7	23.8	13.0	9.5	
	09:00 Items Discharged		21.5	35.8	27.6	20.0	22.9	22.7	13.8	13.1	6.1	4.3	
	19:00 Borrowers served		10.9	18.5	17.8	13.5	13.5	14.4	11.4	8.5	4.4	2.5	
	IT sessions/users		9.3	15.5	17.8	17.5	19.9	20.8	19.7	17.2	13.4	7.6	
	IT Usage		19.2%	34.6%	36.2%	40.4%	43.4%	46.2%	41.2%	39.0%	31.2%	22.5%	
	Number of Staff		4	4	4	4	4	4	4	4	2	2	
Saturday	Items Issued			67.0	66.8	43.4	31.4	33.8	28.7				
	10:00 Items Discharged			62.4	42.6	27.0	24.2	20.5	12.7				
	16:00 Borrowers served			29.9	25.0	17.5	14.3	12.7	9.5				
	IT sessions/users			13.4	17.7	17.5	18.0	19.4	14.7				
	IT Usage			27.9%	36.4%	39.4%	40.1%	42.5%	42.5%				
	Number of Staff			3	3	3	3	3	3				
Sunday	Closed												