

Action from ECLS on 14 May 2024	
Agenda Item No:	9
Report Title	Performance Report – ERC – Period to 31 March 2024
Responsible Officer:	Kim Slater
Information Sought:	Response:
<p><u>Library Visit Costs</u> – Councillor Morrison asked if the move from Access Points to libraries was reflected in increase or if it was quantified separately.</p>	<p>Our total physical visits to libraries will include customers coming into these branches to access Information Hub support. Therefore the introduction of Information Hubs would be a factor in library usage increase.</p> <p>In relation to the Information Hub statistics we do have a separate Power BI dashboard where staff record the various Information Hub enquiries received in branches. Since Sept 2022 when Information Hubs were introduced in libraries there have been 3,754 enquiries recorded. These range across benefits and welfare, council tax, bus passes, housing and property & waste.</p>

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