

Appendix 1: Key Performance Indicator Monitoring: January to June 2022 (Q4 2021-22 & Q1 2022-23)

Monthly-Monitored KPIs

Month	Performance Adjustment Points Summary
January 2022	None reported
February 2022	See detail below
March 2022	See detail below
April 2022	None reported
May 2022	None reported
June 2022	None reported

Quarterly-Monitored KPIs

Quarter	Performance Adjustment Points Summary
Q2	None reported
Q3	None reported

Summary of Failures:

21st February 2022

Key Performance Indicator	KPI 1 – Opening Hours
No. of Failures	1 failure (20 minutes)
Performance Adjustment Points per Failure	15 Performance Adjustment Points
Financial Penalty per Failure	£590.94 Financial Penalty (Not applied)
Failure Summary	<p>On Monday 21st February, Burnt Ash Library opened 20 minutes late at 9:50am due to a COVID-related staff sickness that morning, requiring additional staffing to be arranged at short notice.</p> <p>One additional staff member travelled from Central Library to Burnt Ash Library as soon as possible, allowing the branch to open at 9:50am.</p>
Mitigation Status	<p>Mitigation Accepted by the Client Team</p> <p>The Client Team was informed on the day of the closure and a solution to the problem was enacted as soon as was possible.</p>

4th March 2022

Key Performance Indicator	KPI 1 – Opening Hours
No. of Failures	1 failure (20 minutes)
Performance Adjustment Points per Failure	15 Performance Adjustment Points
Financial Penalty per Failure	£590.94 Financial Penalty (Not applied)
Failure Summary	<p>On Friday 4th March, Southborough Library opened 20 minutes late at 9:50am due to two COVID-related staff sickness that morning, requiring additional staffing to be arranged at short notice.</p> <p>Both the scheduled member of staff, and the pre-arranged backup member of staff, called in sick in the morning. Before a replacement member of staff could be arranged, it was required to review rotas and check which staff had been working together in order to prevent further proliferation of the illness.</p> <p>One member of staff from Central Library travelled to Southborough Library, allowing the branch to open from 9:50am.</p>
Mitigation Status	<p>Mitigation Accepted by the Client Team</p> <p>The Client Team was informed on the day of the closure, were provided additional information when requested, and a solution to the problem was enacted as soon as was possible.</p>

31st March 2022

Key Performance Indicator	KPI 1 – Opening Hours
No. of Failures	1 failure (8 hours 45 minutes)
Performance Adjustment Points per Failure	30 Performance Adjustment Points
Financial Penalty per Failure	£1,181.87 Financial Penalty (Not applied)
Failure Summary	<p>On Monday 31st March, Biggin Hill Library was required to close due to a major hygiene incident caused by a customer in the computer area, which was then spread by foot over a wider area.</p> <p>Due to the hazard to health, it was decided to close the branch and arrange immediately for the cleaning contractor to perform a deep clean.</p> <p>The library closed from 10:15am until its regular closing time (7pm) and reopened to the next day on 1st April.</p>
Mitigation Status	<p>Mitigation Accepted by the Client Team</p> <p>The Client Team was informed on the day of the closure and a solution to the problem was enacted as soon as was possible. This was an unexpected force majeure incident and measures were put in place by GLL to restrict access to the library to prevent this happening again.</p>

31th March 2022

Key Performance Indicator	KPI 1 – Opening Hours
No. of Failures	1 failure (45 minutes)
Performance Adjustment Points per Failure	15 Performance Adjustment Points
Financial Penalty per Failure	£590.94 Financial Penalty (Not applied)
Failure Summary	<p>On Monday 31st March, Chislehurst Library had to be evacuated and closed to the public on the advice of National Grid Gas due to a suspected gas leak in the building.</p> <p>A National Grid Gas engineer attended and investigated. No evidence of a gas leak was found allowing the branch to reopen.</p> <p>The branch was closed between 3:20pm and 4:05pm.</p>
Mitigation Status	<p>Mitigation Accepted by the Client Team</p> <p>The Client Team was informed on the day of the closure, and the branch was closed and reopened as soon as the professional recommendations were given. This was classified as a force majeure incident beyond the control of GLL.</p>

Appendix 2: Bromley Libraries Opening Hours – September 2022

Branch	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Beckenham	9:30 - 19:00	9:30 - 17:30	9:30 - 17:30	-	9:30 - 17:30	9:30 - 17:00	-
Central	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 17:00	-
Biggin Hill	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 19:00	9:30 - 17:00	10:00 - 13:00
Burnt Ash	9:30 - 13:00 14:00 - 17:30	-	-	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:00	-
Chislehurst	9:30 - 17:30	9:30 - 17:30	-	9:30 - 19:00	9:30 - 17:30	9:30 - 17:00	-
Hayes	-	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:00	-
Mottingham	9:30 - 13:00 14:00 - 17:00	-	9:30 - 13:00 14:00 - 19:00	-	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:00	-
Orpington	9:30 - 19:00	9:30 - 17:30	9:30 - 17:30	9:30 - 19:00	9:30 - 17:30	9:30 - 17:00	-
Penge	9:30 - 19:00	9:30 - 17:30	9:30 - 17:30	9:30 - 17:30	9:30 - 17:30	9:30 - 17:00	-
Petts Wood	9:30 - 17:30	9:30 - 17:30	-	9:30 - 19:00	9:30 - 17:30	9:30 - 17:00	-
Shortlands	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:30	-	-	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:00	-
Southborough	-	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:00	-
St Paul's Cray	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:30	-	9:30 - 13:00 14:00 - 17:00	-
West Wickham	9:30 - 19:00	9:30 - 17:30	-	9:30 - 17:30	9:30 - 17:30	9:30 - 17:00	-

Appendix 3: Stock Budget and Spend – 2022/23 up to 19th September 2022

Budget	Budget name	Current Allocation £	Committed orders on Soprano	Invoices paid to date (ex VAT)	Available funds
AF	Adult Fiction	£28,000.00	£1,791.04	£10,378.75	£15,830.21
AFS	Adult Fiction (Supplier)	£45,000.00	£22,288.79	£22,631.54	£79.67
ALP	Adult Large Print	£4,500.00	£5,327.70	£2,204.08	-£3,031.78
ANF	Adult Non-Fiction	£58,000.00	£15,034.49	£23,379.91	£19,585.60
ANFB	Adult Non-Fiction Bestseller	£5,050.00	£251.79	£1,519.21	£3,279.00
AUB	Audio Books	£15,000.00	£9,839.04	£4,719.68	£441.28
BIB	Bibliographic Resources	£14,000.00	£0.00	£0.00	£14,000.00
CD	Music CDs	£1,500.00	£369.76	£678.70	£451.54
CYAUB	Children's Audiobook	£3,000.00	£0.00	£0.00	£3,000.00
CYEBO	Children's Ebooks	£3,000.00	£0.00	£0.00	£3,000.00
CYF	Children's Fiction	£25,000.00	£728.06	£12,863.93	£11,408.01
CYFS	Children's Fiction (supplier)	£30,000.00	£11,006.23	£14,358.61	£4,635.16
CYLP	Children's Large Print	£1,000.00	£0.00	£518.35	£481.65
CYNF	Children's Non-Fiction	£10,500.00	£35.98	£1,164.50	£9,299.52
CYNFS	Children's NF (Supplier)	£15,000.00	£4,913.95	£7,367.39	£2,718.66
DEBT	Debt Recovery	£1,000.00	£0.00	£0.00	£1,000.00
DEVT	Development	£8,000.00	£0.00	£7,606.00	£394.00
DVD	DVDs	£500.00	£0.00	£0.00	£500.00
DVDS	DVDs (Supplier)	£6,500.00	£993.49	£2,174.30	£3,332.21
EAUD	E-Audio	£15,000.00	£0.00	£1,474.40	£13,525.60
EBOO	E-Books	£23,000.00	£0.00	£0.00	£23,000.00
ELIB	E-Library Contract (Overdrive)	£5,000.00	£0.00	£0.00	£5,000.00
EMAG	E-Magazines	£14,900.00	£0.00	£0.00	£14,900.00
GRA	Grants & Subscriptions	£2,500.00	£0.00	£8.00	£2,492.00

INONL	Online Resources	£45,650.00	£0.00	£11,725.00	£33,925.00
INPER	Newspapers and Periodicals	£29,000.00	£0.00	£10,308.81	£18,691.19
INREF	Reference Books	£900.00	£0.00	£52.01	£847.99
INSUB	Subscriptions & SOs	£2,500.00	£171.95	£875.29	£1,452.76
LSCON	Local Studies Conservation	£5,000.00	£0.01	£0.00	£4,999.99
LSLOA	Local Studies Loan Collection	£0.00	£0.00	£0.00	£0.00
LSOVL	Local Studies Online	£17,000.00	£0.00	£7,638.18	£9,361.82
LSREF	Local Studies Reference	£2,000.00	£0.00	£479.31	£1,520.69
REQ	Requests	£7,000.00	£5,376.59	£1,414.78	£208.63
SEC	Stock Security	£0.00	£0.00	£0.00	£0.00
SUP	Supplier Selection Fees	£6,000.00	£0.00	£0.00	£6,000.00
Askews Prepaid invoices 22/23				-£19,848.48	£19,848.48
TOTAL Acquisitions budget		£450,000.00	£78,128.87	£125,692.25	£246,178.88

Notes:

Soprano is the Library Management System used by GLL on which stock orders are placed

The Library Book fund runs April to March to be consistent with the Council's financial year and year end processes.

Some budgets are currently over committed because orders are placed three months in advance once publication dates are received which explains the figures in red. There are orders on the system for books which are not due to be published until the next financial year. Towards the end of the financial year the supplier cancels anything ordered more than six months ago which has slipped in publication date. The stock fund aims to be 10% over committed on physical stock fund.