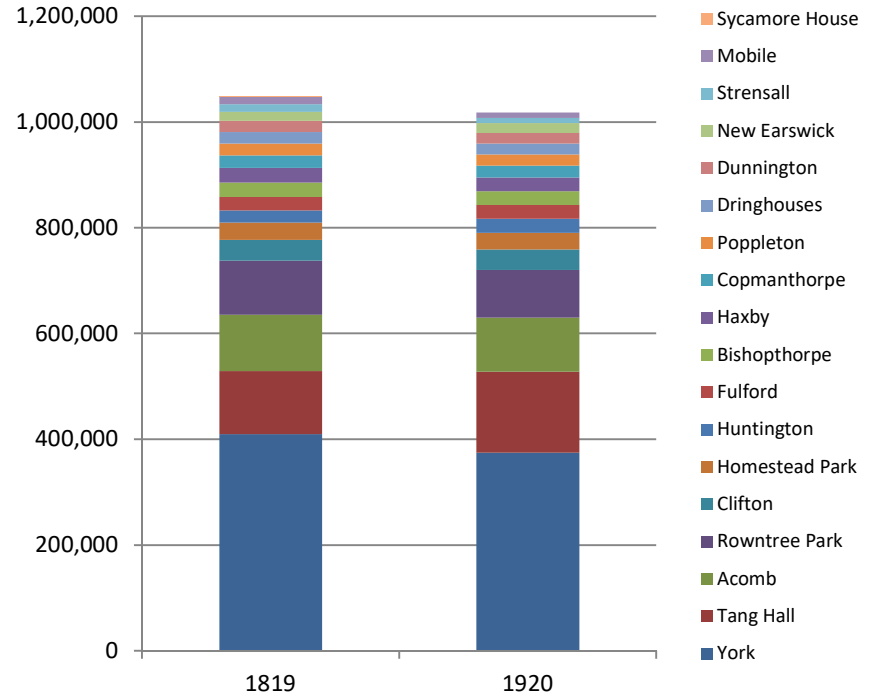
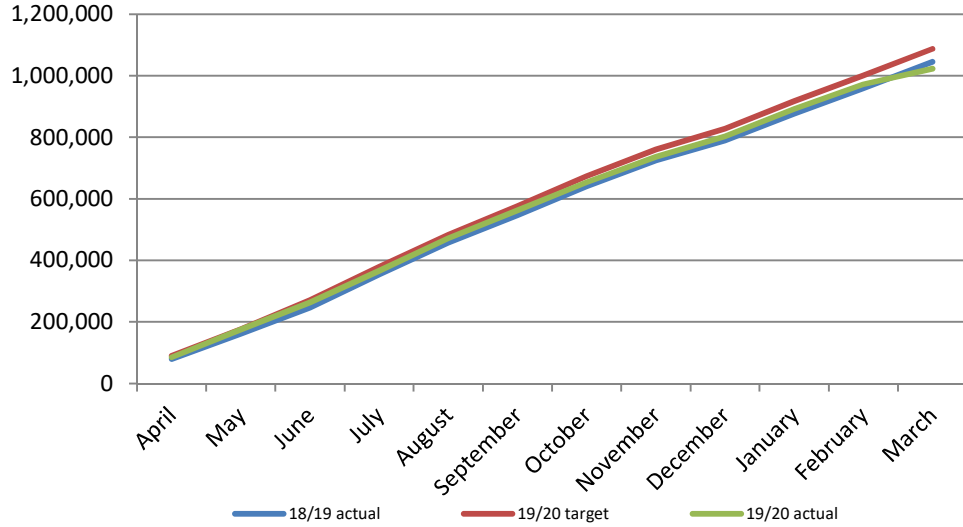


Visits - All Explore

Physical visits only

Includes Tang Hall tenant use, excludes NE Folk Hall non-library use



	18/19 actual	19/20 target	19/20 actual	Vs target	% vs target	Vs Prev	% vs prev
April	79,497	89,362	84,859	-4,503	-5%	5,362	7%
May	81,301	87,563	89,509	1,946	2%	8,208	10%
June	85,778	94,100	89,726	-4,374	-5%	3,948	5%
July	108,246	108,147	101,892	-6,255	-6%	-6,354	-6%
August	102,687	103,924	106,394	2,470	2%	3,707	4%
September	89,360	93,871	90,651	-3,220	-3%	1,291	1%
October	94,220	96,923	90,883	-6,040	-6%	-3,337	-4%
November	84,127	86,979	83,090	-3,889	-4%	-1,037	-1%
December	63,677	67,395	65,868	-1,527	-2%	2,191	3%
January	88,272	89,276	89,106	-170	0%	834	1%
February	82,479	83,199	80,074	-3,125	-4%	-2,405	-3%
March	85,973	86,775	50,982	-35,793	-41%	-34,991	-41%

	18/19 actual	19/20 target	19/20 actual	Vs target	% vs target	Vs Prev	% vs prev
79,497	89,362	84,859	-4,503	-5%	5,362	7%	
160,798	176,925	174,368	-2,557	-1%	13,570	8%	
246,576	271,025	264,094	-6,931	-3%	17,518	7%	
354,822	379,172	365,986	-13,186	-3%	11,164	3%	
457,509	483,096	472,380	-10,716	-2%	14,871	3%	
546,869	576,967	563,031	-13,936	-2%	16,162	3%	
641,089	673,891	653,914	-19,977	-3%	12,825	2%	
725,216	760,869	737,004	-23,865	-3%	11,788	2%	
788,893	828,265	802,872	-25,393	-3%	13,979	2%	
877,165	917,541	891,978	-25,563	-3%	14,813	2%	
959,644	1,000,740	972,052	-28,688	-3%	12,408	1%	
1,045,617	1,087,515	1,023,034	-64,481	-6%	-22,583	-2%	

Visits: Branch Breakdown

19/20 actuals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Acomb	8145	8388	8486	9739	10053	8879	9421	8867	6500	9575	8785	5637	102475
Bishopthorpe	1947	2317	2491	3039	2676	2494	2083	1928	1506	2109	1856	1432	25878
Clifton	3835	3363	2939	3494	4317	3043	3486	3344	2018	3666	3507	2019	39031
Copmanthorpe	1958	1800	1802	1937	2104	1943	1919	2060	1406	1920	2139	1270	22258
Dringhouses	1782	1632	1779	2127	2075	1624	1983	1830	1303	1791	1841	1185	20952
Dunnington	1965	1260	2006	1821	2350	1755	1577	1913	1126	1265	1457	1247	19742
Fulford	1757	2236	2026	2080	1471	2513	2990	2700	2035	2693	2149	1685	26335
Homestead Park	4378	4518	3576	7198	8775	2790	183	0	0	0	0	0	31418
Haxby	1847	1732	1896	2980	3582	2371	2744	2118	1537	1612	1750	1484	25653
Huntington	1763	1764	2020	2064	2040	2198	2746	2674	1815	3147	2564	1781	26576
Mobile	856	1166	1457	1117	958	914	880	0	308	912	773	742	10083
New Earswick	1649	1520	1475	1931	1841	1438	1750	1616	1310	1655	1559	1000	18744
Poppleton	1865	1771	1800	1970	1800	1844	2106	1946	1195	1982	1660	1337	21276
Rowntree Park	8416	8480	7748	11005	11370	9418	6133	6410	5435	7905	4825	2643	89788
Strensall	914	1094	1026	1392	1524	1409	1452	1259	965	1672	1394	854	14955
Tang Hall	10513	13282	12496	13576	11652	13558	14579	14532	12063	15009	13209	8825	153294
York	31269	33186	34703	34422	37806	32460	34851	29893	25346	32193	30606	17841	374576
Total	84859	89509	89726	101892	106394	90651	90883	83090	65868	89106	80074	50982	1023034

Colour code

Above target by >10%
Above target by 5% to 10%
Above target by 0% to 5%
Below target by 0% to 5%
Below target by 5% to 10%
Below target by >10%

Commentary

1920 footfall was -2.2% compared to 1819. However, this largely reflects the coronavirus shutdown. At the end of February our YTD figure was +1.3% on previous, and our projection was to end the year at +1.2%. So allowing for exceptional circumstances, performance compared to the previous year was up.

1920 footfall was -5.9% down on our own stretching internal targets. However, again, this size of this margin largely reflects the coronavirus closures in March. At the end of February our YTD figure was -2.9%, and our projection was to end the year -2.7%. The targets were always intended to be stretching targets.

The CYC target has changed mid-year, and no longer covers the cafes as these are so effected by seasonal events like flooding. The CYC target for 1920 with the café element removed was 914,405. Performance for these libraries in 1920 was 901,828. That is, we failed the target by -1.4%. However this is largely due to the coronavirus closures. Our projection based on stats at the end of February, for the libraries without the cafes, was 932,534, i.e. +2.0% above target.

The footfall figures were significantly up when compared to the previous year for the months of April, May and June. This was because Burnholme opened mid way through June 2018, so we were not comparing like with like in Q1. Hence the drop to a pretty steady 3% up on the previous year in the cumulative statistics from the month of July onwards where we were comparing like with like.

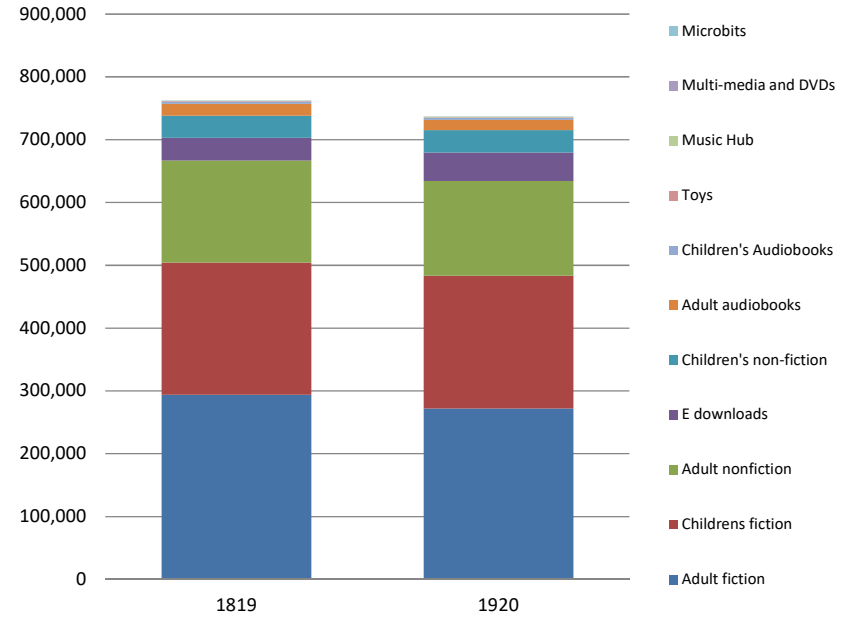
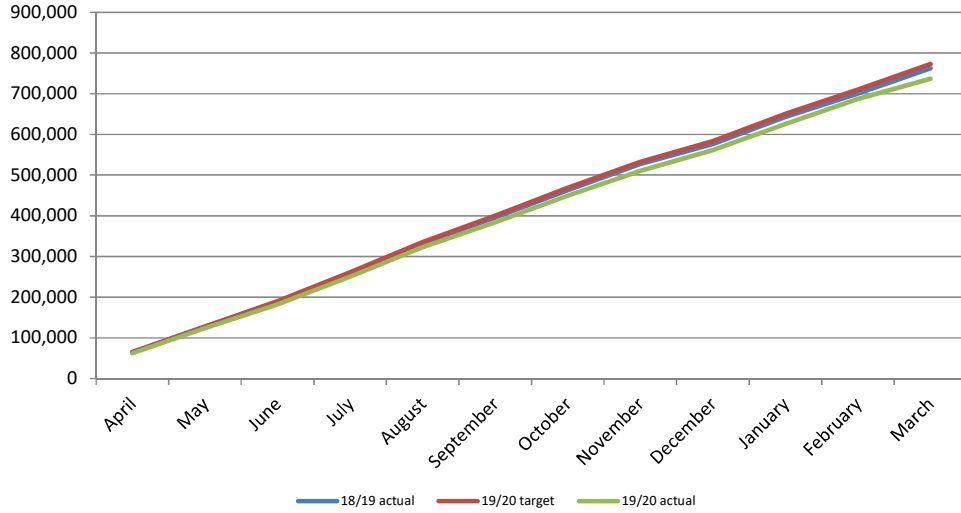
The libraries which have exceeded their targets this year are Strensall, Huntington, Tang Hall and Fulford. Had the year ended more predictably, we'd have expected New Earswick and Clifton to join this list. This is very positive performance and bodes very well for the future because it shows how new premises and new management can boost footfall.

On the other hand, the libraries with the largest % underperformance were the vehicles (Haxby and the Mobile), Rowntree Park and York. Whilst the vehicles have been subject to vehicle problems which we would expect to overcome in 2021, and Rowntree Park has been effected by flooding and will be removed from the 2021 target monitoring, York's figures are on a genuine long term downwards trend. Since York forms such a large proportion of overall performance, this trend is cause for concern as we enter 2021.

The months of the year that see high levels of engagement and promotion in terms of Explores events and activities programme continue to show consistently high levels of footfall across the organisation as evidenced by significant areas of green on the above table, which sees libraries operating at higher than expected footfall figures. Typically, the months of April, May, August, October and February also see higher levels of footfall and map to the academic year, indicating that our target audience in order to continue to grow our footfall is families

Issues - All Explore

Issues include renewals. Covers all public libraries.



	18/19 actual	19/20 target	19/20 actual	Vs target	% vs target	Vs Prev	% vs prev
April	65,549	64,516	62,433	-2,083	-3%	-3,116	-5%
May	62,012	63,267	61,311	-1,956	-3%	-701	-1%
June	60,745	62,647	58,492	-4,155	-7%	-2,253	-4%
July	69,611	70,582	68,057	-2,525	-4%	-1,554	-2%
August	74,311	74,283	72,578	-1,705	-2%	-1,733	-2%
September	64,244	65,111	61,606	-3,505	-5%	-2,638	-4%
October	66,830	68,202	65,080	-3,122	-5%	-1,750	-3%
November	63,554	63,654	61,065	-2,589	-4%	-2,489	-4%
December	48,996	50,808	50,693	-115	0%	1,697	3%
January	67,402	67,202	64,565	-2,637	-4%	-2,837	-4%
February	56,939	59,930	61,446	1,516	3%	4,507	8%
March	62,241	62,577	49,290	-13,287	-21%	-12,951	-21%

	18/19 actual	19/20 target	19/20 actual	Vs target	% vs target	Vs Prev	% vs prev
65,549	64,516	62,433	-2,083	-3%	-3,116	-5%	
127,561	127,783	123,744	-4,039	-3%	-3,817	-3%	
188,306	190,430	182,236	-8,194	-4%	-6,070	-3%	
257,917	261,011	250,293	-10,718	-4%	-7,624	-3%	
332,228	335,294	322,871	-12,423	-4%	-9,357	-3%	
396,472	400,405	384,477	-15,928	-4%	-11,995	-3%	
463,302	468,607	449,557	-19,050	-4%	-13,745	-3%	
526,856	532,261	510,622	-21,639	-4%	-16,234	-3%	
575,852	583,069	561,315	-21,754	-4%	-14,537	-3%	
643,254	650,270	625,880	-24,390	-4%	-17,374	-3%	
700,193	710,200	687,326	-22,874	-3%	-12,867	-2%	
762,434	772,777	736,616	-36,161	-5%	-25,818	-3%	

Issues: Branch Breakdown

19/20 actuals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Acomb	7549	7320	7042	9133	9609	7775	8151	7334	6397	8074	7744	6006	92134
Bishopthorpe	2228	2179	2010	2441	2598	2402	2124	2141	1567	2034	2007	1661	25392
E-Library	3418	3278	3254	3616	3839	3567	3834	3641	3624	4148	3959	4969	45147
Copmanthorpe	1742	1578	1612	1851	2066	1639	1824	1756	1339	1657	1692	1475	20231
Clifton	3611	3451	3408	3822	4155	3293	3971	3392	2598	3961	3444	2837	41943
Dringhouses	2050	1986	1823	2229	2653	1892	2050	2065	1511	2171	1857	1741	24028
Dunnington	1542	1423	1431	1515	1861	1397	1410	1407	1037	1177	1485	941	16626
Fulford	1727	1768	1757	1727	1736	2197	2279	2313	1659	2376	1947	1628	23114
Homestead Park	13	19	4	12	18	2	0	0	0	0	0	0	68
Huntington	1958	1949	1832	2048	2276	1973	2111	2150	1418	2286	1939	1557	23497
Haxby	1925	1906	1999	2478	2815	1652	1978	2154	1418	1567	1749	1532	23173
Mobile	1261	1485	1352	1223	1326	1175	1180	374	737	1400	1059	982	13554
New Earswick	1806	1670	1546	1840	2016	1519	1679	1619	1387	1677	1648	1130	19537
Poppleton	2138	2147	1799	2093	2182	2172	2021	2082	1435	2184	1930	1698	23881
Rowntree Park	538	589	383	492	562	380	393	406	328	364	455	243	5133
Strensall	1514	1417	1302	1655	1723	1530	1461	1372	1060	1705	1609	1359	17707
													0
Tang Hall	7031	6699	6419	7763	7792	7045	6857	7125	5213	6546	6777	5327	80594
York	20382	20447	19519	22119	23351	19996	21757	19734	17965	21238	20145	14204	240857
Total	62433	61311	58492	68057	72578	61606	65080	61065	50693	64565	61446	49290	736616

Colour code
Above target by more than 10%
Above target by 5% to 10%
Above target by 0% to 5%
Below target by 0% to 5%
Below target by 5% to 10%
Below target by more than 10%
(no target is white)

Commentary

1920 issues were -3.4% down on 1819. However, this is partially due to the coronavirus closedown. At the end of Feb our YTD position was -1.8% and our end of year projection was -1.9%. A downturn isn't a great result, but set against a picture of national decline, a downturn of less than 2% is positive, especially as our performance is already upper quartile and decreasing by less than the national trend will almost certainly see us reinforce our position in the upper quartile.

Throughout the year the strong achievers compared to previous performance have been Strensall, Huntington, New Earswick and Tang Hall, all libraries with recent investment in premises &/or management, plus Bishopthorpe. The e-library also saw increasing use throughout the year and finished the year as the only collection still issuing during the coronavirus lockdown. In terms of low performers, the commentary on footfall carries through to issues - the vehicles, Rowntree Park and York all saw significant downturns, and of these its York which is the greatest cause for concern.

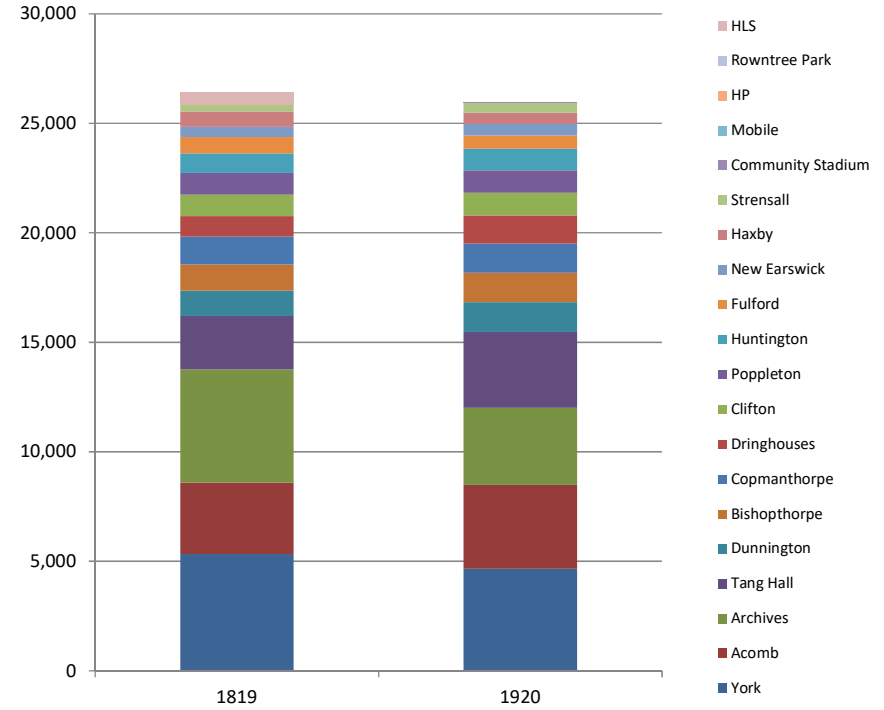
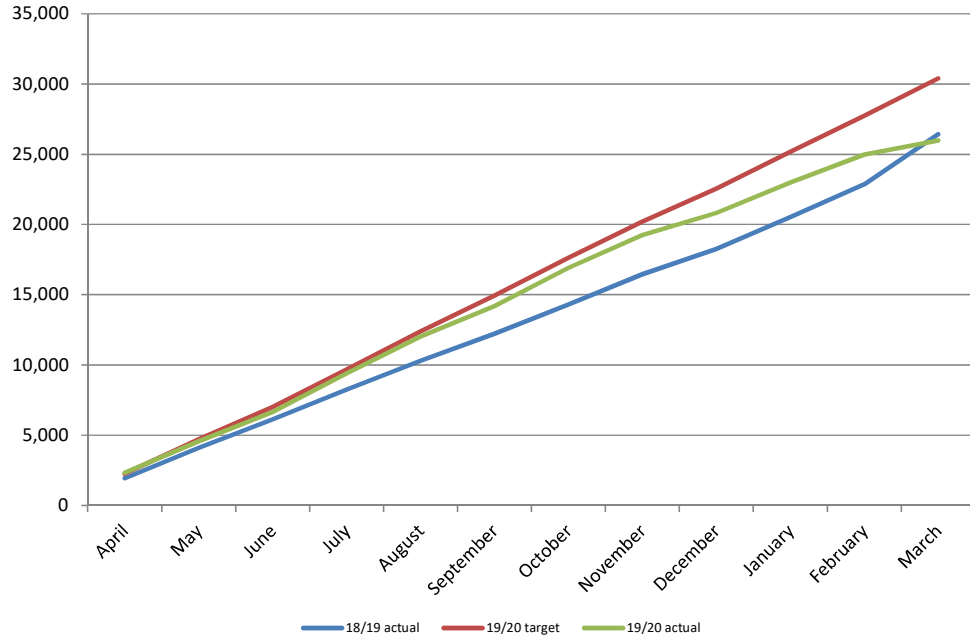
Physical accessible formats (large print and audio CDs) have continued their downwards trend (-16%). The e-library fulfils similar aims, and with a limited budget we inevitably must respond to this trend when allocating funds, but we are very aware that this must be handled sensitively. On the e-library readers can choose their own font, font size, and colour, so in that sense it is providing better accessibility than just a set 18 point font physical book, however at this time the e-library app (menus etc) isn't fully compatible with text-to-speech readers, so not fully accessible.

Whilst two of our biggest collections, Adult Fiction and Adult Nonfiction, both saw issues decline by -7% each compared to last year, issues of smaller collections like Children's Nonfiction increased, and the Toy Library and Music Hub collections both attracted their highest issues ever, having launched a few years ago.

Aligned with the visits performance, typically, we see a trend of higher issues in school holidays. This, again, reflects the need for us to continue to target our offer to children and families during these times

Volunteer Hours - All Explore

All volunteer hours including Home Library Service.



	18/19 actual	19/20 target	19/20 actual	Vs target	% vs target	Vs Prev	% vs prev
April	1,939	2,245	2,316	71	3%	377	19%
May	2,166	2,464	2,255	-209	-8%	89	4%
June	2,012	2,303	2,071	-232	-10%	60	3%
July	2,131	2,676	2,759	83	3%	629	29%
August	2,047	2,706	2,625	-81	-3%	578	28%
September	1,925	2,538	2,171	-366	-14%	247	13%
October	2,100	2,701	2,713	11	0%	613	29%
November	2,138	2,566	2,337	-230	-9%	199	9%
December	1,796	2,359	1,582	-777	-33%	-214	-12%
January	2,283	2,613	2,156	-457	-17%	-127	-6%
February	2,326	2,582	1,991	-591	-23%	-335	-14%
March	2,424	2,644	961	-1,683	-64%	-1,463	-60%

	18/19 actual	19/20 target	19/20 actual	Vs target	% vs target	Vs Prev	% vs prev
1,939	2,245	2,316	71	3%	377	19%	
4,105	4,710	4,571	-139	-3%	466	11%	
6,117	7,013	6,642	-370	-5%	526	9%	
8,247	9,689	9,402	-287	-3%	1,154	14%	
10,295	12,395	12,027	-368	-3%	1,732	17%	
12,219	14,932	14,198	-734	-5%	1,978	16%	
14,319	17,634	16,910	-723	-4%	2,591	18%	
16,457	20,200	19,247	-953	-5%	2,790	17%	
18,253	22,559	20,829	-1,730	-8%	2,576	14%	
20,536	25,172	22,986	-2,187	-9%	2,449	12%	
22,862	27,754	24,976	-2,778	-10%	2,114	9%	
26,429	30,398	25,988	-4,410	-15%	-440	-2%	

Volunteer hours: Branch Breakdown

19/20 actuals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Acomb	282	297	283	399	412	348	327	344	247	337	357	200	3832
Archives	462	352	254	468	449	279	578	257	79	84	118	86	3516
Bishopthorpe	101	125	125	111	116	107	123	103	77	150	130	76	1341
Clifton	104	110	68	104	104	82	88	109	58	82	80	43	1030
Community Stadium									0	34	8	0	42
Copmanthorpe	127	98	121	114	127	136	112	112	81	116	115	70	1328
Dringhouses	94	90	96	132	125	107	130	118	98	114	116	65	1285
Dunnington	106	83	157	147	156	113	138	128	80	89	108	61	1367
Fulford	55	47	40	51	65	55	57	52	34	62	63	29	609
Haxby	17	16	45	59	90	49	50	67	65	5	38	4	504
HLS						0	0	0	0	0	0	0	0
HP	1					0	0	0	0	0	0	0	1
Huntington	63	69	52	109	82	84	79	95	71	110	104	67	984
Mobile		2				0	0	0	0	0	0	0	2
New Earswick	41	36	49	63	29	38	50	46	45	54	46	30	527
Poppleton	93	74	101	99	86	86	86	118	71	106	70	40	1030
Rowntree Park						0	0	0	0	0	0	1	1
Strensall	28	52	41	52	29	36	21	13	36	64	51	39	461
Tang Hall	312	328	304	442	294	277	361	324	214	326	270	19	3471
York	429	475	336	410	463	376	516	451	329	424	316	131	4657
Total	2316	2255	2071	2759	2625	2171	2713	2337	1582	2156	1991	961	25988

Colour code

895	Above target by more than 10%
288	
356	
204	Above target by 5% to 10%
42	
301	
295	
259	Above target by 0% to 5%
154	
47	
0	Below target by 0% to 5%
0	
281	
0	Below target by 5% to 10%
131	
217	
1	Below target by more than 10%
154	
615	
871	(no target is white)

Commentary

For the first half of 1920, volunteer hours were consistently higher than 1819, but this was not the case in the final few months. This is largely down to Archives and Tang Hall who both had much higher figures in the first half of the year than the second. In the case of the Archives, this is in the nature of their activity which is largely project based so has peaks and troughs.

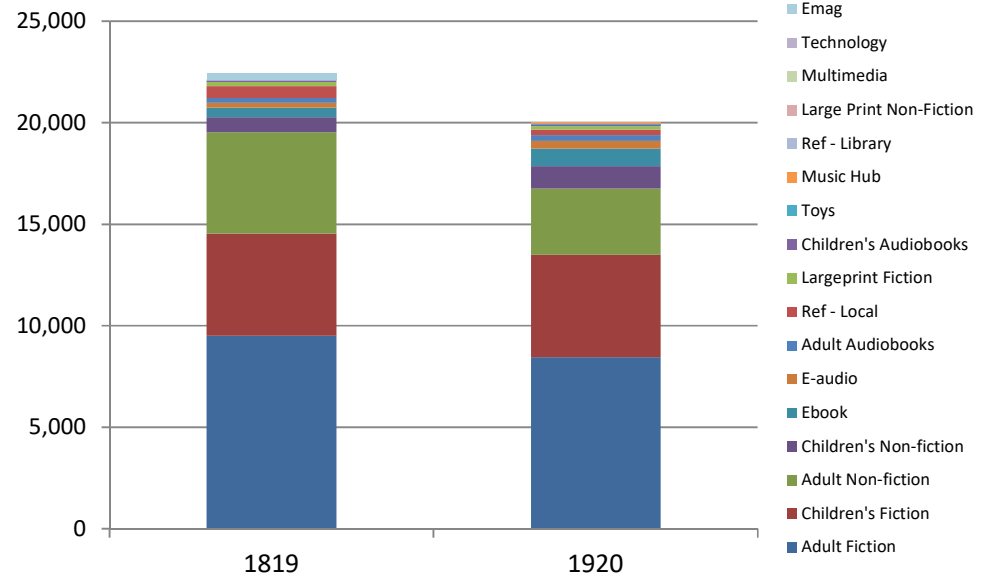
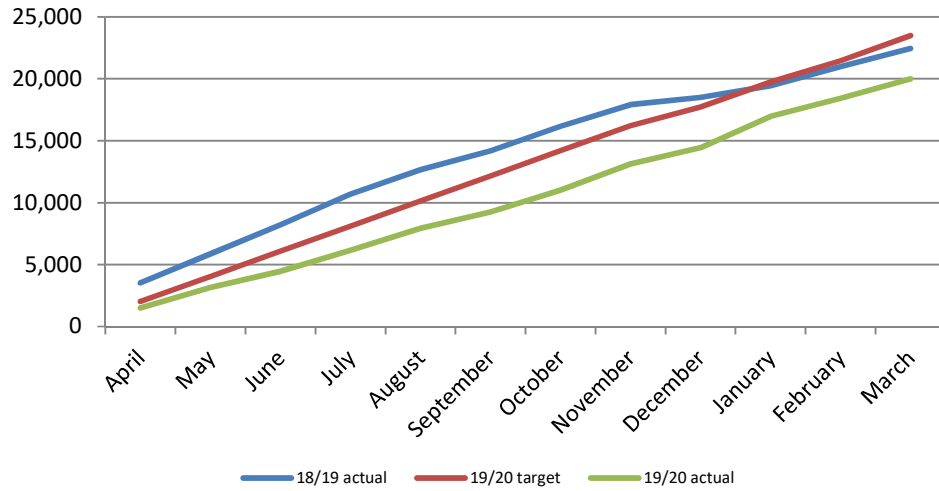
The libraries which performed worst against their targets were Haxby, New Earswick, Strensall and Clifton but to be fair they had very ambitious targets. We based the targets on trying to achieve one volunteer per opening hour per branch, and these libraries were a long way from that aim in 1819. The latter three of these all had increased volunteering hours from 1819, so it's positive overall in spite of the red targets

Acomb and Dunnington ended the year as highest performers, both compared to their own targets and to their previous actuals. These libraries are very good at using volunteers and are sharing their best practice with the rest of the libraries.

Our operational management team have been working on volunteer development and retention this year. We are recognising their experience and developing them as local teams to support staff. We have new roles for our longer-term, 'trusted' volunteers, like adding our donated books to the catalogue, and we believe this has led to higher retention figures and more committed volunteers.

Volunteer recruitment campaigns have focussed on increasing the support at our larger Explore Centres (Clifton, Acomb, Tang Hall and York), where reductions in staffing have been felt more significantly and an increase in volunteer support has been required to enable the paid staff resource to focus on the customer.

New Books (including donations)



	18/19 actual	19/20 target	19/20 actual	Vs target	% vs target	Vs Prev	% vs prev
April	3,523	2,029	1,495	-534	-26%	-2,028	-58%
May	2,356	2,029	1,657	-372	-18%	-699	-30%
June	2,334	2,029	1,309	-720	-35%	-1,025	-44%
July	2,470	2,029	1,691	-338	-17%	-779	-32%
August	1,997	2,029	1,774	-255	-13%	-223	-11%
September	1,511	2,029	1,331	-698	-34%	-180	-12%
October	1,989	2,029	1,753	-276	-14%	-236	-12%
November	1,731	2,029	2,114	85	4%	383	22%
December	599	1,488	1,314	-174	-12%	715	119%
January	935	2,029	2,528	499	25%	1,593	170%
February	1,549	1,723	1,467	-256	-15%	-82	-5%
March	1,460	2,029	1,571	-458	-23%	111	8%

	18/19 actual	19/20 target	19/20 actual	Vs target	% vs target	Vs Prev	% vs prev
April	3,523	2,029	1,495	-534	-26%	-2,028	-58%
May	5,879	4,058	3,152	-906	-22%	-2,727	-46%
June	8,213	6,086	4,461	-1,625	-27%	-3,752	-46%
July	10,683	8,115	6,152	-1,963	-24%	-4,531	-42%
August	12,680	10,144	7,926	-2,218	-22%	-4,754	-37%
September	14,191	12,173	9,257	-2,916	-24%	-4,934	-35%
October	16,180	14,201	11,010	-3,191	-22%	-5,170	-32%
November	17,911	16,230	13,124	-3,106	-19%	-4,787	-27%
December	18,510	17,718	14,438	-3,280	-19%	-4,072	-22%
January	19,445	19,747	16,966	-2,781	-14%	-2,479	-13%
February	20,994	21,470	18,433	-3,037	-14%	-2,561	-12%
March	22,454	23,500	20,004	-3,496	-15%	-2,450	-11%

Commentary on New Books

We added -11% fewer books to stock in 1920 than we did in 1819.

The monthly targets were based on adding more books than 1819, not because there was more budget, but because the contract discount was higher so the same budget ought to have gone further, and additionally we factored in a donations campaign.

In reality we achieved fewer acquisitions than 1819 because early in the year budget was held back for various reasons (deliberately in the case of Haxby and E-Magazines, and accidentally in the base of Bertrams underspending), and then these underspends have largely been taken as in-year savings so the figures haven't bounced back. Other than in January, when a proportion of the underspend was released for stock buys.

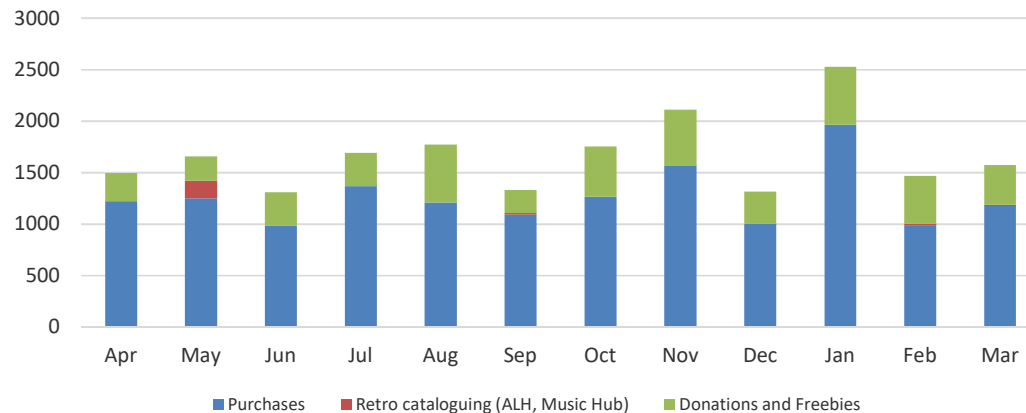
The donations campaign in the new year saw some success, and the music volunteers at Huntington have been accessioning some more of the music hub collection to the catalogue.

Acquisitions and Donations

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Purchases	1221	1250	985	1367	1209	1094	1264	1568	1001	1967	990	1174
Retro cataloguing (ALH, Music Hub)	0	169	0	0	0	12	0	0	0	0	16	14
Donations and Freebies	274	238	324	324	565	225	489	546	313	561	461	383
	1495	1657	1309	1691	1774	1331	1753	2114	1314	2528	1467	1571

June and July figures for donations/purchasing breakdown are partially estimates, due to Bertrams EDI problems causing acquisitions to be processed as donations in some cases.

Acquisitions as purchases vs donations



Reservation Supply Times

Reported a month late (i.e. It takes a month to know whether we supplied them in a month)

	7 days				
	18/19 actual	19/20 target	19/20 actual	Vs target	Vs prev
April	45.8%	50%	43.9%	-6%	-2%
May	35.0%	50%	44.8%	-5%	10%
June	35.0%	50%	34.6%	-15%	0%
July	44.5%	50%	32.3%	-18%	-12%
August	42.7%	50%	36.6%	-13%	-6%
September	40.0%	50%	40.3%	-10%	0%
October	40.9%	50%	41.3%	-9%	0%
November	40.5%	50%	39.9%	-10%	-1%
December	42.5%	50%	29.7%	-20%	-13%
January	46.1%	50%	31.6%	-18%	-15%
February	43.4%	50%	35.9%	-14%	-8%
March	41.8%	50%			

	15 days				
	18/19 actual	19/20 target	19/20 actual	Vs target	Vs prev
April	58.4%	70%	57.0%	-13%	-1%
May	61.4%	70%	57.5%	-13%	-4%
June	56.8%	70%	48.0%	-22%	-9%
July	58.5%	70%	47.3%	-23%	-11%
August	55.7%	70%	51.9%	-18%	-4%
September	57.5%	70%	53.9%	-16%	-4%
October	58.2%	70%	54.6%	-15%	-4%
November	57.4%	70%	53.1%	-17%	-4%
December	58.3%	70%	44.7%	-25%	-14%
January	59.8%	70%	50.5%	-20%	-9%
February	58.4%	70%	52.3%	-18%	-6%
March	58.8%	70%			

	30 days				
	18/19 actual	19/20 target	19/20 actual	Vs target	Vs prev
April	67.8%	85%	66.0%	-19%	-2%
May	70.7%	85%	65.7%	-19%	-5%
June	64.7%	85%	58.7%	-26%	-6%
July	69.5%	85%	60.8%	-24%	-9%
August	65.2%	85%	61.6%	-23%	-4%
September	67.1%	85%	62.4%	-23%	-5%
October	66.9%	85%	63.2%	-22%	-4%
November	66.4%	85%	61.3%	-24%	-5%
December	65.6%	85%	52.4%	-33%	-13%
January	68.1%	85%	62.4%	-23%	-6%
February	66.1%	85%	60.3%	-25%	-6%
March	67.9%	85%			

Commentary

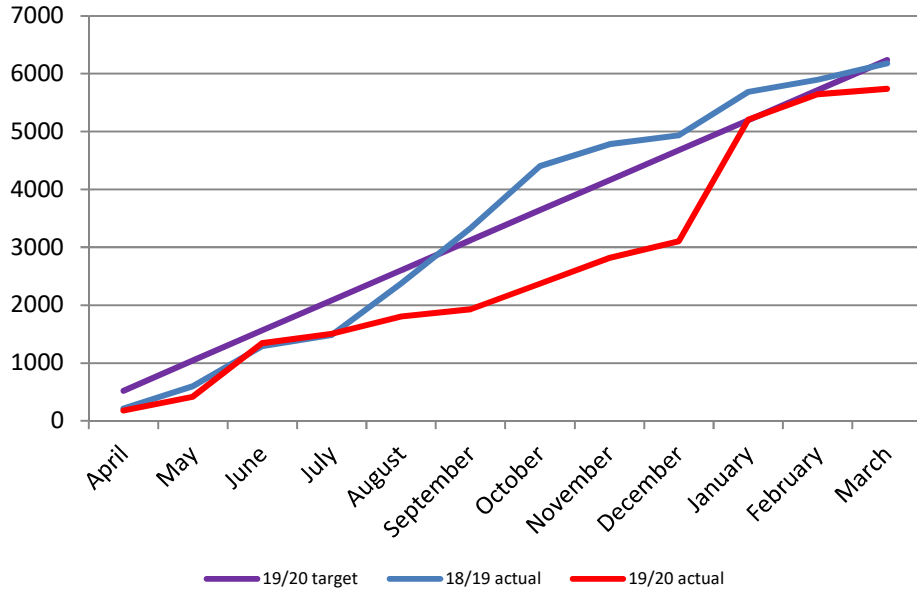
In 1920 the reservation supply times have been relatively poor

This PI reflects the speed of the van service; whether we are on top of stock-work like shelf-checking and marking missing; whether we have sufficient copies of popular books; and whether it's an attractively priced service.

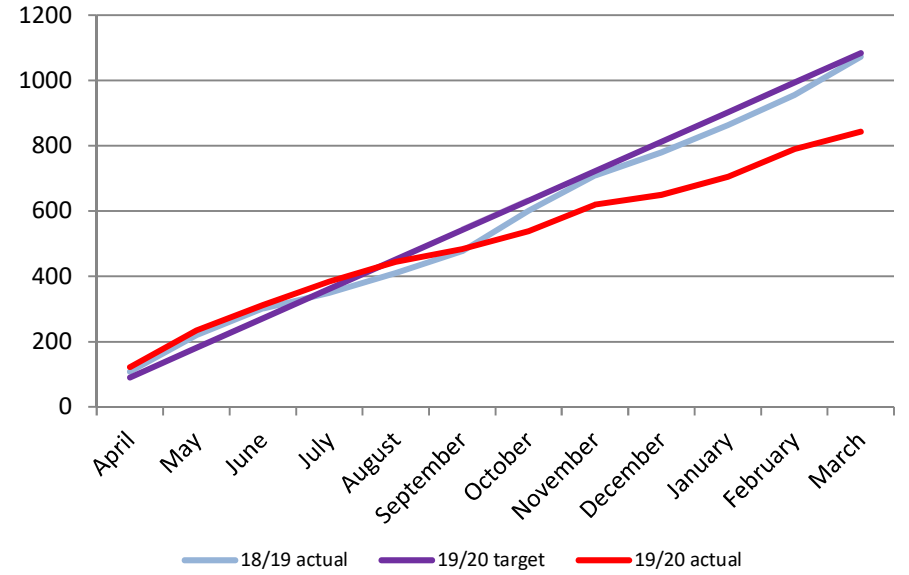
The poor performance in 1920 is likely to be a result of the delivery van having to take some time off road, and the volume of new additions to stock being reduced. The library staff have stepped up their stock maintenance work to compensate to some degree, for example being extra vigilant about moving uncollected reserved books on for the next customer.

Archives and Local History

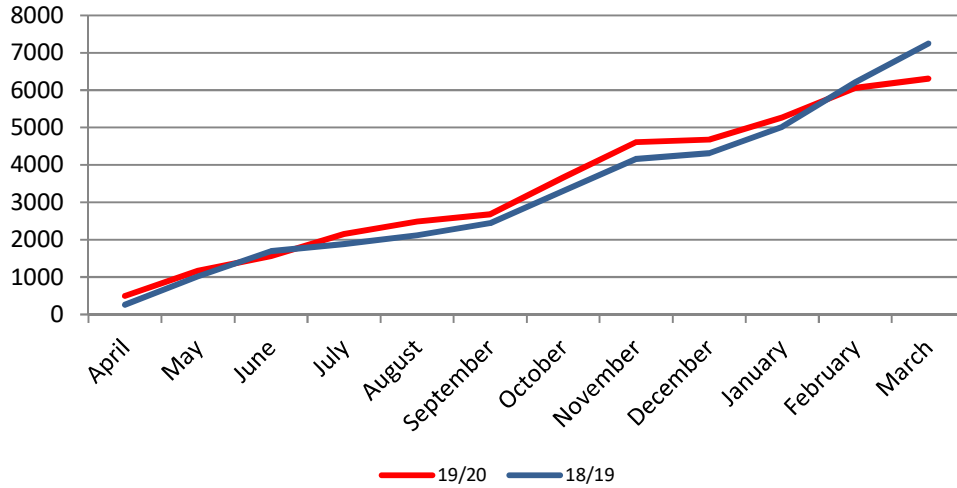
ALH Encounters



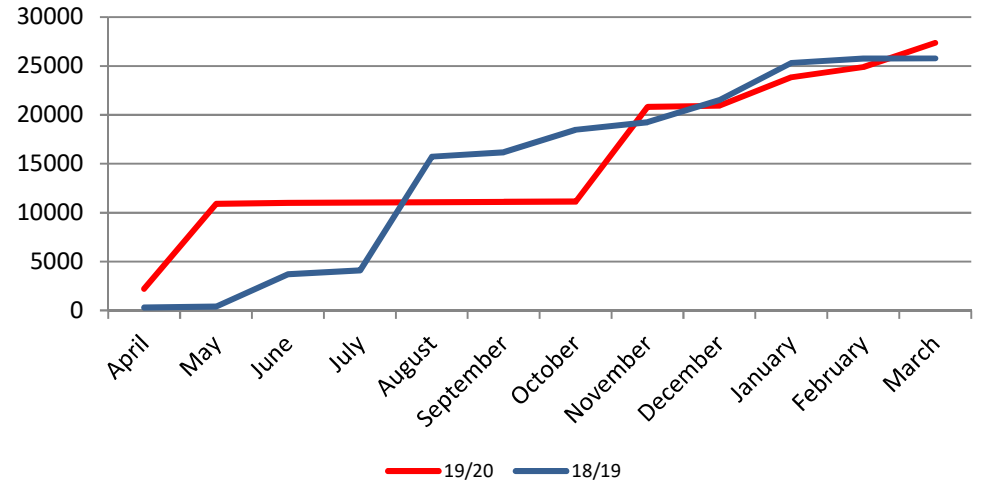
ALH Researchers



Production of Archives for Use



Documents added to CALM



Commentary on Archives and Local History Statistics

Our Archives Encounters figure comprises the Archives Researchers figure, and those people attending archive events at York Explore and elsewhere. Whilst our calendar is always back-ended in terms of targets (with Residents Festival and teaching commitments in Q3 and Q4) this year that trend seems to appear more prominent than previously. It is disappointing to see our overall encounters down for the year, despite a really encouraging Residents Festival with a number of high profile events (Map Attack, children's colouring in, an exhibition of original archives at York Mansion House and exhibitions of images at Fishergate Postern). The decline overall has been partly due to our regular events (e.g. lectures, talks, workshops etc) having not been as well attended as last year, with a number of cancelled events due to lack of attendance. A rebrand and marketing exercise in the coming year, already underway, will support this work.

Another contributing factor to the overall decline this year in Archives Encounters is the fact that the Archives Researchers total is also down. This decline can partly be attributed to the loss of three regular researchers working on extensive research projects over the previous year (one on the Past Caring? health collections, and two using the medieval and early modern Council records) as their work with us is now complete. This has in theory contributed to the loss of three researchers a day compared to the same time the previous year. It also needs to be noted that we had a closure week this January to support our cataloguing work, where the reading room was closed to researchers for three days, and the reading room closed on 18th March due to Covid-19 (in line with other archives services in the United Kingdom). The end of March is usually one of our busiest times of year with student researchers, so both of these closures (there was no closure week in the 2018-19 financial year) have also had an impact.

Despite the drop in archives researchers, the document retrievals (Production of Archives for use) figure has not actually dropped to the same extent, which is encouraging to see. There is no target set against this figure as retrievals will vary hugely year on year depending on the numbers of researchers, the topics they are researching and how in-depth that research is. Regardless of the variations it is good to see the figure remain in roughly the same ball park.

One of the big successes this year has been the number of documents added to CALM, which is directly linked to our cataloguing work. We have exceeded the figure from last year, partly due to our funded 'On The Drawing Board' project cataloguing the City of York Council architects and engineers plans, and through the processing of new accessions and backlog archives. Our two weeks working offsite on backlog collections specifically, followed by our onsite closure week in January, has really allowed us to catalogue more collections to make them available to the public, however with the Covid-19 outbreak coming in March, we've not yet seen this cataloguing translate into visits. Hopefully this will be rectified once the service reopens.