



## Key Performance Indicators Full Year - Reporting Period: April 2016 to March 2017

The following tables set out the indicators as confirmed in the Services Agreement between Culture Perth and Kinross and Perth and Kinross Council. This performance information, collated on a monthly basis, is used to monitor and develop the Service. A full list of the indicators, with explanations is available at the back of this document.

### Whole Service Indicators

#### W1 - Total number of visits in person to libraries, museums and galleries (1 Apr to 31 Mar)

|           | LIS     | MG     | CPK Total | Trend |
|-----------|---------|--------|-----------|-------|
| 2015/2016 | 623,680 | 59,614 | 683,294   | ↓     |
| 2016/2017 | 614,000 | 65,989 | 679,989   |       |

**Narrative:** Venue footfall to Museums and Galleries increased by 10.6% overall (6,375 visitors) during 2016/17. Breaking this down by venue, Perth Museum and Art Gallery (PMAG) was up by 11.4%\* and footfall to the Fergusson Gallery increased by 3.5%. This venue saw the completion of a new Reading Room in June 2016, enabling greater access to, and awareness of, the Fergusson and Margaret Morris archives. Trend analysis cannot be carried out for Alyth Museum as it was closed for 6 weeks due to flooding last year. At PMAG, the increase was principally achieved in July to August 2016 and March 2017, where peaks in footfall reflect more targeted programming during holiday periods (e.g. PLAYER exhibition in summer 2016 and Brick City exhibition, Easter 2017). A key success of these was that they were marketed at and attracted a local, family audience, for example 50.9% of PLAYER visitors (from total of 526 survey responses) gave a Perth and Kinross postcode, and 83.7% indicated that they came specifically to see the exhibition. They were effective in raising the profile of the venue within the local community and beginning to reposition it as a vibrant and relevant venue for them. We will continue to offer a public programme of accessible exhibitions and events to develop and strengthen our relationship with this local family audience. Balancing this tourist needs and reaching and building new audiences, and offering a more creative, challenging programming strand will be one of the key challenges going forward. \*A new visitor counter system was in operation at PMAG from 1 December 2016 to increase accuracy of footfall recording, which may affect the accuracy of % difference between 2016 and 2017.

Library visitor figures remain static with an encouraging increase in visits to larger libraries including AK Bell Library, Strathearn, Loch Leven and North Inch libraries. Pitlochry, Comrie and three of the four mobile libraries also saw growth. We will use this year's customer engagement survey to further understand why trends vary from library to library. Libraries are all working with the Registrars Office and local schools towards the national promotion of Every Child a Library Member which saw an encouraging increase of 65% more new child members this year. The Jump Into Your Library Community Days in all libraries saw a big response from local communities with visitors more than doubled in most libraries, new members joining libraries and the opportunity for people to find out more about what their library offers.

#### W2 Total number of online visits to libraries, museums and galleries (1 Apr to 31 Mar)

|           | LIS     | MG      | CPK Total | Trend |
|-----------|---------|---------|-----------|-------|
| 2015/2016 | 760,652 | 190,651 | 951,303   | ↓     |
| 2016/2017 | 789,406 | 85,017  | 874,423   |       |

**Narrative:** Museums and Galleries did not collate statistics on a monthly basis in 2015-16 so it is not possible to make a direct comparison on a monthly basis. The significant drop in online visits between the two years is due in part to the variance in measurement of webpages between the Council Museum and Gallery webpages and the new CPK website. They also only include online activity direct to the new CPK website and not figures redirected from the previous Council website. Library on-line visits continue to grow, up 3.8%. Customers can join the library service, request and renew books and access the range of e-resources; e-books, e-audiobooks and e-magazines as well as encyclopedias and newspapers on-line. Information shows that customers are increasingly accessing services on-line 24:7.

### W3 - Total number of social media engagements with all services (1 Apr to 31 Mar)

|           | LIS       | MG      | CPK Total | Trend |
|-----------|-----------|---------|-----------|-------|
| 2015/2016 | 865,394   | 292,747 | 1,158,141 | ↑     |
| 2016/2017 | 1,194,555 | 996,014 | 2,190,569 |       |

**Narrative:** Museums and Galleries did not collate statistics on a monthly basis in 2015-16 so it is not possible to make a direct comparison with 2016-17. However Library figures continue to grow, up 38% showing the increasing engagement with customers through social media.

### W4 - Total number of volunteers and hours volunteers have worked (1 Apr to 31 Mar)

|                          | 2015/16<br>CPK Total | LIS      | MG       | 2016/17<br>CPK Total | Trend |
|--------------------------|----------------------|----------|----------|----------------------|-------|
| No. of unique volunteers | 194                  | 150      | 60       | 210                  | ↑     |
| No of volunteer hours    | 5,394                | 2,859.85 | 3,275.45 | 6,135.30             | ↑     |
| Economic Value           | £68,131              | £36,122  | £41,372  | £77,494              | ↑     |

**Narrative:** Volunteers contribute significantly to the work of CPK, working on ongoing, long-term activities like delivering books to housebound readers and providing digital support, as well as short-term projects, including archive research, collections management, user surveys and visitor engagement. The impact of volunteering can be seen throughout the organisation, with a total contribution of 6,135.3 hours to the economic value of £77,494 for 2016-17. In 2016-17 we held an event to recognise and celebrate the work of volunteers in CPK, and this is now established as an annual event.

### W5 - Number of Public Programme events and participants (1 Apr to 31 Mar)

|           | LIS    |              | MG     |              | CPK Total |              |
|-----------|--------|--------------|--------|--------------|-----------|--------------|
|           | Events | Participants | Events | Participants | Events    | Participants |
| 2015/2016 | 4,771  | n/r          | 140    | n/r          | 4,911     | n/r          |
| 2016/2017 | 5,078  | 67,453       | 377    | 11,499       | 5,455     | 78,952       |

**Narrative:** CPK public programme during 2016/17 offered a wide range of events and activities to attract and engage with a varied audience of locals and tourists, individuals and communities. This served to raise the profile of CPK, its Services and Collections, and to respond to the diverse communities of interest across Perth & Kinross and beyond. It provided an opportunity for increased marketing, reaching new audiences and working with and thanking partners (e.g. exhibition previews/launches). The programme of events also enables deepened engagement with audiences (e.g. family events, classes/ workshops, talks/lectures and tours), responds to national strategies (e.g. Early Years sessions) and provides opportunity for learning (e.g. professional development). Benefit can therefore be for a few or many, depending on what is relevant for that event/activity. Participant numbers naturally vary and impact is the more crucial and relevant factor for analysis and future programme development. For the organisation, the public programme is also a crucial opportunity for audience growth, with the associated benefits for increased income and footfall, and therefore contributes to its long-term sustainability.

## Museums and Galleries Indicators

### M1 - Total number of visits in person to PMAG, Fergusson, Alyth

| Period            | Q1            | Q2            | Q3            | Jan          | Feb          | Mar          | Q4            | Total Q1-Q4   | Trend |
|-------------------|---------------|---------------|---------------|--------------|--------------|--------------|---------------|---------------|-------|
| PMAG              | 10,192        | 19,274        | 12,107        | 2,883        | 4,194        | 7,887        | 14,964        | 56,537        | ↑     |
| Fergusson Gallery | 2,281         | 3,013         | 1,676         | 433          | 476          | 681          | 1,590         | 8,560         | ↑     |
| Alyth Museum      | 361           | 531           | 0             | 0            | 0            | 0            | 0             | 892           | ↑     |
| <b>TOTAL</b>      | <b>12,834</b> | <b>22,818</b> | <b>13,783</b> | <b>3,316</b> | <b>4,670</b> | <b>8,568</b> | <b>16,554</b> | <b>65,989</b> | ↑     |

**Narrative:** Museums and Galleries footfall increased by 10.6% (6,375 visitors) in 2016-17, see W1 for further detail.

### M2 - Total number of active engagement online visits to Museums and Galleries

| Period        | Q1     | Q2     | Q3     | Jan   | Feb   | Mar   | Q4     | Total Q1-Q4 | Trend |
|---------------|--------|--------|--------|-------|-------|-------|--------|-------------|-------|
| Online visits | 17,762 | 31,320 | 18,696 | 4,759 | 3,956 | 5,824 | 17,239 | 85,017      | ↓     |

**Narrative:** The variances in online activity during 2016/17 are due to an online marketing campaign by Volpa resulting in a peak of online activity in Q2. More detailed information gathering and analysis would be required to track online usage and closer analysis of individual website pages, dwell time etc.

### M3 - Total number of social media engagement visits to Museums and Galleries (broken down by type)

| Period               | Q1      | Q2      | Q3      | Jan    | Feb    | Mar    | Q4      | Total Q1-Q4 |
|----------------------|---------|---------|---------|--------|--------|--------|---------|-------------|
| Twitter Impressions  | 104,881 | 236,706 | 102,786 | 44,251 | 34,657 | 27,736 | 106,644 | 551,017     |
| Twitter Engagements  | 838     | 3,660   | 2,577   | 964    | 748    | 804    | 2,516   | 9,591       |
| Facebook Engagements | 131,750 | 104,240 | 33,624  | 13,962 | 13,074 | 53,739 | 80,775  | 350,389     |

**Narrative:** Social media continues to be an effective way of reaching our existing and new audiences. The spike of Twitter engagements in Q2 could reflect an increase in social media in connection with the PLAYER exhibition marketing campaign led by Volpa.

*Explanation of Twitter Impressions, Twitter Engagements & Facebook Engagements can be found at the end of the document*

### M4 - Total number of volunteers and hours volunteers have worked

| Period               | Q1      | Q2      | Q3     | Jan    | Feb   | Mar    | Q4    | Total Q1-Q4 |
|----------------------|---------|---------|--------|--------|-------|--------|-------|-------------|
| Volunteers           | 28      | 49      | 56     | 57     | 60    | 60     | 60    | 60          |
| Volunteer hrs worked | 1078.40 | 1058.30 | 530.05 | 199.50 | 80.00 | 328.40 | 608.3 | 3275.45     |

**Narrative:** Volunteers enable us to develop and deliver services that there would not otherwise be the capacity for. During 2016/17 a total of 60 people volunteered with Museums & Galleries, Archives and Local and Family History Services, working on a wide range of projects that supported the collections, including a World War 1 project, Perth Theatre Archive and M&G Collections Review. The impact of this is twofold; to improve collections care and to increase access and potential for engagement. They also acted as 'digital champions' for the PLAYER exhibition (7 volunteers aged 14-22, contributing over 70 hours) and carried out visitor surveys during the course of the year. This supports our customer experience, and provides useful visitor feedback, in addition to the in-gallery touchscreen questionnaires. The variation between quarters reflects the nature of the various short-term projects. Figures were not collated on a monthly basis in 2015/16 so cannot be benchmarked against the previous year.

**M5 - Number of Public Programme events and participants (Quarter 4)**

|                          | <i>January</i> |                     | <i>February</i> |                     | <i>March</i>  |                     | <i>Q4 Total</i> |                     |
|--------------------------|----------------|---------------------|-----------------|---------------------|---------------|---------------------|-----------------|---------------------|
|                          | No. of events  | No. of participants | No. of events   | No. of participants | No. of events | No. of participants | No. of events   | No. of participants |
| Talks/ Lectures          | 0              | 0                   | 8               | 263                 | 7             | 123                 | 15              | 386                 |
| Family Events            | 2              | 74                  | 2               | 117                 | 2             | 39                  | 6               | 230                 |
| Early Years Event        | 0              | 0                   | 0               | 0                   | 0             | 0                   | 0               | 0                   |
| Class/Wrkshp /School     | 9              | 236                 | 17              | 1,688               | 17            | 168                 | 43              | 2,092               |
| Class/Wrkshp /Other      | 0              | 0                   | 6               | 69                  | 5             | 132                 | 11              | 201                 |
| Venue Tour               | 0              | 0                   | 0               | 0                   | 1             | 4                   | 1               | 4                   |
| Temporary Exhibitions    | 1              |                     | 4               |                     | 4             |                     | 9               |                     |
| Preview / Launch         | 0              | 0                   | 0               | 0                   | 2             | 1,275               | 2               | 1,275               |
| Community Group          | 2              | 20                  | 4               | 35                  | 1             | 100                 | 7               | 155                 |
| Professional Development | 2              | 140                 | 5               | 80                  | 1             | 10                  | 8               | 230                 |
| <b>TOTAL</b>             | <b>16</b>      | <b>470</b>          | <b>46</b>       | <b>2252</b>         | <b>40</b>     | <b>1851</b>         | <b>102</b>      | <b>4573</b>         |

Narrative: See below

|                          | <i>Q1</i>  |            | <i>Q2</i> |              | <i>Q3</i> |              | <i>Q4</i>  |              | <i>Total Q1-Q4</i> |              |
|--------------------------|------------|------------|-----------|--------------|-----------|--------------|------------|--------------|--------------------|--------------|
|                          | E          | P*         | E         | P            | E         | P            | E          | P            | Events             | Participants |
| Talks/ Lectures          | 7          | n/r        | 14        | 379          | 23        | 409          | 15         | 386          | <b>59</b>          | <b>1174</b>  |
| Family Events            | 11         | n/r        | 7         | 1,554        | 8         | 630          | 6          | 230          | <b>32</b>          | <b>2414</b>  |
| Early Years Event        | 1          | n/r        | 1         | 45           | 2         | 32           | 0          | 0            | <b>4</b>           | <b>77</b>    |
| Class/Wrkshp /School     | 32         | n/r        | 10        | 181          | 16        | 494          | 43         | 2,092        | <b>101</b>         | <b>2767</b>  |
| Class/Wrkshp /Other      | 18         | n/r        | 18        | 384          | 11        | 421          | 11         | 201          | <b>58</b>          | <b>1006</b>  |
| Venue Tour               | 9          | n/r        | 12        | 164          | 3         | 50           | 1          | 4            | <b>25</b>          | <b>218</b>   |
| Temporary Exhibitions ** | 11         |            | 3         |              | 14        |              | 9          |              | <b>37</b>          |              |
| Preview / Launch         | 3          | n/r        | 5         | 334          | 6         | 423          | 2          | 1,275        | <b>16</b>          | <b>2032</b>  |
| Community Group          | 8          | n/r        | 6         | 310          | 7         | 986          | 7          | 155          | <b>28</b>          | <b>1451</b>  |
| Professional Development | 5          | n/r        | 1         | 75           | 3         | 55           | 8          | 230          | <b>17</b>          | <b>360</b>   |
| <b>TOTALS</b>            | <b>105</b> | <b>n/r</b> | <b>77</b> | <b>3,426</b> | <b>93</b> | <b>3,500</b> | <b>102</b> | <b>4,573</b> | <b>377</b>         | <b>11499</b> |

**Narrative:** During 2016/17 Museums and Galleries programmed 37 temporary exhibitions and displays in PMAG, Fergusson Gallery, Alyth Museum, AK Bell Library and four community campus libraries. A supporting programme of talks, tours, family events, school classes and community engagement enabled CPK to offer specific audiences a tailored experience to enhance their learning, enjoyment and understanding. Taking the Collections as the bedrock, exhibitions often included supporting loans from other organisations. Examples include National Museums Scotland National Treasures Spotlight Loan of Jacobite material for *Gifts Fit For a Prince* display, the 'Black Book' entry of the Treaty of Perth from National Records of Scotland and artworks loaned by the Flowers Gallery, London and Royal Scottish Academy for *The Art of War* exhibition. CPK worked in partnership with other organisations to develop exhibitions and related events programmes (e.g. Next of Kin exhibition with National Museums Scotland and the Black Watch Museum) and hired-in the *Brick City* touring show. The programme also showcased work from the local contemporary creative community, including Perthshire Creates design fare and the inaugural Platform Festival. It is anticipated that this will continue to be an area of audience growth. Evaluating changing audience need and expectation and using this to inform and develop future programming provides the greatest challenge in this area of Service provision. During 2017/18 there will be a focus on increasing knowledge of audiences and ways to establish and maintain a dialogue with them to increase a community-led approach to programme development. Leading this, will be the Engagement Programme for the capital projects, which will open up opportunities for increased communication and collaboration through off-site programming, consultation and programming in new environments. \*Participation figures have a nil return in Q1 as collation didn't begin until July 2016. \*\* Temporary exhibition participant figures are not recorded here as they are included in the footfall figures in M1.

#### M6 - Total number of enquiries (loans in and out)

| Period    | Q1  | Q2  | Q3 | Jan | Feb | Mar | Q4  | Total Q1-Q4 |
|-----------|-----|-----|----|-----|-----|-----|-----|-------------|
| Enquiries | 121 | 115 | 96 | 51  | 46  | 22  | 119 | 451         |
| Loans In  | 176 | 128 | 9  | 0   | 51  | 35  | 86  | 399         |
| Loans Out | 35  | 4   | 11 | 0   | 1   | 35  | 36  | 86          |

**Narrative: Enquiries:** This indicator reports on Collection related enquiries only, for example queries relating to the general subjects areas or objects held in the Collection, plus object identifications. Enquiries were steady throughout 2016/17, across many areas of the Collection demonstrating a maintained interest in the Recognised Collections. As enquiries are broad ranging, the impact on resource time varies greatly, with some enquiries being answered without the need for research, and others requiring much more in-depth work and time spent by the Collections Team. Other enquiries received may not relate to the CPK collections, or staff specialisms held in CPK, in which case another organisation that is likely to hold this is recommended to the enquirer. **Loans:** Loans-in significantly support and augment exhibitions, and are a good way to continue to develop and strengthen partnerships with other organisations. During 2016/17 CPK collaborated for example with National Museums of Scotland, University of Glasgow, Royal Scottish Academy and National Museums of Scotland for loans-in. Loans-out are an excellent opportunity to raise the profile of the Collection locally, nationally and internationally and to reach new audiences, with potential for translating some of those audiences into footfall at CPK venues and online. They are also a useful way of establishing and strengthening links with other organisations, and in 2016/17 loans were administered to National Galleries, London and National Galleries of Ireland (Christ Displaying his Wounds painting), Glasgow University (Bronze age food vessels and the Blair Atholl skeleton), Heriot Watt University (Medieval window glass) and National Galleries of Scotland (number of paintings to support their major Modern Scottish Women: Painters & Sculptors 1885-1965 exhibition). The number of object loans in and out fluctuates year on year depending on partnerships, projects and individual loan requests.

#### M7 - Total number of M&G researchers and research hours

| Period       | Q1    | Q2    | Q3     | Jan   | Feb   | Mar   | Q4    | Total Q1-Q4 |
|--------------|-------|-------|--------|-------|-------|-------|-------|-------------|
| Researchers  | 9     | 25    | 21     | 6     | 4     | 6     | 16    | 71          |
| Research Hrs | 25.00 | 57.45 | 130.00 | 46.00 | 28.00 | 22.50 | 96.50 | 309.35      |

**Narrative:** This indicator records the number of researchers who made an appointment to access the Museum and Gallery Collections held in storage (e.g. for the purpose of research or viewing an object related to their family history) during 2016/17. This continued interest in Perth's Recognised collections is a measure of their strength and richness. Length of visits and research hours vary greatly and as such so does the amount of staff time required to facilitate this Service. Output of some of the research work adding to the knowledge and collections information, which is of benefit to both staff, volunteers and future researchers. During 2017/18 this Service will not be available to allow for the preparatory work on collections in relation to the capital projects.

#### M8 - Total number of Local Studies / Archive research and enquiry contacts received and dealt with

| Period                  | Q1           | Q2         | Q3         | Jan        | Feb        | Mar        | Q4         | Total Q1-Q4  |
|-------------------------|--------------|------------|------------|------------|------------|------------|------------|--------------|
| Archives                | 407          | 294        | 265        | 136        | 139        | 156        | 431        | 1,397        |
| Local & Family History* | 1,336        | 290        | 244        | 83         | 108        | 128        | 319        | 2,189        |
| <b>TOTAL</b>            | <b>1,743</b> | <b>584</b> | <b>509</b> | <b>219</b> | <b>247</b> | <b>284</b> | <b>750</b> | <b>3,586</b> |

**Narrative:** Archives and Local and Family History (LFH) Services receive a wide range of enquires from individuals and organisations. A high percentage of these involve assisting researchers to carry out their own research using the Archive or LFH collections. In Archives this can range from providing students working on a specific topic with information or resources, to carrying out research and compiling relevant records to support a Perth and Kinross Council department/investigation, so resource time can widely vary from enquiry to enquiry. In LFH the role is principally facilitating individual enquirers, using the LFH collections for study, research and family history enquiries. Both Services have maintained a healthy level of interest throughout 2016/17 successfully providing access expertise to support customer demand, and going forward the continued challenge lies in balancing this public service role with collections management and development requirements.

\*The higher figure for L&FH given for Q1 is due to a change in collation and reporting which began 1 July 2016.

#### Libraries and Information Services Indicators

##### L1 - Total number of visits in person to Libraries and Information Services by location (footfall)

| Location             | Q1     | Q2     | Q3     | Jan    | Feb    | Mar    | Q4     | Total Q1-Q4 | Trend |
|----------------------|--------|--------|--------|--------|--------|--------|--------|-------------|-------|
| AK Bell              | 45,211 | 44,813 | 39,872 | 13,818 | 13,364 | 15,387 | 42,569 | 172,465     | ↑     |
| Commercial Services* | 2,134  | 1,442  | 2,941  | 947    | 1,288  | 1,289  | 3,524  | 10,041      |       |
| Alyth                | 2,268  | 1,935  | 1,917  | 639    | 603    | 650    | 1,892  | 8,012       | ↓     |
| Auchterarder         | 6,791  | 7,025  | 6,247  | 2,086  | 2,105  | 2,426  | 6,617  | 26,680      | ↔     |
| Birnam               | 682    | 902    | 690    | 223    | 211    | 317    | 751    | 3,025       | ↓     |
| Blairgowrie          | 6,857  | 6,899  | 6,211  | 1,910  | 2,121  | 2,380  | 6,411  | 26,378      | ↓     |
| Breadalbane          | 16,032 | 13,929 | 13,367 | 4,780  | 4,072  | 6,077  | 14,929 | 58,257      | ↓     |
| Comrie               | 1,146  | 1,217  | 944    | 279    | 279    | 536    | 1,094  | 4,401       | ↑     |
| Coupar Angus         | 896    | 901    | 908    | 257    | 290    | 312    | 859    | 3,564       | ↓     |
| Loch Leven           | 19,808 | 19,904 | 21,832 | 6,584  | 8,184  | 9,437  | 24,205 | 85,749      | ↑     |
| Mobile 1             | 2,097  | 1,811  | 1,607  | 467    | 577    | 621    | 1,665  | 7,180       | ↑     |
| Mobile 2             | 2,009  | 2,026  | 1,788  | 557    | 916    | 1,297  | 2,770  | 8,593       | ↑     |
| Mobile 3             | 2,447  | 1,735  | 1,497  | 698    | 428    | 1,165  | 2,291  | 7,970       | ↑     |
| Mobile 4             | 2,011  | 1,612  | 1,700  | 701    | 564    | 832    | 2,097  | 7,420       | ↓     |
| North Inch           | 19,035 | 16,508 | 18,592 | 6,890  | 6,497  | 8,571  | 21,958 | 76,093      | ↑     |
| Pitlochry            | 2,276  | 2,442  | 2,123  | 628    | 746    | 788    | 2,162  | 9,003       | ↑     |
| Scone                | 4,005  | 4,738  | 4,041  | 1,322  | 1,332  | 1,499  | 4,153  | 16,937      | ↓     |

|              |                |                |                |               |               |               |                |                |   |
|--------------|----------------|----------------|----------------|---------------|---------------|---------------|----------------|----------------|---|
| Strathearn   | 19,461         | 19,093         | 19,885         | 7,016         | 7,519         | 9,259         | 23,794         | 82,233         | ↑ |
| <b>TOTAL</b> | <b>155,166</b> | <b>148,932</b> | <b>146,162</b> | <b>49,802</b> | <b>51,096</b> | <b>62,843</b> | <b>163,741</b> | <b>614,001</b> | ↔ |

**Narrative:** The overall figure for visits to libraries remains static, but the picture varies significantly from library to library. It is encouraging to see increases in visits in some of our biggest libraries, but the continuing decline of use of others suggests that more marketing of services is a priority for 2017-18. See W1 for more detail.

\* Commercial Services includes LIS venues for hire, e.g. meeting rooms, theatre

## L2 - Total no. of active engagement online visits to Libraries and Information Services (broken down by type)

| Period              | 2015/2016 LIS Total | Q1             | Q2             | Q3             | Q4             | 2016/2017 LIS Total | Trend |
|---------------------|---------------------|----------------|----------------|----------------|----------------|---------------------|-------|
| Website Use         | 525,563             | 176,505        | 193,008        | 188,755        | 203,114        | 761,382             | ↑     |
| eBook Issues        | 5,940               | 1,661          | 1,829          | 1,740          | 1,665          | 6,895               | ↑     |
| eAudiobook Issues   | 4,265               | 992            | 1,240          | 1,044          | 1,091          | 4,367               | ↑     |
| eMagazine Downloads | 9,949               | 2,507          | 2,515          | 2,640          | 2,392          | 10,054              | ↑     |
| Music Downloads     | 7,531               | 1,879          | 1,880          | 2,086          | 863            | 6,708               | ↓     |
| <b>TOTAL</b>        | <b>553,248</b>      | <b>183,544</b> | <b>200,472</b> | <b>196,265</b> | <b>209,125</b> | <b>789,406</b>      | ↑     |

**Narrative:** EBook issues are up 16% compared with last year, eAudiobook issues are more static, up by 2.39%, eMagazine use remains the highest, but issues have only increased by 1%. The eMusic download service was discontinued in February 2017. Website usage has increased by 44.8%, with the new library cataloguing attracting significantly more visits.

## L3 - Total no. of social media engagements with Libraries and Information Services (broken down by type)

| Period               | Q1             | Q2             | Q3             | Jan           | Feb            | Mar            | Q4             | Total Q1-Q4      | Trend |
|----------------------|----------------|----------------|----------------|---------------|----------------|----------------|----------------|------------------|-------|
| Twitter Impressions  | 93,200         | 70,130         | 61,212         | 29,867        | 23,581         | 17,943         | 71,391         | 295,933          | ↑     |
| Twitter Engagements  | 838            | 997            | 843            | 381           | 365            | 305            | 1,051          | 3,729            | ↓     |
| Facebook Engagements | 143,361        | 200,332        | 275,382        | 56,119        | 95,276         | 124,423        | 275,818        | 894,893          | ↑     |
| <b>TOTAL</b>         | <b>237,399</b> | <b>271,459</b> | <b>337,437</b> | <b>86,367</b> | <b>119,222</b> | <b>142,671</b> | <b>348,260</b> | <b>1,194,555</b> | ↑     |

**Narrative:** Social Media is growing as an increasingly important tool for marketing and promotion of services as well as a channel for customer feedback. Facebook engagements are up by 43.56%, from 623,354 in 2015-16. Twitter Impressions are up 24.25% from 238,169 while Twitter Engagements are down by 3.66% from 3871. Particularly successful campaigns in 2016-17 included the Summer Reading Challenge, Debi Gliori's visit and the Book Week Scotland video which reached 5,500. On Twitter Peter May, Library Cafe Pancake Station and the AK Bell Jump Into Libraries Day were some of the big interest stories.

Explanation of Twitter Impressions, Twitter Engagements & Facebook Engagements can be found at the end of the document

## L4 - Total number of volunteers and hours volunteers have worked

| Period                     | Q1     | Q2     | Q3     | Jan    | Feb   | Mar | Q4     | Total Q1-Q4 | Trend |
|----------------------------|--------|--------|--------|--------|-------|-----|--------|-------------|-------|
| No. of unique volunteers   | 107    | 115    | 140    | 143    | 145   | 150 | 150    | 150         | ↑     |
| Total no. of volunteer hrs | 758.63 | 645.76 | 826.91 | 238.75 | 233.8 | 156 | 628.55 | 2859.85     | ↑     |

**Narrative:** Volunteers continue to make a very valued contribution to services, providing Books on Wheels services to Housebound readers, hospital trolley services, storytelling, computer help for customers and assisting with activities in our libraries. Friends of Loch Leven Community Library provide a library service in Loch Leven library by opening the library on Saturday afternoons and Monday mornings when it would normally be closed.

### L5 - Number of Public Programme events and participants (by Month and Quarter)

|                          | <i>January</i> |                     | <i>February</i> |                     | <i>March</i>  |                     | <i>Q4 Total</i> |                     |
|--------------------------|----------------|---------------------|-----------------|---------------------|---------------|---------------------|-----------------|---------------------|
|                          | No. of events  | No. of participants | No. of events   | No. of participants | No. of events | No. of participants | No. of events   | No. of participants |
| Talks/ Lectures          | 1              | 23                  | 0               | 0                   | 5             | 75                  | 6               | 98                  |
| Family Events            | 8              | 141                 | 10              | 210                 | 9             | 202                 | 27              | 553                 |
| Early Years Event        | 129            | 2,307               | 138             | 2,335               | 170           | 2,978               | 437             | 7,620               |
| Class/Wrkshp /School     | 104            | 1,987               | 135             | 2,826               | 194           | 3,721               | 433             | 8,534               |
| Class/Wrkshp /Other      | 37             | 158                 | 47              | 249                 | 57            | 269                 | 141             | 676                 |
| Venue Tour               | 0              | 0                   | 0               | 0                   | 0             | 0                   | 0               | 0                   |
| Temporary Exhibitions    | 28             |                     | 47              |                     | 32            |                     | 107             |                     |
| Preview / Launch         | 0              | 0                   | 0               | 0                   | 0             | 0                   | 0               | 0                   |
| Community Group          | 17             | 121                 | 26              | 175                 | 19            | 128                 | 62              | 424                 |
| Professional Development | 0              | 0                   | 0               | 0                   | 1             | 3                   | 1               | 3                   |
| <b>TOTAL</b>             | <b>324</b>     | <b>4,737</b>        | <b>403</b>      | <b>5,795</b>        | <b>487</b>    | <b>7,376</b>        | <b>1,214</b>    | <b>17,908</b>       |

**Narrative:** See narrative below.

|                          | <i>Q1</i>    |               | <i>Q2</i>    |               | <i>Q3</i>    |               | <i>Q4</i>    |               | <i>Total Q1-Q4</i> |               |
|--------------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------------|---------------|
|                          | E            | P             | E            | P             | E            | P             | E            | P             | Events             | Participants  |
| Talks/ Lectures          | 18           | 1,007         | 8            | 181           | 9            | 322           | 6            | 98            | 41                 | 1,608         |
| Family Events            | 28           | 571           | 25           | 458           | 24           | 542           | 27           | 553           | 104                | 2,124         |
| Early Years Event        | 387          | 5,874         | 273          | 6,106         | 392          | 7,159         | 437          | 7,620         | 1,489              | 26,759        |
| Class/Wrkshp /School     | 441          | 10,437        | 235          | 4,938         | 376          | 7,638         | 433          | 8,534         | 1,485              | 31,547        |
| Class/Wrkshp /Other      | 213          | 1,662         | 781          | 771           | 139          | 784           | 141          | 676           | 1,274              | 3,893         |
| Venue Tour               | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0                  | 0             |
| Temporary Exhibitions    | 113          | 0             | 132          | 0             | 105          | 0             | 107          |               | 457                |               |
| Preview / Launch         | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0                  | 0             |
| Community Group          | 64           | 421           | 43           | 253           | 58           | 421           | 62           | 424           | 227                | 1,519         |
| Professional Development | 0            | 0             | 0            | 0             | 0            | 0             | 1            | 3             | 1                  | 3             |
| <b>TOTALS</b>            | <b>1,264</b> | <b>19,972</b> | <b>1,497</b> | <b>12,707</b> | <b>1,103</b> | <b>16,866</b> | <b>1,214</b> | <b>17,908</b> | <b>5,078</b>       | <b>67,453</b> |



**Narrative:** Direct comparisons with previous years are not possible as this is a benchmark year. Events and activities are offered for all age and throughout Perth and Kinross. Recently developed Reminiscence Groups in AK Bell, Breadalbane, Coupar Angus and Auchterarder Libraries have proved very popular. Some very successful author events included the visit from Peter May which was a sell out and attracted the best attendance in Scotland. Reading groups for adults and children, talks and workshops are offered. A strong programme for children includes the Bookbug programme, Family days, Coding Clubs and the Summer Reading Challenge. These all help to support the Every Child a Library Member campaign. Libraries supported Make a Noise in Libraries Week with activities involving music and sensory experiences with very good feedback from participants. The AK Bell library was host to a number of film showings to support the Mental Health film festival. Libraries work with local schools offering class visits, information skills and reader development activities.

- Explanatory note about event categories 1-10 listed above**
1. **Talks / Lectures**
  2. **Family Events**
  3. **Early Years Event** (Bookbug/Rhymetime & related activities)
  4. **Class/Workshop/School** (participants are children/young people)
  5. **Class/Workshop/Other** - adult/mixed group of participants
  6. **Venue Tour**
  7. **Temporary Exhibition**
  8. **Preview/Opening/Launch** or other private event
  9. Engagements with **Community Groups**
  10. Provision of **Professional Development** or staff training event for external group or organisation

## L6 - The number of issues by library location

| Library      | Q1             | Q2             | Q3             | Jan           | Feb           | Mar           | Q4             | Total Q1-Q4    | Trend |
|--------------|----------------|----------------|----------------|---------------|---------------|---------------|----------------|----------------|-------|
| AK Bell      | 42,105         | 45,143         | 39,684         | 14,203        | 12,648        | 14,327        | 41,178         | 168,110        | ↓     |
| Alyth        | 3,183          | 3,386          | 3,003          | 1,042         | 952           | 1,208         | 3,202          | 12,774         | ↔     |
| Auchterarder | 6,934          | 7,124          | 6,406          | 2,288         | 1,995         | 2,409         | 6,692          | 27,156         | ↓     |
| Birnam       | 1,553          | 1,754          | 1,328          | 460           | 337           | 400           | 1,197          | 5,832          | ↓     |
| Blairgowrie  | 7,984          | 8,492          | 7,242          | 2,284         | 2,169         | 2,558         | 7,011          | 30,729         | ↓     |
| Breadalbane  | 5,654          | 6,172          | 5,358          | 2,156         | 1,942         | 2,135         | 6,233          | 23,417         | ↓     |
| Comrie       | 1,986          | 2,163          | 2,221          | 686           | 690           | 711           | 2,087          | 8,457          | ↓     |
| Coupar Angus | 1,197          | 1,084          | 956            | 384           | 368           | 473           | 1,225          | 4,462          | ↓     |
| Loch Leven   | 13,002         | 13,887         | 13,014         | 4,763         | 4,413         | 5,126         | 14,302         | 54,205         | ↓     |
| Mobile 1     | 4,353          | 3,982          | 4,096          | 1,281         | 1,465         | 1,656         | 4,402          | 16,833         | ↓     |
| Mobile 2     | 4,140          | 4,179          | 3,805          | 1,489         | 1,474         | 1,915         | 4,878          | 17,002         | ↓     |
| Mobile 3     | 2,947          | 2,891          | 2,625          | 1,045         | 869           | 1,528         | 3,442          | 11,905         | ↓     |
| Mobile 4     | 3,076          | 2,685          | 2,720          | 1,065         | 972           | 1,344         | 3,381          | 11,862         | ↓     |
| North Inch   | 9,056          | 8,788          | 8,319          | 2,673         | 2,571         | 3,411         | 8,655          | 34,818         | ↓     |
| Pitlochry    | 2,417          | 2,372          | 2,190          | 753           | 747           | 888           | 2,388          | 9,367          | ↓     |
| Scone        | 6,573          | 7,486          | 6,403          | 2,107         | 1,875         | 2,122         | 6,104          | 26,566         | ↓     |
| Strathearn   | 11,337         | 12,443         | 10,479         | 3,834         | 3,435         | 4,198         | 11,467         | 45,726         | ↓     |
| <b>TOTAL</b> | <b>127,497</b> | <b>134,031</b> | <b>119,849</b> | <b>42,513</b> | <b>38,922</b> | <b>46,409</b> | <b>127,844</b> | <b>509,221</b> |       |

**Narrative:** Loans of library books and audio books continue to decline, down 10.3% from 568,309 in 2015-16. Use of evidence based stock management tools has identified areas that are well and less well-used and this information is being used to amend our purchase strategies for 2017-18. The most popular categories are crime writing and children's picture books.

## L7 - Total number of active users

| Period               | Q1     | Q2     | Q3     | Q4     | Q1-Q4  | Trend |
|----------------------|--------|--------|--------|--------|--------|-------|
| <b>All Libraries</b> | 11,372 | 12,067 | 11,127 | 11,024 | 19,475 | ↑ ↔ ↓ |

**Narrative:** Active users are users who have used any of the libraries services in 2016-17. Due to changing Library Management System half way through 2015-16, it is not possible to give an accurate comparison of active users between this year and last year.

### L8 - By Library Location: % Public Network Use

| Period       | Q1           | Q2           | Q3           | Jan        | Feb        | Mar        | Q4           | Total Q1-Q4  | Trend |
|--------------|--------------|--------------|--------------|------------|------------|------------|--------------|--------------|-------|
| AK Bell      | 42.6%        | 35.0%        | 37.0%        | 37%        | 38%        | 40%        | 37.5%        | 35.0%        | ↓     |
| Alyth        | 29.1%        | 34.9%        | 31.9%        | 29%        | 30%        | 38%        | 32.8%        | 32.2%        | ↑     |
| Auchterarder | 17.9%        | 14.5%        | 13.4%        | 15%        | 14%        | 16%        | 15.1%        | 15.3%        | ↓     |
| Birnam       | 28.8%        | 33.5%        | 32.8%        | 44%        | 45%        | 45%        | 44.7%        | 34.9%        | ↑     |
| Blairgowrie  | 39.5%        | 46.8%        | 46.2%        | 40%        | 47%        | 55%        | 47.8%        | 44.8%        | ↑     |
| Breadalbane  | 13.7%        | 13.5%        | 12.6%        | 22%        | 15%        | 14%        | 12.2%        | 13.0%        | ↔     |
| Comrie       | 16.1%        | 19.1%        | 15.3%        | 10%        | 10%        | 16%        | 12.4%        | 15.8%        | ↓     |
| Coupar Angus | 9.7%         | 9.5%         | 15.0%        | 18%        | 29%        | 21%        | 22.4%        | 14.1%        | ↑     |
| Loch Leven   | 10.4%        | 9.0%         | 9.6%         | 12%        | 9%         | 11%        | 7.6%         | 9.1%         | ↓     |
| North Inch   | 13.9%        | 13.7%        | 11.1%        | 12%        | 11%        | 10%        | 10.5%        | 12.4%        | ↓     |
| Pitlochry    | 16.4%        | 14.2%        | 13.1%        | 16%        | 14%        | 21%        | 17.0%        | 15.2%        | ↓     |
| Scone        | 13.6%        | 14.4%        | 14.9%        | 14%        | 13%        | 14%        | 13.6%        | 14.1%        | ↓     |
| Strathearn   | 14.1%        | 16.1%        | 17.6%        | 16%        | 21%        | 28%        | 18.8%        | 16.6%        | ↔     |
| <b>TOTAL</b> | <b>22.2%</b> | <b>22.0%</b> | <b>21.0%</b> | <b>24%</b> | <b>24%</b> | <b>26%</b> | <b>22.6%</b> | <b>21.7%</b> | ↓     |

**Narrative:** Use of People's Network computers varies in different libraries with the highest use in AK Bell, Blairgowrie and Birnam. Overall there has been a small drop of 2% across Perth and Kinross. Targeting more computers in busier areas will help to alleviate pressures at certain times, while Wi-Fi usage statistics also suggest that more customers are bringing their own devices to use in libraries. The table shown includes computers ring fenced to support specific work, such as the Beating the Blues cognitive behaviour therapy programme, or linked to the Digital scanners in Local and Family History.

### Quarterly Operational Indicators

#### O1 - Staff retention and turnover (1 Apr to 31 Mar)

|                     | LIS  | M&G  | CPK Central | Total |
|---------------------|------|------|-------------|-------|
| Leavers             | 5    | 2    | 4           | 11    |
| New Starts          | 10   | 2    | 6           | 18    |
| Vacant Posts        | 2    | 0    | 0           | 2     |
| Vac. % of total FTE | 2.3% | 0.0% | 0.0%        | 1.4%  |

| Recruited Posts in Reporting Period        | Length of time to recruit |
|--|---------------------------|
| Library Assistant                          | 9 weeks                   |
| Support Assistant                          | 12 weeks                  |
| Catering Assistant                         | 12 weeks                  |
| Marketing Officer                          | 13 weeks                  |
| Libraries Supervisor                       | 19 weeks                  |
| Assistant Archivist                        | 13 weeks                  |
| Venues Assistant                           | 12 weeks                  |
| Cataloguer                                 | 7 weeks                   |
| Support Assistant (ACYP)                   | 10 weeks                  |
| Project Officer Collections Review         | 11 weeks                  |
| Digital Development Officer                | 7 weeks                   |
| Senior Support Assistant, Digital Services | 13 weeks                  |

|                                       |          |
|---------------------------------------|----------|
| Sales & Customer Experience Manager   | 10 weeks |
| Finance Manager                       | 8 weeks  |
| Library Assistant (18 hrs)            | 12 weeks |
| Library Assistant (14hrs)             | 13 weeks |
| Marketing & Events Officer            | 10 weeks |
| Digital Skills Volunteer Coordinator  | 14 weeks |
| Reading & Literacy Development Worker | 22 weeks |

**Narrative:** The establishment of the new Trust has seen the necessity to add in some new posts with specific skills and expertise that was lacking in the team, including Finance, Sales and Marketing and Events. In general turnover of staff is very low.

#### O2 - Sickness Absence (1 Apr to 31 Mar)

|                                | LIS    | M&G   | CPK Central | Total        |
|--------------------------------|--------|-------|-------------|--------------|
| <b>No. of days absence</b>     | 136.0  | 73.3  | 152.0       | <b>361.3</b> |
| <b>Average days per FTE</b>    | 109.47 | 68.47 | 65.48       | <b>243.4</b> |
| <b>Days lost due to stress</b> | 2.2    | 2.0   | 27.0        | <b>31.2</b>  |

**Narrative:** Sickness absence is being carefully monitored and maximising attendance processes followed to reduce sickness absence rates. Figures are high due to a couple of long term sickness absences.

#### O3 - Leakage of Stock (1 Apr to 31 Mar)

|               | Value of known stock loss in the period |
|---------------|---|
| <b>Café</b>   | £540.21                                 |
| <b>Retail</b> | £77.05                                  |

**Narrative:** The café figure is food out of date or gone off, whilst the retail figure is low as all retail stock came across to CPK with a notional value of £1.00

#### O4 - Training and Development

|  | Total      |
|--|------------|
| <b>No. of staff attending training</b>                   | <b>349</b> |
| <b>No. of training events</b>                            | <b>40</b>  |
| <b>No. of ERD (staff appraisal) sessions carried out</b> | <b>21</b>  |

**Narrative:** Staff development has been important for the new Trust as knowledge and skills require to be developed in new directions. A new Employee Review and Development scheme has now been piloted and will be fully implemented in 2017-18.

#### O5 - Fleet Vehicles - number of days off road

| No. of days vehicles off road | Q1  | Q2 | Q3  | Q4   | Totals       |
|-------------------------------|-----|----|-----|------|--------------|
| <b>Mobile 1</b>               | 5.5 | 5  | 1   | 5    | <b>16.5</b>  |
| <b>Mobile 2</b>               | 8   | 0  | 2   | 3    | <b>13</b>    |
| <b>Mobile 3</b>               | 6.5 | 4  | 9.5 | 9.25 | <b>29.25</b> |
| <b>Mobile 4</b>               | 2   | 6  | 2.5 | 0    | <b>10.5</b>  |

**Narrative:** Mobile 3 has had a higher number of repairs this year due to accident damage and two repairs relating to major suspension problems. Mobiles 2 & 3 have also been off the road to repair shelving units. Delays to repairs for the Mobile Libraries after regular services relates to the availability of parts. This is being addressed with Fleet Management to look at ways to improve vehicle turnaround times.

#### O6 - Number of Incident Reports

|                       | LIS      | M&G      | Total     |
|-----------------------|----------|----------|-----------|
| <b>No. of reports</b> | <b>9</b> | <b>5</b> | <b>14</b> |

**Narrative:** There have been no serious incidents, but a small number of minor incidents. The AK Bell Library lift accounts for 4 incidents where it stopped between floors and investigation and repair work has been carried out. Passengers were released safely on each occasion and regular maintenance checks are carried out. Property Services are looking at full replacement of this lift. Minor incidents of Verbal Aggression have been reported. One near miss incident during the installation of the Carpow Logboat has been investigated due to failures by the Main contractor to conduct a sufficient site survey prior to install.

## O7 - Flexitime

|                          | Total      |
|--------------------------|------------|
| No. of flexi hours taken | 2020:31:00 |
| No. of flexi hours lost  | 196:25:00  |

**Narrative:** The Flexi scheme supports both the service and staff by allowing flexible staffing provision when required for events and activities while allowing staff to take this time back at a convenient time for the service thereby reducing supply staff costs.

## Annual Indicators

**A1 Cost per head of visits in person / online to libraries**

£2.16

**A2 Cost per head of visits in person / online to museums and galleries**

£4.62

**Narrative:** Costs per head have reduced by 20% from £2.72 for Libraries and 52% from £9.72 for Museums and Galleries. These figures now include on-line visits which were not previously counted in this return.

**A3 Customer satisfaction as a %**

90.20%

**Narrative:** Satisfaction figures for both areas are defined as the percentage of respondents stating that they are 'satisfied' or 'very satisfied' with the service provided. Customer satisfaction is slightly down from 92.6% in 2015-16, perhaps due to less consultation with regular service users and more consultation about event and activity attendance.

**A4 Numbers of primary and secondary schools engaged**

| Primary | Secondary | Special |
|---------|-----------|---------|
| 71      | 10        | 1       |

**Narrative:** All Perth and Kinross schools have engaged with CPK over 2016-17. We continue to work closely with local schools with Bookbug Early Years work and the Every Child a Library Member campaign and Museums continue to have significant contact with schools through their education programme and major exhibitions such as Brick City.

**A5 Total number of community groups supported / engaged with, including communities of interest**

139

**Narrative:** CPK continues to work with and support community groups, including Local History Societies, Reading Groups, and a variety of other groups such as Knit and Natter groups

**A6 % of total income to CPK raised from external funding sources (grants, sponsorship, donations)**

5.36%

**Narrative:** Grants, sponsorship and donations totalling £169,037 were received with the Crockart Foundation continuing to provide valuable support for purchase of library related materials and digitisation of rare and unique resources. Grants: £59,400 was received from Museums and Galleries Scotland Recognition Fund to support 2 year Museum and Gallery Collection Review project, which began in October 2016.

Donations: The 2016 summer period saw a 33% increase in public donations at Perth Museum and Art Gallery compared to the previous year, due to significantly increased footfall to the exhibition PLAYER: Videogame Interaction from Atari to Toys to Life.

Sponsorship: Financial assistance of £1,488 (excl. VAT) from sponsor's A&J Stephen's enabled us to offer an engagement gallery to complement Brick City exhibition.

## A7 Number of public network PCs and devices available by library location

| Library      | PN PCs | PN Laptops | Netloan Devices | OPACs | Total |
|--------------|--------|------------|-----------------|-------|-------|
| AK Bell      | 21     | 6          | 27              | 3     | 30    |
| Alyth        | 2      | 0          | 2               | 0     | 2     |
| Auchterarder | 4      | 2          | 6               | 0     | 6     |
| Birnam       | 2      | 0          | 2               | 0     | 2     |
| Blairgowrie  | 4      | 2          | 6               | 0     | 6     |
| Breadalbane  | 7      | 5          | 12              | 1     | 13    |
| Comrie       | 2      | 0          | 2               | 0     | 2     |
| Coupar Angus | 2      | 0          | 2               | 0     | 2     |
| Loch Leven   | 6      | 6          | 12              | 1     | 13    |
| North Inch   | 9      | 3          | 12              | 1     | 13    |
| Pitlochry    | 2      | 0          | 2               | 0     | 2     |
| Scone        | 5      | 0          | 5               | 0     | 5     |
| Strathearn   | 6      | 6          | 12              | 1     | 13    |
| Total        | 72     | 30         | 102             | 7     | 109   |

**Narrative:** The use of People's Network computers varies from library to library and in 2017-18 some machines will be moved to different libraries and some may not be replaced when they are due.

## Explanation of indicators

### Whole Service Indicators

**W1 Total number of visits in person to libraries, museums and galleries**

**W2 Total number of online visits to libraries, museums and galleries** - relates to service usage, i.e. use of a library online service such as eBooks or accessing information about a museum collection / object

**W3 Total number of social media engagements with all services**

**W4 Volunteers**

**W5 Number of Public Programme events and participants:**

W5.1 Talk/Lectures

W5.2 Family Events

W5.3 Early Years Event – Bookbug/Rhymetime and related activities

W5.4 Class/Workshop/School - participants are children and young people

W5.5 Class/Workshop/Other – adult / mixed group of participants

W5.6 Venue Tour

W5.7 Temporary Exhibitions

W5.8 Preview, Opening, Launch or other Private Event

W5.9 Community Group Engagements

W5.10 Professional Development/Training provided by CPK staff to external groups or organisations

### Museums Indicators

**M1 Total no. of visits in person to PMAG, Fergusson, Alyth**

**M2 Total no. of active engagement online visits to Museums and Galleries**

**M3 Total no. of social media engagements with Museums and Galleries (broken down by type)**

M3.1 *Twitter Impressions - notes the number of times a tweet was served to a timeline & articulates the potential reach of all Twitter content*

M3.2 *Twitter Engagements - these are specific interactions including replies, mentions, re-tweets and likes of/to service content*

M3.3 *Facebook Engagements - this is comprised of clicks, likes, comments and shares of service FB posts*

**M4 Total no. of volunteers and volunteer hours**

**M5 Total no. of Public Programme events and participants**

**M6 Total no. of enquiries (loans in & loans out)**

**M7 Total no. of researchers and research hours**

**M8 Total no. of Local Studies / Archive research and enquiry contacts received and dealt with**

## Libraries and Information Services Indicators

- L1 Total no. of visits in person to Libraries (footfall by location)**
- L2 Total no. of active engagement online visits to Libraries and Information Services**
  - L2.1 eBook and eAudiobook issues
  - L2.2 eMagazine downloads
  - L2.3 Music downloads
- L3 Total no. of social media engagements with Libraries and Information Services (broken down by type)**
  - L3.1 *Twitter Impressions - notes the number of times a tweet was served to a timeline & articulates the potential reach of all Twitter content*
  - L3.2 *Twitter Engagements - these are specific interactions including replies, mentions, re-tweets and likes of/to service content*
  - L3.3 *Facebook Engagements - this is comprised of clicks, likes, comments and shares of service FB posts*
- L4 Total no. of volunteers and volunteer hours**
- L5 Total no. of Public Programme events and participants**
- L6 By Library Location - the no. of issues**
- L7 Total no. of active users**
- L8 By Library Location - the no. of % public network use**

## Explanation of indicators

### Quarterly Operational Indicators

- O1 Staff retention and turnover**
  - O1.1 Leavers
  - O1.2 New starts
  - O1.3 Vacant posts
  - O1.4 % of total FTE
  - O1.5 Recruited posts in period
  - O1.6 Length of time to recruit
- O2 Sickness absence**
  - O2.1 Days of absence
  - O2.2 Average days per FTE
  - O2.3 Days due to stress
- O3 Leakage of stock**
- O4 Training and development**
  - O4.1 No. of staff attending training
  - O4.2 No. of training events
  - O4.3 No. of ERD sessions carried out
- O5 Fleet vehicles - number of days off road**
- O6 No. of Incident Reports**
- O7 Flexitime**
  - O7.1 No. of flexi hours taken
  - O7.2 No. of flexi hours lost

In addition to the quarterly indicators reported against above, the following indicators have been requested as an additional annual report so will be included in the end of year issue.

### Annual Indicators

- A1 Cost per head of visits in person / online to libraries**
- A2 Cost per head of visits in person / online to museums and galleries**
- A3 Customer satisfaction as a %**
- A4 Numbers of primary and secondary schools engaged**
- A5 Total number of community groups supported / engaged with, including communities of interest**
- A6 % of total income to CPK raised from external funding sources (grants, sponsorship, donations)**
- A7 Number of public network PCs and devices available by library location**

## Collecting Activity-New Acquisitions to Perth & Kinross Council Collection and Archives

### Museums and Galleries Collections: Reporting Period- 1 April 2016- 31 March 2017

| Item Description  | Source                  | Date of Acquisition | Cost £   | External Funding £ |
|---|-------------------------|---------------------|----------|--------------------|
| <b>QUARTER 1 (1 April – 30 June 2016)</b>   |                         |                     |          |                    |
| Collection of typed memories about: Carnoustie, Perth in wartime, shopping in Perth in the 1930s, Christmas past, schooldays, the high school, early days of war, wartime guests, university in wartime. Plus, Marjorie Bowens Baby book including newspaper cuttings, photographs, her socks, cards etc. | donation                | 4.2016              | 0.00     | 0.00               |
| Escaping Beans', oil on canvas by David Michie, 2001  | bequest                 | 18.5.2016           | 0.00     | 0.00               |
| Clay Pipes found under shop floor in Blairgowrie and souvenir Bottle Opener   | donation                | 26.5.2016           | 0.00     | 0.00               |
| Selection of items from McEwans of Perth, including signs, company stamps, 1993 commemorative vase, branded clothes bag, tartan and carrier bag   | donation                | 29.6.2016           | 0.00     | 0.00               |
| McEwans Loyalty Reward Card   | donation                | 6.2016              | 0.00     | 0.00               |
| Police Commissioners Box  | donation                | 6.2016              | 0.00     | 0.00               |
| Account Book containing details of weather and takings for 1922-1957  | donation                | 2.6.2016            | 0.00     | 0.00               |
| <b>QUARTER 2- (1 July- 30 September 2016)</b>   |                         |                     |          |                    |
| Handmade bed and doll from bullet, made during the first world war. It was made by a patient for Agnes Walker, a nurse from Alyth and was part of the V.A.D. She was stationed in London and then in Perth in what became the Sandeman Library  | donation                | 7.2016              | 0.00     | 0.00               |
| Gas mantle  | donation                | 5.7.2016            | 0.00     | 0.00               |
| 2 sketches by J D Fergusson: "Head of a Girl" and "Lady with Dog", oil on paper, c.1910   | bequest                 | 14.7.2016           | 0.00     | 0.00               |
| Early Bronze Age flat axehead found at Bankfoot   | purchase-Treasure Trove | 21.7.2016           | 25.00    | 50%<br>12.50       |
| Late Bronze Age axehead fragment found at Pitcairngreen   | purchase-Treasure Trove | 21.7.2016           | 25.00    | 50%<br>12.50       |
| Fragment of Medieval Finger ring found at Aberuthven  | purchase-Treasure Trove | 21.7.2016           | 175.00   | 50%<br>87.50       |
| Two Medieval brooches found at Redgorton  | purchase-Treasure Trove | 21.7.2016           | 125.00   | 50%<br>62.50       |
| Medieval harness pendant found at Guildtown   | purchase-Treasure Trove | 21.7.2016           | 65.00    | 50%<br>32.50       |
| Iron Age finger ring found at Forteviot   | purchase-Treasure Trove | 21.7.2016           | 250.00   | 50%<br>125.00      |
| Romano-British brooch found at Aberuthven   | purchase-Treasure Trove | 21.7.2016           | 45.00    | 50%<br>22.50       |
| Medieval gold finger ring with a reused Roman intaglio set in the bezel found at Guildtown  | purchase-Treasure Trove | 21.7.2016           | 2,500.00 | 50%<br>1,250.00    |
| 1887 Queen Victoria Shilling  | donation                | 22.7.2016           | 0.00     | 0.00               |
| Selection of cameras and photographic accessories with a Perth & Kinross connection   | donation                | 4.8.2016            | 0.00     | 0.00               |

|   |          |            |          |               |
|---|----------|------------|----------|---------------|
| View of Perth from Tay Street looking towards the court building, oil on canvas, 19 <sup>th</sup> Century Scottish School   | purchase | 8.2016     | 744.00   | 0.00          |
| 'Figure in Landscape', gouache on paper by Ian Macdonald, c.1950s   | donation | 4.8.2016   | 0.00     | 0.00          |
| A mixture of personal, freelance and Perthshire Advertiser photographic negatives mainly 35mm taken by late David Wallace comprising 8 albums. Diary for 1981 listing jobs undertaken. Perth Times newspaper prior to 1986 5" bundle  | donation | 4.8.2016   | 0.00     | 0.00          |
| 'Black Mirror, Black Fish', watercolour on paper by William Littlejohn  | bequest  | 17.8.2016  | 0.00     | 0.00          |
| Hand counter used in the Sandeman library, mug commemorating the opening of the AK Bell library , 1995  | donation | 19.8.2016  | 0.00     | 0.00          |
| Commemorative Cup for H.R.H. Prince of Wales opening Perth and Kinross Library and Information Service on 13 Jan 1995   | donation | 19.8.2016  | 0.00     | 0.00          |
| Clock, dated 1898. Presented to Mr John Craig for his services in connection with the erection of Burrelton Hall, Woodside district Hall  | donation | 19.8.206   | 0.00     | 0.00          |
| Black and white mounted photograph of 4 women and a man in garden having tea. 5 obituaries for John Craig   | donation | 19.8.2016  | 0.00     | 0.00          |
| Motor Fuel ration book for motor cars not exceeding 1100cc. For car register number LTS33, dates 7/12/73 and issued at Scone Post Office. Contains stamps for 6 months  | donation | 28.8.2016  | 0.00     | 0.00          |
| Bag from the launch of the UK City of Culture bid on 19th of August 2016 at Perth City Hall. Includes flag balloon, badge and leaflets  | donation | 28.8.2016  | 0.00     | 0.00          |
| Train timetable for June to September 1961, includes travel to Aberdeen, Dunblane, Dundee (Tay Bridge), Edinburgh (Waverly) Glasgow (Buchanan Street), Inverness, London (Euston) (Kings Cross) and Stirling. Also includes the price of ticket to different destinations from Perth. | donation | 28.8.2016  | 0.00     | 0.00          |
| Rules of the City of Perth Co-operative Society, published 1959   | donation | 28.8.2016  | 0.00     | 0.00          |
| From the Studio of Louis Flood Photographers: A selection of cameras and photographic accessories including wire transfer machine, printed matter relating to the business, portrait studio props, sample wedding albums, loose prints etc.   | donation | 4.8.2016   | 0.00     | 0.00          |
| Circa 30,000 catalogue entries for 120 & 135 roll size photographic negatives spanning 1977 to 2004 and associated ledgers and cross files  | donation | 3.8.2016   | 0.00     | 0.00          |
| Double profile miniature portrait of Mr & Mrs John Wright by William Kay, c.1790  | purchase | 9.9.2016   | 1,500.00 | 50%<br>750.00 |
| <b>QUARTER 3 (1 October – 31 December 2016)</b>   |          |            |          |               |
| 2 banded pieces of baryte and 2 showing coxcombs found in situ at Craighall Gorge   | donation | 14.10.2016 | 0.00     | 0.00          |
| Perth silver nutmeg grater made by William Ritchie, 1772-1815   | donation | 28.10.2016 | 0.00     | 0.00          |
| Perth silver snuffbox made by John Scott, 1817-1841   | donation | 28.10.2016 | 0.00     | 0.00          |
| A collection of three Perth silver tablespoons by Daniel McLaren, c.1820  | donation | 28.10.2016 | 0.00     | 0.00          |
| Perth Corporation North Inch Caddie Ticket. Found by donor when sorting through fathers items, father was a keen golfer   | donation | 11.2016    | 0.00     | 0.00          |
| Set of silver buttons by James Cornfute, 1784   | donation | 30.11.2016 | 0.00     | 0.00          |
| Two specimens of Microdon Eggri Ex Ballinluig. These are rare flies found in ants nests. Likely first ever discovery of this type of fly in Perth and Kinross   | donation | 2.12.2016  | 0.00     | 0.00          |
| Three records of music for Margaret Morris Movement exercises   | donation | 12.2016    | 0.00     | 0.00          |



|  |                         |            |        |               |
|--|-------------------------|------------|--------|---------------|
| Late Bronze Age Fragment Socketed Axehead, Scotlandwell  | purchase-Treasure Trove | 27.10.2016 | 15.00  | 50%<br>7.50   |
| Medieval Finger Ring, Comrie   | purchase-Treasure Trove | 27.10.2106 | 35.00  | 50%<br>17.50  |
| Late Bronze Age Fragment Socketed Axehead, Scotlandwell  | purchase-Treasure Trove | 27.10.2016 | 15.00  | 50%<br>7.50   |
| Medieval Harness Pendant, Muthill  | purchase-Treasure Trove | 27.10.2016 | 135.00 | 50%<br>67.50  |
| Medieval Buckle, Auchterader   | purchase-Treasure Trove | 27.10.2016 | 25.00  | 50%<br>12.50  |
| Brooch, Comrie   | purchase-Treasure Trove | 27.10.2016 | 25.00  | 50%<br>12.50  |
| Brass Shoulder-belt Plate of the Reay Fencilbes, Crieff  | purchase-Treasure Trove | 27.10.2016 | 250.00 | 50%<br>125.00 |
| Roman Brooch, Bankfoot   | purchase-Treasure Trove | 27.10.2016 | 55.00  | 50%<br>27.50  |
| Romano-British Brooch, Meigle  | purchase-Treasure Trove | 27.10.2016 | 25.00  | 50%<br>12.50  |
| Iron Age Finger Ring, Port Moak  | purchase-Treasure Trove | 27.10.2016 | 75.00  | 50%<br>37.50  |
| Medieval Brooch, Pitlochry   | purchase-Treasure Trove | 27.10.2016 | 15.00  | 50%<br>7.50   |
| World War Two Gas Mask with box, and instructions which belonged to member of the Invergowrie Specials, who were on Duty for the War Effort in the Invergowrie area during the war         | donation                | 2016       | 0.00   | 0.00          |
| Items from the mothballing of Forteviot school: Forteviot School 'do as you would be done award', engraved with winners' names, 1991-2015 (silver/metal cup)                               | donation                | 2017       | 0.00   | 0.00          |
| Items from the mothballing of Forteviot school: Forteviot School Philips Cup, presented by J Philips for environmental studies, engraved with winners' names, 2003-2015 (silver/metal cup) | donation                | 2017       | 0.00   | 0.00          |
| Items from the mothballing of Greenloading Primary school: DUX MEDAL   | donation                | 2017       | 0.00   | 0.00          |
| Medieval Harness Pendant, Rait   | purchase-Treasure Trove | 24.3.2017  | 225.00 | 50%<br>112.50 |
| Two Early Bronze Age Flat Axeheads, Errol  | purchase-Treasure Trove | 24.3.2017  | 200.00 | 50%<br>100.00 |
| Medieval Papal Bulla, Abernethy  | purchase-Treasure Trove | 24.3.2017  | 125.00 | 50%<br>62.50  |
| Post-Medieval Lead Mould and Casting, Crieff   | purchase-Treasure Trove | 24.3.2017  | 50.00  | 50%<br>25.00  |
| Romano-British Trumpet Brooch, Loch Leven  | purchase-Treasure Trove | 24.3.2017  | 0.00   | 0.00          |
| Romano-British Bow Brooch, Crieff  | purchase-Treasure Trove | 24.3.2017  | 25.00  | 50%<br>12.50  |

**QUARTER 4 (1 January - 31 March 2017)**

|   |                           |           |                 |                 |
|---|---------------------------|-----------|-----------------|-----------------|
| Material from excavation at Haughend Farm, by Alyth   | Treasure Trove allocation | 24.3.2017 | 0.00            | 0.00            |
| Material from excavation at Gleneagles West, Gleneagles   | Treasure Trove allocation | 24.3.2017 | 0.00            | 0.00            |
| Material from excavation at Temporary Bus Terminal, 250m North West of the A823 and A9 Junction, Gleneagles | Treasure Trove allocation | 24.3.2017 | 0.00            | 0.00            |
| Environmental samples from excavation at Black Spout Wood, near Pitlochry                                   | Treasure Trove allocation | 24.3.2017 | 0.00            | 0.00            |
| <b>TOTAL</b>  |                           |           | <b>6,749.00</b> | <b>3,002.50</b> |

**Archive and Local and Family History Collections: Reporting Period- 1 October 2016- 31 March 2017**

| Item Description | Source | Date of Acquisition | Cost £ | External Funding £ |
|------------------|--------|---------------------|--------|--------------------|
|------------------|--------|---------------------|--------|--------------------|

**QUARTER 3 (1 October – 31 March 2016) Previous collecting activity information not collated for the purposes of this report**

|   |      |            |      |      |
|---|------|------------|------|------|
| Two photograph albums   | Gift | 01/10/2016 | 0.00 | 0.00 |
| 6 copies of guides to Crieff plus one copy - no dates   | Gift | 01/10/2016 | 0.00 | 0.00 |
| Muthill Perthshire – a study by D C Manning (August 1975) signed by author  | Gift | 01/10/2016 | 0.00 | 0.00 |
| Mitchell's Monumental Inscriptions unbound in two folders   | Gift | 01/10/2016 | 0.00 | 0.00 |
| Innerpeffray Library – A Historical Sketch (1955)   | Gift | 01/10/2016 | 0.00 | 0.00 |
| History of the Episcopal Church in Crieff Rev Canon Meredith 2 editions and 1 copy  | Gift | 01/10/2016 | 0.00 | 0.00 |
| Crieff Burgh Tenants Handbook nd  | Gift | 01/10/2016 | 0.00 | 0.00 |
| Countryside trail by Car Scottish Wildlife Trust nd   | Gift | 01/10/2016 | 0.00 | 0.00 |
| Copy of Woods Map of Crieff 1822  | Gift | 01/10/2016 | 0.00 | 0.00 |
| Short Guide to Deserted Settlements in Glen Lednock EC Bain   | Gift | 01/10/2016 | 0.00 | 0.00 |
| Photograph Old Mill Milnab Street Crieff nd   | Gift | 01/10/2016 | 0.00 | 0.00 |
| Crieff Its Traditions and Characters with Anecdotes of Strathearn D Macara Edi, 1881  | Gift | 01/10/2016 | 0.00 | 0.00 |
| Three editions of magazine The Scottish Gardener 2005   | Gift | 01/10/2016 | 0.00 | 0.00 |
| J Hunter Craig, The Kings Treasuries of Literature, Selections from Robert Burns, (nd)  | Gift | 01/10/2016 | 0.00 | 0.00 |
| William Wallace, New Edition of Robert Chambers Life and Woks of Robert Burns, in four Volumes, (Vol I, II and III Edinburgh) | Gift | 01/10/2016 | 0.00 | 0.00 |
| Professor Wilson, The Works of Robert Burns, Volume I, (London, Glasgow and Edinburgh 1878)                                   | Gift | 01/10/2016 | 0.00 | 0.00 |
| J Logie Robertson, The Poetical Works of Robert Burns (OUP, London, 1908)   | Gift | 01/10/2016 | 0.00 | 0.00 |
| Donald A Low, The Kilmarnock Poems (London 1986)  | Gift | 01/10/2016 | 0.00 | 0.00 |
| John and Angus McPherson (eds), The Poetical Works of Robert Burns (Glasgow, nd)  | Gift | 01/10/2016 | 0.00 | 0.00 |
| James Currie (ed), The Works of Robert Burns Vol III, (Edinburgh, 1819)   | Gift | 01/10/2016 | 0.00 | 0.00 |
| Luath Press Kilmarnock Edition, Poems Chiefly in the Scottish Dialect by Robert Burns, (Edinburgh, 2009)                      | Gift | 01/10/2016 | 0.00 | 0.00 |
| Robert Burns 1796-1996 The Official Commemorative bicentenary address book of the Burns Federation (1996)                     | Gift | 01/10/2016 | 0.00 | 0.00 |
| Magazine of Perth High School 1952  | Gift | 01/10/2016 | 0.00 | 0.00 |
| Magazine of Perth High School 1953  | Gift | 01/10/2016 | 0.00 | 0.00 |

|  |          |            |      |      |
|--|----------|------------|------|------|
| Magazine of Perth High School 1955   | Gift     | 01/10/2016 | 0.00 | 0.00 |
| From the Horses Mouth 4 copies   | Gift     | 01/10/2016 | 0.00 | 0.00 |
| 2 booklets Perthshire's Proud Place in Scottish Cricket  | Gift     | 01/10/2016 | 0.00 | 0.00 |
| Auchterarder Labour Party: minutes   | Gift     | 08/10/2016 | 0.00 | 0.00 |
| James McCormack & Sons, Fencing Contractors: business records  | Gift     | 08/10/2016 | 0.00 | 0.00 |
| Perth and Angus Provincial Mod: programmes and syllabi   | Gift     | 12/10/2016 | 0.00 | 0.00 |
| Perth Hunt Meeting: programmes   | Gift     | 26/10/2016 | 0.00 | 0.00 |
| Scottish History Society Fifth Series Volume 16 Scottish Planned Villages Ed D G Lockhart (Edinburgh, 2012)  | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Fifth Series Volume 17 Aberdeen Guild Court records 1437-1468 Ed E Gemmill (Edinburgh, 2005)                                  | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Fifth Series Volume 18 James Wilson Journal of my Life 1879-81, 1885-92 Ed P Hillis (Edinburgh, 2008)                         | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Fifth Series Volume 19 Scottish Schools and Schoolmasters 1560-1633 John Durkan Eds J Reid-Baxter (Boydell, 2006)             | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 1 The Chronicle of Melrose Abbey Ed D Broun and J Harrison (Boydell, 2007)                                | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 1 The Twelfth Century Ed N F Shead (Boydell, 2015)  | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 2 The Perth Kirk Session Books 1577-1590 Ed M Todd (Boydell, 2008)  | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 3 Records of the Convention of Royal Burghs 1555; 1631-1648 Eds A R MacDonald M Verschuur (Boydell, 2009) | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 4 Miscellany XIV (Boydell, 2010)  | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 6 The McCulloch Examinations of the Cambuslang Revival (1742) Vol I Ed. K E Beebe (Boydell, 2011)         | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 6 The McCulloch Examinations of the Cambuslang Revival (1742) Vol II Ed. K E Beebe (Boydell, 2011)        | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 7 The Highland Destitution of 1837 Ed J MacAskill (Boydell, 2012)   | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 8 Miscellany XV (Boydell, 2013)   | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 9 Edinburgh Housemails Taxation Books 1634-1636 Eds A Allen and C Spence (Boydell, 2014)                  | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Scottish History Society Sixth Series Volume 11 The Minutes of the Synod of Lothian and Tweeddale 1648-1659 Ed C R Langley (Boydell, 2016)             | Gift     | 01/11/2016 | 0.00 | 0.00 |
| Forteviot Primary School: school records   | Transfer | 12/11/2016 | 0.00 | 0.00 |
| 'Peer Pressure: A Biography of Major Andrew Munro and his role in the Belsen Trial of 1945', by Merrick Whyte  | Deposit  | 07/11/2016 | 0.00 | 0.00 |
| Councillor Alan Grant: programmes for events attended in Perth and Kinross   | Gift     | 01/12/2016 | 0.00 | 0.00 |
| Perth & Kinross Council Libraries Customer Survey December 2000 - January 2001   | Transfer | 01/12/2016 | 0.00 | 0.00 |
| Strathtay Aero Club Ltd.: Civil Air Guard lectures, exam papers and student register   | Gift     | 12/12/2016 | 0.00 | 0.00 |
| Roads Maintenance Partnership  | Transfer | 22/12/2016 | 0.00 | 0.00 |
| Perth and Kinross Council: Building Standards: building warrant files  | Transfer | 01/12/2016 | 0.00 | 0.00 |
| Perth and Kinross Council: Electoral Registration Office: Register of Electors 2017  | Transfer | 01/12/2016 | 0.00 | 0.00 |
| <b>QUARTER 4 (1 January - 31 March 2017)</b>   |          |            |      |      |
| William Wood's Diary, Peter Pennington, (Arndnamona Publishers, Sussex, 2002)  | Gift     | 01/01/2017 | 0.00 | 0.00 |

|  |      |            |             |             |
|--|------|------------|-------------|-------------|
| A White Angel, Peter Pennington, (Ardnamona Publishers, Sussex, 2015)  | Gift | 01/01/2017 | 0.00        | 0.00        |
| The Scottish Islanders Andrew Burnett (Amazon, 2013)   | Gift | 01/01/2017 | 0.00        | 0.00        |
| Scottish labour History Volume 51 2016   | Gift | 01/01/2017 | 0.00        | 0.00        |
| Soccer in a Football World, David Wangerin (WSC Books, London, 2006)   | Gift | 01/01/2017 | 0.00        | 0.00        |
| The Fussball Book, David Wangerin, (Staffordshire, 1993)   | Gift | 01/01/2017 | 0.00        | 0.00        |
| Distant Corners, David Wangerin, (Temple Universtiy Press, 2011)   | Gift | 01/01/2017 | 0.00        | 0.00        |
| NADFAS Records of Church Furnishings The Parish Kirk Fowlis Wester Perthshire  | Gift | 01/01/2017 | 0.00        | 0.00        |
| Selection of images - 26 of City Mills area: 3 of Mill Street; 2 of Old High Street; 1 of the lade and 3 views of streets from vantage point above the town  | Gift | 01/01/2017 | 0.00        | 0.00        |
| Mosaic of Alyth Oral Histories   | Gift | 01/01/2017 | 0.00        | 0.00        |
| William Wood's Diary, Peter Pennington, (Ardnamona Publishers, Sussex, 2002); A White Angel, Peter Pennington, (Ardnamona Publishers, Sussex, 2015)  | Gift | 01/01/2017 | 0.00        | 0.00        |
| The Scottish Islanders Andrew Burnett (Amazon, 2013)   | Gift | 01/01/2017 | 0.00        | 0.00        |
| Scottish labour History Volume 51 2016   | Gift | 01/01/2017 | 0.00        | 0.00        |
| Soccer in a Football World, David Wangerin (WSC Books, London, 2006); The Fussball Bok, David Wangerin (Staffordshire, 1993); Distant Corners, Davisin Wanterin )Temple University Press, 2011)  | Gift | 01/01/2017 | 0.00        | 0.00        |
| NADFAS Records of Church Furnishings The Parish Kirk Fowlis Wester Perthshire  | Gift | 01/01/2017 | 0.00        | 0.00        |
| Selection of images - 26 of City Mills area: 3 of Mill Street; 2 of Old High Street; 1 of the lade and 3 views of streets from vantage point above the town  | Gift | 01/01/2017 | 0.00        | 0.00        |
| Nancy Mitchell- Actress; personal papers   | Gift | 24/01/2017 | 0.00        | 0.00        |
| Greenloaning Primary school records  | Gift | 17/01/2017 | 0.00        | 0.00        |
| Perth Civic Trust: organisational records  | Gift | 31/01/2017 | 0.00        | 0.00        |
| Blairgowrie & Rattray Burch Council: Saltire Society diploma for house design  | Gift | 31/01/2017 | 0.00        | 0.00        |
| Perth & Kinross Council Library Service display boards   | Gift | 01/02/2017 | 0.00        | 0.00        |
| Blairgowrie Wellmeadow Car Park plans  | Gift | 01/02/2017 | 0.00        | 0.00        |
| Perth Drag Hunt: organisational records  | Gift | 01/02/2017 | 0.00        | 0.00        |
| Alex Drummond, Jeweller, business records  | Gift | 15/02/2017 | 0.00        | 0.00        |
| Muthill Bowling Club: organisational records   | Gift | 17/01/2017 | 0.00        | 0.00        |
| Stormontfield Cottages: notice   | Gift | 21/01/2017 | 0.00        | 0.00        |
| St Matthews Church, Perth: newsletter  | Gift | 01/03/2017 | 0.00        | 0.00        |
| Blamey, M and Grey-Wilson C, The Illustrated Flora of Britain and N Europe. Noltie H and Ingram, R Flora of Angus; Pearman, DA, preston, CD and Stewart, A, Scarce Plants in Britain; Robinson, MC Easter Perthshire Rare Plant Register | Gift | 01/03/2017 | 0.00        | 0.00        |
| Riddoch, L and Eberhard, B McSmorgasbord   | Gift | 01/03/2017 | 0.00        | 0.00        |
| Harrison, J. Trucks, Dams and Drams (2 copies)   | Gift | 01/03/2017 | 0.00        | 0.00        |
| Murrays of Ochertyre and postcard of Ochertyre   | Gift | 01/03/2017 | 0.00        | 0.00        |
| The Scottish Ancestry of Thomas Hood A Family History by Mary Dempster Hewitt 2017   | Gift | 01/03/2017 | 0.00        | 0.00        |
| Our Dad Wing Commander Geoffrey Henry Hall 1891-1484 by Henry Hall   | Gift | 01/03/2017 | 0.00        | 0.00        |
| Papers relating to Land in Pomarium and Paradise Place, Perth  | Gift | 14/03/2017 | 0.00        | 0.00        |
| George Mollison: personal papers   | Gift | 28/03/2017 | 0.00        | 0.00        |
| <b>TOTAL</b>   |      |            | <b>0.00</b> | <b>0.00</b> |