

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY INFORMATION AND PROTECTION
SCRUTINY COMMITTEE
TUESDAY 11 JUNE 2002 at 10.30AM**

**PUBLIC ACCESS TO INFORMATION COMMUNICATION TECHNOLOGY
(ICT) IN LIBRARIES**

Report of the Director of Community Information

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1. Purpose of report

- 1.1 In response to the Scrutiny Committee's request for a report on ICT in libraries to enable the committee to scrutinise this area of service delivery.

2. Summary

- 2.1 This report provides the committee with information regarding
- Electronic resource availability in Hertfordshire libraries
 - Usage of the resources
 - Problem resolution
 - Position on Public Library Standards

3. Conclusion

- 3.1 Key issues in ICT provision in libraries
- Slowness of connection. This will be addressed by upgrading the network connection speed to 2Mb in all libraries using New Opportunities Fund (NOF) People's Network funding. This will improve the speed of connection on all terminals. Work on the network is due to start in September, and be completed by March 2003.
 - The need to install electrical and data wiring in buildings where capacity has been reached. A programme of work on identified buildings will start in July. This work needs to take place before any additional PCs can be added. The first tranche of libraries will have their electrical upgrading work completed by October.
 - Expansion of ICT provision needs to be balanced with a continued requirement for reference materials in traditional formats (in the medium term), and the size of buildings.
 - The need for a single point of contact for problem solving
 - Security issues are mainly focussed on the Internet. We operate 'I-Gear' filtering software, and anyone logging on to the Internet has to accept our conditions of use before they are linked up e.g. they accept that they are responsible for carrying out only legal activities, and are responsible for the sites they visit. In addition staff are asked to be vigilant and keep an eye on usage of terminals.

1. Background

ICT Strategy

Community Information has an ICT strategy. This aims to:-

- Increase public access to electronic information resources
- Standardise resources in libraries, both for staff and the public

1.1 Strategy links to County Council key objectives

- Improve education and support to children and families so that all young people are able to achieve their potential.
- Providing easy-to-access, high quality and cost-effective services to all citizens and supporting disadvantaged people and communities in ways that help people to help themselves.

1.2 Strategy links to Central Government policy

- Lifelong learning: enabling people to improve their economic life chances through continued learning.
- People's Network (PN): enabling everyone to have easy access to online information and online learning opportunities through the provision of Internet access in public libraries. Free access to ICT in libraries is a requirement of the PN. Hertfordshire dropped charges for the Internet with effect from the 1st January 2000, following a decision by the Information and Access Committee (3/11/99).

1.3 Electronic information resources in libraries

- Currently there are 261 PCs available free of charge for library members.
- 121 of these provide Internet access and Microsoft Office
- 71 provide MS Office and CD-ROM usage only
- 72 provide access to the library catalogue and self-service functions.

1.4 Computer suites

- Currently five libraries have larger, fully-equipped IT suites consisting of eight or more Internet PCs.

1.5 Computers for staff use

- There are 77 Internet/Microsoft Office computers available for staff use. Fifty of the machines are installed in library workrooms. Twenty-seven are installed on library information desks. (See appendix one, table two)
- The machines on the information desks are used for assisting customers with research enquiries.
- Machines in workrooms are used for managing the administrative running of the service, for example, maintaining financial spreadsheets using Microsoft Excel; writing letters to customers in response to enquiries, comments or complaints; carrying out more detailed research in response to information enquiries; utilising online literary resources and for training purposes.

1.6 Types of computers

- The computers in use in libraries are Dell Optiplex machines. The particular series of Dell in use in a particular library depends on the age of the computer.
- Most PCs in libraries are leased, and this is the policy for all new PCs that are installed. Some older machines are the property of HCC.
- HCC's Asset Management System, Hard Cat, is not able to provide detailed information regarding the exact number and location of PCs according to age. A separate survey will therefore be carried out this year to identify the exact number and location of the oldest PCs that will need replacing. Any more than 4 years old will be replaced.

2. Public Library Standards (PLS)

- There are 2 standards relating to ICT.
- PLS 5 which is the % of libraries open more than 10 hours a week that have access to on-line catalogues which we meet fully at 100%
- PLS 6 (i) total number of electronic workstations available in libraries as 0.6 per 1,000 population. This means that the target is to have 600 workstations available to users in Hertfordshire Libraries. We have 261 workstations available i.e. 43% of the target. The target is supposed to be met by March 2004, however without further resources being made available we will reach 411 terminals or 70% of the target.
- PLS 6 (ii) the % of static service points providing internet access which again we meet fully with 100%

3. Requirements of the People's Network

- Government policy requires that all public libraries must provide public Internet access
- The minimum connection speed must be 2Mb
- Currently most libraries in Hertfordshire have a connection speed to County Hall of 256k, with only the six largest libraries plus Hertfordshire Archives and Local Studies (HALS) having a 2Mb link (see appendix one). This does not meet the standards for the People's Network and means that the Internet can sometimes run slowly in some libraries (for example, if all the PCs in a library are in use at the same time.)
- The target is to upgrade the connection speeds between all libraries and County Hall by March 2003 to 2Mb. This will provide a bigger connection between libraries and County Hall, enabling the system to better cope with the increased numbers of PCs being installed and with managing the Information Network.
- In addition to this, we will also be increasing our connection speed to a new Internet Service Provider (ISP) from 2Mb to 4Mb. The current ISP is NTL. Our new ISP will be E2B, the East of England Consortium and will be in place by June 2003. This will also ensure that speed of connection is not adversely affected by additional PCs.

4. Electronic services in libraries

4.1 The following electronic services are available free of charge for library members:

- Internet access: free public Internet access is available for all library members in every library in Hertfordshire.
- Microsoft Office: this includes MS Word, MS Access and MS PowerPoint
- CD-ROMs: encyclopaedias and multimedia resources for children and young people.
- Information network: public access to a range of CD-ROMs and subscription Internet sites, including bibliographical and business databases, newspaper and periodicals.
- Online Public Access Catalogues (OPACs). These provide catalogue information and self-service access to membership records, renewals and reservations. There are 72

OPAC machines in libraries across the county. BiblioMondo, our main library supplier, provides the OPAC service.

- Learn Direct Access Points: Stevenage Library is a Learn Direct Access Point and has a Learning Support Officer. The service is based around the library's IT suite.

4.2 Usage of Electronic Resources

- In 2001/02 Internet resources were available for an average of 98.01% of time that all libraries were open. For an average of 1.99% of the time that libraries were open the Internet was not available due to faults. The Internet was in actual use by the public for an average of 47.4% of the time that libraries were open.
- An electronic booking system is being developed which will enable the Customer Service Centre to deal with bookings on-line without referring calls to libraries. It will also enable usage statistics, which are currently manually logged, to be gathered automatically. In addition it also hoped that it will automatically provide us with some user information. It is planned to install the booking system by the end of the year. However, the following user information is clear from observation and general usage patterns.

4.3 Young People

- Children use the Internet, CD-ROMs and word processing for homework and study in all libraries. This is especially marked in Stevenage, Oxhey and Borehamwood, where there are homework clubs based in the IT areas.
- Teenagers use the Internet in libraries as a way of communicating and sharing information with friends. Welwyn Garden City has a CyberCafe aimed at young people, run in partnership with the Youth Service.
- Toddlers look at book-based interactive CD-ROMs in St Albans Library, which is piloting the use of PCs that have been specially adapted for the very young, with large, lower-case keyboards and small mice for little hands.

4.4 Parents

- Young mothers: have undertaken online courses, usually in ICT skills, with assistance from Stevenage Library's Learning Support Officer.

4.5 Elderly

- Older people use library PCs as a way of being introduced to the Internet. Both Welwyn Garden City and St Albans have run special computer sessions for the elderly in partnership with the BBC and University of the Third Age. Internet surfing sessions are also planned for the new IT suite at Hitchin. The majority of people doing independent learning in Stevenage Library's IT suite are retired people.

4.6 Information Seekers

- Researchers: people doing research use ICT to pursue particular lines of enquiry. For example, people studying family history regularly use library PCs to access the 1881 census on CD-ROM.
- Enquirers use the Internet to find out a range of information, such as company information, share prices etc.

4.7 Job Seekers

- People looking for employment opportunities use Internet PCs in libraries to send CVs and job applications to prospective employers. They also use websites that have details of job vacancies in a range of employment sectors.

4.8 **Minority ethnic communities**

- Refugees, students from minority ethnic communities and au pairs use the Internet in libraries as a way of maintaining contact with friends and family abroad via e-mail.

4.9 **Basic skills students**

- Stevenage has one student doing an online basic skills course. St Albans has a few customers with basic skills needs who prefer using the PCs in the children's area, because the large, lower-case keyboards make them easier to use.

5. **Problem Resolution**

- The BiblioMondo system, including the OPACs, is available for use by the public without problems for about 99% of the time libraries are open. (See appendix four for availability in all libraries January to March 2002).
- In March 2002 a total of over 996 hours of public Internet time was lost across Hertfordshire due to computer downtime caused mainly by technical problems, the exception being Hitchin, which was closed for refurbishment. (See appendix two for total usage of ICT in March02, including downtime (hours lost)).

6. **Current procedure for dealing with IT faults**

- Hardware, software and application faults are reported by the library to the IT Net helpdesk in Birmingham.
- IT Net escalate the problem to third party support companies as required.
- Any reporting library should receive a response from the helpdesk within eight working hours of reporting the fault.
- If a library considers the fault has been dealt with unsatisfactorily this is reported to Andrew Cross, Head of IT Development, Community Information.

7. **Problems with current procedure**

- In practice a library can end up communicating with several third party support companies when the cause of the fault is still being diagnosed.
- No clear escalation procedure of the fault
- Birmingham helpdesk may not understand local users and issues
- This can lead to delays in resolving faults, resulting in the service being unavailable to users.
- Currently 80% of faults reported by libraries to the helpdesk are resolved within eight hours. (See appendix three)

8. **Forthcoming procedure for dealing with IT faults**

8.1 A new procedure for resolving faults is currently under negotiation as part of the revised PC support service arrangements coming into force for HCC as a whole. This is due to include:

- A helpdesk based at County Hall, which will manage the whole process of correcting the fault, including managing all third party support companies. Libraries will only have to communicate with IT Net, not with third parties.
- Proactive identification and correction of faults.

- Allocation of a severity level for a fault, with clear target fix times depending on the severity level. (E.g. a severity level 1 would have a fix time of 1 hour, whereas a severity level 6 would have a fix time of 8 hours).
- Advice and guidance to users.
- Problem Management, including analysis of repeated incidents and related incidents in order to determine the root cause and permanent solution.
- A clear escalation process for correcting the fault.
- There will be sanctions under the contract for failure to deliver key performance indicators.

The escalation process will work based on the table below.

1st contact for staff	2 nd contact for staff	3 rd contact for staff	4 th contact for staff
IT Net Helpdesk	IT Net Service Manager	Corporate ICT Service Manager	Head of ICT Infrastructure
	<i>Glenn Weaver</i>	<i>Funsho Salawu</i>	<i>John Alleyne</i>

This new procedure should lead to a speedier and more coherent resolution of problems and faults.

Background papers

Hertfordshire Annual Library Plan 2001-2004

APPENDIX ONE

Computers for Public Use

Library	Number of Public PCs	Public OPACS	No Internet PCs	Connection speed
Abbots Langley	2	1	1	256K
Adeyfield	1	1	1	256K
Baldock	2	1	1	256K
Berkhamstead	4	1	2	256K
Bishop's Stortford	10	4	5	256K
Borehamwood	4	1	3	256K
Bovingdon	2	1	1	256K
Brookmans Park	1	1	1	64K
Buntingford	2	1	1	256K
Bushey	2	1	1	256K
Central Resources	14	3	3	2 Mb
Cheshunt	2	1	1	256K
Chorleywood	2	1	1	256K
Cranbourne	1	1	1	256K
Croxley Green	2	1	1	256K
Cuffley	2	1	1	64K
Cunningham	3	1	1	64K
Fleetville	1	1	1	64K
Goffs Oak	1	1	1	256K
HALS	4	1	2	2 Mb
Harpenden	2	1	1	256K
Hatfield	3	1	1	256K
Hemel Hempstead	9	3	4	2 Mb
Hertford	2	1	1	256K
Hitchin	14	2	13	256K
Hoddesdon	6	3	2	256K
Jackmans	1	1	1	64K
Kings Langley	2	1	1	256K
Knebworth	2	1	1	256K
Letchworth	4	1	2	256K
Leverstock Green	1	1	1	64K
London Colney	2	1	1	256K
Marshalswick	2	1	1	256K
North Watford	2	1	1	256K
Oakmere	2	1	1	256K
Oxhey	11	1	10	256K
Radlett	2	1	1	256K
Rickmansworth	2	1	1	256K
Redbourne	1	1	1	64K
Royston	3	2	2	256K
Sawbridgeworth	1	1	1	256K
St Albans	15	3	14	2 Mb
Stevenage	9	3	8	2 Mb

Stevenage Old Town	1	1	1	256K
Tring	2	1	2	256K
Waltham Cross	3	1	2	256K
Ware	2	1	1	256K
Watford	6	4	4	2 Mb
Welwyn	1	1	1	64K
Welwyn Garden City	12	3	8	2 Mb
Wheathampstead	1	1	1	64K
Woodhall	1	1	1	64K
Totals	189	72	121	

Computers for Staff Use

Library	Staff PCs	Enquiry Desk PCs
Abbots Langley	1	
Adeyfield	1	
Baldock	1	
Berkhamstead	1	1
Bishop's Stortford	4	1
Borehamwood	2	1
Bovingdon	1	
Brookmans Park		
Buntingford	1	1
Bushey	1	
CRL	7	2
Cheshunt	2	1
Chorleywood	1	
Cranbourne	1	
Croxley Green	1	
Cuffley	1 but not set up yet	
Cunningham	1	
Fleetville	1	
Goffs Oak		
Harpenden	1	1
Hatfield	2	1
Hemel Hempstead	3	1
Hertford	2	1
Hitchin	2	1
Hoddesdon	2	1
Jackmans	1	1
Kings Langley	1	
Knebworth	1	
Letchworth	1	1
Leverstock Green	1	
London Colney	1	
Marshalswick	1	
North Watford	2	1
Oakmere	2	1
Oxhey	2	1
Radlett	1	
Rickmansworth	2	1
Redbourne	1	
Royston	2	1

Sawbridgeworth	1	
St Albans	2	2
Stevenage	3	2
Stevenage Old Town	1	
Tring	1	
Waltham Cross	1	
Ware	2	1
Watford	3	1
Welwyn	1	
Welwyn Garden City	2	1
Wheathampstead	1	
Woodhall	1	
Totals	50	27

Concerto = 180 PCs,

CSC = 50 Users

60 = Branch servers

There are about 30 Laptops for libraries

APPENDIX TWO

Computer & Internet Usage in March 2002											
Library	Average Hrs open per month	Machines for public use	Internet - Hrs in use	CD ROM - Hrs in use	MS OFFICE- Hrs in use	Other - Hrs in use	Total hours in use - all machines	% of time in use - all machines	Hours lost - all machines	% hours lost	Total % inc. lost time
ABB	119	2	67.0	12.0	7.0	0.0	86.0	36.1	0	0.0	36.1
ADE	82	1	37.0	3.0	5.0	0.0	45.0	54.9	0	0.0	54.9
ASH	35	1	2.0	0.0	0.0	0.0	2.0	5.7	0	0.0	5.7
BAL	173	2	58.3	0.3	1.0	1.0	60.6	17.5	3.75	1.1	18.6
BER	184	4	258.3	3.3	10.3	0.0	271.8	36.9	0	0.0	36.9
BIS	208	10	642.0	0.0	94.0	1.0	737.0	35.4	368.0	17.7	53.1
BOR	192	4	254.8	7.0	25.2	0.0	287.0	37.4	23.0	3.0	40.4
BOV	104	2	57.5	0.0	1.0	0.0	58.5	28.1	0	0.0	28.1
BRO	91	1	3.7	0.0	2.5	0.0	6.2	6.8	0	0.0	6.8
BUN	117	2	61.0	1.5	3.0	0.0	65.5	28.0	0	0.0	28.0
BUS	179	2	132.0	0.5	16.0	0.0	148.5	41.5	3	0.8	42.3
CHE	118	2	119.0	2.0	46.3	1.0	168.3	71.3	26.5	11.2	82.6
CHO	156	2	80.8	3.0	4.0	0.0	87.8	28.1	0	0.0	28.1
CRA	128	1	0.0	0.3	0.0	0.0	0.3	0.3	0	0.0	0.3
CRL	251	14	299.5	0.0	27.0	1.0	327.5	9.3	0	0.0	9.3
CRX	173	2	151.0	0.0	6.5	1.0	158.5	45.8	0	0.0	45.8
CUF	126	2	50.5	0.0	2.5	0.0	53.0	21.0	0	0.0	21.0
CUN	97	3	70.9	0.5	5.3	0.0	76.7	26.4	0	0.0	26.4
FLE	93	1	43.0	0.0	1.0	0.0	44.0	47.3	0	0.0	47.3
GOF	125	1	14.0	0.0	4.0	1.0	19.0	15.2	0	0.0	15.2
HALS	195	4	Figures unavailable			0.0	0.0	0.0	0	0.0	0.0
HAR	188	2	254.2	0.5	6.7	0.0	261.4	69.5	5	1.3	70.8
HAT	195	3	158.8	0.0	55.5	0.0	214.3	36.6	0	0.0	36.6
HEM	221	9	628.5	33.0	78.5	3.0	743.0	37.4	0	0.0	37.4
HER	175	2	128.5	0.0	17.0	0.0	145.5	41.6	0	0.0	41.6
HIT	206	14	Hitchin closed during March for refurbishment				0.0	0.0	0	0.0	0.0
HOD	210	6	284.0	3.3	32.0	3.5	322.8	25.6	54.5	4.3	29.9

JAC	80	1	7.0	2.5	0.0	0.0	9.5	11.9	0	0.0	11.9
KIN	121	2	59.0	0.8	1.0	0.0	60.8	25.1	0	0.0	25.1
KNE	113	2	22.5	0.0	3.0	0.0	25.5	11.3	0	0.0	11.3
LET	197	4	253.6	15.1	20.6	0.0	289.2	36.7	7.2	0.9	37.6
LEV	74	1	20.5	4.0	0.5	0.0	25.0	33.8	0	0.0	33.8
LON	92	2	68.8	0.0	0.0	0.0	68.8	37.4	0	0.0	37.4
MWK	167	2	94.0	6.0	9.0	3.0	112.0	33.5	0	0.0	33.5
NOR	193	2	172.2	13.3	34.5	0.0	220.0	57.0	8.7	2.2	59.2
OAK	182	2	107.7	1.5	11.0	2.0	122.2	33.6	0	0.0	33.6
OXH	171	11	116.5	2.0	29.0	4.5	152.0	8.1	2	0.1	8.2
RAD	162	2	247.5	2.0	8.0	0.0	257.5	79.5	0	0.0	79.5
RED	89	1	20.5	2.7	3.0	0.0	26.2	29.4	2	2.2	31.6
RIC	184	2	154.0	0.0	24.5	0.0	178.5	48.5	0	0.0	48.5
ROY	180	3	131.6	0.0	4.0	0.0	135.6	25.1	0	0.0	25.1
SAW	119	1	31.5	0.0	0.0	0.0	31.5	26.5	3	2.5	29.0
SOT	108	1	44.5	0.5	1.0	0.0	46.0	42.6	0	0.0	42.6
STA	210	15	1263.2	0.0	85.4	0.0	1348.6	42.8	0	0.0	42.8
STE	240	9	747.2	4.5	126.8	6.0	884.4	40.9	300.0	13.9	54.8
TRI	186	2	126.0	0.5	0.0	0.0	126.5	34.0	0	0.0	34.0
WAR	186	2	205.0	2.0	13.0	0.0	220.0	59.1	0	0.0	59.1
WAT	221	6	623.5	8.0	83.5	0.0	715.0	53.9	0	0.0	53.9
WAX	214	3	181.0	0.5	21.5	0.0	203.0	31.6	0	0.0	31.6
WEL	78	1	22.0	0.0	10.0	0.0	32.0	41.0	0	0.0	41.0
WGC	206	12	777.7	3.2	39.0	73.7	893.5	36.1	18.0	0.7	36.9
WHE	84	1	20.7	0.0	0.0	0.0	20.7	24.6	0	0.0	24.6
WOO	149	1	60.2	1.3	1.7	0.0	63.2	42.4	0	0.0	42.4
Total	8147	190	9433.8	140.6	981.2	101.7	10657.3		824.6		

NB. Lost time = periods when PCs were unavailable for public use due to a fault

APPENDIX THREE

Time taken by IT Net to resolve calls made by libraries to helpdesk:
April 2001 to January 2002

	Apr-01		May		June		July		Aug	
Time to Resolve	number	%	number	%	number	%	number	%	number	%
Less than 2 hours	89	58.55%	61	48.80%	37	45.68%	42	38.18%	48	41.74%
2 to 4 hours	43	28.29%	17	13.60%	12	14.81%	24	21.82%	17	14.78%
4 to 8 hours	11	7.24%	22	17.60%	14	17.28%	17	15.45%	23	20.00%
8 to 16 hours	2	1.32%	13	10.40%	4	4.94%	11	10.00%	12	10.43%
Over 16 hours	7	4.61%	4	3.20%	5	6.17%	3	2.73%	5	4.35%
* UNRESOLVED	0	0.00%	8	6.40%	9	11.11%	13	11.82%	10	8.70%
*										
ALL	152	100.00%	125	100.00%	81	100.00%	110	100.00%	115	100.00%

	Sept		Oct		Nov		Dec		Jan-02	
Time to Resolve	number	%	number	%	number	%	number	%	number	%
Less than 2 hours	49	55.06%	41	51.90%	43	44.33%	40	57.14%	50	56.82%
2 to 4 hours	4	4.49%	13	16.46%	18	18.56%	7	10.00%	10	11.36%
4 to 8 hours	12	13.48%	5	6.33%	19	19.59%	12	17.14%	12	13.64%
8 to 16 hours	8	8.99%	7	8.86%	7	7.22%	4	5.71%	8	9.09%
Over 16 hours	10	11.24%	9	11.39%	3	3.09%	1	1.43%	5	5.68%
* UNRESOLVED	6	6.74%	4	5.06%	7	7.22%	6	8.57%	3	3.41%
*										
ALL	89	100.00%	79	100.00%	97	100.00%	70	100.00%	88	100.00%

APPENDIX FOUR

Availability of BiblioMondo in Libraries January to March 2002

LIBRARY NAME	January 2002				February 2002				March 2002			
	TOTAL AVAILABILITY:		SYSTEM OUTAGE	% available	TOTAL AVAILABILITY:		SYSTEM OUTAGE	% available	TOTAL AVAILABILITY:		SYSTEM OUTAGE	% available
	Mins:	Hours: Mins	Mins:		Mins:	Hours: Mins	Mins:		Mins:	Hours: Mins	Mins:	
Abbots Langley	6930	115:30	15.29	99.78%	6600	110:00	1.81	99.97%	6810	113:30	7.77	99.89%
Adeyfield	4530	75:30	7.64	99.83%	4320	72:00	1.15	99.97%	4500	75:00	6.66	99.85%
Ashwell	1920	32:00	0.00	100.00%	1920	32:00	0.00	100.00%	2100	35:00	0.00	100.00%
Baldock	10200	170:00	40.27	99.61%	9600	160:00	0.00	100.00%	9810	163:30	22.19	99.77%
Berkhamsted	11070	184:30	20.38	99.82%	10440	174:00	3.45	99.97%	10830	180:30	17.75	99.84%
Bishops Stortford	14400	240:00	37.73	99.74%	13200	220:00	3.29	99.98%	13620	227:00	22.19	99.84%
Borehamwood	11310	188:30	34.64	99.69%	10680	178:00	0.00	100.00%	11070	184:30	21.08	99.81%
Bovingdon	6090	101:30	16.56	99.73%	5760	96:00	1.81	99.97%	5970	99:30	6.66	99.89%
Brookmans	5490	91:30	6.37	99.88%	5040	84:00	2.47	99.95%	5250	87:30	0.00	100.00%
Buntingford	6840	114:00	14.01	99.80%	6480	108:00	1.97	99.97%	6720	112:00	13.32	99.80%
Bushey	10530	175:30	38.26	99.64%	9960	166:00	0.00	100.00%	10170	169:30	18.86	99.81%
CSC	17900	298:20	355.00	98.02%	16440	274:00	32.00	99.81%	16900	281:40	81.00	99.52%
Cheshunt	11010	183:30	36.99	99.66%	10440	174:00	0.00	100.00%	10830	180:30	21.08	99.81%
Chorleywood	9120	152:00	20.38	99.78%	8640	144:00	2.63	99.97%	8850	147:30	18.86	99.79%
Library Auto/Sppt	10560	176:00	32.22	99.69%	9600	160:00	2.63	99.97%	9600	160:00	17.75	99.82%
Cranbourne	7320	122:00	15.29	99.79%	6840	114:00	2.63	99.96%	7050	117:30	13.32	99.81%
Central Resources	13560	226:00	33.70	99.75%	12480	208:00	2.96	99.98%	12900	215:00	22.19	99.83%
Croxley Green	10050	167:30	25.48	99.75%	9600	160:00	2.47	99.97%	9810	163:30	19.97	99.80%
Cuffley	7380	123:00	29.47	99.60%	6960	116:00	0.00	100.00%	7170	119:30	8.88	99.88%
Cunningham	5460	91:00	14.01	99.74%	5160	86:00	1.64	99.97%	5370	89:30	0.00	100.00%

Fleetville	5700	95:00	15.29	99.73%	5400	90:00	1.64	99.97%	5610	93:30	0.00	100.00%
Goffs Oak	7380	123:00	19.11	99.74%	6960	116:00	2.30	99.97%	7170	119:30	8.88	99.88%
Harpenden	10920	182:00	20.38	99.81%	10320	172:00	3.29	99.97%	10710	178:30	21.08	99.80%
Hatfield	11880	198:00	32.10	99.73%	10800	180:00	2.47	99.98%	11190	186:30	7.77	99.93%
Hemel Hempstead	13080	218:00	31.93	99.76%	12240	204:00	3.45	99.97%	12630	210:30	23.30	99.82%
Hertford	10290	171:30	35.71	99.65%	9720	162:00	0.00	100.00%	9930	165:30	21.08	99.79%
Hitchin	11970	199:30	26.75	99.78%	11400	190:00	3.12	99.97%	11790	196:30	23.30	99.80%
Hoddesdon	12030	200:30	42.29	99.65%	11400	190:00	0.00	100.00%	11790	196:30	23.30	99.80%
Jackmans	4740	79:00	12.74	99.73%	4440	74:00	1.64	99.96%	4440	74:00	11.10	99.75%
Kings Langley	7800	130:00	19.11	99.76%	7200	120:00	3.29	99.95%	7410	123:30	0.00	100.00%
Knebworth	6690	111:30	16.56	99.75%	6240	104:00	2.47	99.96%	6450	107:30	0.00	100.00%
Letchworth	10800	180:00	25.48	99.76%	10200	170:00	3.29	99.97%	10410	173:30	19.97	99.81%
Leverstock Green	4080	68:00	16.56	99.59%	4080	68:00	0.00	100.00%	4260	71:00	0.00	100.00%
LOGIS	11310	188:30	32.69	99.71%	10260	171:00	2.88	99.97%	10260	171:00	19.42	99.81%
London Colney	5430	90:30	14.65	99.73%	5100	85:00	1.81	99.96%	5310	88:30	0.00	100.00%
Marshalswick	9840	164:00	20.38	99.79%	9240	154:00	3.29	99.96%	9450	157:30	17.75	99.81%
North Watford	11310	188:30	19.11	99.83%	10680	178:00	3.45	99.97%	11070	184:30	23.30	99.79%
Oakmere	10710	178:30	19.11	99.82%	10080	168:00	3.45	99.97%	10470	174:30	15.53	99.85%
Oxhey	10080	168:00	19.11	99.81%	9480	158:00	3.29	99.97%	9690	161:30	18.86	99.81%
QEII Hospital Lib	0	0:00	0.00		0	0:00	0.00		0	0:00	0.00	
Radlett	9570	159:30	20.38	99.79%	9000	150:00	3.12	99.97%	9210	153:30	17.75	99.81%
Redbourn	5460	91:00	0.00	100.00%	4920	82:00	2.96	99.94%	5130	85:30	0.00	100.00%
Rickmansworth	10800	180:00	19.11	99.82%	10200	170:00	3.29	99.97%	10590	176:30	18.86	99.82%
Royston	10530	175:30	38.26	99.64%	9960	166:00	0.00	100.00%	10350	172:30	21.08	99.80%
Sawbridgeworth	7170	119:30	35.71	99.50%	6600	110:00	0.00	100.00%	6810	113:30	13.32	99.80%
Schools Library	12060	201:00	33.16	99.73%	10920	182:00	3.12	99.97%	10920	182:00	21.08	99.81%

Service												
Stevenage Old Town	6360	106:00	15.29	99.76%	6000	100:00	1.97	99.97%	6180	103:00	6.66	99.89%
St.Albans	12210	203:30	37.73	99.69%	11400	190:00	1.15	99.99%	11820	197:00	22.19	99.81%
Stevenage Central	14400	240:00	34.64	99.76%	13200	220:00	3.12	99.98%	13590	226:30	23.30	99.83%
Tring	10920	182:00	19.11	99.83%	10320	172:00	3.29	99.97%	10710	178:30	19.97	99.81%
Technical Support	10560	176:00	32.22	99.69%	9600	160:00	2.63	99.97%	9600	160:00	17.75	99.82%
Ware	10920	182:00	40.27	99.63%	10320	172:00	0.00	100.00%	10530	175:30	23.30	99.78%
Watford	13020	217:00	31.93	99.75%	12240	204:00	3.12	99.97%	12630	210:30	23.30	99.82%
Waltham Cross	12900	215:00	34.23	99.73%	11880	198:00	2.79	99.98%	12300	205:00	18.86	99.85%
Welwyn	4680	78:00	20.34	99.68%	4320	72:00	0.00	100.00%	4500	75:00	9.99	99.78%
Welwyn Garden City	12030	200:30	42.29	99.65%	11400	190:00	0.00	100.00%	11790	196:30	21.08	99.82%
Wheathampstead	5010	83:30	0.00	100.00%	4680	78:00	1.81	99.96%	5010	83:30	12.21	99.76%
Woodhall	8850	147:30	10.19	99.88%	8280	138:00	3.12	99.96%	8520	142:00	16.64	99.80%
ALL	535160	8919.2	1697.64	99.68%	500640	8344	14927.56	97.02%	515560	8592.39	901.54	99.83%
* Call Centre Availability INCLUDES ATR outages.												