Question (13) Palmerstown Library Digital Hub – June to September 2017

Up to the end of September, the Hub has been open to the public for 28 days – Tuesdays and Thursdays from 1pm to 8pm. It is staffed during this time by 2 library staff.

The number of visitors to the Hub since its opening on June 20th amounted to 5,624. This is not broken down by adult and junior but staff on the ground suggest that there would be more children than adults visiting and the space is well used by parents with their children.

Staff in the Hub have registered 240 new patrons who had no library card. This breaks down to 60% adult, 36% junior and the rest were young adult. Many patrons visiting the Hub do have a library card – either from Ballyfermot (a Dublin City library) or a South Dublin library card.

During the 28 days up to the end of September, 3,592 items were taken out by patrons. This is approximately 129 items for each day of opening.

Currently there are 3,243 items in stock.

The Hub has registered 397 PC sessions on the in-branch PCS. This is the equivalent of 18 people per day. Please note that this figure refers to 22 days only as it took a while to get the authentications software to operate correctly. This software registers patron access via a library card.

In addition to the public access PCs, there is also a Sprout Immersive computer, which does not require patrons to login. It is very well used throughout the day, mostly by children, to do virtual jigsaws, stencilling, drawing, and play a virtual piano, amongst other activities.

The Hub has 2 Wi-Fi access points – one is internal and patrons login with a library card and the other external and requires logging in via Facebook. There have been 8,973 Wi-Fi sessions up to the end of September.

Surfbox Printing/Scanning – from June to September, there were 589 pages printed by patrons.

The Hub participated in the national summer reading scheme for children, Summer Stars. 20 completed cards were returned by 14 different children, all of whom received a certificate of participation, a medal, and various smaller prizes such as wristbands, bags, pencils and stickers.

The local crèche (Kids Inc.) visit the Hub every day that it’s open – 2 or 3 staff members and between 6 and 10 children. A staff member will often read stories for 10-15 minutes, and the children also colour pages and use the Sprout.

Future developments for quarter 4 of 2017 include the roll out of a 3D printing service, and events/activities for invited school groups.