

Reservations and requests, 2016-2019

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Reservations													
2016	1,288	1,197	1,020	1,124	958	918	1,201	1,275	1,118	1,178	904	711	12,892
2017	1,065	1,052	1,231	884	805	1,047	1,385	1,164	998	1,167	1,062	669	12,529
2018	1,093	1,040	1,006	1,124	1,014	1,410	1,635	1,899	1,849	1,787	1,593	1,148	16,598
2019	1,732	1,715	1,941	1,550	1,728	1,709	1,856	2,234	2,124	2,131	1,874	1,394	21,988
Requests													
2016	105	102	115	105	121	117	110	120	100	97	78	51	1,221
2017	125	103	141	79	49	93	106	88	93	108	67	74	1,126
2018	105	117	93	132	88	103	116	101	107	114	95	87	1,258
2019	152	134	122	108	118	116	134	162	130	83	117	94	1,470

Free reservations and requests for items in stock were introduced on 18 June 2018. Previously the charge had been £1.00.

Average monthly reservations July 2016-June 2018:	1067
Average monthly reservations July 2017-June 2018:	1094
Average monthly reservations from July 2018:	1772
Percentage increase from free reservations (from 2016):	66%
Percentage increase from free reservations (from 2017):	62%

Average monthly requests July 2016-June 2018:	97
Average monthly requests July 2017-June 2018:	98
Average monthly requests from July 2018:	116
Percentage increase from free requests (from 2016):	20%
Percentage increase from free requests (from 2017):	19%