

Appendix 12

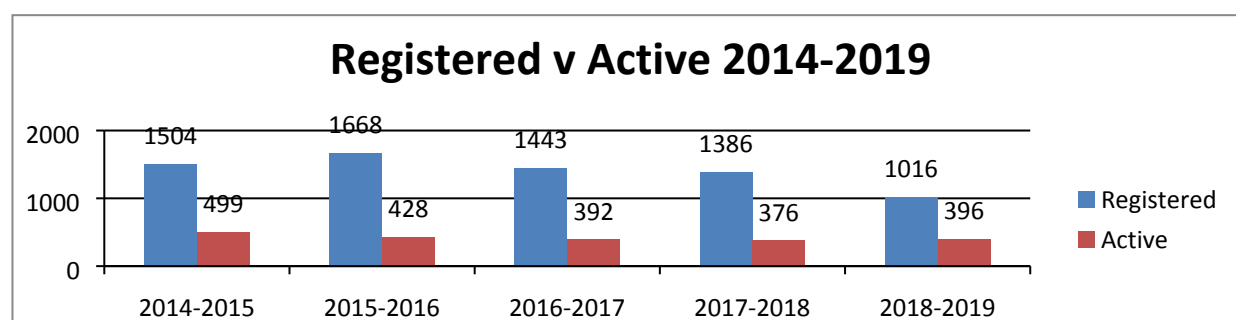
Thorpe Hesley Library and Neighbourhood Hub Site Profile (North)

Financial Information

Description	Budget 2018/19	Comments
Building Costs	9,000	Includes building costs for the library revenue running cost, staff costs, non-staff costs and income. Excludes costs for management, library management system and stock purchase.
Staffing Costs	37,979	
Band C 0.12 FTE (Relief Staff)		
Band D 1.5 FTE		
Band F 0.1 FTE		
Non staff Costs	230	
Income	-233	
Net Budget	£46,976	

Customer Profile

Registered/Active Users



The chart shows an analysis of Thorpe Hesley's registered and active users showing a comparison between year ending 2015 and year ending 2019. An active borrower is defined as any registered library user who borrows at least one loan item within a year.

Age Profile

2018-19			<p>Thorpe Hesley Library and Neighbourhood Hub is located within the Keppel ward.</p> <p>The 4-11 age group have the highest percentage of active borrowers.</p>
	Registered (%)	Active (%)	
Age 0-3	4.82	9.62	
Age 4-11	23.03	28.86	
Age 12-17	11.32	4.56	
Age 18-25	4.04	0.76	
Age 26-40	11.42	8.35	
Age 41-65	23.03	20.51	
Age 66+	22.34	27.34	
Unknown	0	0	

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Gender Profile

2018-2019	Registered (%)	Active (%)
Male	32.94	32.72
Female	66.67	67.05
Unknown	0.39	0.23

There are over 50% more female library users at Thorpe Hesley than there are male.

Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	73.82	72.41
Black or Black British	0	0
Dual Heritage	0.3	0.69
Asian or Asian British	1.48	1.61
Other	0.1	0
Unknown	24.30	25.29

The highest number of registered and active borrowers within the Keppel ward are White.

The Black, Asian, Minority Ethnic and Refugee (BAMER) community is low.

However in terms of library use, there is a high number of "Unknown" or undeclared ethnicity.

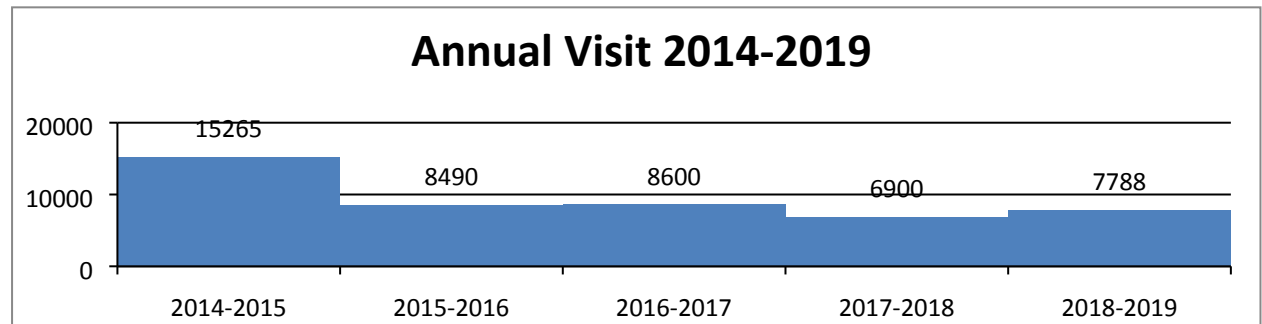
Disability Profile

2018-2019	Registered	Active
Self-declared disabled	22	12

Monitoring of library users asks whether they consider themselves disabled.

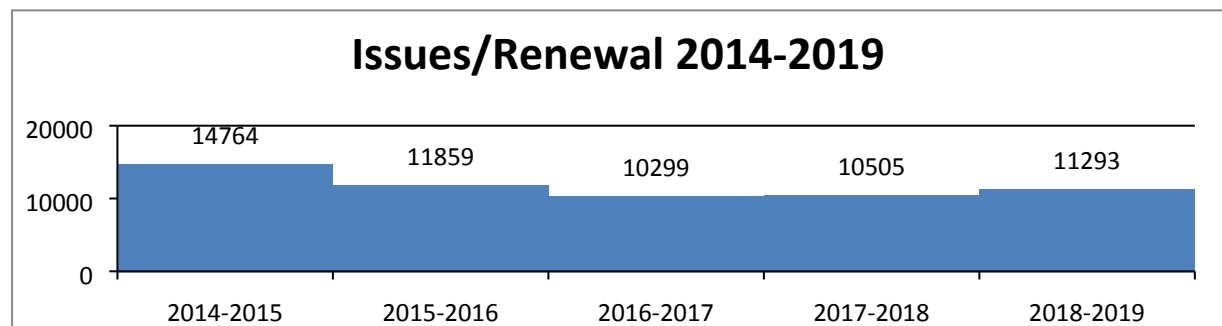
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Annual Visits



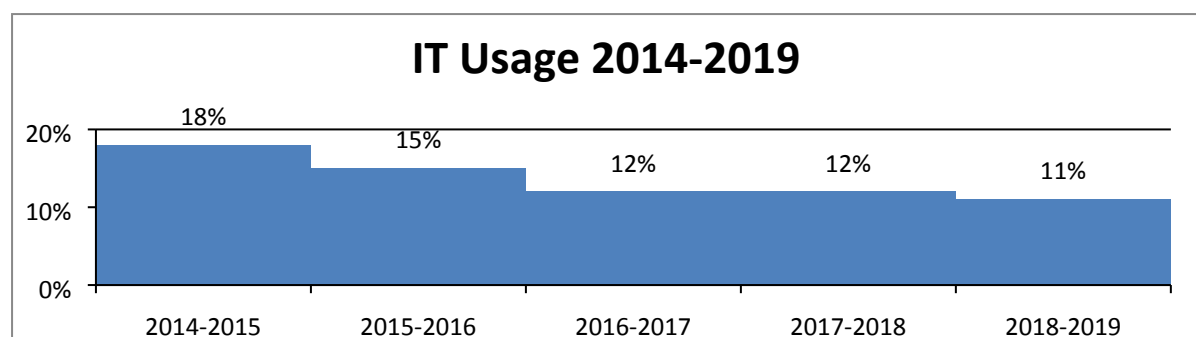
Library visitor figures are counted and recorded manually by library staff.

Issues/Renewals



Issues/renewals have shown a similar decline as visitor figures over the last few years but last year there was a small increase in both.

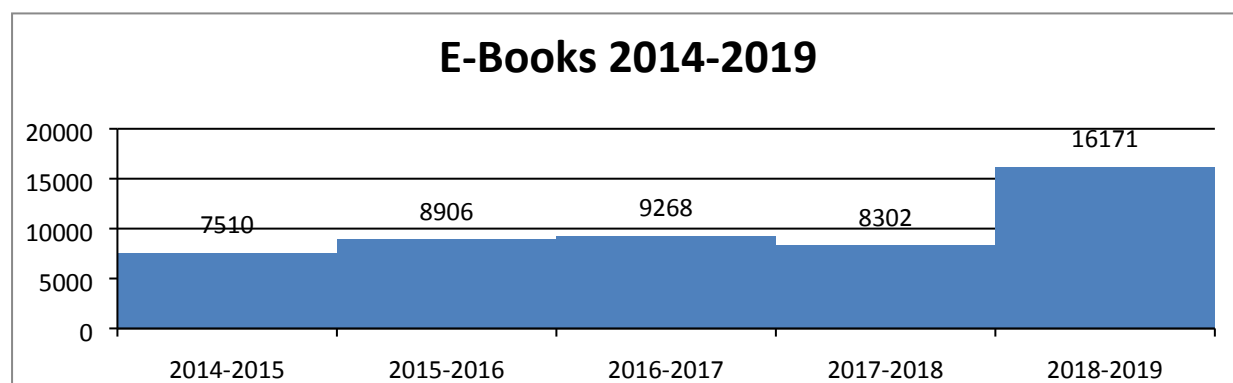
IT Usage



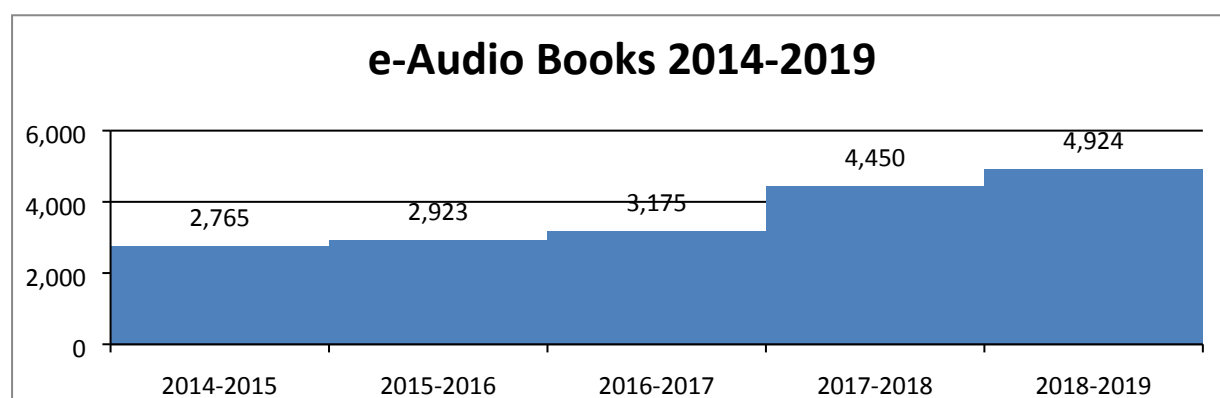
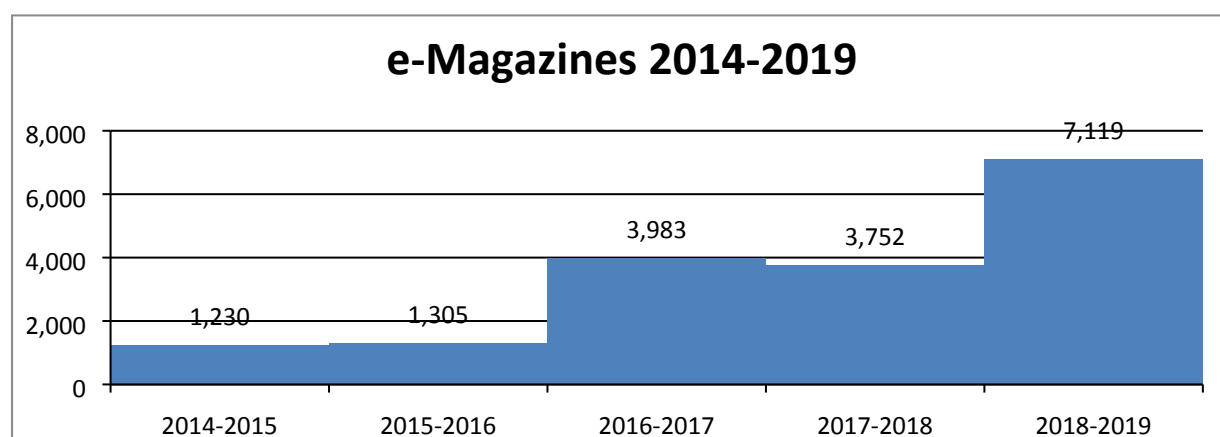
Thorpe Hesley has 2 public access computers. The table above shows % of average usage based on available PC hours available in the Library

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e-Books, e-Magazines and e-Audio books



Rotherham Libraries and Neighbourhood Hubs have a collection of over 10,000 titles of e-books available for registered borrowers to download directly to their mobile devices for free. The table above shows e-books issued across the service from 2014 to 2019.



Rotherham Libraries also have a collection of e-magazines and e-audiobooks which can be loaned out free of charge. The tables above show the increase in e-Magazine views and e-Audio book downloads.

Customer Satisfaction

The overall Customer satisfaction level at Thorpe Hesley Library and Neighbourhood Hub for 2018/19 was 100%.

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Volunteers

Thorpe Hesley Library & Neighbourhood Hub facilitated 1 volunteer placement in 2018/19. The total amount of volunteer hours worked during this period was 150 hours.

Building Information

Thorpe Hesley Library & Neighbourhood Hub operates on a rolling term lease in two rooms, rented from St Thomas Church; it was established in 2007. The library can fold away when not in use.

Thorpe Hesley has a rent of £9,000 per annum.

Service Offer

Thorpe Hesley Library & Neighbourhood Hub is currently open Monday, Tuesday, Thursday, Friday, Saturday and Sunday, 26 hours per week.

Thorpe Hesley Library & Neighbourhood Hub has great potential to build on many community links, including the Trinity Centre Parish Council.

A twice-weekly Rhymetime session is delivered from Thorpe Hesley, with an excellent number of children attending the session each week with their parents.

Learn My Way ICT support sessions are available weekly free of charge for members of the public to attend to learn and improve their basic ICT skills. Free Wi-Fi is also available during opening hours for customers to access from their mobile devices.

Rotherham Libraries and Neighbourhood Hubs are working closely with the Department for Work and Pensions (DWP) and Job Centre to deliver Universal Credit support from this location.

Thorpe Hesley has 1 established readers group currently meeting monthly (Thorpe Hesley Readers Group).

Courses are run by Rotherham College at Thorpe Hesley Library & Neighbourhood Hub during term time.

Work is underway to maximise links with health services in the local area and partnerships are being established in line with the National Library Health Offer. Discussions have taken place with Adult Services to form a partnership which will help to improve the lives of the local older population.

Whilst Thorpe Hesley is warm and welcoming, utilising a limited space very carefully to schedule in a wide array of services and functions, the physical size of the building restricts the range of services that can be offered.