

Appendix 13

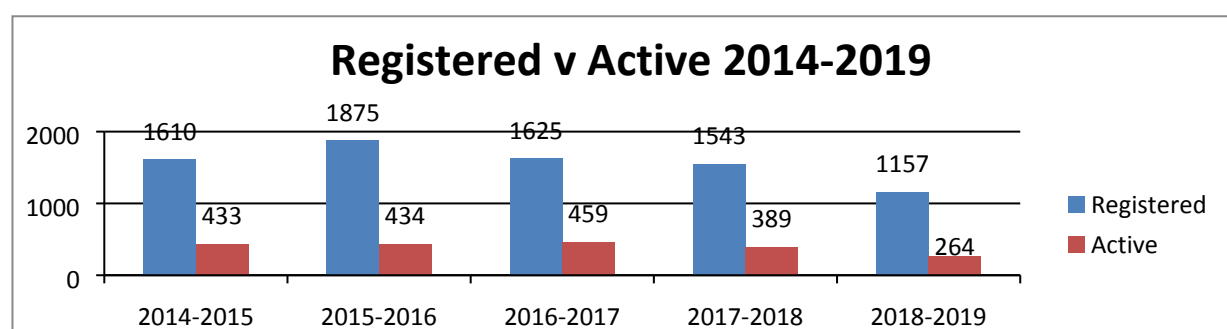
Thurcroft Library and Neighbourhood Hub Site Profile (South)

Financial Information

Description	Budget 2018/19	Comments
Building Costs	7,058	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	28,564	
<i>Band C 0.09 FTE (Relief Staff)</i>		
<i>Band D 1.1 FTE</i>		
<i>Band F 0.1 FTE</i>		
Non staff Costs	397	
Income	-309	
Net Budget	£35,710	

Customer Profile

Registered/Active Users



The chart shows an analysis of Thurcroft'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			Thurcroft Library and Neighbourhood Hub is located in the Rother Vale ward. The 4-11 age group have the highest percentage of active borrowers.
	Registered (%)	Active (%)	
Age 0-3	2.4	4.76	
Age 4-11	23.97	37.73	
Age 12-17	21.4	7.33	
Age 18-25	8.05	3.66	
Age 26-40	17.55	13.19	
Age 41-65	16.52	15.02	
Age 66+	10.1	18.32	
Unknown	0	0	

Appendix 13

Gender Profile

2018-2019	Registered (%)	Active (%)
Male	39.39	30.94
Female	60.36	68.44
Unknown	0.26	0.63

There are more female registered library users at Thurcroft than there are male.

This reflects the borough pattern where there are more females than males.

Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	80.48	87.52
Black or Black British	0.68	0
Dual Heritage	0.09	0.65
Asian or Asian British	0.6	0.32
Other	0.26	0.32
Unknown	17.89	11.29

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

The Black, Asian, Minority Ethnic and Refugee (BAMER) community within the Rother Vale ward is low.

However, there is quite a high number of library users with "Unknown" or undeclared ethnicity.

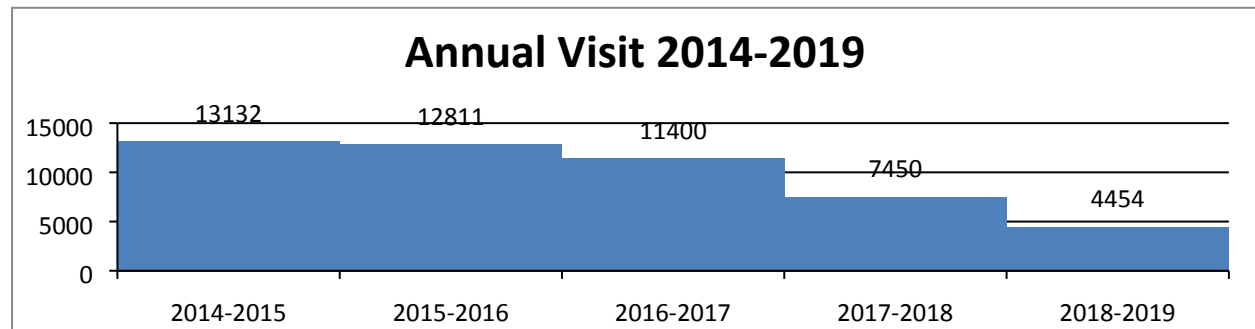
Disability Profile

2018-2019	Registered	Active
Self-declared disabled	34	10

Monitoring of library users asks whether they consider themselves disabled.

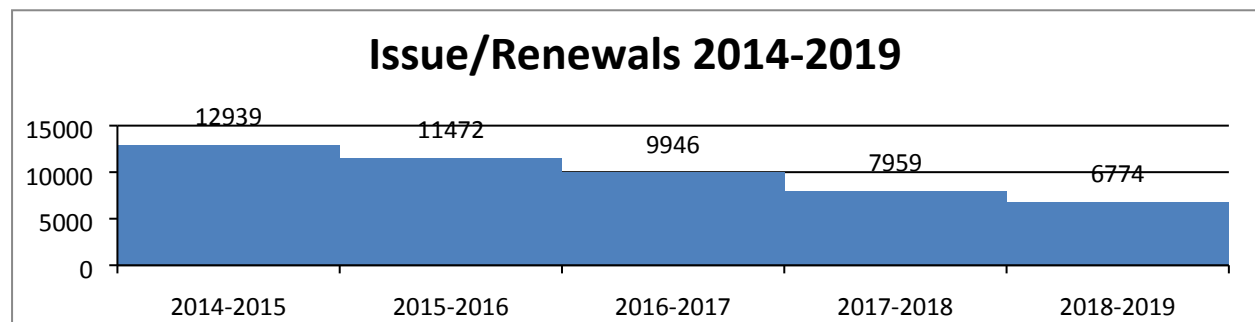
Appendix 13

Annual Visits



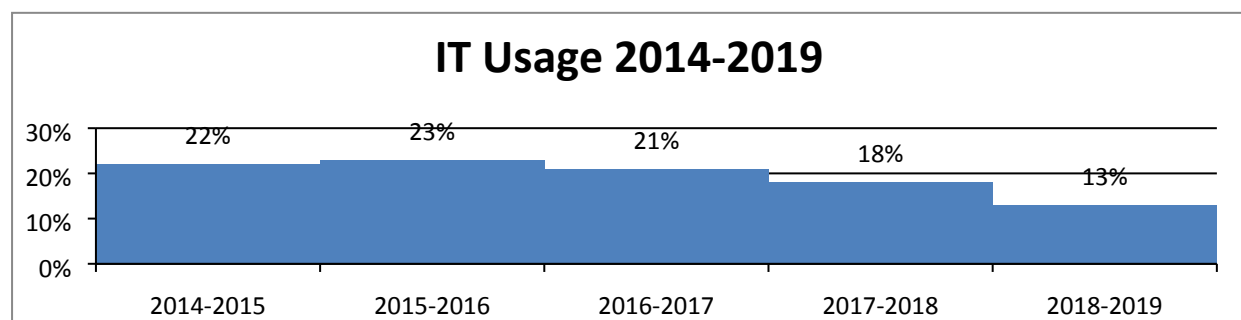
Library visitor figures are counted and recorded manually by library staff.

Issues/Renewals



Issues/renewals have shown a similar decline as visitor figures over the last few years.

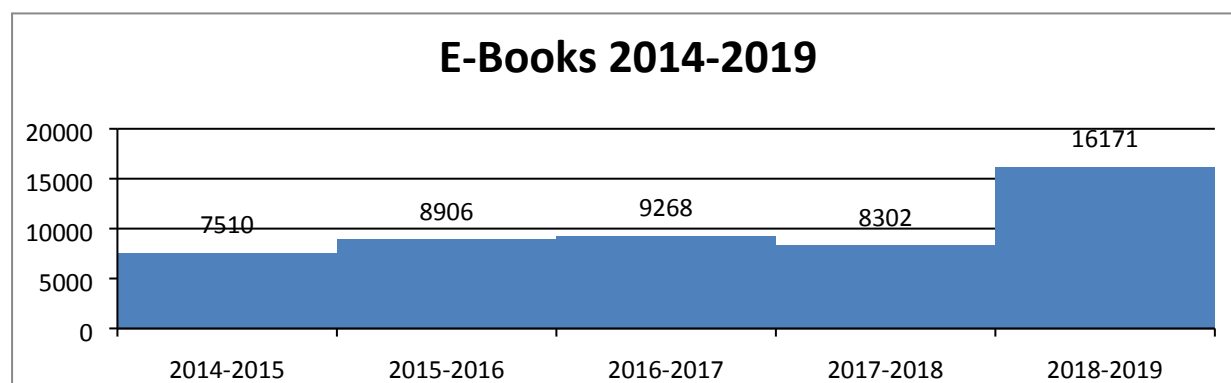
IT Usage



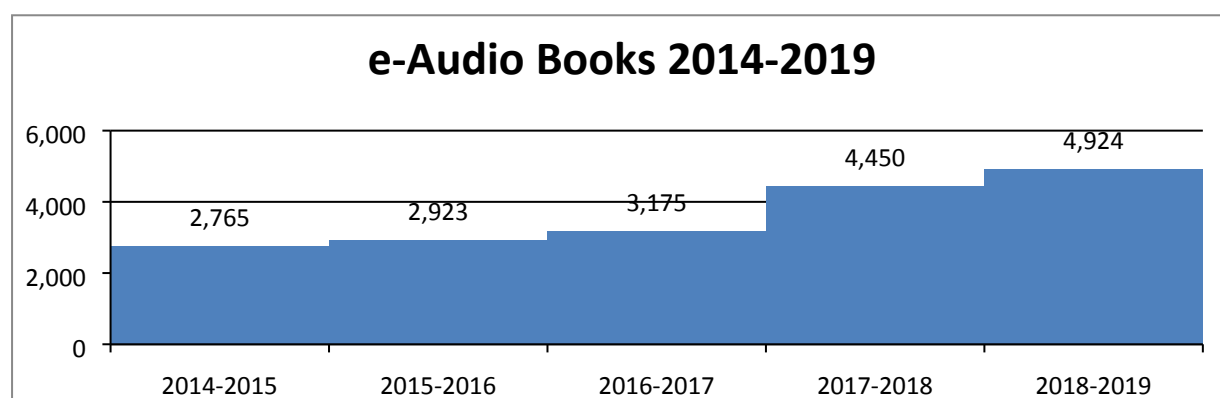
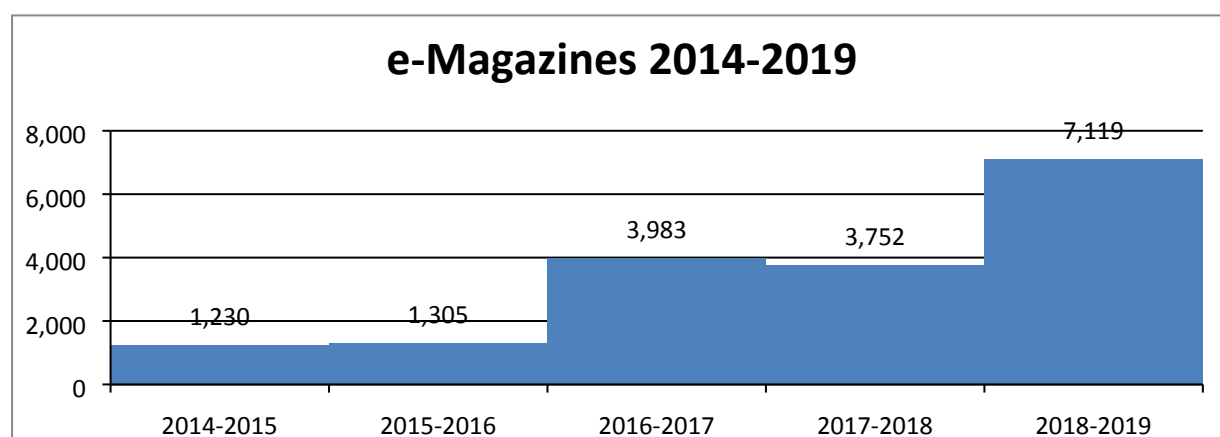
Thurcroft Library has 6 public access computers. The table above shows % of average usage based on available PC hours available in the Library.

Appendix 13

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 Thurcroft Library and Neighbourhood Hub for 2018/19 was 100%.

Appendix 13

Volunteers

Thurcroft Library & Neighbourhood Hub facilitated 1 volunteer placement in 2018/19. The total amount of volunteer hours worked during this period was 100 hours.

Building Information

Thurcroft Library & Neighbourhood Hub is located inside Thurcroft Junior and Infants school. Thurcroft school is now an academy school.

A 3 year lease of the building is in place which began on 1st July, 2017 at a rent of £1,750 per annum.

Service Offer

Thurcroft Library & Neighbourhood Hub is currently open Monday, Tuesday, Thursday, Friday and Saturday, 20 hours per week.

There is great potential to build on many community links, including Thurcroft Parish Council and Thurcroft Hub.

Staff work hard to make Thurcroft Library more vibrant by arranging many activities within the library and advertising these effectively on Facebook and local community forums.

A weekly Rhymetime session is delivered from Thurcroft, with a good rate of attendance each week.

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.

Thurcroft has 2 reader groups currently meeting monthly (Thurcroft Readers and Thurcroft Book Lovers).

Thurcroft delivers a weekly Lego club which has a high level of participation. A Scrabble club also runs weekly and the Homework club takes place each week with staff supporting students in their studies.

Funding from the local housing development has now been used to invest in digital kit and technology for Thurcroft Library to deliver activities and workshops to benefit families living in the new development and surrounding area. This will enhance the whole library provision at Thurcroft and help us to build a vibrant and well-used neighbourhood hub for local residents. It will assist the Library in building stronger links with the co-located school and help create an exciting and innovative space. When visiting, local families can enjoy modern technology and enhance their learning, reading and digital skills, offering an opportunity to gain and retain skills for life. The kit will also encourage visitors from further afield to Thurcroft Library, which will enhance the local economy.

Work is underway to maximise the links with local health services and partnerships are being established in line with the National Library Health Offer.

Following recent renovation work, Thurcroft now offers a fresh and welcoming space delivering a wide array of services and functions.