

## Appendix 1

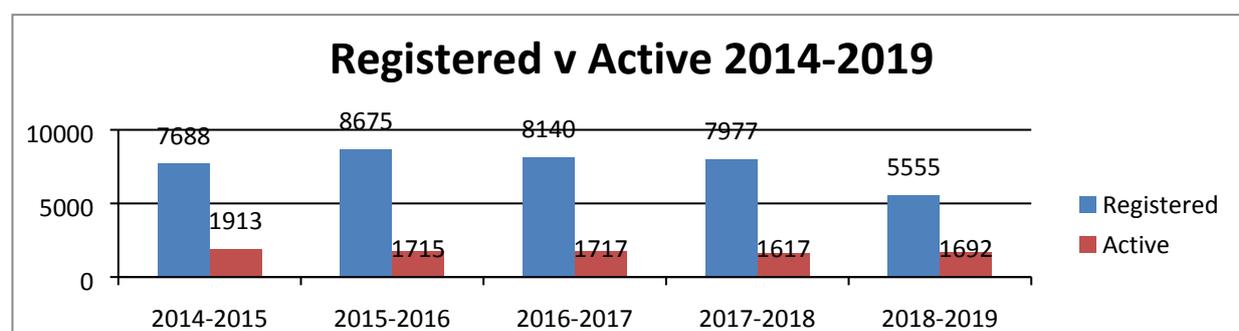
### Aston Library and Neighbourhood Hub Site Profile (South)

#### Financial Information

Description	Budget 2018/19	Comments
<b>Building Costs</b>	<b>11,314</b>	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.
<b>Staffing Costs</b>	<b>113,543</b>	
<i>Band C 0.36 FTE (Relief Staff)</i>		
<i>Band D 1.7 FTE</i>		
<i>Band F 2.6 FTE</i>		
<b>Non staff Costs</b>	<b>2559</b>	
<b>Income</b>	<b>-1390</b>	
<b>Net Budget</b>	<b>£126,026</b>	

#### Customer Profile

##### Registered/Active Users



The chart shows an analysis of Aston's registered and active users 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	Registered (%)	Active (%)
Age 0-3	3.33	6.45
Age 4-11	21.18	30.34
Age 12-17	12	6.86
Age 18-25	6.79	2.6
Age 26-40	17.87	9.58
Age 41-65	21.16	19.99
Age 66+	17.65	24.19
Unknown	0	0

The 4-11 age range make up the biggest group of registered users and active borrowers at Aston Library.

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### Gender Profile

2018-2019	Registered (%)	Active (%)
Male	37.48	36.33
Female	61.98	63.46
Unknown	0.54	0.21

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

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

### Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	84.98	86.97
Black or Black British	1.1	1.2
Dual Heritage	0.92	1.04
Asian or Asian British	1.04	0.83
Other	0.92	1.09
Unknown	11.04	8.86

The highest percentage of registered and active borrowers within the Holderness ward are White.

### Disability Profile

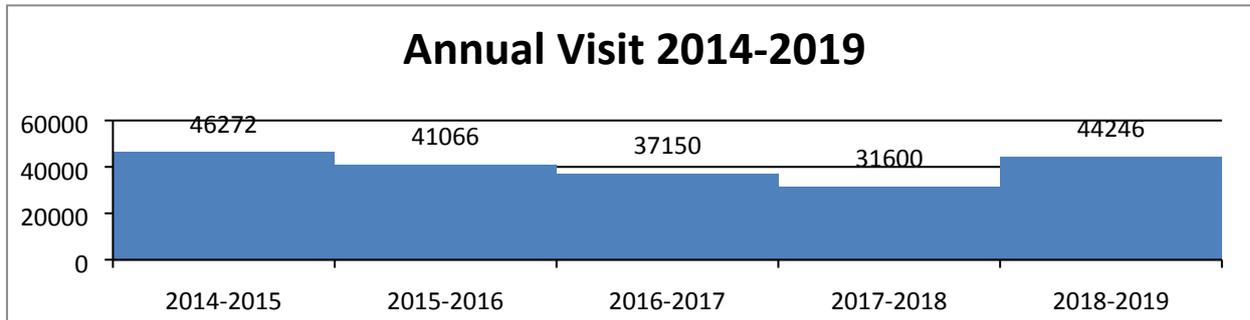
2018-2019	Registered	Active
Self-declared disabled	260	93

Monitoring of library users asks whether they consider themselves disabled.

The number of active borrowers who consider themselves disabled is small compared to the total number of active borrowers.

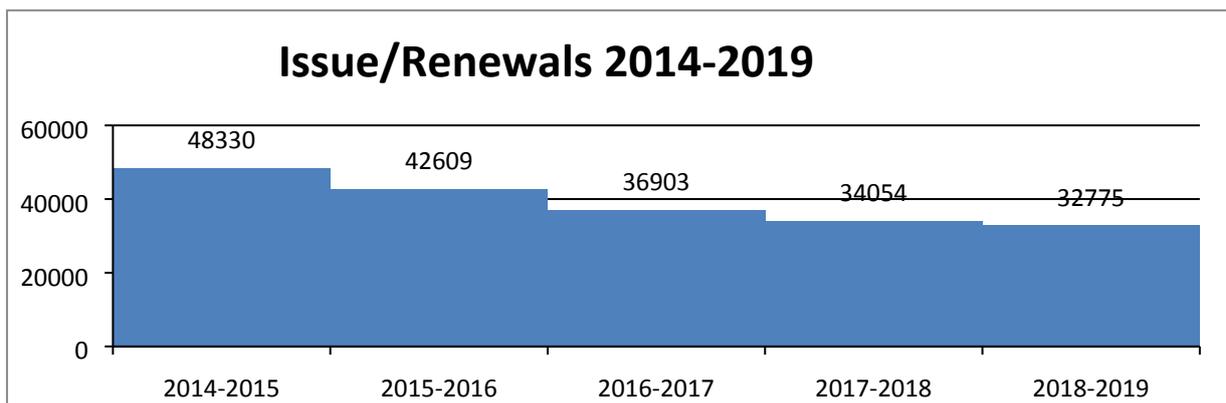
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### Annual Visits



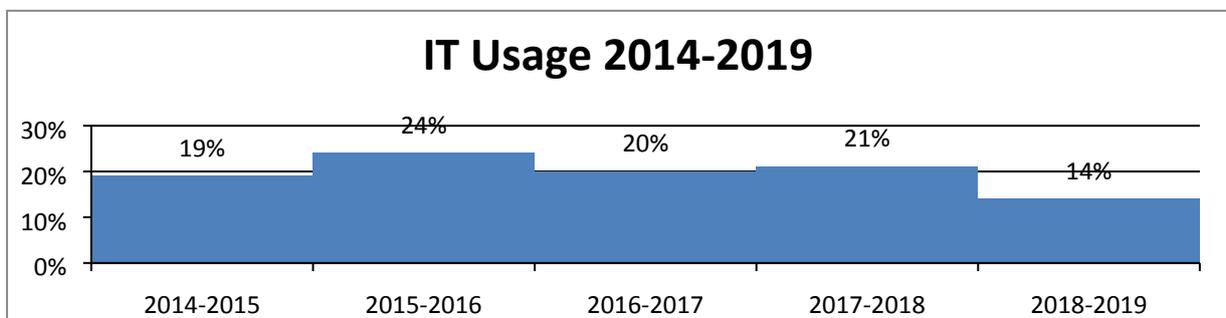
Library visitor figures are counted and recorded manually by library staff.

### Issues/Renewals



Issues/renewals figures for 2014 to 2019.

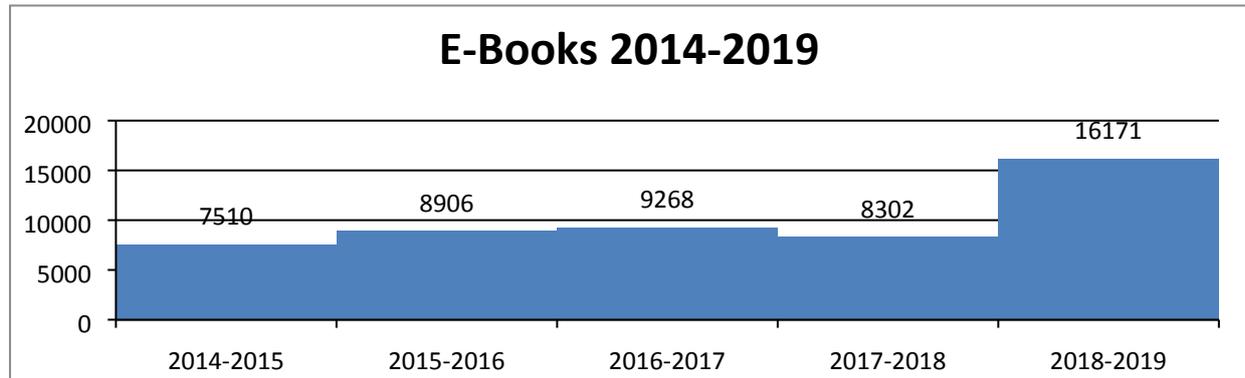
### IT Usage



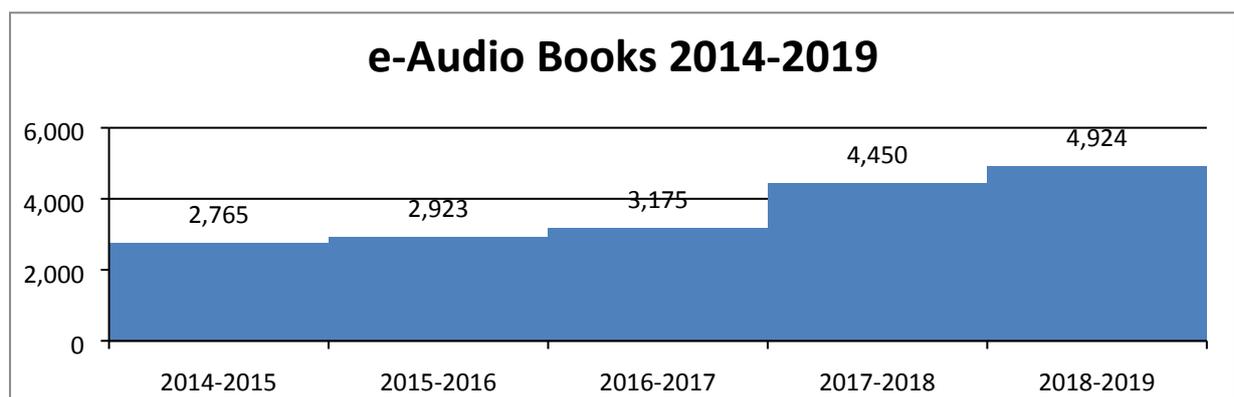
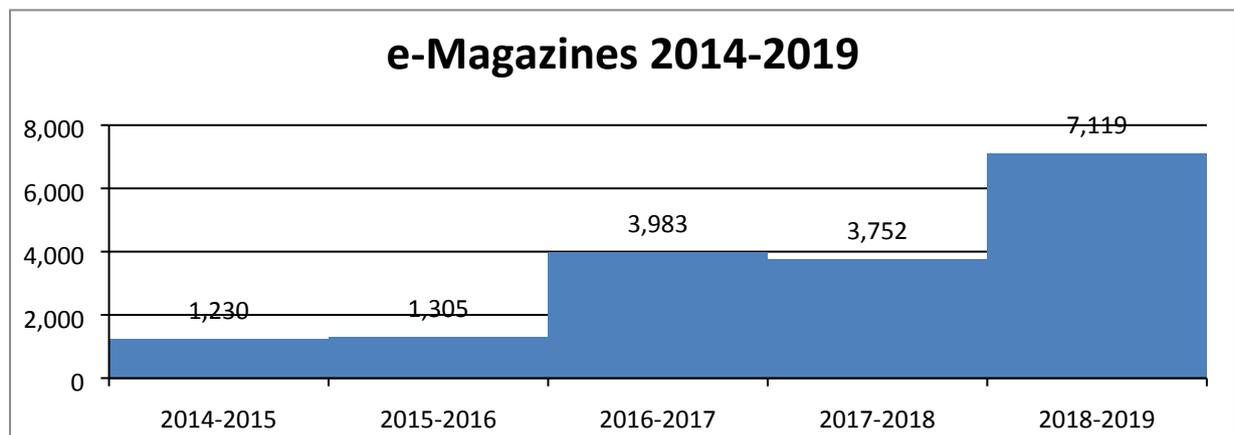
Aston Library has 8 public access computers. The table above shows % of average usage based on available PC hours in the Library.

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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 Aston Library and Neighbourhood Hub for 2018/19 was 96.1%.

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### Volunteers

Aston Library & Neighbourhood Hub facilitated 3 volunteer placements in 2018/19. The total number of volunteer hours worked during this period was 200.

### Building Information

Aston Library & Neighbourhood Hub is a modern Council owned building built in 2010.

The building was developed by the Council as a joint service centre with the NHS and provides doctors surgeries, shared Council locality offices and NHS office accommodation, community meeting rooms and a library.

The building is in good condition with pro-rata library revenue running costs at £11,314 per annum.

### Service Offer

Aston Library & Neighbourhood Hub is currently open Monday-Saturday, 46 hours per week.

Aston has great potential to build on many community links, including the Aston-cum-Aughton Parish Council, Aston Tenants and Residents Association and Children's Centre. Local schools regularly show an interest in supporting activities and attending class visits and additional classes such as Rhymetime sessions.

A weekly Rhymetime session is delivered from Aston, with around 22 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.

Citizens Advice Bureau offer fortnightly appointments from Aston and these are managed in partnership with staff from Aston Library & Neighbourhood Hub.

Aston has 2 reader groups currently meeting monthly (Aston New Mums and Bookworms).

Rotherham Open Arts Renaissance (ROAR) regularly works together with Aston Library & Neighbourhood Hub to promote local art exhibitions within the library space. ROAR is a National Portfolio Organisation funded by the Arts Council England which works to support emerging and professional artists living or working in Rotherham. Exhibitions to date have received excellent feedback and attendance from the local community.

Action on Hearing Loss (formerly the Royal National Institute for Deaf People) delivers a monthly drop-in service from this site. A representative is on hand to help members of the local community maintain and repair their hearing aids. Replacement batteries are also available from Aston Library & Neighbourhood Hub whenever the site is open and are free of charge. This service is highly used and extremely well regarded in Aston.

Work is underway to maximise the links with the health services on site and partnerships will be established in-line with the National Library Health Offer. Aston Library also hosts a collection of Reading

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Well mental health books for young people and their carer's as well as the new Empathy collection.

Currently revenues and benefit advice is accessible by appointment Monday-Friday. Assisted digital services for online services are offered daily. Rotherham Libraries and Neighbourhood Hubs are working closely with the Department for Work and Pension service (DWP) and the Job Centre to deliver Universal Credit Support from this location.

Aston is the only site in the borough offering Assisted Digital Visa Support. This is a partnership with We are Digital (through Libraries Connected) where staff at Aston will be supporting customers wishing to apply for a UK visa to access the form and complete the details. This service will receive a fee up to a maximum of £50 for each customer where support is provided.

Aston is warm and welcoming utilising a modest space very carefully to schedule in a wide array of services and functions. It fits perfectly into the community hub label and delivers on many corporate agendas.