

Appendix 5

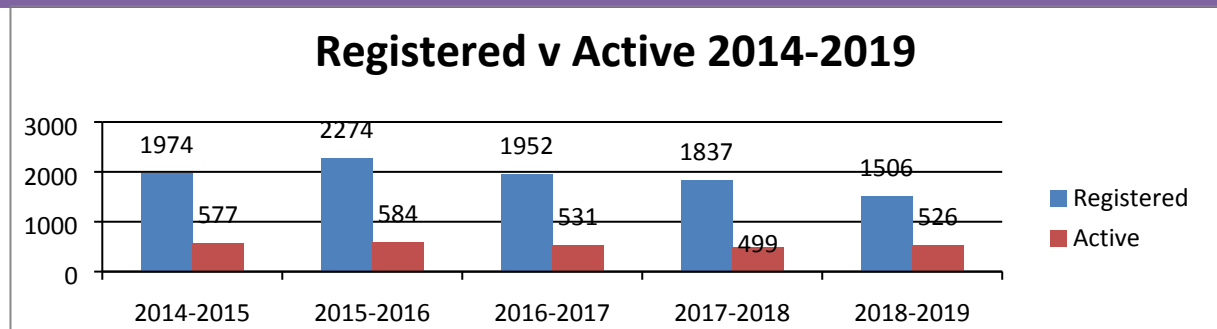
Kimberworth Library and Neighbourhood Hub Site Profile (Central)

Financial Information

Description	Budget 2018/19	Comments
Building Costs	9,286	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	28,566	
<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	275	
Income	-618	
Net Budget	£37,509	

Customer Profile

Registered/Active Users



The chart shows an analysis of Kimberworth'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	Registered (%)	Active (%)	
Age 0-3	2.26	3.8	Kimberworth Library sits in the Rotherham West ward. The most active users are aged 66+ years.
Age 4-11	16.99	24.14	
Age 12-17	15	7.79	
Age 18-25	8.23	2.66	
Age 26-40	16.46	10.08	
Age 41-65	22.83	24.14	
Age 66+	18.25	27.39	
Unknown	0	0	

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Gender Profile

2018-2019	Registered (%)	Active (%)
Male	39.51	35.31
Female	60.16	63.81
Unknown	0.33	0.88

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

Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	71.2	76.92
Black or Black British	1.92	1.22
Dual Heritage	0.4	0.7
Asian or Asian British	3.58	1.92
Other	1.39	0.35
Unknown	21.5	18.88

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

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

There is a high number of "Unknown" or undeclared ethnicity in this ward.

Disability Profile

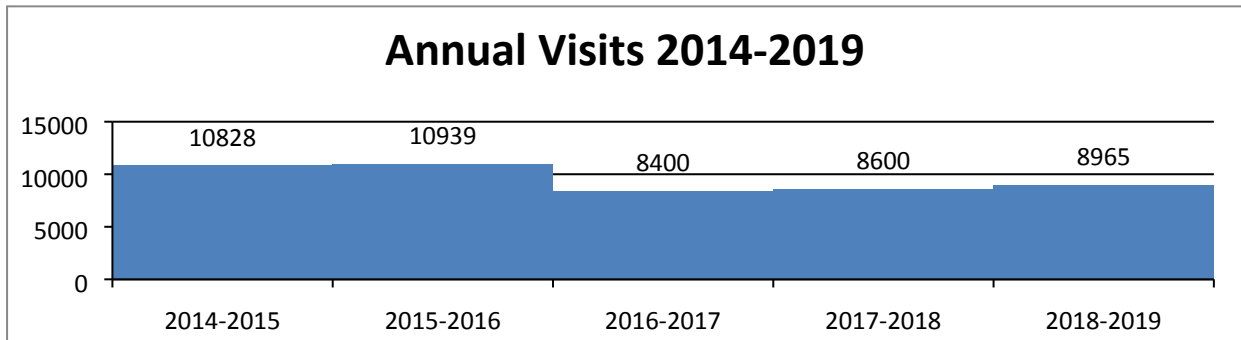
2018-2019	Registered	Active
Self-declared disabled	41	20

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.

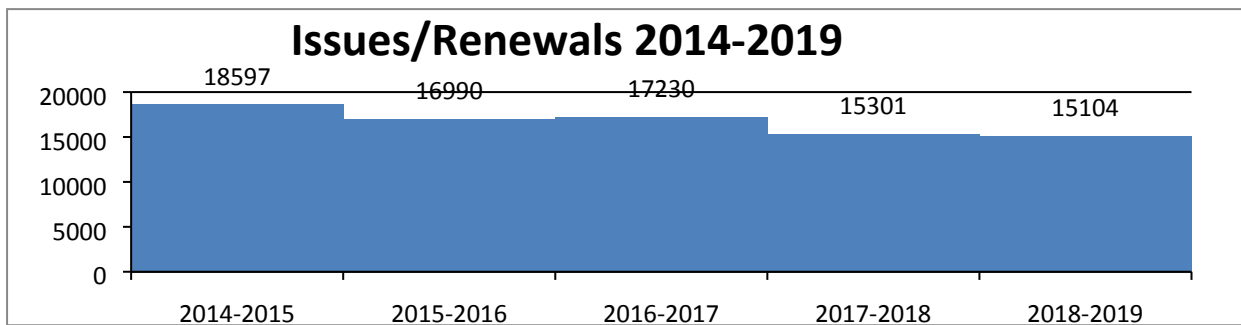
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Annual Visits



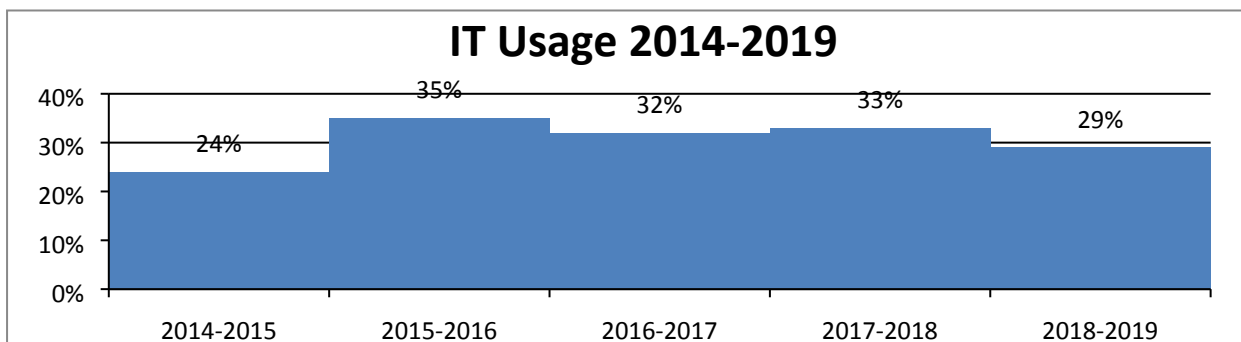
Library visitor figures are counted and recorded manually by library staff.

Issues/Renewals



Issues/renewals have declined over the last few years however visits increased in 2017/18 and 2018/19.

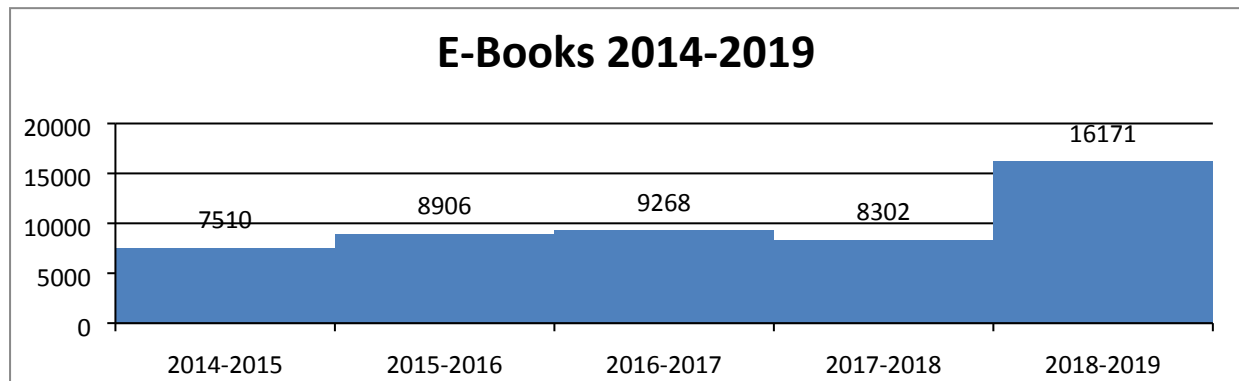
IT Usage



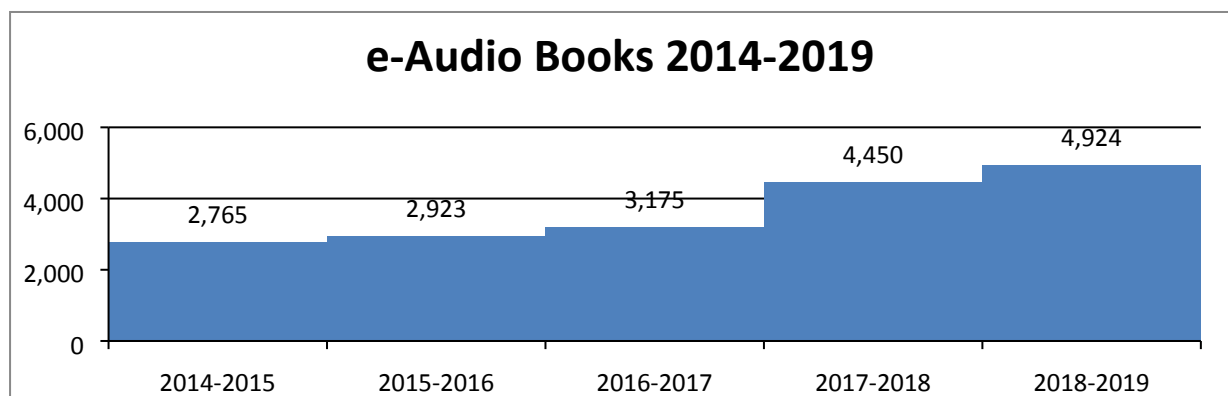
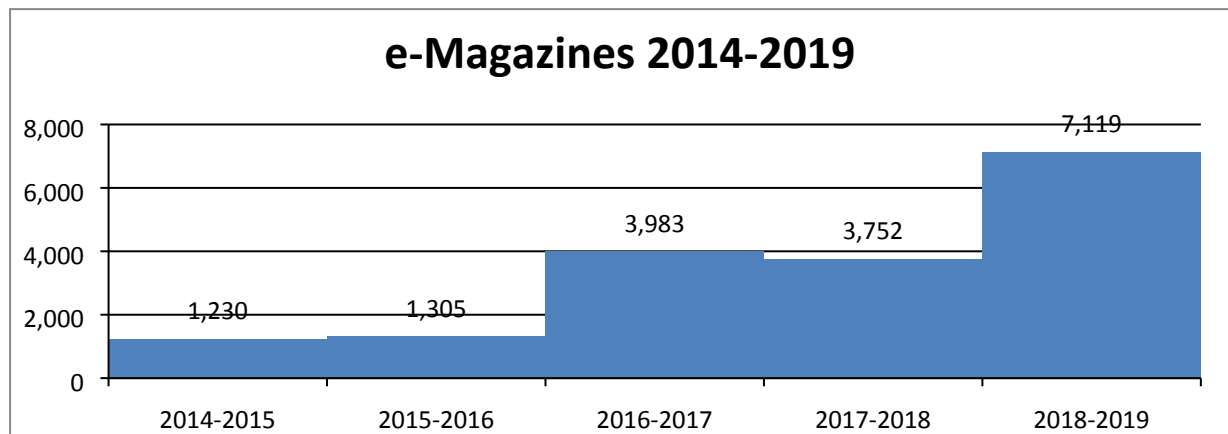
Kimberworth Library has 4 public access PCs. The table above shows average % of usage based on available PC time in the Library.

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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.

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Customer Satisfaction

The overall Customer satisfaction level with Kimberworth Library and Neighbourhood Hub in 2018/19 was 100%.

Volunteers

Kimberworth Library & Neighbourhood Hub facilitated 1 volunteer placement in 2018/19. The total number of volunteer hours worked during this period was 75.

Building Information

Kimberworth Library & Neighbourhood Hub is a Council owned building built in the 1970s within a district shopping parade.

The library is in fair condition for its age although the fixtures and fittings would benefit from an upgrade.

Revenue running costs are in the region of £9286 per annum.

Service Offer

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

Kimberworth has great potential to build on many community links, including the Kimberworth over 50's group, Greenside Residents Association, Kimberworth Park Community Partnership, Richmond Tenants and residents association and the Good Companions Group.

There is further scope to work with the local secondary School, Winterhill, to try to expand the use of the library after school with students. Work is underway to actively recruit volunteers to run an after school code club.

A staff led Saturday children's Story Stop is now in place on a Saturday morning, engaging with young children and parents.

A weekly Rhymetime session is delivered from Kimberworth, which is well attended by members of the local community.

Various Rotherfed supported community groups, tenants and residents associations meet at various locations in the Kimberworth area.

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.

Kimberworth has 2 reader groups currently meeting monthly (Kimberworth Readers Group and Kimberworth TG Readers Group).

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A weekly Shared Reading group is currently in the process of being set up at Kimberworth Community Library to bring people together each week to enjoy and experience literature through Shared Reading, bringing great books, poems and plays to life through reading aloud and group discussion.

A regular knit and natter Group also very popular at Kimberworth Community Library.

A weekly Health Advice clinic is delivered from Kimberworth Library and Neighbourhood Hub offering stop smoking services. Work is underway to maximise the links with the health services in the area and partnerships will be established in-line with the National Health Offer.

Whilst Kimberworth is warm and welcoming utilising a modest space very carefully to schedule in a wide array of services and functions, the physical size of the building restricts the range of services we are able to offer.