

## Appendix 3

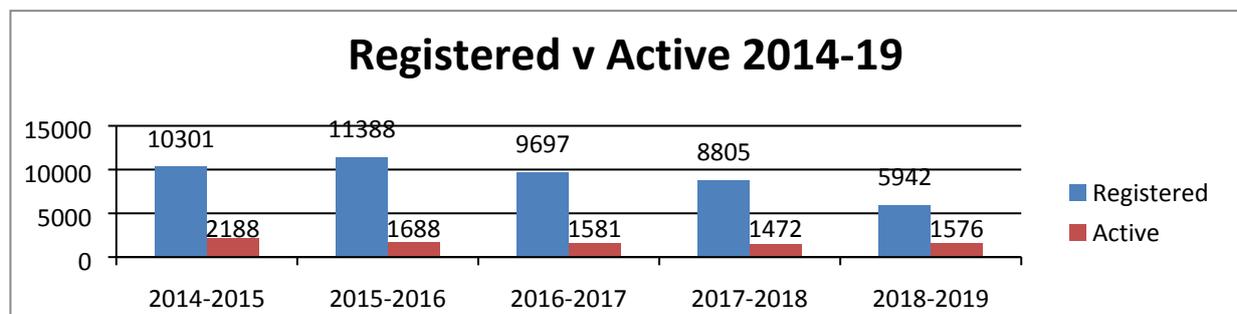
### Dinnington Library and Neighbourhood Hub Site Profile (South)

#### Financial Information

Description	Budget 2018/19	Comments
<b>Building Costs</b>	<b>57,611</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>101,259</b>	
<i>Band C 0.32 FTE (Relief Staff)</i>		
<i>Band D 2.5 FTE</i>		
<i>Band F 1.5 FTE</i>		
<b>Non staff Costs</b>	<b>1132</b>	
<b>Income</b>	<b>-3425</b>	
<b>Net Budget</b>	<b>£156,577</b>	

#### Customer Profile

##### Registered/Active Users



The chart shows an analysis of Dinnington'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

2018-2019	Registered (%)	Active (%)	The 66+ age group makes up the highest percentage of active users.
Age 0-3	1.74	3.56	
Age 4-11	17.85	28.63	
Age 12-17	12.84	7	
Age 18-25	7.92	3.44	
Age 26-40	17.89	9.48	
Age 41-65	23.21	17.75	
Age 66+	18.56	30.15	
Unknown	0	0	

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### Gender Profile

2018-2019	Registered (%)	Active (%)
Male	40.97	37.37
Female	58.80	62.23
Unknown	0.24	0.39

There is a higher percentage of registered and active female library users than male in Dinnington.

### Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	78.81	76.87
Black or Black British	0.56	0.79
Dual Heritage	0.34	0.34
Asian or Asian British	0.52	0.51
Other	0.47	0.34
Unknown	19.30	21.17

Black, Asian, Minority Ethnic and Refugee (BAMER) community within the Dinnington ward is relatively low in comparison to the population.

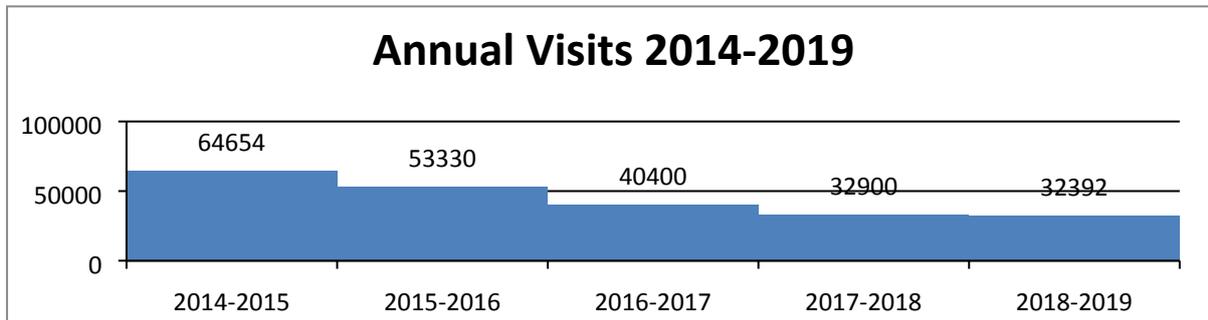
### Disability Profile

2018-2019	Registered	Active
Self-declared disabled	815	168

Monitoring of library users asks whether they consider themselves disabled.

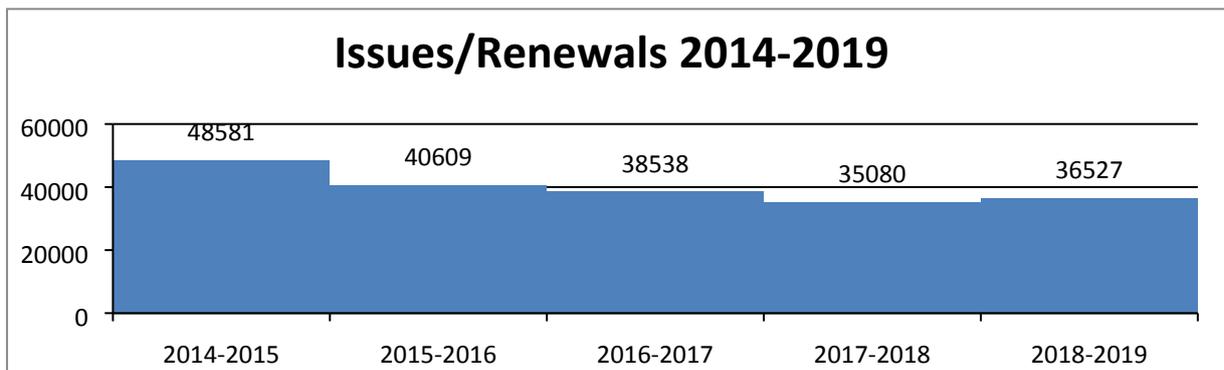
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### Annual Visits



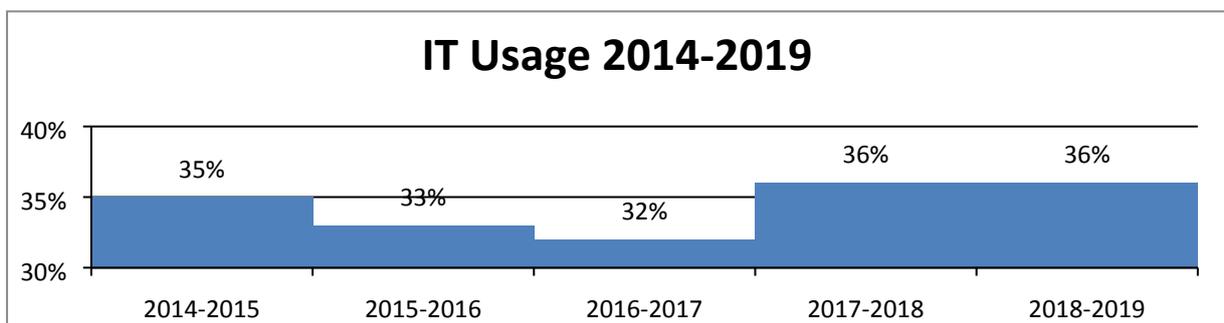
Library visitor figures are counted and recorded manually by library staff.

### Issues/Renewals



Issues/renewals have improved in 2018/19 when compared to the previous year.

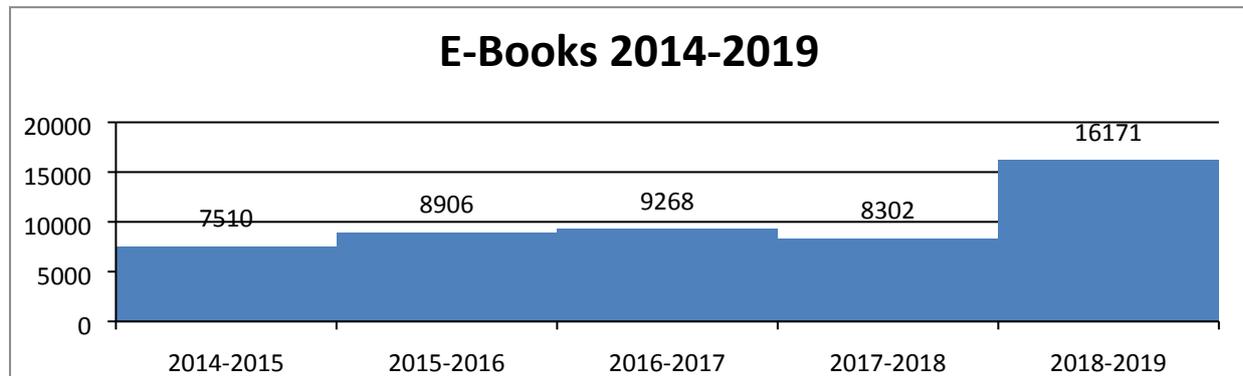
### IT Usage



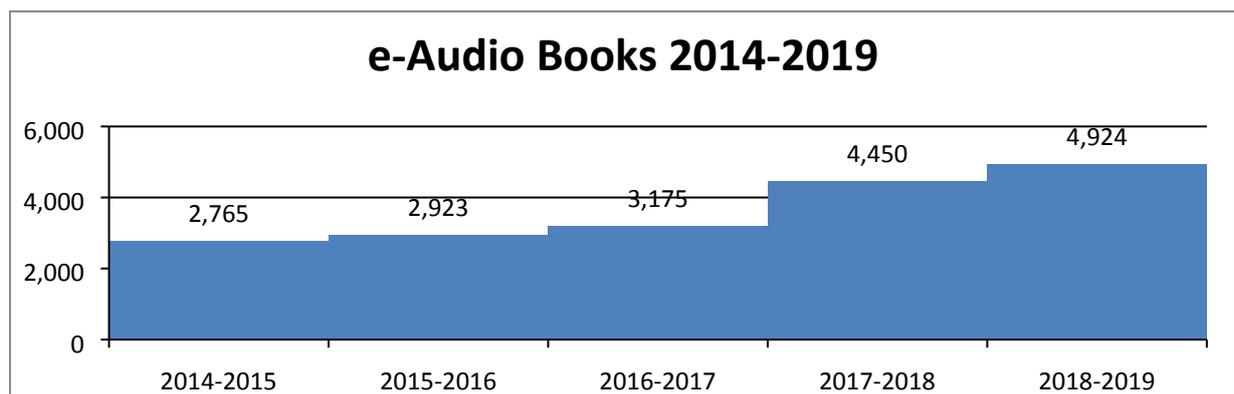
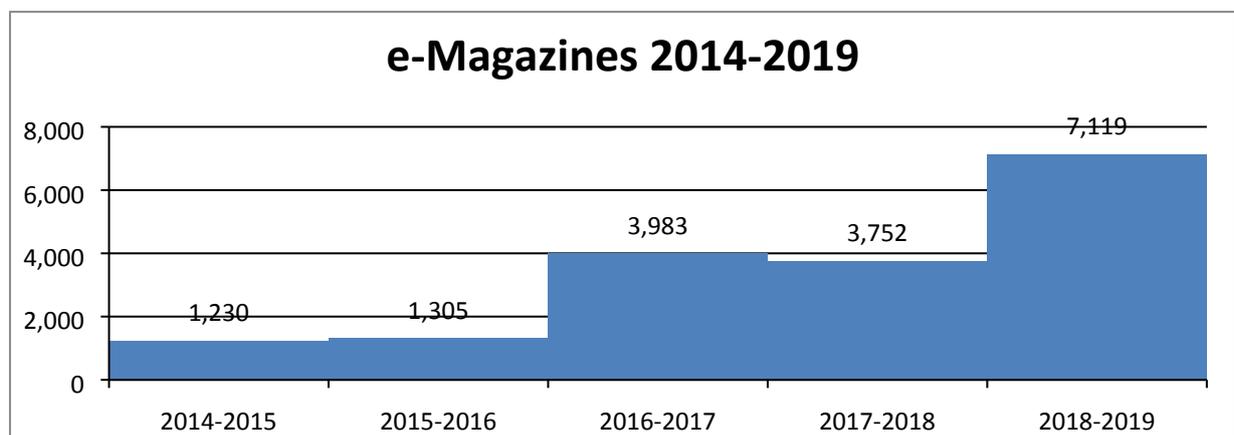
Dinnington Library has 12 public access computers. The table above shows % of average usage based on available PC hours in the Library.

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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 Dinnington Library and Neighbourhood Hub in 2018/19 was 97.7%.

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### Volunteers

Dinnington Library & Neighbourhood Hub facilitated 7 volunteer placements in 2018/19. The total number of volunteer hours worked during this period was 525.

### Building Information

Dinnington Library & Neighbourhood Hub is located in Dinnington Resource Centre in a modern building which is operated by the Resource Centre charity.

The building was built in the late 1990 and is generally in good condition. The library extends to ground and first floor accommodation.

The lease terms is from 2002 for a period of 20 years at a rent of £14,100 per annum (expires 2022).

### Service Offer

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

Dinnington has great potential to build on many community links, including the Resource Centre and local Children's Centre. Dinnington Library & Neighbourhood Hub continues to have excellent links with local schools and class visits are planned in as often as possible, working well with teachers and support workers to facilitate.

Dinnington Library and Neighbourhood Hub is used by colleagues from RMBC Housing Services and South Yorkshire Housing Association for families to use when they are signing up for properties.

A weekly Rhymetime session is delivered from Dinnington, which has excellent attendance levels by children and their parents.

Dinnington Library & Neighbourhood Hub offers a comprehensive plan of children's activities throughout the year, which supports national initiatives such as World Book Day and the Summer Reading Challenge, with excellent attendance.

The Family History group meet weekly in the library space. The group is well established in the area and is attended by regular members of the group. The group also welcomes new members from the local community.

Dinnington boasts 2 volunteer led senior citizen computer classes which run weekly from the Library public PC's. Classes are split into 2 groups to offer help and advice for both beginners and advanced ICT users.

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 and Kiveton Park Advice Service offer weekly appointments from Dinnington and these are managed in partnership with staff from Dinnington Library & Neighbourhood Hub.

The National Careers Service – Prospects, currently offer adult careers advice on a weekly basis from Dinnington.

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The local Councillors currently deliver a drop in surgery for members of the local community. The sessions take place once a month.

Dinnington has 2 reader groups currently meeting monthly (Chapter & Verse and Rother Valley).

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

Work is underway to maximise the links with the health service in the area and partnerships will be established in-line with the National Library Health Offer.

Currently revenues and benefit advice is accessible by appointment on Monday and Friday each week. Assisted digital services for online services are offered daily in addition to this via the Public access PC's. Rotherham Libraries and Neighbourhood Hubs are working closely with the Department for Work and Pension service and Job Centre to deliver Universal Credit Support from this location. Additionally a face to face Blue Car Badge and Concessionary Travel service operates daily adding to the vast array of service on offer from this community hub.

Dinnington 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.