

## Appendix 4

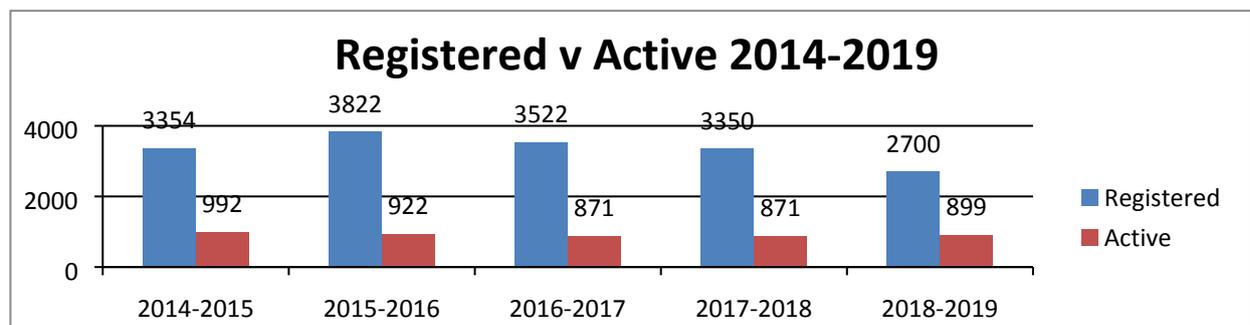
### Greasbrough Library and Neighbourhood Hub Site Profile (Central)

#### Financial Information

Description	Budget 2018/19	Comments
<b>Building Costs</b>	<b>20,531</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>50,376</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>548</b>	
<b>Income</b>	<b>-1390</b>	
<b>Net Budget</b>	<b>£70,065</b>	

#### Customer Profile

##### Registered/Active Users



The chart shows an analysis of Greasbrough'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	2.85	6.59
Age 4-11	16.27	23.24
Age 12-17	11.19	5.36
Age 18-25	8.6	4.36
Age 26-40	19.31	12.4
Age 41-65	23.94	21.56
Age 66+	17.83	26.48
Unknown	0	0

Greasbrough Library sits within the Wingfield ward. The 66+ age group are the most active.

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### Gender Profile

2018-2019	Registered (%)	Active (%)
Male	42.77	38.96
Female	57.01	60.66
Unknown	0.22	0.39

There are more female registered library users at Greasbrough Library & Neighbourhood Hub than there are male.

### Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	82.44	82.34
Black or Black British	1.11	0.87
Dual Heritage	0.33	0.58
Asian or Asian British	0.93	0.97
Other	0.67	0.58
Unknown	14.52	14.67

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

The percentage of Black, Asian, Minority Ethnic and Refugee (BAMER) community registered and active is low.

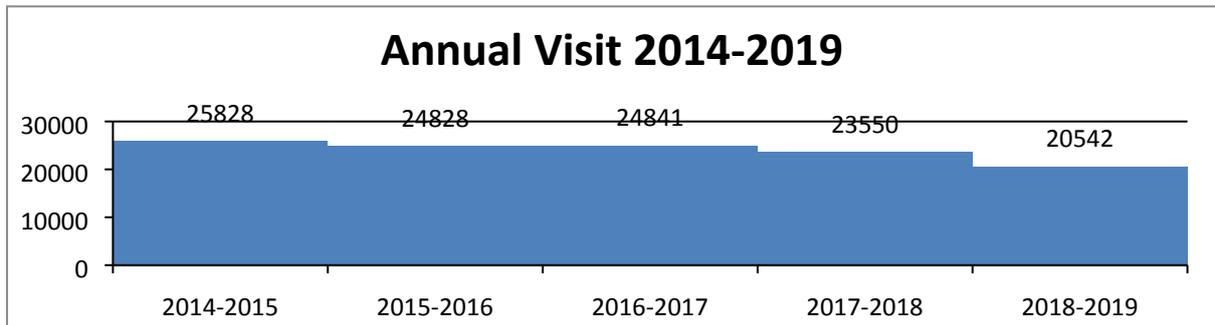
### Disability Profile

2018-2019	Registered	Active
Self-declared disabled	89	29

Monitoring of library users asks whether they consider themselves disabled.

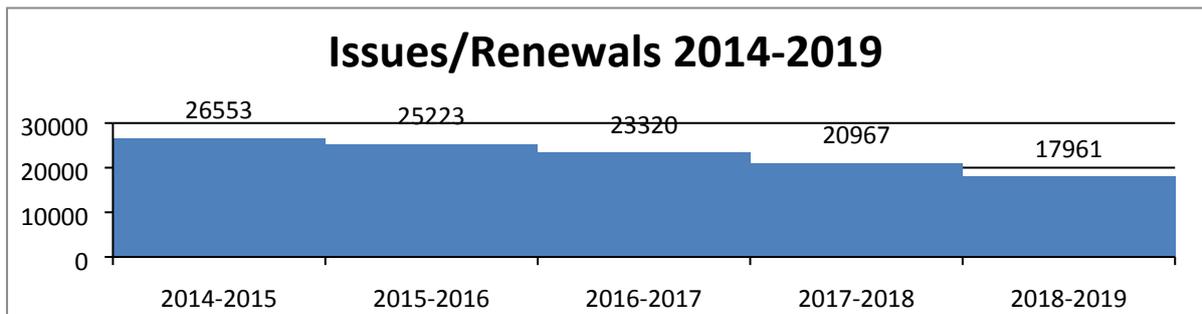
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### Annual Visits



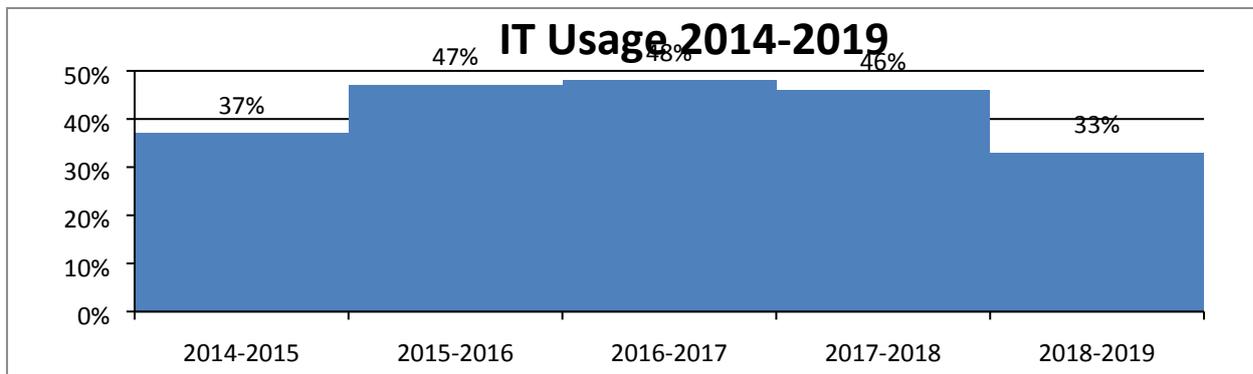
Library visitor figures are counted and recorded manually by library staff.

### Issues/Renewals



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

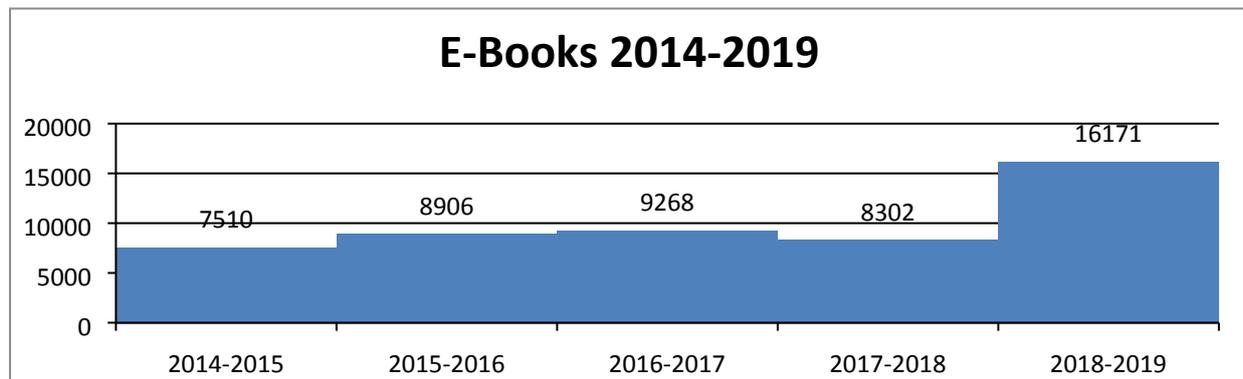
### IT Usage



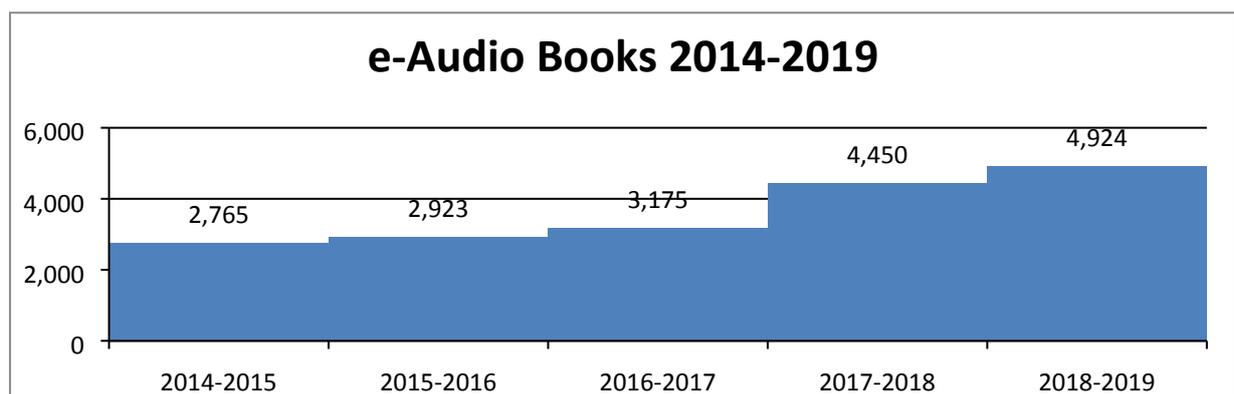
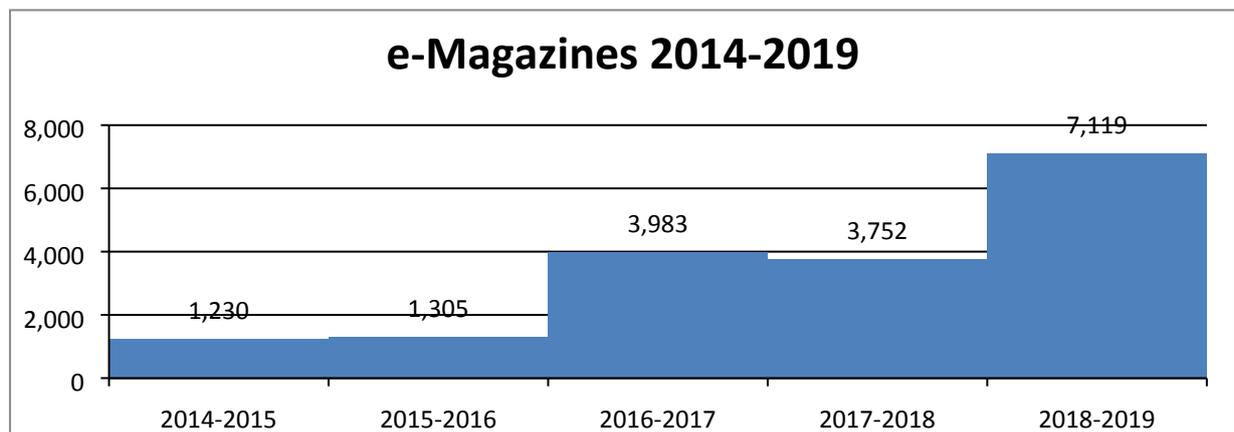
Greasbrough Library has 7 public access computers. The table above shows average % of usage based on available PC hours in the Library.

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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 Greasbrough Library and Neighbourhood Hub in 2018/19 was 100%.

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### Volunteers

Greasbrough Library & Neighbourhood Hub facilitated 6 volunteer placements in 2018/19. The total number of volunteer hours worked during this period was 500.

### Building Information

The Council own the freehold of Greasbrough Library & Neighbourhood Hub.

Constructed around 1970, the building is a single storey, brick building beneath a flat pitched roof.

In May 2018 there was a minor refurbishment of the library, community room and back office to provide a new meeting room.

Current running costs are in the region of £20,531 per annum .

### Service Offer

Greasbrough Library & Neighbourhood Hub is currently open Monday, Tuesday, Thursday, Friday and Saturday, 32 hours per week.

Greasbrough has great potential to build on many community links, including the closer working with the Neighbourhood Development Team at the Council and the Greenside Residents Association.

Our current partnerships include working closely with Council Housing to support their work in the community, and also a multi-agency offer working with South Yorkshire Police, Enforcement Officers and Local Councillors who are very active in the hub.

A weekly Rhymetime session is delivered from Greasbrough, with a very high rate of attendance by local families. A weekly Mums & Tots group is also delivered from the library space following the Rhymetime session, which is proving very successful and is solely focused around the community needs. Greasbrough also acts as the main venue for the local weigh and play baby clinic sessions in partnership with Health Visitors.

There is further scope to work with the local Secondary Schools to try to expand the use of the library after school by students. New working relationships being forged recently with active members of the community, Councillors and the local church.

The local Councillors currently deliver drop in surgeries for members of the local community from this building. There is a surgery every month.

Greasbrough Library & Neighbourhood Hub boasts two well regarded family-related groups. Both the Family History group and Genealogy groups meet in the library space, fortnightly and weekly respectively.

Greasbrough has one readers group currently meeting monthly.

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.

Courses/Sessions are being held at Greasbrough Library & Neighbourhood Hub and are run by

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Rotherham College during term time.

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.

Greasbrough Library & Neighbourhood Hub also delivers an array of well attended social groups. This includes the monthly coffee morning in partnership with St Mary's Church Greasbrough, Knit and Natter sessions each week and the Wingfield Young at Heart social group who meet weekly.

Volunteers, Work Placements and Partnerships are a valued addition to service delivery at this library and neighbourhood hub, and help to compliment the service to map all of the National Library Offers we deliver on and map the Corporate Priorities.

The site offers a welcoming space and is placed in a great location close to local shops and a supermarket.

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