

Appendix 7

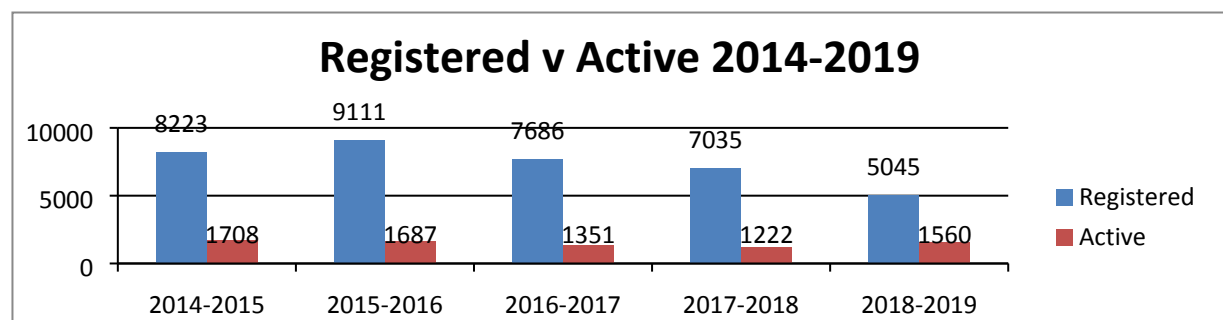
Maltby Library and Neighbourhood Hub Site Profile (South)

Financial Information

Description	Budget 2018/19	Comments
Building Costs	8032	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	132,370	
Band C 0.42 FTE (Relief Staff)		
Band D 2.5 FTE		
Band F 2.6 FTE		
Non staff Costs	4206	
Income	-2678	
Net Budget	£141,930	

Customer Profile

Registered/Active Users



The chart shows an analysis of Maltby'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			<p>Maltby Library and Neighbourhood Hub is situated in the Maltby Ward.</p> <p>The 4-11 age group are the most active.</p>
	Registered (%)	Active (%)	
Age 0-3	1.7	4.11	
Age 4-11	20.2	33.01	
Age 12-17	10.29	5.78	
Age 18-25	7.61	2.38	
Age 26-40	20.77	11.82	
Age 41-65	24.72	20.68	
Age 66+	14.71	22.22	
Unknown	0	0	

Appendix 7

Gender Profile

2018-2019	Registered (%)	Active (%)
Male	40.04	37.14
Female	59.86	62.63
Unknown	0.1	0.23

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

Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	83.29	83.74
Black or Black British	0.46	0.4
Dual Heritage	0.18	0.11
Asian or Asian British	0.57	0.63
Other	0.32	0.4
Unknown	15.18	14.71

The highest number of registered and active borrowers within the Maltby 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

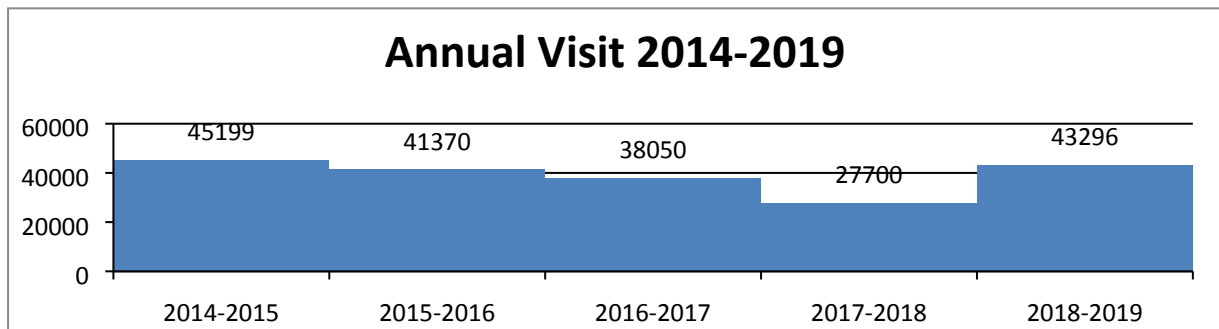
2018-2019	Registered	Active
Self-declared disabled	178	67

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.

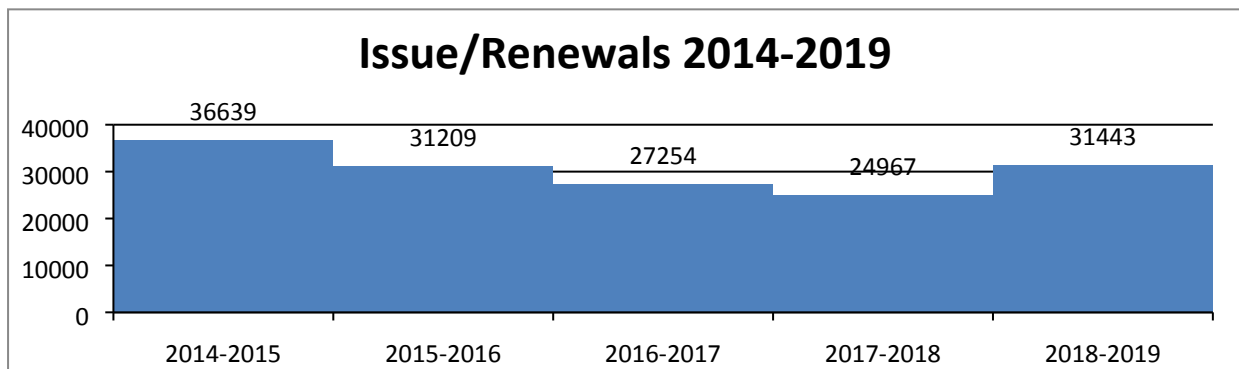
Appendix 7

Annual Visits



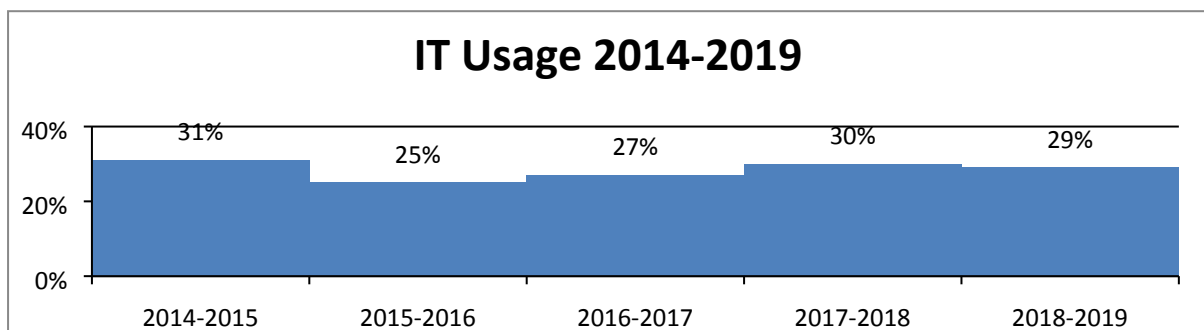
Library visitor figures are counted and recorded manually by library staff.

Issues/Renewals



Issues/renewals and visitor figures have improved significantly with the new location which opened in August 2018.

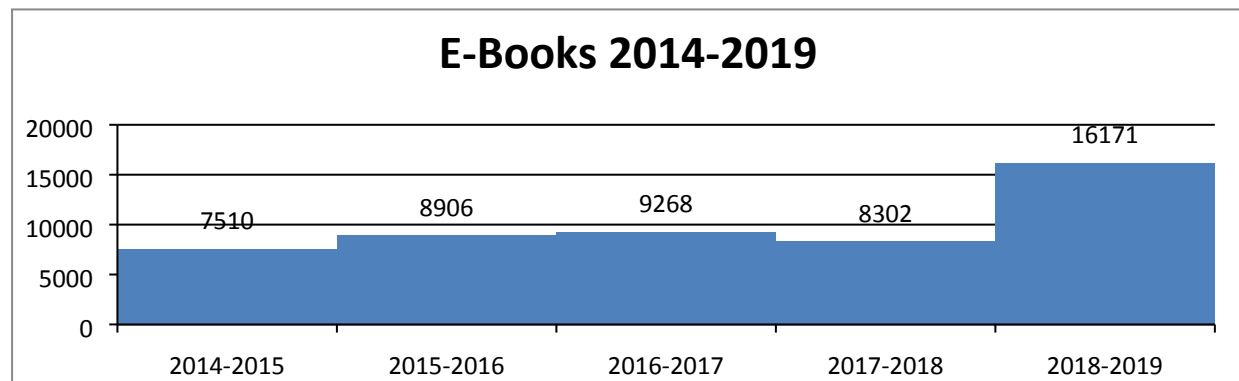
IT Usage



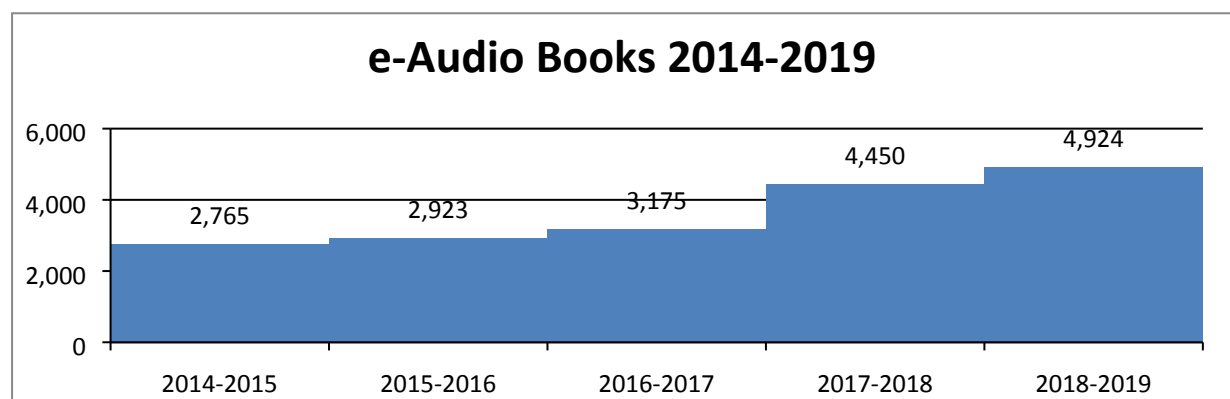
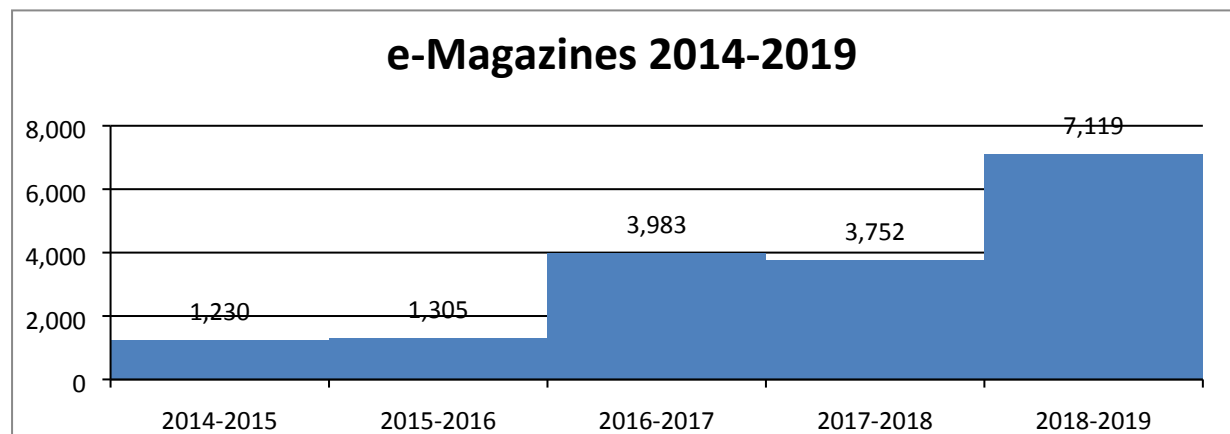
Maltby has 6 public access computers. The table above shows average % of usage based on available PC time in the Library. PC's reduced from 12 to 6 in 2018.

Appendix 7

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.

Appendix 7

Customer Satisfaction

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

Volunteers

Maltby Library & Neighbourhood Hub facilitated 2 volunteer placements in 2018/19. The total number of volunteer hours worked during this period was 400.

Building Information

Maltby Library & Neighbourhood Hub relocated into the Leisure Public Finance Initiative (PFI) managed by Places for People in August 2018.

It is a modern building constructed in 2008.

Revenue running costs for the new facility would indicate a cost in the region of £8,032 per annum excluding any PFI payments.

Service Offer

Maltby Library & Neighbourhood Hub is currently open Monday-Sunday, 50 hours per week.

Maltby has great potential to build on many community links, including the Places for People Leisure Centre, Maltby Linx Youth Centre and the Children's Centre. Local schools regularly show an interest in supporting activities and this is an area that is to be developed now the site has relocated and is more prominent in the area.

The Library has continual support from the Town Council, the Full Life Church, the Local History Society and several local schools and nurseries which regularly visit for activities.

Reach Day Services visit the Library each Monday to use the library facilities including the public PC's.

A twice-weekly Rhymetime session is delivered from Maltby. The site is currently working on bringing in new customers based on the new location, which will see an increase in the attendance and attract new members.

Learn My Way ICT support sessions are available twice-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.

Currently revenues and benefit advice is accessible by appointment on Monday-Friday. 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 Pensions (DWP) and Job Centre to deliver Universal Credit Support from this location

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

Maltby has 1 readers group currently meeting monthly (Maltby Readers Group).

Appendix 7

Maltby Local History Society meets at the hub each month, and they continue to support the work we are doing for the local community by attending regular meetings and hosting their annual general meetings at our venue, inviting guest speakers to run talks and discussions.

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. Maltby Library also hosts a collection of Reading Well mental health books for young people and their carer's, and the new Empathy collection.

The Royal British Legion meets monthly at Maltby to offer a gathering space in which local residents can access information.

In recent years, the meeting room has been used by local groups. It is hoped that the new modern Conference facilities will encourage increased bookings and entice new groups and services to work closely with us.

New links have been made recently with Rotherfed, Rotherham United Community Sports Trust and the Alzheimer's Society. Successful budgeting sessions, job searching and knitting groups have been established through these links which operate from the Library space each week.

Twice-weekly Lego clubs have been set up with over 50 children and their parents attending each week. These sessions have proved highly successful and reading for pleasure is linked into all activities and sessions.

Maltby is modern, vibrant and welcoming utilising its 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.