

Appendix 14

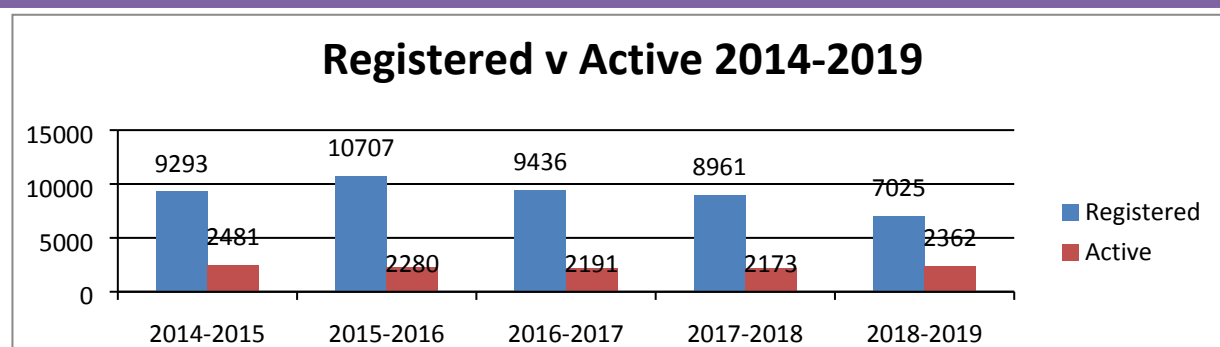
Wath Library and Neighbourhood Hub Site Profile (North)

Financial Information

Description	Budget 2018/19	Comments
Building Costs	59,826	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	84,764	
Band C 0.27 FTE		
Band D 2.4 FTE		
Band F 1 FTE		
Non staff Costs	1277	
Income	-6128	
Net Budget	£139,739	

Customer Profile

Registered/Active Users



The chart shows an analysis of Wath'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>Wath Library and Neighbourhood Hub is located in the Wath Ward.</p> <p>The 4-11 age group have the highest percentage of active borrowers.</p>
	Registered (%)	Active (%)	
Age 0-3	1.35	2.46	
Age 4-11	18.37	37.06	
Age 12-17	11.82	7.37	
Age 18-25	8.13	2.63	
Age 26-40	20.63	12.03	
Age 41-65	23.67	17.28	
Age 66+	16.03	21.18	
Unknown	0	0	

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Gender Profile

2018-2019	Registered (%)	Active (%)
Male	41.65	40.41
Female	57.93	59.27
Unknown	0.51	0.32

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

Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	45.6	41.65
Black or Black British	0.51	0.2
Dual Heritage	0.13	0.28
Asian or Asian British	0.51	0.75
Other	0.28	0.2
Unknown	52.96	56.92

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

In terms of library usage, the Black, Asian, Minority Ethnic and Refugee (BAMER) community is low. However, there is a very high number of "Unknown" or undeclared ethnicity in this ward.

Disability Profile

2018-2019	Registered	Active
Self-declared disabled	76	21

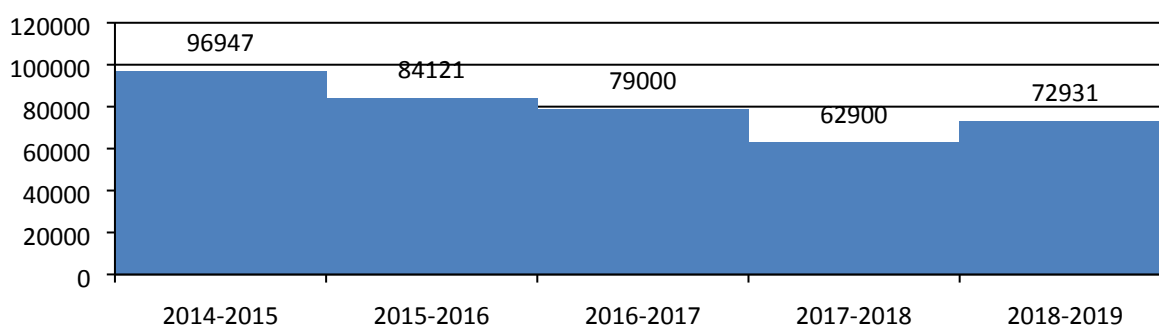
Monitoring of library users asks whether they consider themselves disabled.

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

Annual Visits

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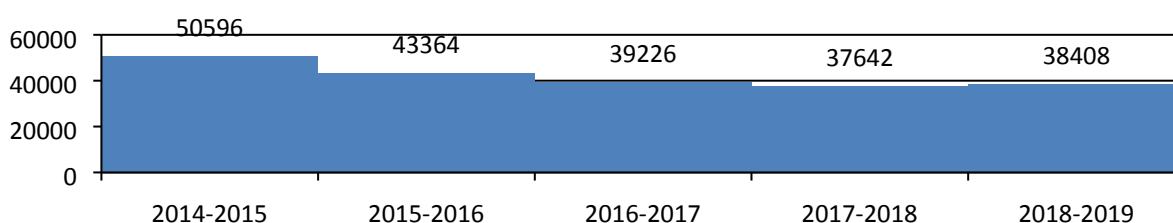
Annual Visit 2014-2019



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

Issues/Renewals

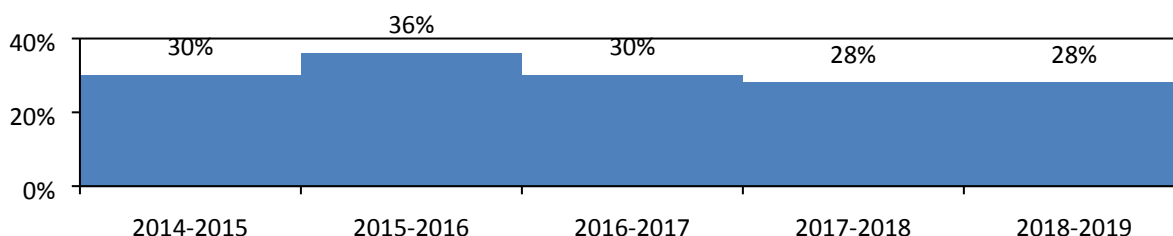
Issues/Renewals 2014-2019



Issues/renewals have shown a similar decline as visitor figures over the last few years. However, last year there was an improvement in both figures, particularly in terms of visits.

IT Usage

IT Usage 2014-2019

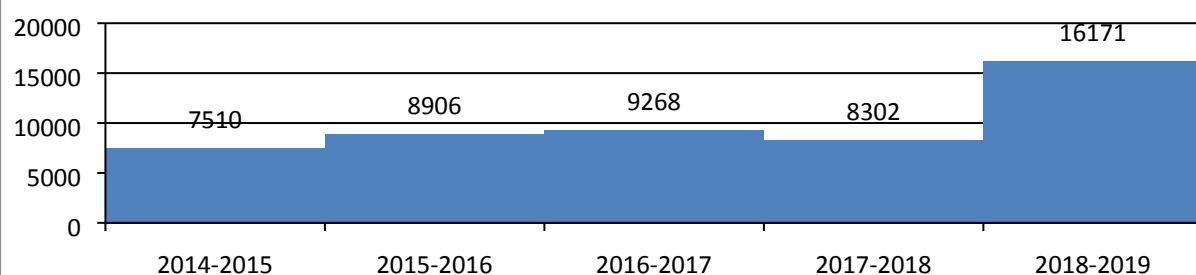


Wath Library has 11 public access computers. The table above shows % of average usage based on available PC hours available in the Library

e-Books, e-Magazines and e-Audio books

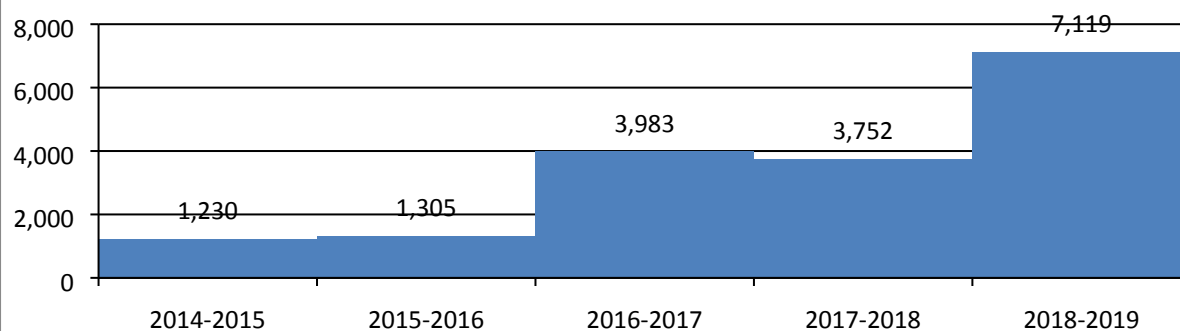
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E-Books 2014-2019

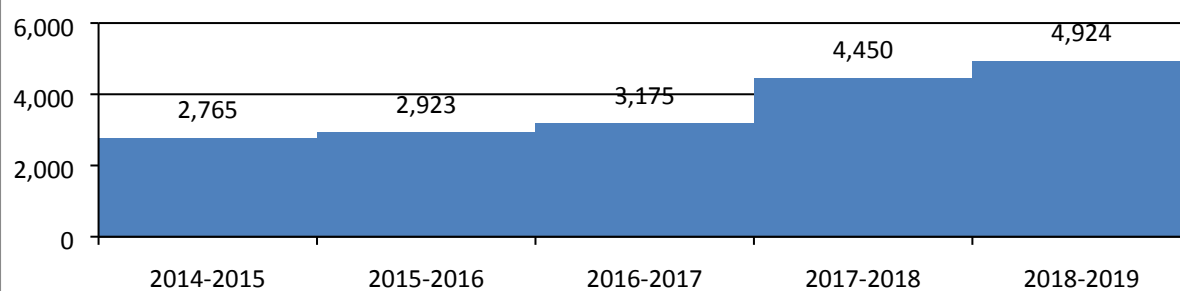


Rotherham Libraries and Neighbourhood Hubs have a collection of over 10,000 titles of e-books available for registered borrowers to download directly to their mobile devices for free. The table above shows e-books issued across the service from 2014 to 2019.

e-Magazines 2014-2019



e-Audio Books 2014-2019



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 Wath Library and Neighbourhood Hub for 2018/19 was 98.7%.

Volunteers

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Wath Library & Neighbourhood Hub facilitated 9 volunteer placements in 2018/19. The total amount of volunteer hours worked during this period was 700 hours.

Building Information -

Wath Library & Neighbourhood Hub is a prefabricated concrete structure built around late 1960s.

Wath is a Council owned site in the centre of Wath Town Centre. The Council also owns the adjoining parade of shops and the area would be included in a town centre master plan for re-development.

The building is generally in poor condition and requires refurbishment to bring the building up to standard. All the fixtures and fittings are aged.

Revenue running costs are in the region of £59,826 per annum.

Service Offer

Wath Library & Neighbourhood Hub is currently open Monday to Saturday, 46 hours per week.

Wath has great potential to build on many community links, including Wath Community Partnership and the Children's Centre.

Local schools regularly show an interest in supporting activities and attend regular class visits and additional class Rhymetime sessions.

A weekly Rhymetime session is delivered from Wath, with a high attendance level of both children and parents. Toddle time is also delivered each week prior to the Rhymetime session.

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. Wath also offers a weekly basic IT class for anyone wishing to learn new skills.

A weekly job class is delivered by the National Careers Service from Wath Library and Neighbourhood Hub, and has a high rate of attendance.

Rotherham Libraries and Neighbourhood Hubs are working closely with the Department for Work and Pensions (DWP) and Job Centre Plus to deliver Universal Credit support from this location.

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

Rotherham College runs courses at Wath Library & Neighbourhood Hub during term time.

Fun Fun Korean is held weekly at Wath Library & Neighbourhood Hub.

Wath has a very active profile of readers groups, with 2 groups currently meeting monthly (Wath Library Readers Group and the Rockingham Readers).

The Knit and Natter group meet here weekly to socialise and learn or revisit skills, as does the local history group. Both sessions are highly regarded and well attended.

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Children's French lessons are scheduled weekly, along with a Code Club and After School Club for children.

Wath delivers a number of additional activities each week, such as Patchwork Quilting and Lego Club. All of these groups have a high attendance rate and are enjoyed by local families.

A number of groups hire the large Meeting Room space, including a Medieval History Society, Family History group, and two Toddler Groups for 0-5s.

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 and replacement batteries are also available free of charge whenever the Library is open. This service is highly used and extremely well regarded in Wath.

Work is underway to maximise links with health services in the area and partnerships are being established in line with the National Library Health Offer. Wath Library also hosts a collection of Reading Well mental health books for young people and their carers and a new Empathy collection.

The building is also used every week to deliver the Councillors' Surgery. The sessions are well attended.

Links with the Town Centre Committee keep the Library involved with activities such as the May Festival – a festival of music and dance which has taken place in Wath Upon Dearne since medieval times. The Christmas Lights switch on and the Candle Christmas Walk arranged with the local Anglican Church. The library supports all of these local events. Wath Library and Neighbourhood Hub, although large and in need of modernisation, is a welcoming and centrally based building utilising a large space to deliver a wide array of services and functions. It fits perfectly into the community hub label and delivers on many corporate agendas.