

Appendix 15

Wickersley Library and Neighbourhood Hub Site Profile (South)

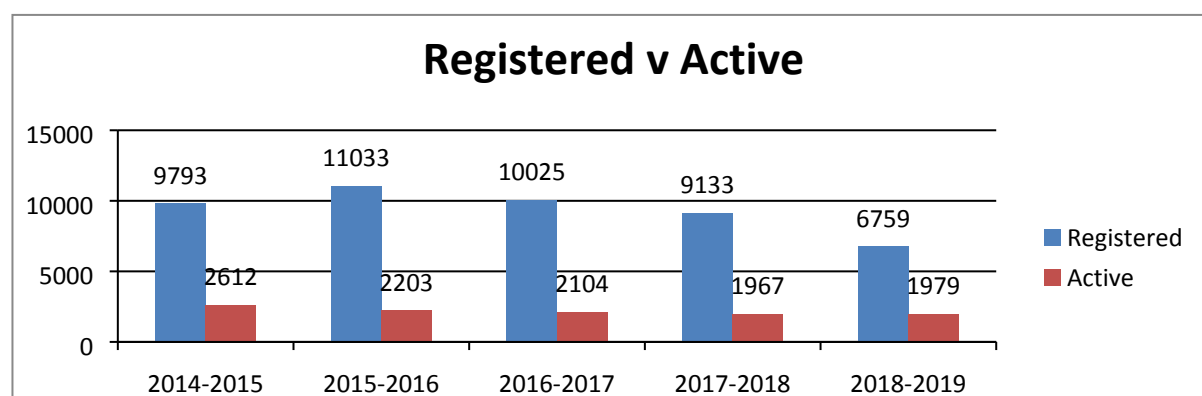
Financial Information

Description	Budget 2018/19	Comments
Building Costs	36,824	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	77,704	
<i>Band C 0.24 FTE (Relief Staff)</i>		
<i>Band D 2.1FTE</i>		
<i>Band F 1 FTE</i>		
Non staff Costs	2420	
Income	-4130	
Net Budget	£112,818	

Customer Profile

Registered/Active Users

The chart shows an analysis of Wickersley's registered and active users showing a comparison between year ending 2014 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	2.46	4.36
Age 4-11	20.84	8.16
Age 12-17	13.45	2.43
Age 18-25	7.32	7.85
Age 26-40	15.42	34.65
Age 41-65	21.83	17.98
Age 66+	18.7	24.57
Unknown	0	0

Wickersley Library & Neighbourhood Hub is located in the Hellaby Ward.

The 26-40 age group have the highest percentage of active borrowers.

Appendix 15

Gender Profile

2018-2019	Registered (%)	Active (%)
Male	38.1	36.71
Female	61.47	62.68
Unknown	0.43	0.62

There are more females registered library users at Wickersley than there are male.

Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	76.81	74.75
Black or Black British	0.28	0.18
Dual Heritage	0.21	0.22
Asian or Asian British	1.57	2.06
Other	0.3	0.44
Unknown	20.84	22.36

The highest number of registered and active borrowers within the Wickersley 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	112	38

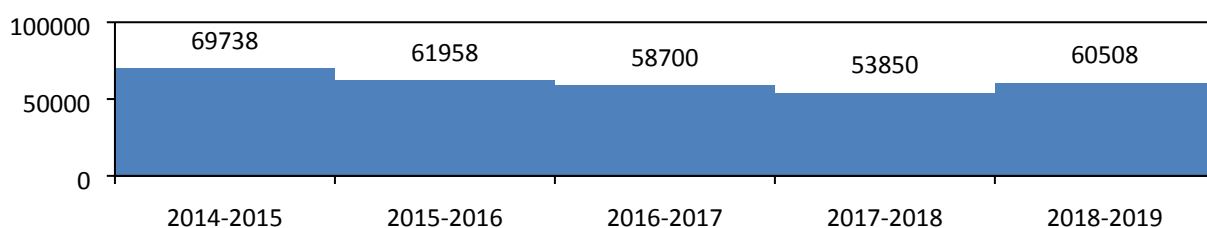
Monitoring of library users asks whether they consider themselves disabled.

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

Annual Visits

Appendix 15

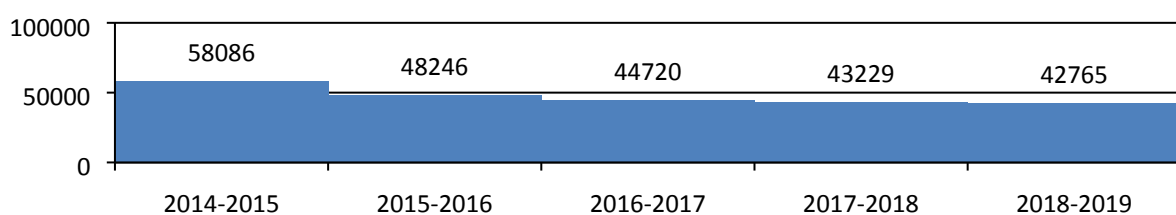
Annual Visit 2014-2019



Library visitor figures are counted and recorded manually by library staff. Wickersley has demonstrated an increase in visitors during 2018/2019 compared to the previous year.

Issues/Renewals

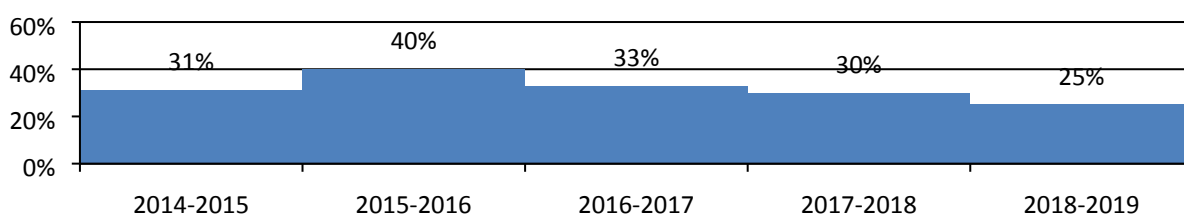
Issue/Renewals 2014-2019



Issues/renewals have shown a small decline in the last year.

IT Usage

IT Usage 2014-2019

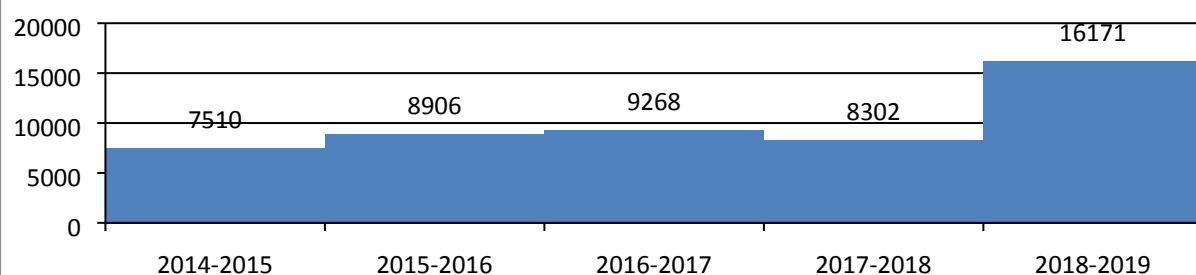


Wickersley Library has 11 public access computers. The table above shows % of average usage based on available PC hours available in the Library.

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

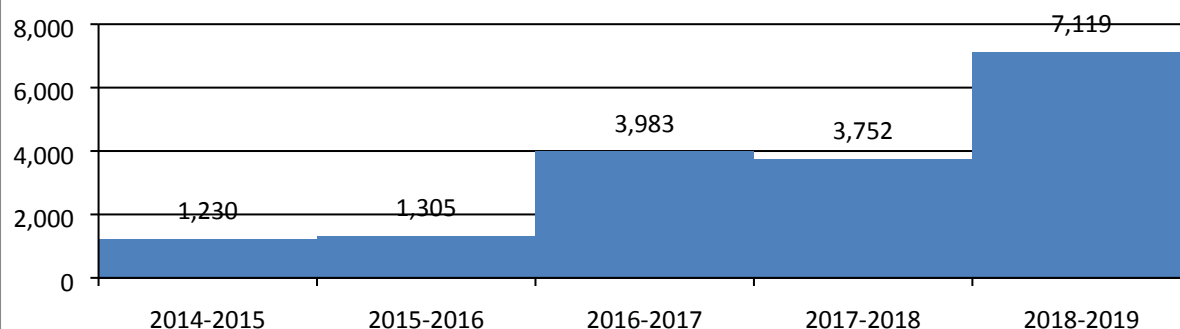
Appendix 15

E-Books 2014-2019

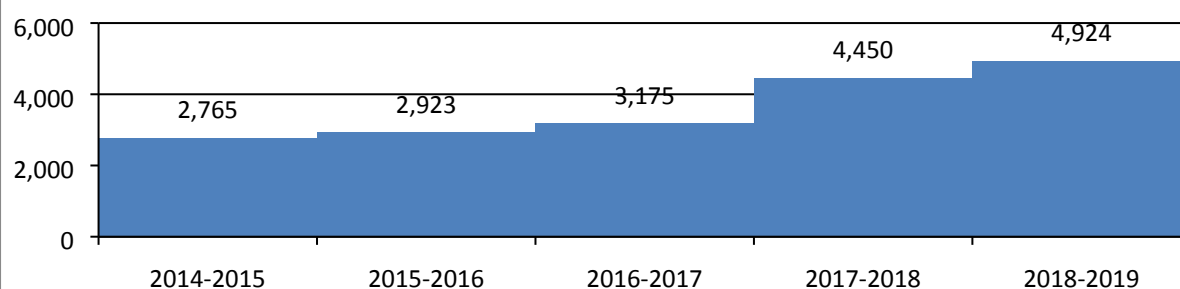


Rotherham Libraries and Neighbourhood Hubs have a collection of over 10,000 titles of e-books available for registered borrowers to download directly to their mobile devices for free. The table above shows e-books issued across the service from 2014 to 2019.

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 Wickersley Library and Neighbourhood Hub for 2018/19 was 100%.

Appendix 15

Volunteers

Wickersley Library & Neighbourhood Hub facilitated 10 volunteer placements in 2018/19. The total amount of volunteer hours worked during this period was 1500 hours.

Building Information

Wickersley Library & Neighbourhood Hub is owned by Wickersley Parish Council and was built in 2008.

The property is leased for a term of 125 years that commenced in July 2008, the rent is £3,000 per annum. The Council occupies the first floor area, which is where the library is situated and currently pays revenue costs in the region of £36,824 (including the rent).

The Parish Council is responsible for maintenance of the building and levies a service charge to cover costs. The property asset value is not applicable as the building is leased by the Council.

Service Offer

Wickersley Library & Neighbourhood Hub is currently open Monday to Saturday, 40 hours per week.

Wickersley has great potential to build on many community links, including Wickersley Parish Council and the Community Centre Association along with Wickersley School and Sports College which is located close by.

The library has excellent links with each of the nine primary schools in the catchment area resulting in a regular programme of class visits and whole school assemblies. Local nurseries, scouts, cubs, beavers, brownies and rainbows groups also regularly attend the library.

A twice-weekly Rhymetime session is delivered from Wickersley, with a high attendance level of both children and parents. Toddler time and mini-melodies sessions are delivered on a weekly basis.

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. Wickersley also offers 2 weekly basic IT class for anyone wishing to learn new skills.

Weekly tutoring for students experiencing educational difficulties is delivered by 1st Class Solutions from Wickersley Library and Neighbourhood Hub.

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.

Wickersley has a very active profile of readers groups, with 7 groups currently meeting monthly. The Chatterbooks readers group for children also meet weekly at this location.

The Knit and Natter group meet here weekly to socialise and learn/revisit skills along with the local history group. Both sessions are highly regarded and well attended.

Lingo Tot Language lessons are scheduled weekly from Wickersley for children and parents to learn basic foreign language skills.

Wickersley delivers a number of additional activities and clubs each week, such as The Family History

Appendix 15

Society meeting, Which Craft, Scrabble Club, Bridge Club and Lego Club. All of these groups have a high attendance rate and are enjoyed by local families.

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

Get Healthy Rotherham offers help with health and wellbeing via the twice weekly Get Healthy Coaching sessions. Members of the public can drop-in for an informal chat. Smoking cessation guidance is also available.

Wickersley Library and Neighbourhood Hub occupies a prominent position in the area and has established itself as a key player in the local community. It works well with the Parish Council to deliver a popular and varied programme that has wide appeal. Wickersley is a welcoming and vibrant building, utilising a modest space to deliver a vast array of services and functions. It fits perfectly into the community hub label and delivers on many corporate agendas.