

Appendix 6

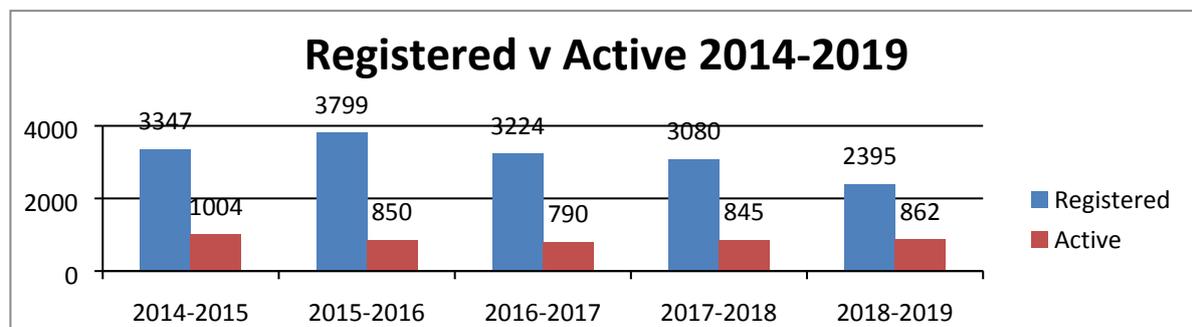
Kiveton Park Library and Neighbourhood Hub Site Profile (South)

Financial Information

Description	Budget 2018/19	Comments
Building Costs	26,318	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	50,376	
<i>Band C 0.16 FTE (Relief Staff)</i>		
<i>Band D 1.8 FTE</i>		
<i>Band F 0.3 FTE</i>		
Non staff Costs	790	
Income	-824	
Net Budget	£76,660	

Customer Profile

Registered/Active Users



The chart shows an analysis of Kiveton Parks 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	2.59	5.44	Kiveton Park Library and Neighbourhood Hub is situated in the Wales Ward. Kiveton Park shows the most active user group is that of the 4-11 age group.
Age 4-11	23.86	34.72	
Age 12-17	14.04	5.67	
Age 18-25	5.89	1.85	
Age 26-40	12.54	9.49	
Age 41-65	19.81	15.86	
Age 66+	21.27	26.97	
Unknown	0	0	

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Gender Profile

2018-2019	Registered (%)	Active (%)
Male	37.96	36.21
Female	61.83	63.69
Unknown	0.21	0.11

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

Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	85.42	89.22
Black or Black British	0.58	0.22
Dual Heritage	0.42	0.54
Asian or Asian British	0.42	0.76
Other	0.38	0.44
Unknown	12.78	8.82

The highest number of registered and active borrowers within the Wales 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

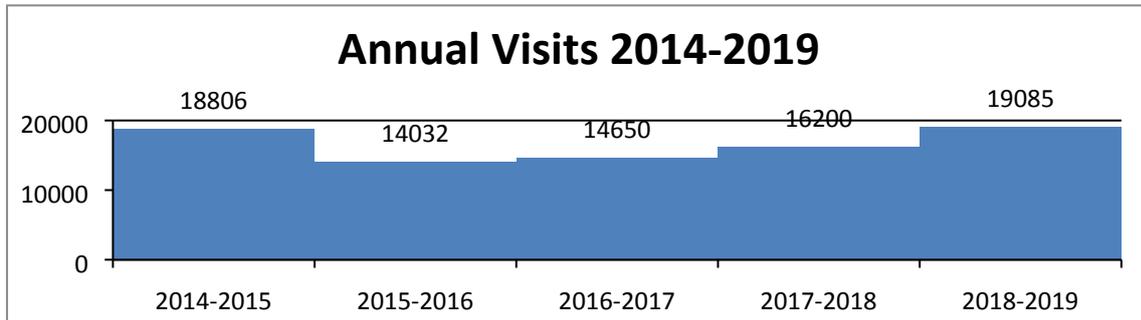
2018-2019	Registered	Active
Self-declared disabled	65	24

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.

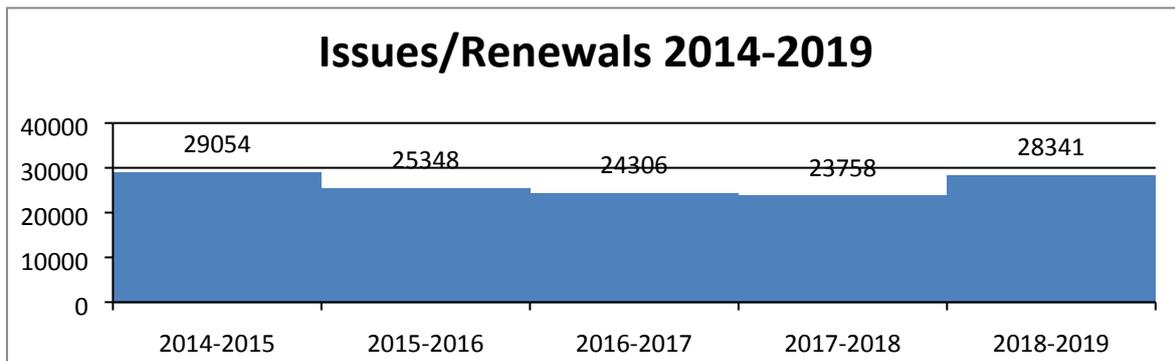
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Annual Visits



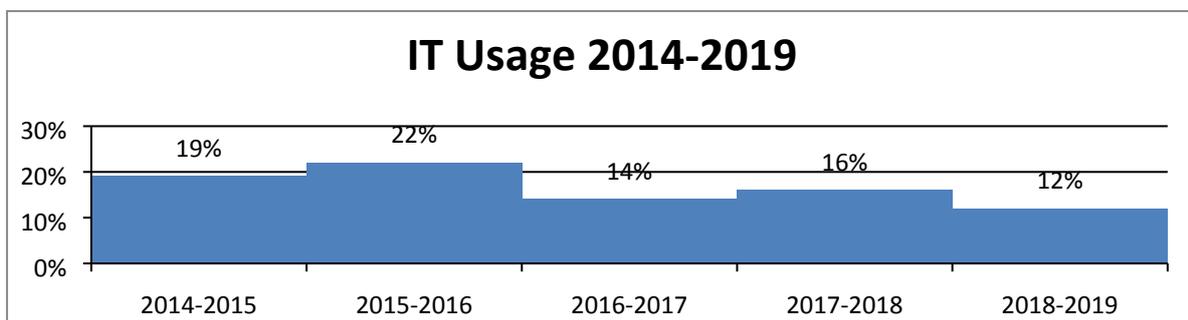
Library visitor figures are counted and recorded manually by library staff.

Issues/Renewals



Issues/renewals have declined over the last few years however these increased significantly in 2018/19.

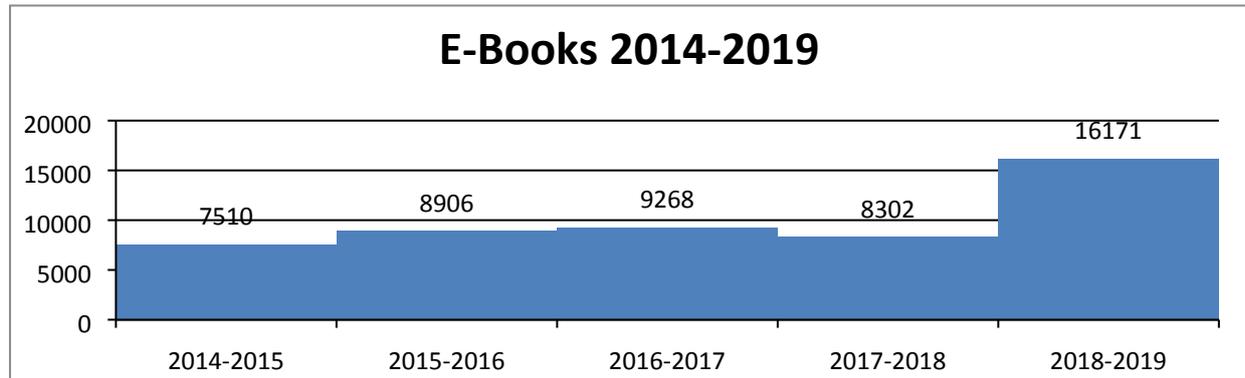
IT Usage



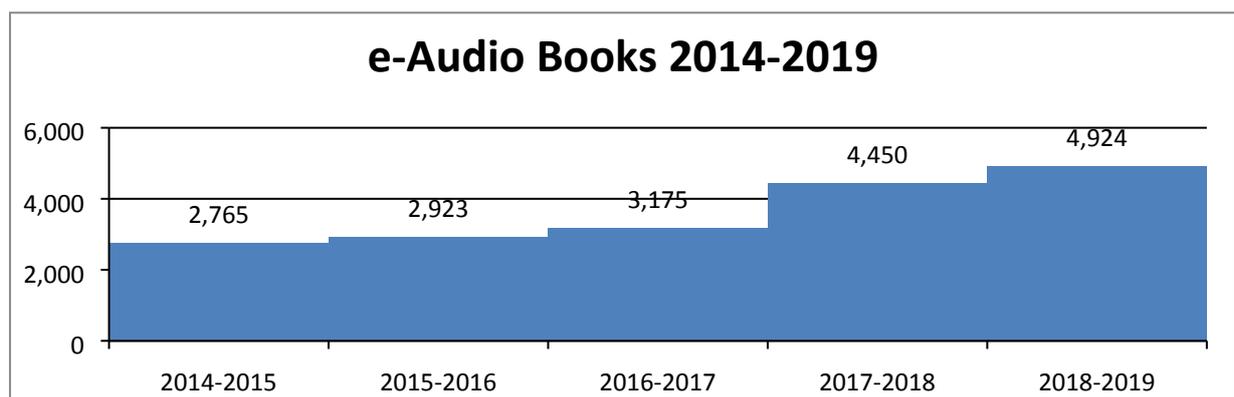
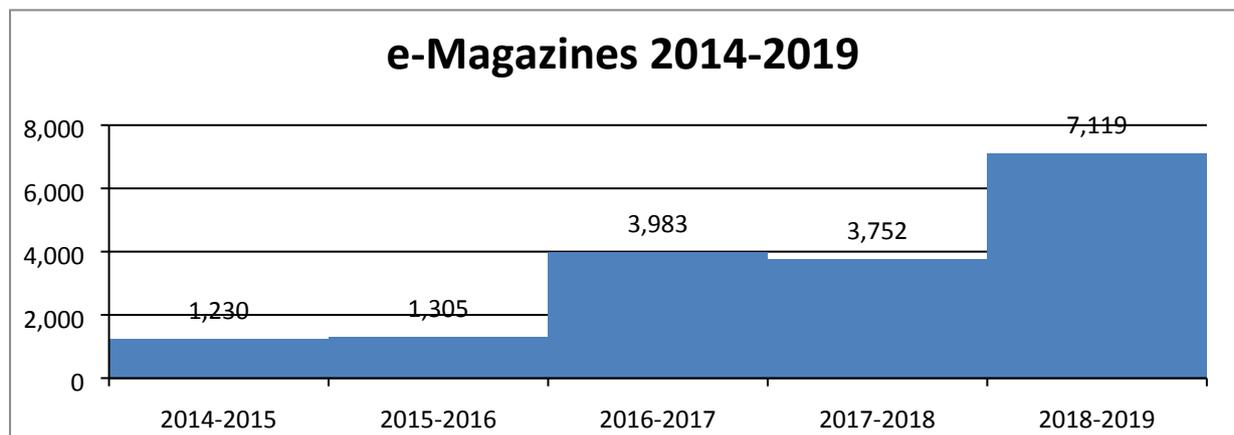
Kiveton Park has 6 public access computers. The table above shows average % usage based on available PC time in the Library.

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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.

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Customer Satisfaction

The overall Customer satisfaction level with Kiveton Park Library and Neighbourhood Hub in 2018/2019 was 100%.

Volunteers

Kiveton Park Library & Neighbourhood Hub facilitated 0 volunteer placements in 2018/19, but have several planned for 2019/20.

Building Information

Kiveton Park Library & Neighbourhood Hub is a Council owned site located towards the centre of the Kiveton Park area. The building is single storey constructed of brick with a flat roof.

Structurally sound, the building is in a fair condition for its age but would benefit from upgrade of the staff welfare facilities and library fixtures and fittings.

Revenue running costs are in the region of £26,318 per annum.

Service Offer

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

The site has great potential to build on many community links, including the Parish Council. Local schools regularly show an interest in supporting activities and attending class visits at the Library.

Rhymetime sessions are delivered from Kiveton 3 times per week due to the high number of attendees at each 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.

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 currently delivers 6 sessions each week from this location, offering a mixture of appointments and drop in services. These sessions are extremely beneficial for residents in the area and the service has a high footfall.

Kiveton Park has 1 readers group currently meeting monthly at this hub (Kiveton Park Readers Group).

Local Councillors currently deliver drop in surgeries for members of the local community from this building. The sessions take place fortnightly and are well attended.

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.

Kiveton Park Library also hosts a collection of Reading Well mental health books for young people and

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their carers, and the new Empathy collection.

Kiveton Park is warm and welcoming, utilising a modest space very carefully to schedule in a wide array of services and functions. Located adjacent to the Kiveton Park and Wales Village Hall, it fits perfectly into the community hub label and delivers on many corporate agendas.