

## Appendix 8

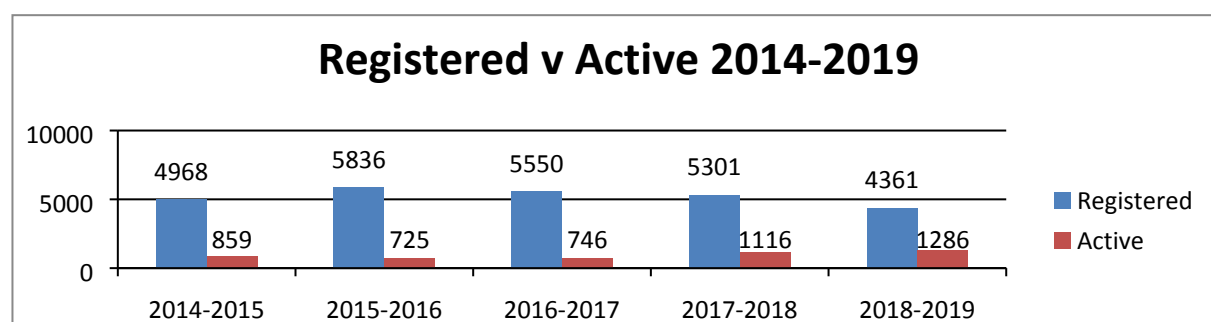
### Mowbray Gardens Library and Neighbourhood Hub Site Profile (Central)

#### Financial Information

Description	Budget 2018/19	Comments
<b>Building Costs</b>	<b>46,429</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>63,583</b>	
<b>Band C 0.2 FTE (Relief Staff)</b>		
<b>Band D 1.5 FTE</b>		
<b>Band F 1 FTE</b>		
<b>Non staff Costs</b>	<b>1873</b>	
<b>Income</b>	<b>-5675</b>	
<b>Net Budget</b>	<b>£106,210</b>	

#### Customer Profile

##### Registered/Active Users



The chart shows an analysis of Mowbray Gardens 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			Mowbray Gardens library falls within the boundaries of 2 wards: Rotherham East and Valley.  The 4-11 age group are the most active users.
	Registered (%)	Active (%)	
Age 0-3	0.99	2.18	
Age 4-11	20.08	28.29	
Age 12-17	15.44	11.3	
Age 18-25	12.57	8.11	
Age 26-40	22.81	18.08	
Age 41-65	21.68	21.75	
Age 66+	6.42	10.29	
Unknown	0	0	

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### Gender Profile

2018-2019	Registered (%)	Active (%)
Male	42.81	40.5
Female	57.02	59.43
Unknown	0.17	0.07

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

### Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	55.35	57.02
Black or Black British	2.52	2.75
Dual Heritage	0.5	0.67
Asian or Asian British	9.77	10.07
Other	4.52	2.28
Unknown	27.34	27.3

The Black, Asian, Minority Ethnic and Refugee (BAMER) community within this ward is high. The library is popular with customers from the BAMER communities who run a number of different skills development sessions.

The highest number of registered and active borrowers are White. There is a high number of "Unknown" or undeclared ethnicity in this ward.

### Disability Profile

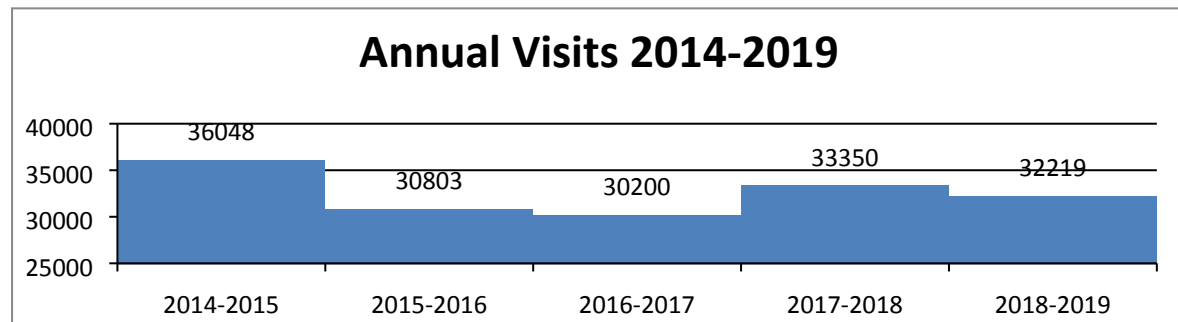
2018-2019	Registered	Active
Self-declared disabled	143	59

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.

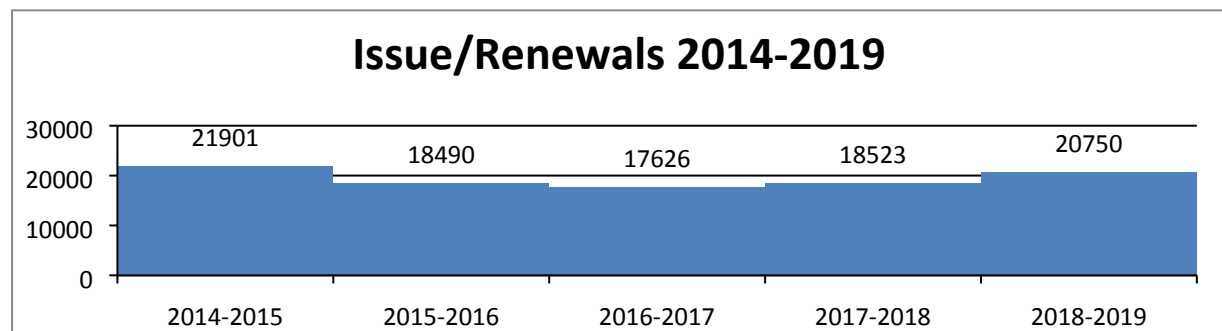
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### Annual Visits



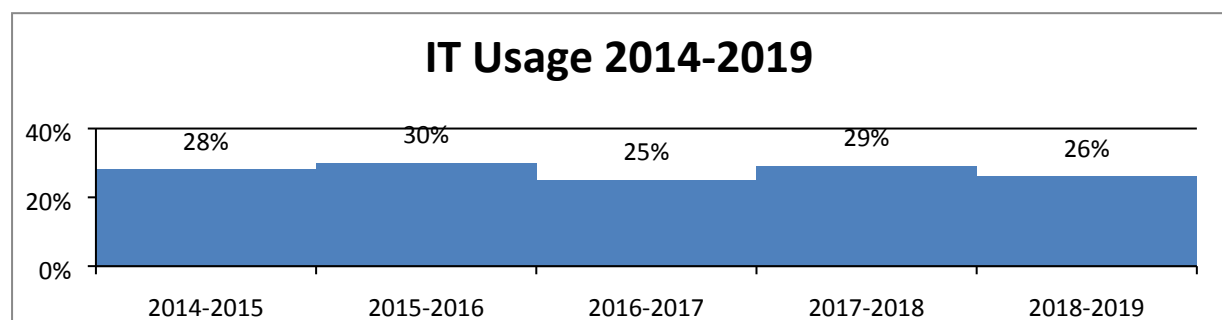
Library visitor figures are counted and recorded manually by library staff.

### Issues/Renewals



Issues, renewals and visitor figures had declined over recent years, but issues and renewals have seen a further increase during 2018/19. Visitors have slightly declined in 2018-2019.

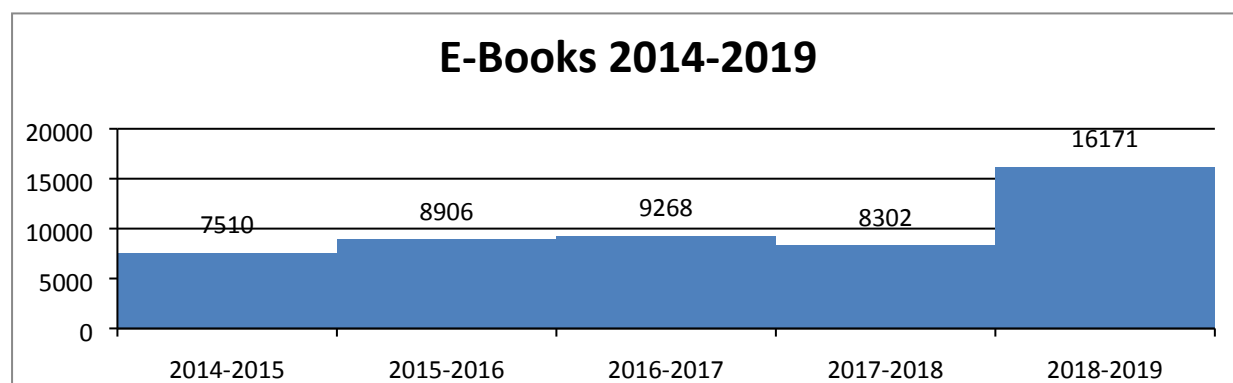
### IT Usage



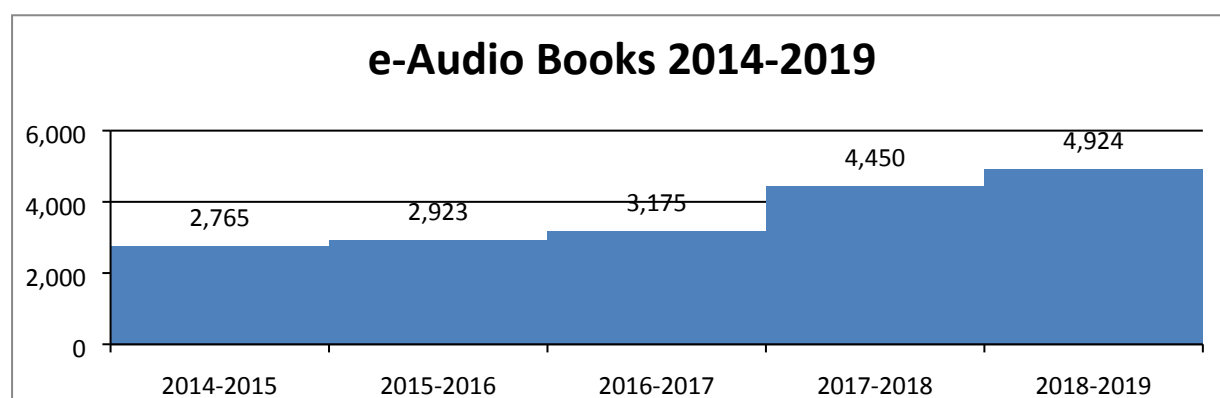
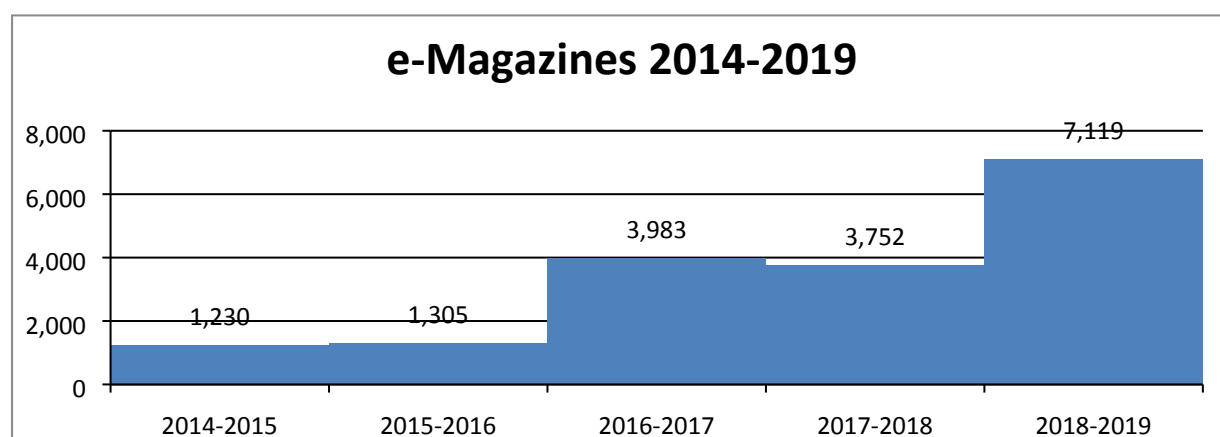
Mowbray Gardens offers 22 public access computers. The chart above shows % of average usage based on available PC time in the Library.

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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.

### Customer Satisfaction

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

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### Volunteers

Mowbray Gardens Library & Neighbourhood Hub facilitated 11 volunteer placements in 2018/19. The total number of volunteer hours worked during this period was 2550.

### Building Information

Mowbray Gardens Library & Neighbourhood Hub is a modern building. The site is a Council freehold.

The original building was built early in the 1970s and was converted and extended into new library facilities through a lottery grant in 2009.

The site is generally in good condition with revenue running costs in the region of £46,429 per annum.

### Service Offer

Mowbray Gardens Library & Neighbourhood Hub is currently open Monday, Tuesday, Thursday, Friday, Saturday and Sunday, 40 hours per week.

Mowbray Gardens Library is a busy, warm, welcoming space for all visitors. Since the rebuild and refurbishment of the Library in 2008 there has been a steady build of partnerships that continuously support the service to deliver our targets with Library National Offers and to be able to map these to Corporate Priorities.

Mowbray Gardens has great potential to build on many community links, including Community Group MVNA (Mowbray Volunteers & New Arrivals), Flourish group, the former Stonham Group, Feed Our Communities, Women's Support Group, U3A Reading Club, Asian Men's Carers Group, Anglo-Polish Group, Rotherham Afghan Group, the Lanes Community Association, Community Café, St. James Church, The Place, Wharnccliffe Wonderers Community, Shaftesbury House Residents Association, East Herringthorpe On the Hill and Rotherham in Root.

Local schools regularly show an interest in supporting activities and attending class visits and additional class Rhymetime sessions. The library is visited regularly by Primary Schools in the area and the staff work with them to support their curriculum through activities and stories during the class visits. There is scope to work closer with the local Comprehensive Schools in the area to try to attract after school use of the Library. A weekly code club is also held on a weekly basis for after school users.

A weekly Rhymetime session is delivered from Mowbray Gardens, with a high level of attendance from families in the local area. Mini melodies is also delivered weekly in addition to Rhymetime.

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.

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.

Citizens Advice Bureau offer 2 different sessions fortnightly from Mowbray and these are managed in partnership with staff from Mowbray Gardens Library & Neighbourhood Hub.

Mowbray has 1 readers group currently meeting monthly as well as a weekly Chatterbooks session for 7-10 year olds.

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A weekly Shared Reading group is held at Mowbray Gardens library to bring people together each week to enjoy and experience literature through Shared Reading, bringing great books, poems and plays to life through reading aloud and group discussion.

Local groups that use the library space and the meeting room, such as the Knit and Natter group who meet weekly at this site.

3 different ESOL classes are delivered from this location, including English for employability, English as a second language and reading and writing skills. English conversation classes, Flourish sessions (Mental Health through Creative Arts) and drop in and support sessions are also offered each week. The Anglo-Polish society also meets at the library fortnightly.

Confidence building sessions, elderly Asian male carers, sewing classes and the international film group also offer weekly sessions from Mowbray Gardens.

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

Mowbray Gardens Library has an active Volunteer Committee formed in 2013, which has its own constitution and has been very supportive by providing funding for the library for tuition in languages, confidence building and other areas of training that have been identified as a requirement in this community. It has also provided funding for workers to run well attended and successful Work Clubs in the Library which is another need identified in this community.

The Local Police have chosen Mowbray Gardens to deliver seminars on Forced Marriage and Hate Crime and have plans for future seminars. Plans to work more closely with Adult Services to provide additional support and encourage independence for older people in the area are in progress.

Work is underway to maximise links with health services in the area and partnerships will be established in-line with the National Health Offer.

Mowbray Gardens Library is a vibrant and busy hub, utilising its space very carefully to pack in a wide array of services and functions. The service at Mowbray Gardens is generally viewed as a model for Library provision throughout the borough.