

Appendix 9

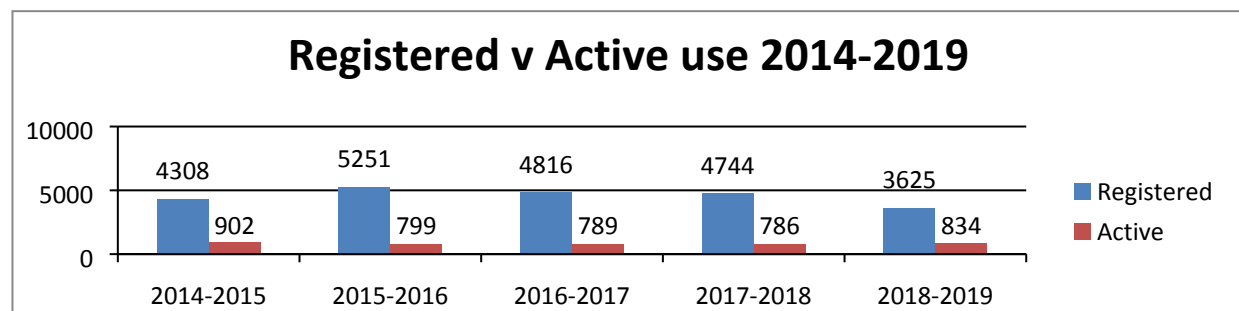
Rawmarsh Library and Neighbourhood Hub Site Profile (North)

Financial Information

Description	Budget 2018/19	Comments
Building Costs	27,466	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	108,836	
Band C 0.34 FTE (Relief Staff)		
Band D 1.5 FTE		
Band F 2.6 FTE		
Non staff Costs	736	
Income	-1854	
Net Budget	£135,184	

Customer Profile

Registered/Active Users



The chart shows an analysis of Rawmarsh'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			Rawmarsh Library and Neighbourhood Hub is located in the Rawmarsh Ward. The 4-11 age range are the most active.
	Registered (%)	Active (%)	
Age 0-3	1.63	5.28	
Age 4-11	18.05	29.89	
Age 12-17	11.26	7.92	
Age 18-25	9.91	4.44	
Age 26-40	23.63	13.81	
Age 41-65	23.24	18.37	
Age 66+	12.28	20.29	
Unknown	0	0	

Appendix 9

Gender Profile

2018-2019	Registered (%)	Active (%)
Male	42.13	37.78
Female	57.48	61.83
Unknown	0.39	0.39

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

Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	77.3	75.68
Black or Black British	1.13	0.58
Dual Heritage	0.3	0.29
Asian or Asian British	0.61	1.17
Other	0.99	0.78
Unknown	19.67	21.5

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

The Black, Asian, Minority Ethnic and Refugee (BAMER) community is low.

In terms of library use, the highest proportion is White but there is a high proportion of "Unknown" or undeclared ethnicity.

Disability Profile

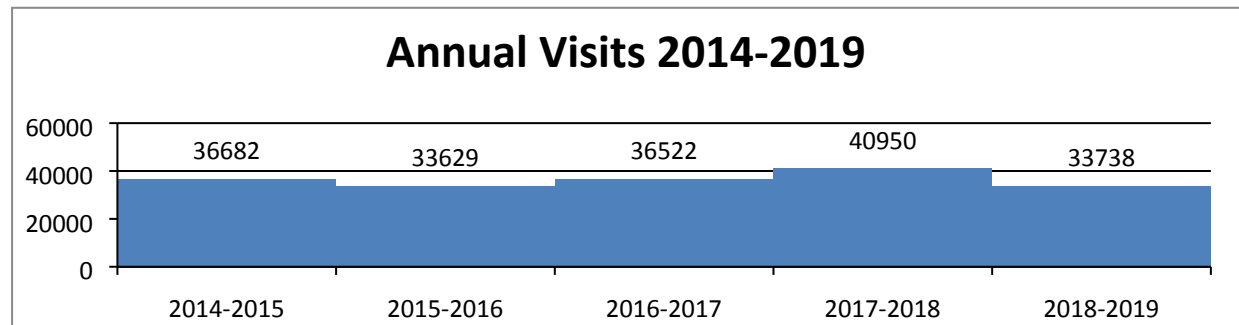
2018-2019	Registered	Active
Self-declared disabled	123	30

Monitoring of library users asks whether they consider themselves disabled.

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

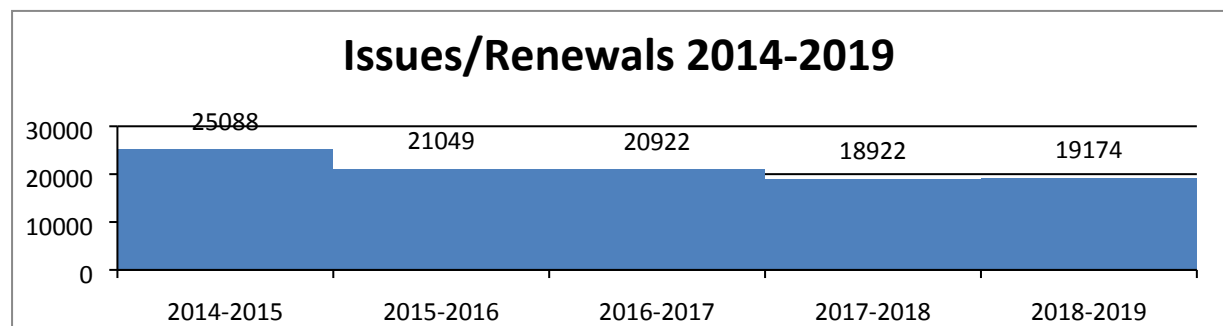
Appendix 9

Annual Visits



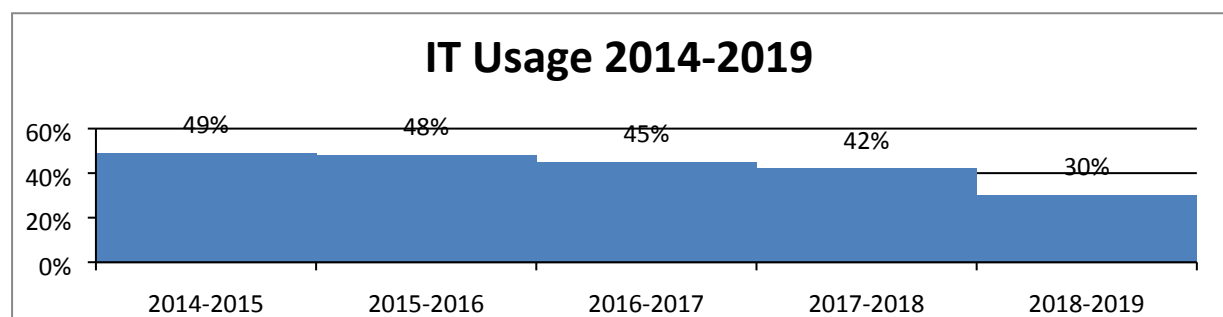
Library visitor figures are counted and recorded manually by library staff.

Issues/Renewals



Issues/renewals had been declining, but increased slightly in 2018/19. Conversely, visitor figures had been increasing since 2015/16, but declined in 2018/19.

IT Usage

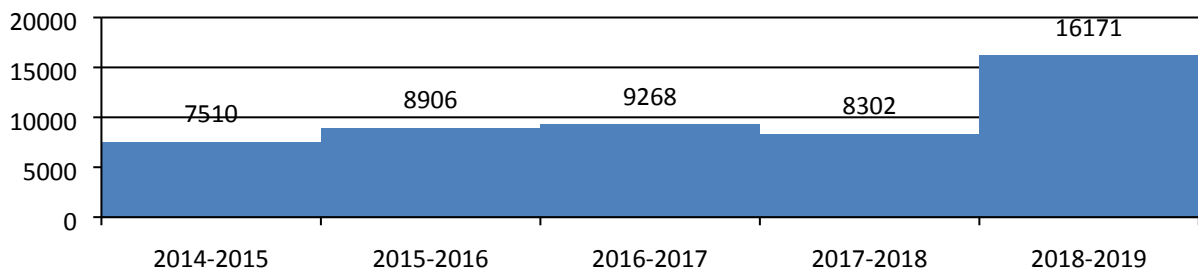


Rawmarsh has 6 public access computers. The chart above shows average % of usage based on available PC time in the Library.

Appendix 9

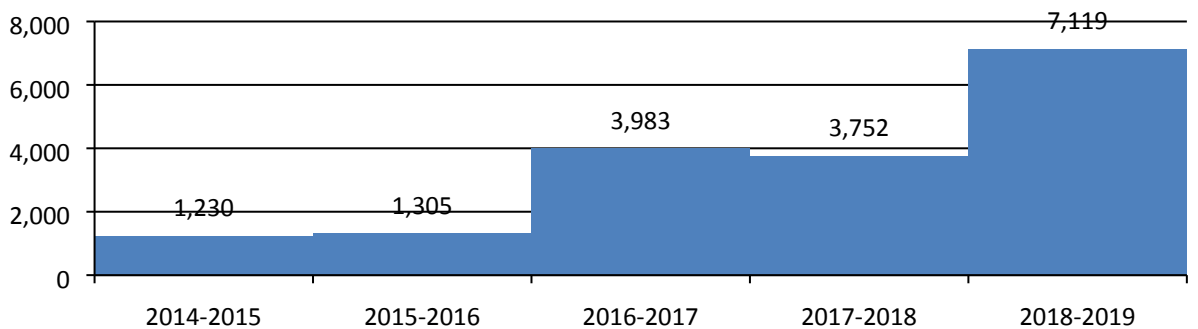
e-Books, e-Magazines and e-Audio books

E-Books 2014-2019

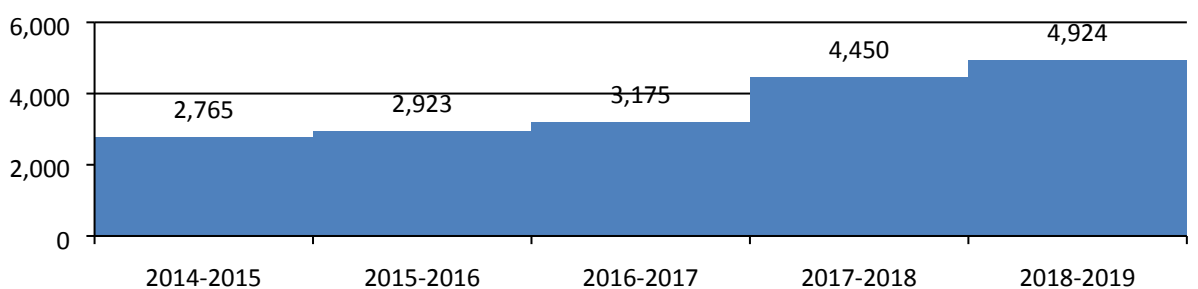


Rotherham Libraries and Neighbourhood Hubs have a collection of over 10,000 titles of e-books available for registered borrowers to download directly to their mobile devices for free. The table above shows e-books issued across the service from 2014 to 2019.

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.

Appendix 9

Customer Satisfaction

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

Volunteers

Rawmarsh Library & Neighbourhood Hub facilitated 2 volunteer placements in 2018/19. The total number of volunteer hours worked during this period was 200.

Building Information

Rawmarsh Library & Neighbourhood Hub is a modern Council owned building built in 2012.

The building was developed by the Council as a joint service centre with the NHS and provides doctors surgeries, shared Council locality offices, NHS office accommodation, community meeting rooms and a library.

The building is in good condition with estimated revenue running pro-rata costs for the library of £27,466 per annum.

Service Offer

Rawmarsh Library & Neighbourhood Hub is currently open Monday-Saturday, 46 hours per week.

Rawmarsh has great potential to build on many community links, including the High Street Centre, Rawmarsh Children's Centre and the Manor Farm Tenants and Residents Association.

Local schools regularly attend the site and support activities. Regular class visits are scheduled and additional class Rhymetime sessions are often planned to accommodate the schools' requests. In addition to this, many of the children come back during the school holidays to attend craft and games sessions.

Rawmarsh Library & Neighbourhood hub programmes a wide array of weekly activities for all ages. Knit and Natter, Adult Crafts, Games Club and Kid's Crafts are very popular and attendance is increasing.

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

A twice weekly Rhymetime session is delivered from Rawmarsh with a high level of attendance recorded each week. The local Pat-A-Cake toddler group also uses the community space. This is followed by the Rhymetime session and is attended by the same group of children.

Rawmarsh Library and Neighbourhood Hub is used by colleagues from housing services who meet clients within the space. Local carers use the Library for visits with their clients as the space is safe and inviting.

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.

The building is also used every week to deliver the Councillors surgery and a drop in service by the Community Police.

Appendix 9

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

A new Shared Reading group is held weekly at Rawmarsh Library & Neighbourhood Hub to bring people together to enjoy and experience literature, bringing great books, poems and plays to life through reading aloud and group discussion.

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

Rawmarsh Library & Neighbourhood Hub staff attend Lord Hardy Court residential home once a month to provide a craft session for residents who suffer from Dementia.

Currently revenues and benefit advice is accessible by appointment Monday-Friday. Assisted digital for online services are offered daily in addition to this via the Public access PCs. Rotherham Libraries and Neighbourhood Hubs are working closely with the Department of Work and Pensions (DWP) and Job Centre to deliver Universal Credit support from this location.

Rawmarsh has benefitted from a layout change in April/May 2017, with the Foyer area being developed into a large community meeting room and also a display area for the library. Customer services and the library have been configured together, creating a more purposeful and efficient environment for both customers and staff alike.

Rawmarsh is warm and welcoming utilising a modest 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.