

## Appendix 10

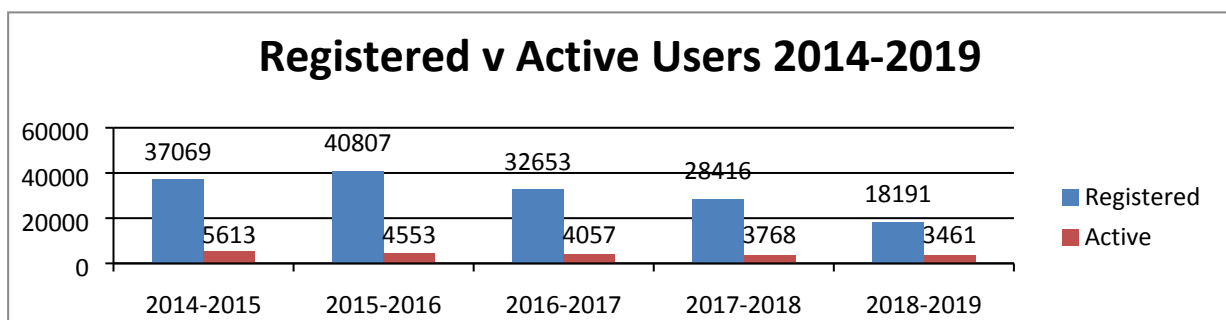
### Riverside Library and Neighbourhood Hub Site Profile (Central)

#### Financial Information

Description	Budget 2018/19	Comments
<b>Building Costs</b>	<b>545,678</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. The pro-rata cost for the area occupied within Riverside House is £545,678 pa (including rent).
<b>Staffing Costs</b>	<b>330,568</b>	
<i>Apprentice 1 FTE</i>		
<i>Band C 1.26 FTE (Relief Staff)</i>		
<i>Band D 9.22 FTE</i>		
<i>Band F 3.71 FTE</i>		
<b>Non staff Costs</b>	<b>29,055</b>	
<b>Income</b>	<b>-14,940</b>	
<b>Net Budget</b>	<b>£890,361</b>	

#### Customer Profile

##### Registered/Active Users



The chart shows an analysis of Riverside'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

	Registered (%)	Active (%)
Age 0-3	0.76	1.94
Age 4-11	10.65	22.09
Age 12-17	8.88	7.73
Age 18-25	11.36	7.04
Age 26-40	27.71	16.36
Age 41-65	28.67	26.78
Age 66+	11.96	18.07
Unknown	0	0

Riverside Library and Neighbourhood Hub is situated within the Boston Castle ward but also serves the wider community.

The 41-65 age group have the highest percentage of active borrowers.

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### Gender Profile

2018-2019	Registered (%)	Active (%)
Male	48.89	46.72
Female	50.46	52.93
Unknown	0.65	0.35

Riverside Library and Neighbourhood Hub has a closer balance of male and female registered users than most libraries, with more female active users than male.

### Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	54.52	54.59
Black or Black British	3.27	2.93
Dual Heritage	0.63	0.55
Asian or Asian British	11.58	11.71
Other	5.36	3.05
Unknown	24.64	27.18

The Black, Asian, Minority Ethnic and Refugee (BAMER) community within the Boston Castle ward has the highest percentage of BAMER registered users in the borough, although the highest number of registered and active borrowers within the Boston Castle ward are White.

In terms of library use, there is a relatively high Asian or Asian British figure but there is also a high number of "Unknown" or undeclared ethnicity.

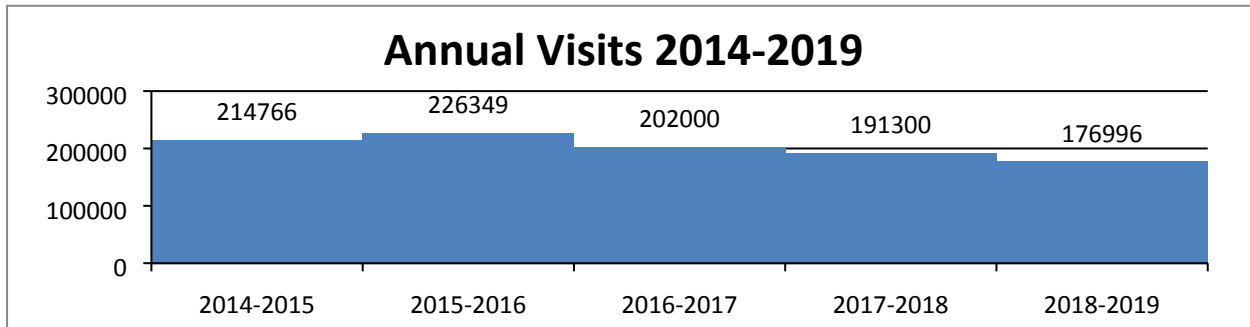
### Disability Profile

2018-2019	Registered	Active
Self-declared disabled	815	168

Monitoring of library users asks whether they consider themselves disabled.

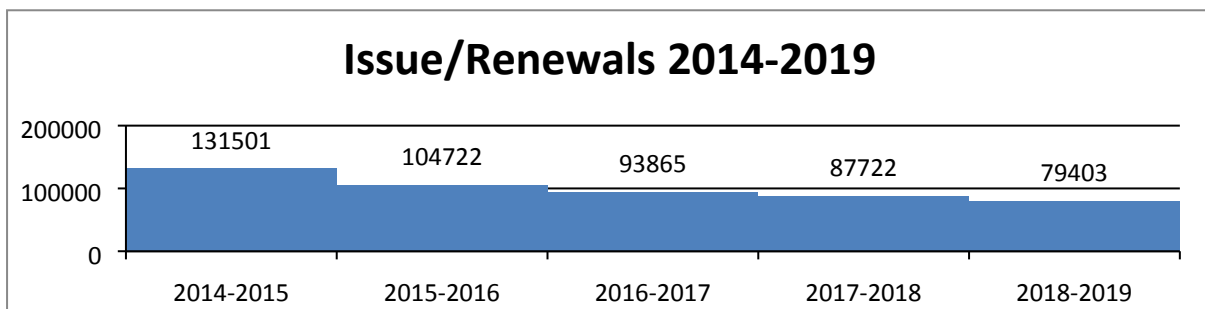
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### Annual Visits



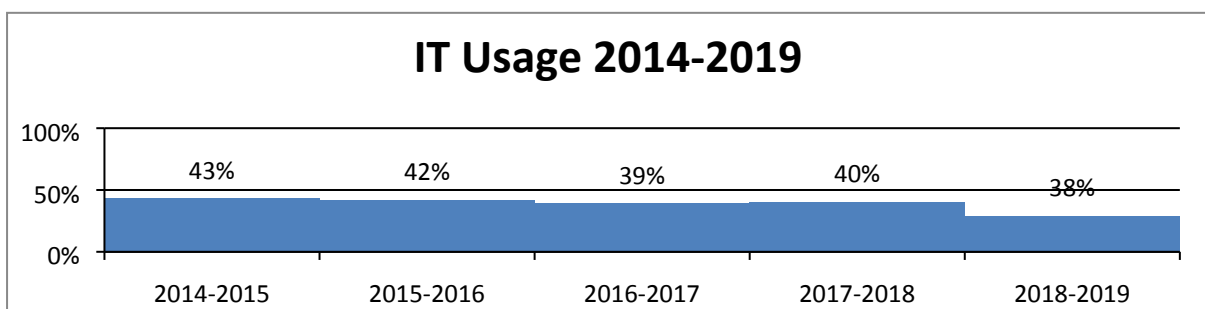
Library visitor figures are counted and recorded manually by library staff.

### Issues/Renewals



Issues/renewals have shown a similar steady decline as visitor figures over the last few years.

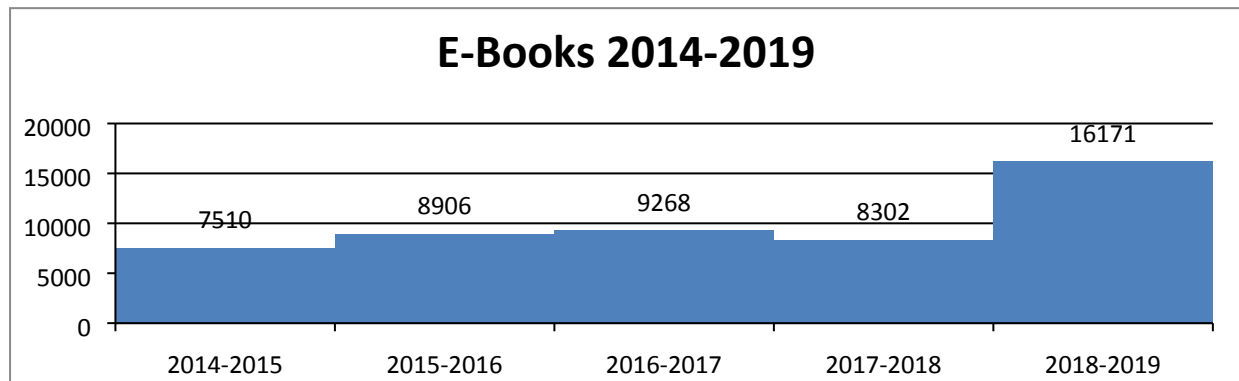
### IT Usage



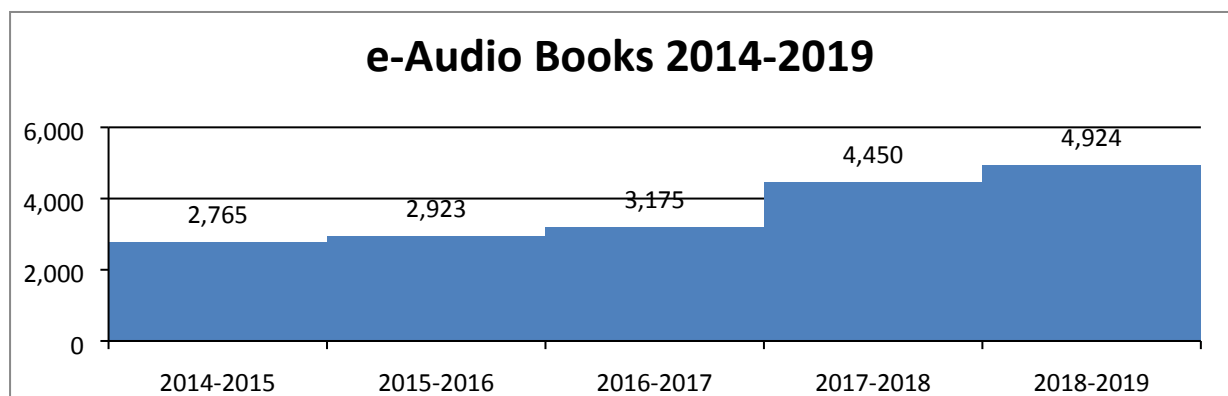
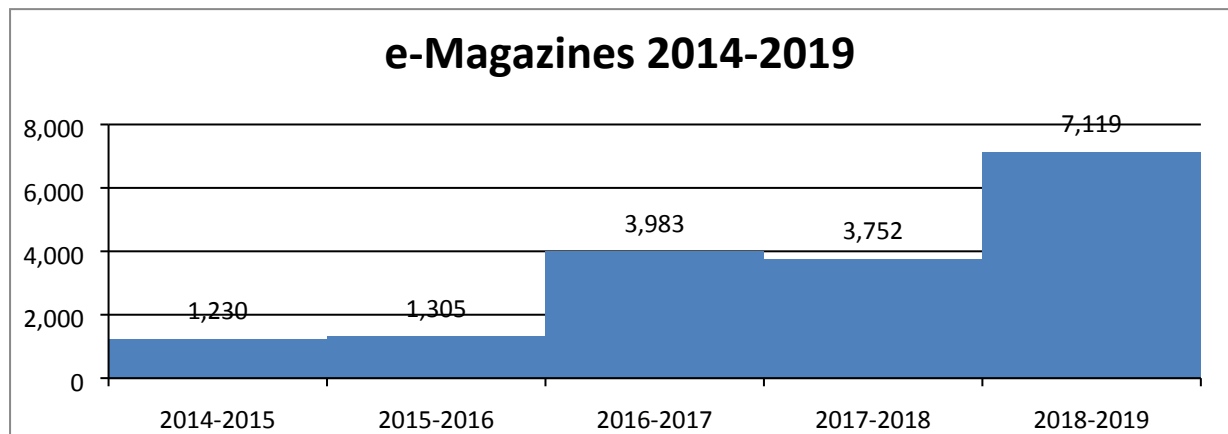
Riverside Library has 38 public access computers. 3 for use by children, 3 for teenagers while the other 32 are for use by adults. The table above shows average % of usage based on available PC time.

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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

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

### Volunteers

Riverside Library & Neighbourhood Hub facilitated 8 volunteer placements in 2018/19. The total amount of volunteer hours worked during this period was 1075 hours.

### Building Information

Riverside House library occupies two ground floor wings of Riverside House built and occupied from 2011.

### Service Offer

Riverside Library & Neighbourhood Hub is currently open Monday-Saturday, 55 hours per week.

Overall usage and footfall has dropped since the library was re-located from the previous site on Walker Place to Riverside House. Customer feedback highlights parking and distance from the main town centre shopping area as contributing factors.

Riverside has great potential to build on many community links due to its central location and works in partnership with a number of key partners which include -

- **Rotherham College (RNN Group)** who have hosted several art exhibitions within the art gallery at Riverside House.
- **Grimm and Co - Apothecary to the Magical.** School children visit Grimm and Co followed by a visit to Riverside House Library. During the class visit the children find out more about the Library service and take part in fun activities relating to literacy.
- **Rotherham Open Arts Renaissance (ROAR)** have hosted several art exhibitions within the art gallery at Riverside House showcasing art work by local artists. ROAR talks are also held in Riverside library, artists are invited to come along and talk or present their work to the public free of charge on a monthly basis.
- **National Careers Service** who help people to write curriculum vitae's (CV's) and get back into work, they also run a group CV and employment support session on a fortnightly basis.
- **Dearne Valley College** – we offer a one academic year placement delivering ICT classes within the Library service,
- **Anne Frank Trust in partnership with Rotherham United.** The aim of the Anne Frank exhibition is to target the most vulnerable and impressionable people and teach them the importance of personal responsibility and respect for others. It also shows them how to stand up to prejudice and discrimination. Targeting disadvantaged and divided communities, to teach the lessons from Anne's life and use it as a template to build a strong foundation for their lives
- **Public Health** to promote mental health awareness, keeping active and oral hygiene.
- **Rotherham Schools Music Service** utilise the Steinway piano to host recitals in the café area during lunchtimes and at evening events.
- **Local schools** regularly show an interest in supporting activities and attending class visits and additional class Rhymetime sessions. Ongoing partnerships with local schools aim to make the library associated with fun while increasing literacy.
- **The British Legion** offers a monthly drop in session to raise awareness of the cause.
- **Department of Work and Pensions (DWP)** and Job Centre to deliver Universal Credit assisted

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digital support.

The Gallery situated within the library has had numerous art exhibitions, both local and regional, strengthening relationships with local schools and colleges, as well as showcasing regional talent including –

- **Heritage Services** to host a number of exhibitions and workshops related to pottery.
- **Yorkshire photographic union** which also included a regional exhibition.
- **Sheffield University** 'Imagine exhibition' '
- **'Riverbanksy' Funded by Arts Council England and partnered by Rotherham Open Arts Renaissance** which introduced young people to a large-scale art project using concrete. The project was aimed at young people age 12-24 who were not currently engaged with libraries or reading. The project aimed to disrupt pre-conceptions of libraries as quiet, dingy, intimidating places and challenged the stereotypical view of libraries as places demanding quiet, order and uniformity.

A twice weekly Rhymetime session is delivered from Riverside, with high numbers recorded each week.

Saturday Story Stop, Lego, chess, Scrabble and games club are also weekly activities, which are very popular. Our well established Knit and natter group meets weekly which is a great way for people to socialise and contributes to reducing isolation and loneliness.

Work is underway to recruit volunteers to deliver a regular code club and family history group

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. Riverside also delivers a staff led job club. This compliments the CV and careers advice currently offered by the National Careers Service.

Riverside has a very active profile of readers groups, with 2 groups currently meeting monthly (The visually impaired readers group and the Riverside Monday readers group).

Riverside library has 2 active writers groups, one of them long established meeting monthly, the other is the return of the teenage writers group, meeting fortnightly, increasing engagement with teenage users.

A weekly Shared Reading group is held at Riverside 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.

Work is underway to maximise the links with the health services in the area and it is hoped that new partnerships will be established in-line with the National Library Health Offer which supports the Council's Health and Wellbeing Strategy.

Riverside is a vibrant and modern library and neighbourhood hub utilising a large space on the ground floor to schedule in a wide array of services and functions. The benefits include assisted digital access, health, information, a wide range of reading material and cultural events and activities. The Universal Library Offers contribute significantly to the Thriving Neighbourhood Strategy as well as the Council's Corporate Priorities. It delivers services to the town centre local community and underpins services delivered by all the remaining libraries.