

Cambridgeshire Libraries, Archives & Information Service

Ramsey Library

Library Profile

2006/07

September, 2007

Foreword

For several years Cambridgeshire's library service has been developing the information it provides about the development and performance of its libraries. In a spirit of open and pro-active provision of information about the service, for the last few years a series of library profiles and other information sources has been made available in both paper and electronic formats.

The library profile is intended to give a rounded view of how each library in the service is performing in relation to others of a similar size within the authority; it is designed to provide contextual information about the library - for example access, local age profile, issue figures; and it investigates the learning, promotional and other activities in which the library has been engaged.

This library profile is a core element in a three-part plan to enable library customers and staff to be better informed about their library. A series of library information posters is displayed in every library - giving snapshot information on performance and other activities, and during the course of the last few years a programme of Library Development events has been rolled out. Using the library profile as the basis for engagement, these events enable library staff and managers to talk to local people, councillors and others about their library, its progress and its future. Findings from the events have been used to inform the service's ongoing planning processes, and progress against the actions identified is now displayed in each library.

If you would like to make any comments or enquiries about your library profile please contact

Lesley Noblett
Head of Libraries, Archives and Information
Cambridgeshire Libraries & Information Service
Library Headquarters
Ascham Road Site
Cambridge CB4 2BD

Tel: 01223 717023

Lesley.Noblett@cambridgeshire.gov.uk

Library Profile

RAMSEY LIBRARY

2006/07

Note: This profile represents a snapshot of the library during the year 2006/07. The profile is updated annually. Please check our website for up-to-date information (www.cambridgeshire.gov.uk/library)

A Summary Of Ramsey Library

Ramsey Library provides a wide range of services successfully to the local community, which could be enhanced by a larger building .The free internet service continues to be very popular despite other free use available in the town. Staff are a committed team promoting the service at every opportunity to bring success to events & activities held.

An Extended View Of Ramsey Library

1. Accommodation

The current library building was opened in 1966, with shrubs in a central atrium. This was later incorporated into the library, giving a total area of 151.72 square metres. The current building does not provide the space or facilities to offer the full range of services appropriate to a community like Ramsey in the 21st Century; in particular, the library is deficient in space for study, information technology and more stock.

July 2003: all users appreciate the new look library, brought about through DDA work. Most comment on the automatic doors, several motorised wheel chair users are making good use of the new facilities.

2. Opening hours

This library opens for **28** hours a week:

Monday	Closed	
Tuesday	10.00-1.00	2.00-6.00
Wednesday		2.00-7.00
Thursday	10.00-1.00	2.00-6.00
Friday	10.00-12.00	2.00-6.00
Saturday	9.30-12.30	

3. Accessibility

Car park - yes, but often full in term time

Public transport - bus stop - 3-5 minutes from the town centre. Cavalier 330, 331, Whippet 21

Ease of access - wheelchair friendly and fully accessible for all

Toilet - nearest public toilet in town centre, with disability access

4. IT equipment

Number of People's Network and other Computers	PN-Adult	PN-Children's	Total
	5	2	7

5. Activities

- "Ramsey Reading Ring" flourishes, meeting regularly once a month on Thursday mornings
- 'Vital Communities' display in the library, promoting young artists in the area
- Reading Voyage was very successful with the Mayor attending the certificate presentation, and subsequent summer reading challenges have continued to be successful
- Ramsey Area Partnership displayed 3D development plans

6. Special Events Through The Year

Vital Communities held a music and art event in February half term.

In March we had an Anti-Slavery exhibition.

Library Users And The Local Community

1. Active/regular users

- Number of borrowers registered at this library: 4761
- Number of borrowers with one or more items on loan: 552
- Number of "active" borrowers at this library (those who have borrowed within last 12 months): 1816

2. Membership – New members during 2006/07

Average new members per month	34
Average for this level of library in Cambridgeshire	49

3. Visits

	Visits		
	2005/06	2006/07	%+/-
This Library	31304	25077	-20%
Average for this level of library in Cambridgeshire	44684	44441	-1%

	Visits per open hour		
	2005/06	2006/07	%+/-
This Library	22	17	-23%
Average for this level of library in Cambridgeshire	28	28	0%

4. Long term trend in visits

	% change over 5 years
This Library	-26%
Average for this level of library in Cambridgeshire	-2%

5. Local community age profile

This table shows the age breakdown of residents within the catchment area of the library, together with information about the age of customers currently using the library.

Age Group	Residents (from 2001 Census)		Library Customers (from PLUS surveys)
	Number	% of Library Catchment	% of Library Customers
0-4	642	5.4%	11.0%
5-9	841	7.1%	10.8%
10-14	869	7.3%	6.5%
15-19	755	6.3%	0.9%
20-24	475	4.0%	1.5%
25-34	1377	11.6%	7.6%
35-44	1903	16.0%	12.8%

Age Group	Residents (from 2001 Census)		Library Customers (from PLUS surveys)
	Number	% of Library Catchment	% of Library Customers
45-54	1888	15.8%	10.6%
55-64	1366	11.5%	17.6%
65-74	960	8.1%	14.3%
75 or over	843	7.1%	6.5%

6. Library Users Feedback

This information is compiled from the Adult PLUS Survey, taken in September 2006

	Very Good	Good	Adequate	Poor	Very Poor
Opening Hours	23.6%	52.4%	21.8%	2.2%	0.0%
Staff Helpfulness	84.0%	15.6%	0.4%	0.0%	0.0%
Choice Of Books	28.3%	47.4%	20.6%	3.7%	0.0%
Condition Of Books	35.6%	55.2%	8.4%	0.8%	0.0%
This Library Overall	51.9%	41.8%	5.9%	0.3%	0.0%

Stock And Issue Figures

1. Stock holding

2006/07	At this library	Average for this level of library in Cambridgeshire
Adult books	7978	7547
Junior books	3607	5198
Reference books	261	241
Total:	11846	12986

2. No. of books borrowed

	Books borrowed		
	2005/06	2006/07	% +/-
This Library	54048	49825	-8%
Average for this level of library in Cambridgeshire	66492	66909	1%

3. Books Borrowed per Hour Open

	Books borrowed per hour open		
	2005/06	2006/07	% +/-
This Library	37	34	-8%
Average for this level of library in Cambridgeshire	42	42	0%

4. Junior Books Borrowed As a Percentage Of Total

	Junior books borrowed as a % of total		
	2005/06	2006/07	% +/-
This Library	37	34	-3%
Average for this level of library in Cambridgeshire	43	44	1%

5. Long term trend in book issues

	% change over 5 years
This Library	-17%
Average for this level of library in Cambridgeshire	7%

Enquiries

	Enquiries		
	2005/06	2006/07	% +/-
This Library	8411	13442	60%
Average for this level of library in Cambridgeshire	5896	8801	49%

Note: These enquiries are in-person queries received across the library counter. They do not include telephone enquiries, which are directed to Cambridgeshire County Council's central Contact Centre.

Library Supervisors Comments

Ramsey has had a successful year.

The reading group which meets in the library, joined with the WI to enjoy an Orange evening celebrating the Orange prize for fiction. This enjoyable event promoted reading and the library in the town.

The library also had a presence at the Rural Museum at a special local history day.

The children's Reading Voyage encouraged children to come to the library and read books through the school holidays. The Mayor presented those who read six books with a medal and a certificate. Further summer reading challenges have been very successful.

The library helped a local Community Archives Network get established, putting photographs etc on the Internet. Unfortunately the library does not have the space and resources to enable the group to meet in the library, although there is still a staff connection.

Customer Services Manager Comments:

This year saw the retirement of a long-standing member of staff from the Library and the introduction of the new library management system 'Unicorn'.

There has been a fall in visitor numbers and books borrowed, whilst the number of enquiries dealt with by staff have risen dramatically.

We continue to investigate opportunities to replace the existing library and provide a more spacious library and community facility. This continues to be discussed with developers who are creating schemes to develop central areas within the town.