

**Cambridgeshire Libraries, Archives & Information Service**

# **Great Shelford 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

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## Library Profile

### GREAT SHELFORD 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](http://www.cambridgeshire.gov.uk/library) )*

#### **A Summary Of Great Shelford Library**

Despite the limitations of the building, Great Shelford continues to be a busy hub of the community. This is reflected in the increase in numbers of visitors and enquiries.

Improved accommodation for the library would enable the service to reach its full potential for the community.

#### **An Extended View Of Great Shelford Library**

##### **1. Accommodation**

The library has been converted from two houses and occupies the ground floor, whilst upstairs are County Council owned flats that are not in use due to structural problems. The premises, although centrally sited, are not suited to the efficient operation of a public library service as the ground floor consists of a series of small rooms giving an inadequate 87 square metres of space.

The configuration restricts the level of services that can be provided and replacement or redevelopment of this site has been a priority for many years. Due to the deteriorating condition of the building, the County Council is actively seeking to replace the current building on the same site. There are hopeful signs that progress will be made to upgrade the library in 2007.

There are only three public use internet terminals provided because of the space restrictions and no DDA work has been done.

##### **2. Opening hours**

The library is open for **32.5** hours per week.

Monday	2.30-7.30
Tuesday	10-12.30; 2.30-7.30
Wednesday	2.30-7.30
Thursday	2.30-7.30
Friday	10-12.30; 2.30-7.30
Saturday	10-12.30

### 3. Accessibility

**Car park** - no, but street parking is usually available. Nearest public car park is just across the street by the Memorial Hall

**Public transport** - bus service Citi 7 stops in nearby Tunwells Lane. Shelford railway station is 5 minutes walk away

**Ease of access** - level entrance but some narrow doorways inside

**Toilet** - no

### 4. IT equipment

Number of People's Network and other computers	PN-Adult	PN-Children's	Learning Centre	Library Catalogue only	Local Studies – CD ROMs	Total
	3	0	0	0	0	3

### 5. Activities

- Great Shelford supports 10 Reading Groups

### 6. Special events Through The Year

- Children's Summer Reading Challenge – 95 Registered, 48 Completed
- Customer Appreciation Day

### Library Users And The Local Community

#### 1. Active/regular users

- Number of borrowers registered at this library: 3925
- Number of borrowers with one or more items on loan: 594
- Number of "active" borrowers at this library (those who have borrowed within last 12 months): 1715

#### 2. Membership – new members during 2006/07

Average new members per month	27
Average for this level of library in Cambridgeshire	49

### 3. Visits

	Visits		
	2005/06	2006/07	%+/-
This Library	40924	34736	-15%
Average for this level of library in Cambridgeshire	44684	44441	-1%

	Visits per open hour		
	2005/06	2006/07	%+/-
This Library	24	21	-13%
Average for this level of library in Cambridgeshire	28	28	0%

### 4. Long term trend in visits

	% change over 5 years
This Library	2%
Average for this level of library in Cambridgeshire	-12%

### 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	1027	5.5%	6.8%
5-9	1141	6.1%	7.1%
10-14	1083	5.8%	4.7%
15-19	1083	5.8%	0.2%
20-24	980	5.2%	1.2%
25-34	2085	11.1%	6.4%
35-44	2804	15.0%	16.9%
45-54	2883	15.4%	10.3%
55-64	2364	12.6%	15.3%
65-74	1629	8.7%	16.3%
75 or over	1630	8.7%	14.8%

## 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	22.9%	49.2%	25.6%	2.3%	0.0%
Staff Helpfulness	80.8%	18.5%	0.8%	0.0%	0.0%
Choice Of Books	21.8%	43.6%	30.8%	3.8%	0.0%
Condition Of Books	24.9%	59.4%	15.7%	0.0%	0.0%
This Library Overall	38.2%	45.5%	14.2%	2.1%	0.0%

## Stock And Issue Figures

### 1. Stock holding

2006/07	At this library	Average for this level of library in Cambridgeshire
Adult books	7601	7547
Junior books	4506	5198
Reference books	230	241
Total:	12337	12986

### 2. No. of books borrowed

	Books borrowed		
	2005/06	2006/07	% +/-
This Library	77985	76332	-2%
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	46	45	-2%
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	43	42	-1%
Average for this level of library in Cambridgeshire	43	44	1%

#### 5. Long term trend in book issues

	% change over 5 years
This Library	-2%
Average for this level of library in Cambridgeshire	-7%

#### Enquiries

	Enquiries		
	2005/06	2006/07	%+/-
This Library	3952	5278	34%
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.

#### **Customer Services Managers / Area Managers Comments**

We continue to be hopeful that a new library building will become a reality in 2008, this would increase the use of the library dramatically and would enable us to serve the community more effectively.

It is encouraging that the number of visitors to Great Shelford Library continues to increase.