

Cambridgeshire Libraries, Archives & Information Service

Milton Road 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

MILTON ROAD 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 Milton Road Library

Milton Road is located in an established suburban area, is a city branch library with a loyal customer base and above average levels of business. It has been adapted to provide some of Central Library's functions during the Grand Arcade Redevelopment. The library is currently open more than 60 hours a week and business is generally brisk. In recent years, the local community has become more diverse in nature, requiring an appropriate response from the committed team of staff.

An Extended View Of Milton Road Library

1. Accommodation

In the interim period opening hours have been extended and extra services have been provided to compensate for the closure of the Central library. The library is housed in a purpose-built single storey building which opened in 1937. Recent DDA work has increased its accessibility to wheelchair users. The building has a light and spacious atmosphere, although unfortunately there is some concern that the building has subsidence problems. It has 211.11 sq metres floor space which houses three main rooms, a large Children's Library area, a Reading Room with computer terminals, part of the Cambridgeshire Collection and the main adult collection.

Plans to investigate the structural issues and refurbish the library have been delayed until 2008 when the new Central Library re-opens. Opening hours have been extended and some extra services provided to compensate for the closure of the Central library.

2. Opening hours

Whilst Central Library is closed Milton Road opens for **63** hours a week:

Monday	9 - 7
Tuesday	9 - 7
Wednesday	9 - 7
Thursday	9 - 7
Friday	9 - 7
Saturday	9 - 6
Sunday	12 - 4

3. Accessibility

- **Car Park.** There is no car park but there is limited on-street parking outside the library. There is a disabled space directly outside the front of the library.
- **Public Transport:** Stagecoach 9 and X9 (for Ely) on Milton Road; Citi 1 stops in Gilbert Rd; 99 Park and Ride Service stops at Arbury Corner. Citi 2 stops along Chesterton Road. The Citi 1, Citi 2 and 99 services are a short walk away.
- **Public Toilet.** Yes there is a public toilet with disabled access.
- **Ease of access.** Ramped approach to automatic doors at the entrance to the library. There are no steps or ramps inside the Library. A book trolley is available for customer use.

4. IT equipment

Number of People's Network and other computers	PN-Adult	PN-Children's	Total
	8	2	10

5. Activities

- **Friends groups.** Limited activities continue with the Friends group
- The Library supports many privately run adult **reading groups**
- During the course of any one year, the Library receives four circulating collections of themed stock. These are a very welcome supplement to the existing collection
- **Children's activities**
Storytime takes place on Saturday mornings 10.30 to 11.00
- County and City councillors hold a surgery here on what they call the "teenth" day of the month. This is usually the middle Saturday in the month and a list of dates is kept in the Library.

The library has been able to accommodate some small County Council or similar surveys using questionnaires

6. Special Events Through The Year

Refurbishment

Library Users And The Local Community

1. Active/regular users

- Number of borrowers registered at this library: 3722
- Number of borrowers with one or more items on loan: 649
- Number of “active” borrowers at this library (those who have borrowed within last 12 months): 1732

2. Membership – new members during 2006/07

Average new members per month	45
Average for this level of library in Cambridgeshire	49

3. Visits

	Visits		
	2005/06	2006/07	%+/-
This Library	33501	45656	36%
Average for this level of library in Cambridgeshire	44684	44441	-1%

	Visits per open hour		
	2005/06	2006/07	%+/-
This Library	23	26	13%
Average for this level of library in Cambridgeshire	28	28	0%

4. Long term trend in visits

	% change over 5 years
This Library	23%
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	1792	5.7%	9.9%
5-9	1657	5.3%	10.1%
10-14	1704	5.4%	5.6%
15-19	1723	5.5%	1.1%
20-24	3000	9.5%	2.2%
25-34	5983	19.0%	8.0%
35-44	4514	14.3%	18.3%
45-54	3773	12.0%	13.3%
55-64	2952	9.4%	11.0%
65-74	2250	7.1%	11.6%
75 or over	2143	6.8%	8.8%

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	19.6%	50.3%	24.0%	5.1%	1.0%
Staff Helpfulness	80.6%	17.2%	2.3%	0.0%	0.0%
Choice Of Books	23.2%	45.0%	28.3%	3.5%	0.0%
Condition Of Books	26.6%	61.7%	10.3%	1.4%	0.0%
This Library Overall	48.0%	43.3%	8.4%	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	11794	7547
Junior books	7301	5198
Reference books	246	241
Total:	19341	12986

2. No. of books borrowed

	Books borrowed		
	2005/06	2006/07	% +/-
This Library	70227	81002	15%
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	47	45	-3%
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	51	48	-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	16%
Average for this level of library in Cambridgeshire	7%

Enquiries

	Enquiries		
	2005/06	2006/07	%+/-
This Library	6461	15158	135%
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

All the figures shown are significantly inflated when compared to previous years. This is due to the extended services offered during the Cambridge Central Redevelopment and the library becoming dramatically busier during the last quarter of 2006/7. Thanks to all the staff who have worked together and will continue to work hard to provide a service at Milton Road Library.

Customer Services Manager / Area Managers Comments

Since February, Milton Road Library has provided a major part of the devolved library service arising out of the temporary closure of Cambridge Central Library for refurbishment as part of the Grand Arcade redevelopment. This has involved some internal improvements to the fabric of the building. For the period of the Central Library closure Milton Road library has extended its opening hours, and is now open on Sunday afternoon. Staff have been relocated from the Central Library, to deal with the increased demand experienced at this service point, which has doubled as a result of the changes. The local studies service, the "Cambridgeshire Collection" will be located here throughout this period.