

Cambridgeshire Libraries, Archives & Information Service

Cottenham 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

COTTENHAM LIBRARY

2006/07

Note: This profile represents a snapshot of the library during the year 2006/06. The profile is updated annually. Please check our website for up-to-date information (www.cambridgeshire.gov.uk/library)

A Summary Of Cottenham Library

Cottenham Library is situated in a purpose built building, the Library is located just off the High Street, not near the shops or school, so publicity is important if potential customers are to be aware that there is a library. The staff work hard at promoting the library, via leaflets, magazine articles, events and visits.

An Extended View Of Cottenham Library

1. Accommodation

The building is now 10 years old. A purpose built library located in a side road off the Cottenham High Street, it is a light, attractive building, with users needing to make a designated trip to the library as it is not on school or shopping routes.

The Library has parking at the rear, including a disability space. The garden at the front is maintained by the Gardening Club.

The interior of the library has been enhanced through DDA funding to provide automatic doors and a new library counter. The library also has an improved lay-out with more space between the bookcases and a safer children's area.

The library has a toilet with disabled access and all the shelving is on wheels to allow for redesign of the lay-out, or talks and special events

2. Opening hours

This library opens for 21 hours a week:

Monday	2-7.30
Tuesday	2-7.30
Wednesday	closed
Thursday	10-12; 2-7.30
Friday	closed
Saturday	10-12.30

3. Accessibility

Car Park – The library has 4 parking places and one disabled space

Public Transport - Stagecoach City No 7 serves Cottenham and Cambridge

A bus stop is 100 yards from the library at the Fire Station opposite Margett Street.

Cottenham Car Care is a transport scheme for older people.

Public Toilets - yes, with disability access

Ease of Access –Wheelchair friendly and fully accessible for all

4. IT equipment

Number of People's Network and other computers	PN-Adult	PN-Children's	Library Desk	Total
	5	2	2	9

5. Activities

Children's Activities

The Reading Mission summer children's promotion generated considerable interest and was much appreciated by all the children involved.

Reading Groups

The library supports 4 Reading Groups that meet in the home or workplace.

Partnerships

The library enjoys a good relationship with the local gardening club who maintain their flowerbeds.

Other

- The library set up a successful Jigsaw Puzzle Exchange
- Customer appreciation day
- Visits from local Schools, nurseries and Brownies

Library Users And The Local Community

1. Active/regular users

- Number of borrowers registered at this library: 2645
- Number of borrowers with one or more items on loan: 367
- Number of “active” borrowers at this library (those who have borrowed within last 12 months): 1036

2. Membership – New members during 2006/07

Average new members per month	17
Average for this level of library in Cambridgeshire	22

3. Visits

	Visits		
	2005/06	2006/07	%+/-
This Library	16458	15119	-8%
Average for this level of library in Cambridgeshire	18098	16831	-7%

	Visits per open hour		
	2005/06	2006/07	%+/-
This Library	15	14	-7%
Average for this level of library in Cambridgeshire	18	17	-6%

4. Long term trend in visits

	% change over 5 years
This Library	-15%
Average for this level of library in Cambridgeshire	-8%

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	428	6.2%	9.6%
5-9	391	5.6%	11.0%
10-14	454	6.6%	8.7%
15-19	387	5.6%	1.8%
20-24	279	4.0%	0.9%
25-34	1041	15.0%	6.4%
35-44	1111	16.1%	20.1%
45-54	1001	14.5%	9.6%
55-64	708	10.2%	11.0%
65-74	551	8.0%	11.4%
75 or over	570	8.2%	9.6%

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	22.0%	47.5%	22.0%	7.6%	0.8%
Staff Helpfulness	84.6%	13.7%	1.7%	0.0%	0.0%
Choice Of Books	26.3%	54.4%	14.9%	4.4%	0.0%
Condition Of Books	44.0%	50.5%	5.5%	0.0%	0.0%
This Library Overall	62.8%	33.9%	3.3%	0.0%	0.0%

Stock And Issue Figures

1. Stock holding

2006/07	At this library	Average for this level of library in Cambridgeshire
Adult books	4684	4752
Junior books	4083	1195
Reference books	100	171
Total:	8867	6118

2. No. of books borrowed

	Books borrowed		
	2005/06	2006/07	% +/-
This Library	37126	34016	-8%
Average for this level of library in Cambridgeshire	32844	31713	-3%

3. Books Borrowed Per Hour Open

	Books borrowed per hour open		
	2005/06	2006/07	% +/-
This Library	34	31	-8%
Average for this level of library in Cambridgeshire	34	32	-3%

4. Junior Books Borrowed As A Percentage Of Total

	Junior books borrowed as a % of total		
	2005/06	2006/07	% +/-
This Library	51	49	-2%
Average for this level of library in Cambridgeshire	51	50	-1%

5. Long term trend in book issues

	% change over 5 years
This Library	-9%
Average for this level of library in Cambridgeshire	-1%

Enquiries

	Enquiries		
	2005/06	2006/07	%+/-
This Library	2977	2509	-16%
Average for this level of library in Cambridgeshire	3208	3124	-3%

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 Service Manager / Area Manager's Comments

The number of visitors to Cottenham Library have dropped slightly, but there has been an increase in new members joining.

The library has noticed an influx of Romanian migrant workers using the library IT facilities over the period.