

Cambridgeshire Libraries, Archives & Information Service

Chatteris 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

CHATTERIS 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 Chatteris Library

Chatteris Library is a purpose-built modern library well placed in the centre of the shopping area. New housing development in the town is reflected in the maintenance of the growth in the use of the library that was seen in last year's profile.

An Extended View Of Chatteris Library

1. Accommodation

Built in 1992, Chatteris Library it is a light, modern building but lacks good ventilation. It has good car parking nearby and is close to the shops. The library is on the ground floor with flats above. The proposed redevelopment of the adjacent vacant Fenland District Council offices will enhance the library facilities on offer.

2. Opening hours

This library opens for **27.5** hours a week:

Monday	10.00-1.00	2.00-5.00
Tuesday	10.00-1.00	2.00-5.00
Wednesday	10.00-1.00	
Thursday	Closed	
Friday	10.00-1.00	2.00-7.00
Saturday	10.00-1.00	2.00-3.30

3. Accessibility

CAR PARK – 9 spaces plus 4 disabled. Public Car Park 175 yards.

PUBLIC TRANSPORT – Bus Stop 100 yards, Stagecoach X7, X8, North Huntingdonshire 332,333

PUBLIC TOILET – no, nearest 100 yards with disability access

EASE OF ACCESS – wheelchair friendly and fully accessible for all.

PUBLIC TELEPHONE - 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
	6	3	Nil	Nil	1	10

5. Activities

- The Adult Reading Group, Read and Chat, continues to be popular with a regular attendance of 6 - 8 members meeting monthly in the library on Friday mornings.
- A new children's reading group, Chatterbooks, started in April 2006 and has regular attendance of 12 - 15 members, aged 7 to 11, meeting monthly in the library on Friday afternoons.
- Pre school story time continues to be popular on a Monday afternoon with regular attendance of between 4 and 8 children.

Sure Start activities

Surestart South Fenland funded one project based in Chatteris Library - Bookstart & Family Reading and Learning. The team consists of an Early Years Librarian, a Bookstart Outreach Worker and a Library Assistant.

The project holds two weekly events throughout the year - The Bookstart Baby Club (35 active members) for 0-18mth olds and ABC/123 (40 active members), which caters for 18mths to the 2 years 9 month olds. The Bookstart Outreach worker also visits 25 Under-5s groups around the Surestart South Fenland* area with a laptop, enabling children and families to join the library wherever they meet. (*Chatteris plus the 5 surrounding villages - Benwick, Christchurch, Doddington, Manea & Wimblington)

They provide a Napsack loan service for babies up to the age of 12 months, a large collection of parenting books, and an extensive collection of health information, all available free of charge.

They have shared this service with surgeries and Health Visitors, placing three Book Boxes in surgeries around the Surestart South Fenland area. They distributed Bookstart Bags and Rhymetime Bags to 8 month olds and 18 month olds respectively and started to deliver Bookstart Plus Satchels and Bookstart Treasure Boxes to all eligible children, as well as running the Bookstart Book Crawl as an ongoing reward scheme. All services operate through Chatteris Library and are well supported by the library staff.

6. Special Events Through the Year

- The summer reading challenge, The Reading Mission, attracted 150 joiners and 85 finishers. A presentation was attended by 60 of the children where medals and certificates were presented. Town Council funding again provided extra staff time for activity sessions over the summer holidays.
- Exhibitions - Chatteris in Bloom, local artist watercolours, Agriculture in fenland, Real Nappy Campaign, Tracy Beaker competition, Fenland Volunteer Bureau, local history, Chatteris Community Archive, St John's Ambulance, National Childminding Association.

Library Users And The Local Community

1. Active/regular users

- Number of borrowers registered at this library: 5966
- Number of borrowers with one or more items on loan: 757
- Number of "active" borrowers at this library (those who have borrowed within last 12 months): 2639

2. Membership – new members during 2006/07

Average new members per month	47
Average for this level of library in Cambridgeshire	49

3. Visits

	Visits		
	2005/06	2006/07	%+/-
This Library	64753	67779	0%
Average for this level of library in Cambridgeshire	44684	44441	-1%

	Visits per open hour		
	2005/06	2006/07	%+/-
This Library	45	45	0%
Average for this level of library in Cambridgeshire	28	28	0%

4. Long term trend in visits

	% change over 5 years
This Library	-12%
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	956	5.9%	5.9%
5-9	1127	7.0%	7.9%
10-14	979	6.1%	3.4%
15-19	789	4.9%	2.2%
20-24	723	4.5%	5.5%
25-34	2124	13.2%	11.8%
35-44	2477	15.4%	16.0%
45-54	2206	13.7%	13.3%
55-64	1896	11.8%	9.7%
65-74	1501	9.3%	15.8%
75 or over	1329	8.3%	8.5%

6. Library Users Feedback

	Very Good	Good	Adequate	Poor	Very Poor
Opening Hours	26.3%	47.8%	21.1%	4.4%	0.4%
Staff Helpfulness	82.5%	17.0%	0.4%	0.0%	0.0%
Choice Of Books	31.7%	43.9%	22.6%	1.7%	0.0%
Condition Of Books	36.4%	54.1%	8.6%	0.9%	0.0%
This Library Overall	54.4%	39.3%	6.3%	0.0%	0.0%

Stock And Issues Figures

1. Stock holding

2006/07	At this library	Average for this level of library in Cambridgeshire
Adult books	6845	7547
Junior books	4143	5198
Reference books	380	241
Total:	11368	12986

2. No. of books borrowed

	Books borrowed		
	2005/06	2006/07	% +/-
This Library	51913	52919	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	36	40	3%
Average for this level of library in Cambridgeshire	42	44	0%

4. Junior Books Borrowed As a Percentage of Total

	Junior books borrowed as a % of total		
	2005/06	2006/07	% +/-
This Library	42	40	-2%
Average for this level of library in Cambridgeshire	43	44	1%

5. Long term trend in book issues

	% change over 5 years
This Library	-7%
Average for this level of library in Cambridgeshire	-10%

Enquiries

	Enquiries		
	2005/06	2006/07	%+/-
This Library	7098	11219	58%
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 Manager Comment

Staff worked in conjunction with colleagues from across the service to produce an action plan that evaluated the stock and furniture in the library. New ways to market the library, community events & activities and effectively display stock were also discussed and successfully implemented.

The number of visits to Chatteris Library continues to increase and is notably higher than the average for this level of library in Cambridgeshire. There has also been a rise in the number of enquiries in 2006/07.

It is recognised that the vacant offices adjacent to the library would provide an opportunity for expansion of Library and Learning activities that would be a valuable asset. Investigations are currently under way with a view to purchasing the property (subject to available funding).