

Cambridgeshire Libraries, Archives & Information Service

Burwell 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

BURWELL 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 Burwell Library

Burwell Library opened on its new site in January 2006, and since then visitor and issue figures have increased significantly. The loan of adult books increased by 39% and children's books by 53%.

An Extended View Of Burwell Library

1. Accommodation

The new building provides 140 square metres of library space in a single storey building, and is located within the Burwell Village College site. The new building, which is almost twice the size of the old library, is bright, modern and welcoming. It provides the full range of library services including lending and reference books, a lively children's library, DVDs, videos, talking books and free Internet access, including free e-mail. There is also a customer toilet and baby changing facility.

2. Opening hours

This library opens for **20.5** hours a week:

Monday		2.30 – 5 pm	6 – 8pm
Tuesday	10 – 12.30pm	2.30 – 5pm	
Wednesday	CLOSED		
Thursday		2.30 – 5pm	6 – 8pm
Friday	10 – 12.30pm	2.30 – 5pm	
Saturday	10 – 12.30pm		

3. Accessibility

Car park - car park shared with village college

Public transport - bus stop - 100 metres, Stagecoach 10

Ease of access – Fully accessible, disabled toilet

4. IT equipment

Number of People's Network and other Computers	PN-Adult	PN-Children's	Total
	4	1	5

5. Activities

- The popular Reading group meets once a month in the library. We also supply books for 3 groups which meet elsewhere.
- Weekly taster IT sessions were extremely popular.
- There is a regular rhyme time and story time every Tuesday morning that is run by volunteers.
- The primary school use the library for 3 lunchtime sessions when it is closed to the public.
- The Local History research group hold quarterly meetings in the library.

Special Events Through The Year

- The summer reading scheme, which promotes literacy and library use, was very successful with over 90 children taking part. Funding from the parish council enabled us to hold craft sessions every week throughout the school holiday.
- A special evening was held when a wheelchair, which has been donated, was presented to us and this has been used by library members on several occasions.

Library Users And The Local Community

1. Active/regular users

- Number of borrowers registered at this library: 2854
- Number of borrowers with one or more items on loan: 654
- Number of “active” borrowers at this library (those who have borrowed within last 12 months): 1626

2. Membership – new members during 2006/07

Average new members per month	12
Average for this level of library in Cambridgeshire	22

3. Visits

	Visits		
	2005/06	2006/07	%+/-
This Library	19396	14729	-23%
Average for this level of library in Cambridgeshire	18098	16831	-7%

	Visits per open hour		
	2005/06	2006/07	%+/-
This Library	26	20	-23%
Average for this level of library in Cambridgeshire	18	17	-6%

4. Long term trend in visits

	% change over 5 years
This Library	-46%
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	439	5.9%	8.9%
5-9	523	7.0%	9.8%
10-14	472	6.3%	3.4%
15-19	455	6.1%	0.5%
20-24	252	3.4%	0.0%
25-34	973	13.0%	9.9%
35-44	1221	16.3%	24.1%
45-54	1072	14.3%	12.8%
55-64	842	11.2%	7.9%
65-74	652	8.7%	12.8%
75 or over	588	7.9%	9.9%

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	31.3%	45.3%	19.6%	3.7%	0.0%
Staff Helpfulness	84.1%	15.4%	0.5%	0.0%	0.0%
Choice Of Books	34.9%	42.9%	19.8%	1.9%	0.5%
Condition Of Books	50.2%	43.1%	6.6%	0.0%	0.0%
This Library Overall	66.7%	28.9%	4.4%	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	4539	4752
Junior books	3676	1195
Reference books	52	171
Total:	8267	6118

2. No. of books borrowed

	Books borrowed		
	2005/06	2006/07	% +/-
This Library	29237	25164	-14%
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	39	33	-14%
Average for this level of library in Cambridgeshire	33	32	-3%

4. Junior Books Borrowed As A Percentage of Total

	Junior books borrowed as a % of total		
	2005/06	2006/07	% +/-
This Library	45	42	-3%
Average for this level of library in Cambridgeshire	51	50	0%

5. Long term trend in book issues

	% change over 5 years
This Library	-21%
Average for this level of library in Cambridgeshire	-1%

Enquiries

	Enquiries		
	2005/06	2006/07	% +/-
This Library	2301	2951	28%
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.

Library Supervisors Comments:

Recent customer comments include:

"The new library is a great resource for the school and the community of Burwell" and "Burwell library and staff are brilliant, always cheerful and helpful".

Customer Services Manager / Area Managers' Comments

Since the new library opened in January over 500 new members have joined. The link with the school is to be welcomed as it is hoped the children will use the library during normal public sessions as well.

The Local History month held in March was very popular and brought in a lot of the community to see the new library and the facilities it had to offer.

The number of visitors to Burwell Library continues to increase, and a significant rise in issues is evident. There has also been a rise in the number of enquiries in 2006/07.