

**Cambridgeshire Libraries, Archives & Information Service**

# **Papworth 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

### PAPWORTH 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 Papworth Library**

Opened in November 2000, Papworth Library is part of the newly created village centre serving Papworth and the surrounding villages. The Library is on the ground floor of Pendrill Court, a showcase building housing a variety of agencies for people with disabilities, together with conference and office facilities. The library was designed to be a centre of excellence and innovation for accessibility in library design and services. Unique to this library is the training programme in library skills for clients from the Papworth Trust. The library staff at Papworth are highly motivated to deliver this very special blend of library services.

#### **An Extended View Of Papworth Library**

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

Opened in November 2000, Papworth's first public library was designed as a public library with a difference. It is easily accessible on the ground floor of Pendrill Court, a building managed by the Varrier-Jones Foundation, which also houses the Disabled Living Centre, the Disability Information Service, Papworth Trust offices and Arts Centre, private companies and a Conference Centre.

The exterior of the library needs more visible "Library" signing and, if possible, an illuminated library "open" sign - as the windows have tinting which makes it difficult to see that the library is open. Feasibility is currently being assessed.

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

This library opens for **20** hours a week:

Monday	Closed	
Tuesday	10-1.30	2.30-5
Wednesday		2.30-8
Thursday		2.30-8
Friday	Closed	
Saturday	10-1	

### 3. Accessibility – public transport

**Car Park** – large car parks surrounding the library

**Public Transport** – Bus Stop 20 yards: Stagecoach every 2 hours to St Neots, Huntingdon and Cambridge, Whippet – hourly service to Cambridge via Cambourne.

**Public toilet** – yes 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
	9	2	0	0	0	11

### 5. Activities

- 2 well established and well supported Reading Groups
- Occasional coffee morning for Papworth Trust clients at Cambourne and Papworth Library
- Baby mornings with the Health Visitor – alternate months
- Regular articles in the Papworth Village Newsletter and Elsworth news.
- Leaflet drop to new housing developments
- Swavesey Village College – Use Papworth Library IT facilities to run outreach courses such as 'Start computing'
- Book sales
- Reading Mission 2006 - 84 registered 49 read 6 books and so completed the mission; 17 Failed to start (i.e. read zero books.)
- Under 5's Groups have visited the library
- Regular reviews for clients on training programmes in the library
- Visit from other authorities: Norwich Librarians and visitors from Norway to view the innovative design.
- Exhibition from the Papworth Archive, and sales of the CD Rom
- Regular themed book promotions
- Promotion for the Bookstart Plus book satchel for 2 year olds
- Promotion of Book crawl initiative for 0-4 years old
- Visits from Pendragon Primary School
- The library has been used by the Astronomy Club to access a radio telescope in Hawaii
- Display board of local "what's on" and a folder specifically for Papworth Information

## 6. Special Events Through The Year

- 6th Birthday Celebrations held in March, with a special story time, party, Tea, cakes and balloons.
- Big Wild Read presentation.

## Library Users And The Local Community

### 1. Active/regular users

- Number of borrowers registered at this library: 2260
- Number of borrowers with one or more items on loan: 278
- Number of “active” borrowers at this library (those who have borrowed within last 12 months): 1187

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

Average new members per month	25
Average for this level of library in Cambridgeshire	22

### 3. Visits

	Visits		
	2005/06	2006/07	%+/-
This Library	15028	13663	-9%
Average for this level of library in Cambridgeshire	18098	16831	-7%

	Visits per open hour		
	2005/06	2006/07	%+/-
This Library	14	13	-7%
Average for this level of library in Cambridgeshire	18	17	-6%

### 4. Long term trend in visits

	% change over 5 years
This Library	19%
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	350	6.7%	9.9%
5-9	374	7.2%	9.8%
10-14	320	6.1%	11.4%
15-19	242	4.6%	1.5%
20-24	220	4.2%	3.8%
25-34	999	19.2%	12.1%
35-44	931	17.9%	18.9%
45-54	731	14.0%	10.6%
55-64	465	8.9%	6.8%
65-74	306	5.9%	10.6%
75 or over	273	5.2%	4.5%

### 1. 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	20.0%	40.0%	30.0%	10.0%	0.0%
Staff Helpfulness	74.7%	20.3%	5.1%	0.0%	0.0%
Choice Of Books	32.0%	48.0%	18.7%	1.3%	0.0%
Condition Of Books	43.5%	50.7%	5.8%	0.0%	0.0%
This Library Overall	59.8%	32.9%	7.3%	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	2813	4752
Junior books	2043	1195
Reference books	205	171
Total:	5061	6118

### 2. No. of books borrowed

	Books borrowed		
	2005/06	2006/07	% +/-
This Library	15912	18069	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	15	17	16%
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	55	60	5%
Average for this level of library in Cambridgeshire	51	50	-1%

### 5. Long term trend in book issues

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

## Enquiries

	Enquiries		
	2004/05	2005/06	%+/-
This Library	1196	1833	53%
Average for this level of library in Cambridgeshire	2684	2961	10%

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**

The excellent staff team at Papworth achieve substantial results with the training programme for Papworth Trust clients, and continue to develop the training to a highly effective and personalised programme for each individual.

This year we have been pleased that clients trained at Papworth have progressed to further opportunities in St Ives, Huntingdon and Cambourne libraries. We have also taken on two work experience placements for secondary aged pupils, a one-week placement from 'Spring Common School' in Huntingdon and another for two weeks from 'Comberton Village College'.

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

The healthy increase in loans this year is very encouraging and no doubt reflects both the hard work of the staff and the growth in the size of the local community. In addition, relatives visiting patients at the Hospital and staff (many on contracts from overseas) use the I.T. facilities regularly, together with local children and young people.

Regular articles in the local Village Newsletter from the Library Supervisor have helped to establish the library as central to village information and community activities.

New people moving to the area have commented on the comfortable, friendly atmosphere in the library and they appreciate the help they receive familiarising themselves with the village.