

**Cambridgeshire Libraries, Archives & Information Service**

# **Cambourne 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

### CAMBOURNE 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 Cambourne Library**

Since Cambourne Library opened in November 2004, it has continued to go from strength to strength. It serves a rapidly expanding community in a new town. It shares a building with Monkfield Medical Practice, Trading Standards and the Police, and library staff act as building receptionists for these partner organisations. Centrally located, with a broad span of opening hours complemented by an out of hours self issue facility, it is adjacent to an enormous free car park which also serves Morrison's Supermarket. The Library offers a comprehensive range of activities for adults and children. It has an exceptional range of Health Information material and a specially designated area for books, leaflets and displays relating to health.

#### **An Extended View Of Cambourne Library**

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

At the heart of the community, the library is in shared purpose built accommodation at Sackville House with Monkfield Medical Practice, the South Cambs Primary Care Trust, Trading Standards and OCYPS Locality team for Bassingbourn, Melbourne, Comberton and Gamlingay. The communal reception area enables the various services to offer a joint first point of contact and provides space for library self-service beyond the library opening hours. A "pod" section of the reception area holds People's Network computers for use away from the main library and during the building's extensive opening hours (28 in addition to the library opening hours). The library floor area includes a suite of meeting rooms and space for future expansion.

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

This library opens for **21.5** hours a week:

Monday	3.30-7.30
Tuesday	9.00-2.00
Wednesday	Closed
Thursday	3.30-7.30
Friday	9.00-2.00
Saturday	9.30-1.00

### 3. Accessibility

- Bus: Stagecoach 14, 18 and 18A
- Car park with lots of spaces; also serves Morrison's customers. Small car park shared with other services in the building.
- Disabled car parking in both car parks
- Public toilets available within the building, including disabled toilets.

### 4. IT equipment

Number of People's Network and other computers	PN-Adult	PN-Children's	Library Catalogue only	Total
	11	3	0	14

### 5. Activities

#### Reading Groups

- Cambourne Library supports 3 in-house reading groups: 2 adult groups (one in the evening and one at lunch-time) and 1 children's group. It also orders books for 3 other local reading groups.

#### Exhibitions/Displays

- Cambourne has hosted the following exhibitions/displays: local artists have exhibited glasswork, jewellery, soft furnishings and balloons in the display cabinets; 3 Waste Management displays in the reception area and a local art display/auction.

#### Children's activities this year:

- There have been several visits by groups of children of pre-school age.
- Children from one of the local Primary Schools, Vine Street, come in every Wednesday from 1.30 to 2.30 and the school pays for a member of Library staff to be with the children at this time.
- The Chatterbooks Children's reading group shadowed the Kate Greenaway award and held an event to discuss their thoughts and opinions.

- The Summer Reading Challenge was very successful. 98 children started the scheme with 68 completing a series of 6 books. 2 children joined as members as a result of the Summer Reading Challenge.
- Baby massage classes have been introduced this year and are held every Thursday in the morning. The Child and Family Team from the PCT also run a weekly New Parents group in the library.
- Storytime and Baby Rhymetime alternate on Friday mornings.
- A Children's Storytelling Workshop was held in January 2006.

### Partnerships

- Partnerships exist with Monkfield Medical Practice, Trading Standards and the Police.
- Surgeries are held by CAMTAD and the CAB hold a monthly surgery. Crossmans Solicitors hold 3 Legal Surgeries a week: property and Conveyancing on Mondays, Family Law on Thursdays and Wills and Probate on Fridays.
- Computer sessions were held by a volunteer in the Library in December, January and February. Topics covered included Internet Access, E-Mail and Microsoft Word.

### Special Events Through The Year

An Art Auction was arranged by the local Church in the reception area in November 2005 and was very popular. It was repeated this year.

Christmas Cards produced by a local artist were sold in the Library in December 2005 and 90% of the profits were sent to the Pakistani earthquake disaster fund. In December 2006 the library sold cards by a local artist and the Excema society also had cards for sale.

### Library Users And The Local Community

#### **1. Active/regular users**

- Number of borrowers registered at this library: 3057
- Number of borrowers with one or more items on loan: 486
- Number of "active" borrowers at this library (those who have borrowed within last 12 months): 2258

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

Average new members per month	77
Average for this level of library in Cambridgeshire	49

## 3. Visits

	Visits		
	2005/06	06/07	%+/-
This Library	33241	44811	35%
Average for this level of library in Cambridgeshire	18098	44441	-1%

	Visits per open hour		
	2005/06	2006/07	%+/-
This Library	30	40	33%
Average for this level of library in Cambridgeshire	28	28	0%

## 4. Long term trend in visits

	% change over 5 years
This Library	N/A
Average for this level of library in Cambridgeshire	-2%

## 5. 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	14.9%	38.5%	39.9%	6.8%	0.0%
Staff Helpfulness	79.7%	18.9%	1.4%	0.0%	0.0%
Choice Of Books	28.4%	40.5%	25.0%	6.1%	0.0%
Condition Of Books	53.5%	43.4%	2.8%	0.0%	0.0%
This Library Overall	49.0%	44.4%	6.6%	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	4974	7547
Junior books	5069	5198
Reference books	170	241
Total:	10213	12986

### **2. No. of books borrowed**

	Books borrowed		
	2005/06	2006/07	% +/-
This Library	58070	56850	-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	52	51	-2%
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	59	60	1%
Average for this level of library in Cambridgeshire	43	44	1%

### **6. Long term trend in book issues**

	% change over 5 years
This Library	N/A
Average for this level of library in Cambridgeshire	7%

## Enquiries

	Enquiries		
	2005/06	2006/07	%+/-
This Library	4680	9438	102%
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:**

The self-issue terminal is reasonably well-used by all customers, particularly by the younger users. The new improved Library system was introduced in July 2006 and a different level of provision has improved the usage of this facility. The after hours drop-box is very popular.

The regular sessions with children from Vine Street School have really boosted the confidence of the children who are regular and enthusiastic users of the Library. The Reading Voyage was very well supported by the children and appreciated by adults. The local Parish Council was generous enough to contribute some funding for extra staffing to facilitate this programme.

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

Cambourne Library has now been open for nearly 3 years and levels of business in the Library are consistently high. The Library was reclassified as a Level 2 Library in April 2006 to reflect the rapidly expanding population. Customers really appreciate the lovely décor of the building and particularly like the glass sculpture which hangs in the atrium, adding a constantly changing spectrum of colour to the entrance. They are also very appreciative of the newness of the building and the stock on the shelves.

Funding from the local PCT was withdrawn from October 2005. However, the new initiative "Books on Prescription", which was introduced by the Library Service, and the continuing presence of a Librarian with responsibility for this area of business, have meant that the practical link between Monkfield Medical Practice and the Library Service has continued.

The Touchdown centre continues to be very popular with partners and County Council employees.

The Meeting Rooms are well-used by partners and Cambridge County Council staff.