

Cambridgeshire Libraries, Archives & Information Service

Wisbech 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

Lesley Noblett
Head of Libraries, Archives and Information
Cambridgeshire Libraries & Information Service
Library Headquarters
Ascham Road Site
Cambridge CB4 2BD

Tel: 01223 717023

Lesley.Noblett@cambridgeshire.gov.uk

Library Profile

WISBECH 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 Wisbech Library

Wisbech Library continues to be an important community resource for local residents and visitors, making extensive use of the computing facilities & accessing all areas of the service offered. The new booking system introduced for the "Peoples Network" machines illustrates how popular this particular service is despite the library being too small for a town this size. The community would benefit greatly from a new multifunctional building encapsulating a library learning facility.

An Extended View Of Wisbech Library

1. Accommodation

The library building is in a state of disrepair and is of an inadequate shape and size for the demands placed upon it.

Improvements have been made internally to the building during the year and a CCTV system has been installed.

DDA funding has enabled us to replace the carpet and shelving in the Children's area and move the Peoples Network computers downstairs. The layout and stock have been rearranged in the reference library upstairs.

There are plans to apply for lottery funding for a new library with space for youth services and other partners. A brief has been written for the project that will aim to provide e-learning facilities, adult and basic skills learning opportunities as part of the package. It is hoped to identify potential partners during 2006.

2. Opening hours

This library opens for **45.5** hours a week:

Monday	10.00-5.30
Tuesday	10.00-5.30
Wednesday	10.00-5.30
Thursday	10.00-7.00
Friday	10.00-5.30
Saturday	9.30-4.00

3. Accessibility

Car park - no, but parking bays around the crescent which allow parking for 2 hours

Public transport - bus stop - town centre

Ease of access - no steps to library building, but the reference library is on the first floor and there is no lift

4. IT equipment

Number of People's Network and other computers	PN-Adult	PN-Children's	Local Studies – CD ROMs	Total
	11	3	1	14

5. Activities

- The “Reading Mission” kept the children reading throughout the summer holiday. 76 children were presented with a certificate & medal at the Award Ceremony on Sept 21st.
- A weekly Library Rhyme time was set up in April 06 by Jakki Racey (Library Development Worker) on Wednesdays (2.00-2.30pm) during term time. Since Sept 06 the responsibility for running the session has been shared between Jakki Racey and a member of Wisbech Staff. Jakki Racey also runs a monthly Baby Rhymetime (10.30-11.00am) on a Monday throughout the year. Both were well attended averaging 10 for the former & 6 for the latter.
- A programme of class visits by children from local schools took place between Sept 06 & March 07. This involved 3 schools, 10 classes and 254 children.

6. Special Events Through The Year

- The Local Studies Team arranged two events: a Family History Day with evening Internet Workshops in May 06 and a joint Cambridge Community Archive & Fenland Family History evening in Oct 06.
- Jakki Racey arranged two special visits to the library for the Homestart Workers & Families in Oct 06 & Feb 07.
- The library played host to renowned Performance Storyteller Polly Howat for a special Apple Day event, which was attended by 8 children & 4 adults.
- As part of the process of applying for a Big Lottery Bid to refurbish the library, the staff took part in a series of Community Engagement

activities, both within the library & in the town, between mid-Feb & the end of March. These included placing a Suggestions Box in the library & inviting people to submit suggestions on how the library & its services could be expanded and improved & undertaking surveys in the local Supermarkets & the Market place to the same ends.

Library Users And The Local Community

1. Active/ regular users

- Number of borrowers registered at this library: 24 380
- Number of Borrowers with one or more items on loan: 2204
- Number Of “Active” borrowers at this library (those who have borrowed within last 12 months): 10 572

2. Membership – new members during 2006/07

Average new members per month	243
Average for this level of library in Cambridgeshire	179

3. Visits

	Visits		
	2005/06	2006/07	%+/-
This Library	154341	161090	4%
Average for this level of library in Cambridgeshire	180431	188268	4%

	Visits per open hour		
	2005/06	2006/07	%+/-
This Library	71	68	-4%
Average for this level of library in Cambridgeshire	80	80	0%

4. Long term trend in visits

	% change over 5 years
This Library	-33%
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	1669	5.8%	5.2%
5-9	1812	6.3%	5.4%
10-14	1812	6.3%	9.2%
15-19	1684	5.9%	1.4%
20-24	1386	4.8%	1.8%
25-34	3678	12.8%	4.9%
35-44	3751	13.1%	11.3%
45-54	3912	13.6%	15.7%
55-64	3260	11.3%	17.6%
65-74	3094	10.8%	16.5%
75 or over	2675	9.3%	11.0%

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	52.2%	38.0%	8.7%	1.1%	0.0%
Staff Helpfulness	81.9%	15.8%	1.9%	0.0%	0.3%
Choice Of Books	36.4%	45.3%	15.3%	2.8%	0.3%
Condition Of Books	32.8%	53.8%	12.1%	1.2%	0.0%
This Library Overall	59.7%	30.5%	7.6%	1.6%	0.5%

Stock And Issue Figures

1. Stock holding

2006/07	At this library	Average for this level of library in Cambridgeshire
Adult books	18465	18132
Junior books	6763	9242
Reference books	5148	5435
Total:	30376	32809

2. No. of books borrowed

	Books borrowed		
	2005/06	2006/07	% +/-
This Library	175904	176931	1%
Average for this level of library in Cambridgeshire	195269	194703	0%

3. Books Borrowed Per Hour Open

	Books borrowed per hour open		
	2005/06	2006/07	% +/-
This Library	81	26	-8%
Average for this level of library in Cambridgeshire	86	31	-5%

4. Junior Books Borrowed As a Percentage Of Total

	Junior books borrowed as a % of total		
	2005/06	2006/07	% +/-
This Library	24	26	2%
Average for this level of library in Cambridgeshire	30	31	1%

5. Long term trend in book issues

	% change over 5 years
This Library	-14%
Average for this level of library in Cambridgeshire	-2%

Enquiries

	Enquiries		
	2005/06	2006/07	%+/-
This Library	40833	38545	-6%
Average for this level of library in Cambridgeshire	24696	27075	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

We have welcomed several new members of staff to our team this year. A new computer system 'Unicorn' was installed in July of this year, which brought us new challenges. I am pleased with how involved the staff have been with the consultation activities for the Big Lottery Bid & have my fingers crossed for a positive decision by the Big Lottery Fund in Sept 07.

Customer Services Manager

It has been a very busy year at Wisbech Library; this has included the introduction of a new library management system 'Unicorn' and work on a Big Lottery Fund Bid.

A number of activities and events have been organised for Adults and Children throughout the year, these have all proved very successful.

The number of new members joining Wisbech Library is above average, however the general picture indicates that the visitor numbers are still below average for this level of library.

It is clear that the space and size of the library isn't sufficient to cope with the demands placed upon it. We continue to seek/investigate opportunities and funding to replace the existing building or move to new premises.