

BUNNYHILL LIBRARY AND CUSTOMER SERVICE CENTRE



Current Opening Hours

| | |
|------------------------------|-----------------|
| Monday and Wednesday | 9.30am – 7.30pm |
| Tuesday, Thursday and Friday | 9.30am – 5.00pm |
| Saturday | 9.30am – 4.00pm |
| Total Hours per week | 49 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning courses such as ICT for beginners and family history, crafts and storytimes
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS across the whole of the North area
- Computers and Internet access for learning and drop in (14 public access pc's across the library)
- Customer Services is staffed by Library staff
- Heritage
- Information Services
- Learning Programme
- Online Resources

General Information

- New build in 2006
- Shared facility with Health, Wellness, Children's Services
- Meeting rooms managed through facilities management
- Local buses stop at the centre and there is public car parking

| Bunny Hill Performance | NORTH | |
|-------------------------------|------------------|----------------|
| | 2011/2012 | 2012/13 |
| Total Visits | 48,698 | 40,015 |
| Number of transactions/issues | 46,269 | 41,701 |
| ICT Usage (Hours) | 12,876 | 10,330 |
| Total Reservations | 2,027 | 1,844 |
| Total Enquiries | 13,108 | 6,944 |
| Active Borrowers | 1,822 | 1,395 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|---------------------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|---------------|
| Bunny Hill | 7,013 | 4,045 | 4,760 | 1,948 | 440 | 220 | 327 | 18,753 |
| | 37% | 22% | 25% | 10% | 2% | 1% | 2% | 100% |

User Profile (May 2013)

| <u>BunnyHill</u> | Active user analysis by library of registration | | | | |
|-------------------------|--|-------------|----------------|--------------|----------------|
| - | Female | Male | Unknown | Total | % |
| Adult | 380 | 201 | 3 | 584 | 42.23% |
| Books on Wheels | 15 | 3 | 0 | 18 | 1.30% |
| Community Group | 1 | 0 | 0 | 1 | 0.07% |
| Child | 260 | 203 | 2 | 465 | 33.62% |
| Job Seeker | 1 | 7 | 0 | 8 | 0.58% |
| Playgroup | 4 | 0 | 3 | 7 | 0.51% |
| Senior | 109 | 56 | 1 | 166 | 12.00% |
| Staff | 1 | 1 | 0 | 2 | 0.14% |
| Student | 5 | 0 | 0 | 5 | 0.36% |
| VIP | 5 | 2 | 0 | 7 | 0.51% |
| Youth-12 | 56 | 21 | 1 | 78 | 5.64% |
| Youth-15 | 20 | 22 | 0 | 42 | 3.04% |
| Total | 857 | 516 | 10 | 1383 | 100.00% |

CITY LIBRARY & ARTS CENTRE



Current Opening Hours

| | |
|---------------------------|-----------------|
| Monday and Wednesday | 9.30am – 7.30pm |
| Tuesday, Thursday, Friday | 9.30am – 5.00pm |
| Saturday | 9.30am – 4.00pm |
| Total | 49 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes a varied learning programme, crafts, 1.2.1 ICT sessions, supporting and developing readers and writers groups, author visits and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access - ICT area and drop in (31 Public access pc's in total across the library)
- Heritage – Local Studies Centre provides learning, research and archive resources
- Sound & Vision
- Information Services
- Learning Programme
- Online Resources

General Information

- City Centre location, accessibility is good, though limited options to park outside
- Diverse range of services including Customer Services, Connexions
- Meeting rooms are available to hire and are regularly used by community groups, that include FACL and WEA – yoga/family history, Readers & Writers Groups, St Johns Hearing, Cancer Network, Birth Parent Group, Social History Group and RNIB
- The active borrower and usage profile is predominantly adult

| City Library & Arts Centre Performance Data | EAST | |
|---|-----------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 597,259 | 544,232 |
| Number of transactions/issues | 318,481 | 262,905 |
| ICT Usage (Hours) | 44,322 | 42,603 |
| Total Reservations | 13,004 | 11,600 |
| Total Enquiries | 61,968 | 47,358 |
| Active borrowers | 16,380 | 14,022 |

| STOCK (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|-----------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|----------------|
| City Library | 35,274 | 83,558 | 15,850 | 6,980 | 2,353 | 3,418 | 1,084 | 148,517 |
| | 24% | 56% | 11% | 5% | 2% | 2% | 1% | 100% |

User Profile (May 2013)

| <u>City Library and Arts Centre</u> | Active user analysis by library of registration | | | | |
|--|--|-------------|----------------|--------------|----------------|
| | Female | Male | Unknown | Total | % |
| Adult | 3820 | 3317 | 55 | 7192 | 50.72% |
| Books on Wheels | 22 | 6 | 0 | 28 | 0.20% |
| Community Group | 10 | 3 | 12 | 25 | 0.18% |
| Child | 910 | 676 | 16 | 1602 | 11.30% |
| Corporate | 0 | 0 | 1 | 1 | 0.01% |
| Home Tutor/Childminder | 3 | 0 | 0 | 3 | 0.02% |
| Job Seeker | 158 | 223 | 0 | 381 | 2.69% |
| Playgroup | 4 | 1 | 1 | 6 | 0.04% |
| Senior | 2260 | 1712 | 0 | 3972 | 28.01% |
| Staff | 60 | 15 | 0 | 75 | 0.53% |
| Student | 218 | 142 | 0 | 360 | 2.54% |
| VIP | 76 | 34 | 1 | 111 | 0.78% |
| Youth-12 | 135 | 85 | 2 | 222 | 1.57% |
| Youth-15 | 128 | 74 | 1 | 203 | 1.43% |
| Total | 7804 | 6288 | 89 | 14181 | 100.00% |

DOXFORD PARK LIBRARY AND CUSTOMER SERVICE CENTRE



Current Opening Hours

| | |
|-----------------------|------------------|
| Monday | Closed |
| Tuesday and Wednesday | 10.00am – 5.00pm |
| Thursday | 1.00pm – 8.00pm |
| Friday | 10.00am – 7.00pm |
| Saturday | 10.00am – 4.00pm |
| Total | 36 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning sessions, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (10 Public access pc's in total across the library)
- Customer Services – basic enquiries undertaken by library staff
- Information Services
- Learning Programme
- Online Resources

General Information

- Shared building with Doxford Park Community Association
- Located close to Morrisons Supermarket with dedicated library car parking

| Doxford Park Performance Data | EAST | |
|-------------------------------|-----------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 21,778 | 16,473 |
| Number of transactions/issues | 32,223 | 26,246 |
| ICT Usage (Hours) | 3,661 | 2,850 |
| Total Reservations | 1,598 | 1,154 |
| Total Enquiries | 7,801 | 5,262 |
| Active Borrowers | 867 | 782 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|---------------------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|---------------|
| Doxford Park | 4,768 | 2,227 | 3,291 | 1,198 | 121 | 288 | 0 | 11,893 |
| | 40% | 19% | 28% | 10% | 1% | 2% | 0% | 100% |

User Profile (May 2013)

| <u>Doxford Park</u> | Active user analysis by library of registration | | | | | Active user analysis by current items on loan | |
|----------------------------|--|-------------|----------------|--------------|----------------|--|----------------|
| | Female | Male | Unknown | Total | % | Total | % |
| Adult | 189 | 98 | 3 | 290 | 38.01% | 68 | 26.05% |
| Books on Wheels | 1 | 0 | 0 | 1 | 0.13% | 0 | 0.00% |
| Child | 161 | 122 | 3 | 286 | 37.48% | 69 | 26.44% |
| Job Seeker | 1 | 1 | 0 | 2 | 0.26% | 3 | 1.15% |
| Senior | 75 | 43 | 1 | 119 | 15.60% | 111 | 42.53% |
| Staff | 4 | 1 | 0 | 5 | 0.66% | 5 | 1.92% |
| Student | 0 | 2 | 0 | 2 | 0.26% | 0 | 0.00% |
| VIP | 3 | 1 | 0 | 4 | 0.52% | 1 | 0.38% |
| Youth-12 | 21 | 13 | 0 | 34 | 4.46% | 2 | 0.77% |
| Youth-15 | 14 | 6 | 0 | 20 | 2.62% | 2 | 0.77% |
| Total | 469 | 287 | 7 | 763 | 100.00% | 261 | 100.00% |

| Ethnicity | Active user analysis by library of registration | | | |
|--------------------|--|-------------|----------------|--------------|
| | Female | Male | Unknown | Total |
| Not Disclosed | 9 | 4 | 0 | 13 |
| Other Ethnic Group | 1 | 0 | 0 | 1 |
| Unknown | 6 | 2 | 0 | 8 |
| White - British | 224 | 149 | 0 | 373 |
| White - Irish | 1 | 0 | 0 | 1 |
| White - Other | 2 | 1 | 0 | 3 |
| Total | 243 | 156 | 0 | 399 |

NB. Ethnicity data collected since 2006 where disclosed

Distance to nearest service points: (information obtained from route planner)

| Branch | Nearest service point | Distance (in miles) |
|---------------|------------------------------|----------------------------|
| Doxford Park | Ryhope | 2.4 miles |
| Doxford Park | Sandhill | 2.6 miles |

Transport links: (information taken from current timetables)

| Branch | Transport links (Bus) |
|---------------|------------------------------|
| Doxford Park | 4, 5, 5A, 13, 37, 39 |

EASINGTON LANE LIBRARY



Current Opening Hours

| | | |
|-------------------|------------------|-----------------|
| Monday and Friday | 9.30am – 12.30pm | 1.30pm – 5.30pm |
| Tuesday | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Wednesday | Closed | |
| Thursday | 9.30am – 12.30pm | |
| Saturday | 9.00am – 12noon | |
| Total | 26.5 | |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytime
- Children and Young People Programme and Activity
- Computers and Internet access (2 Public access pc's)
- Information Services
- Online Resources

General Information

- Part-time opening hours with very low usage
- Front street local shopping location

| Easington Lane Performance Data | Coalfields | |
|--|-------------------|------------------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 9,487 | 6,485 |
| Number of transactions/issues | 10,233 | 8,691 |
| ICT Usage (Hours) | 310 | 481 |
| Total Reservations | 485 | 492 |
| Total Enquiries | 712 | 474 |
| Active Borrowers | 308 | 254 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD | DVD | Total |
|-----------------------------------|----------------------|--------------------------|---------------------------|-------------------------------|--------------------|-----------|------------|--------------|
| Easington Lane | 3,417 | 1,615 | 1,879 | 912 | 17 | 0 | 0 | 7,840 |
| | 44% | 21% | 24% | 12% | 0% | 0% | 0% | 100% |

User Profile (May 2013)

| <u>Easington Lane</u> | Active user analysis by library of registration | | | | | Active user analysis by current items on loan | |
|---------------------------------|--|-------------|----------------|--------------|----------------|--|----------------|
| | Female | Male | Unknown | Total | % | Total | % |
| Adult | 62 | 37 | 0 | 99 | 42.13% | 16 | 20.78% |
| Child | 43 | 24 | 0 | 67 | 28.51% | 8 | 10.39% |
| Job Seeker | 4 | 0 | 0 | 4 | 1.70% | 3 | 3.90% |
| Playgroup | 1 | 0 | 4 | 5 | 2.13% | 1 | 1.30% |
| Senior | 33 | 14 | 1 | 48 | 20.43% | 40 | 51.95% |
| Sheltered Accom / Hostel / Home | 1 | 0 | 0 | 1 | 0.43% | 0 | 0.00% |
| Staff | 0 | 0 | 0 | 0 | 0.00% | 5 | 6.49% |
| Student | 1 | 0 | 0 | 1 | 0.43% | 1 | 1.30% |
| Youth-12 | 3 | 4 | 0 | 7 | 2.98% | 0 | 0.00% |
| Youth-15 | 2 | 1 | 0 | 3 | 1.28% | 3 | 3.90% |
| Total | 150 | 80 | 5 | 235 | 100.00% | 77 | 100.00% |

| Ethnicity | Active user analysis by library of registration | | | |
|------------------------------------|--|-------------|----------------|--------------|
| | Female | Male | Unknown | Total |
| Asian or Asian British - Pakistani | 0 | 1 | 0 | 1 |
| Not Disclosed | 6 | 4 | 0 | 10 |
| Other Ethnic Group | 2 | 0 | 0 | 2 |
| White - British | 130 | 66 | 0 | 196 |
| Total | 138 | 71 | 0 | 209 |

NB. Ethnicity data collected since 2006 where disclosed

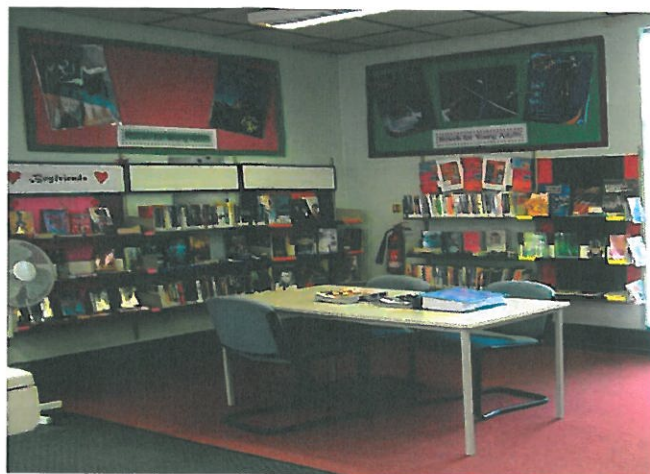
Distance to nearest service points: (information obtained from route planner)

| Branch | Nearest service point | Distance (in miles) |
|----------------|------------------------------|----------------------------|
| Easington Lane | Hetton | 1.4 miles |

Transport links: (information taken from timetables)

| Branch | Transport links (Bus) |
|----------------|------------------------------|
| Easington Lane | 168, M1, X1 |

EAST HERRINGTON LIBRARY



Current Opening Hours

| | | |
|------------------|------------------|-----------------|
| Monday, Thursday | 9.30am – 12.30pm | 1.30pm – 7.30pm |
| Tuesday, Friday | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Wednesday | Closed | |
| Saturday | 9.00am – 12noon | |
| Total | 34 | |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children
- Children and Young People Programme and Activity
- Computers and Internet access 3 Public access pc's in total across the library
- Information Services
- Online Resources

General Information

- Very low level of usage
- Proximity to new enhanced services at Sandhill and Ryhope
- Off main road – in housing estate, though dedicated car park available and on main bus routes

| East Herrington Performance Data | WEST | |
|----------------------------------|-----------|-----------|
| | 2011/2012 | 2012/2013 |
| Number of transactions/issues | 25,644 | 21,301 |
| Total Visits | 16,109 | 14,644 |
| ICT Usage (Hours) | 1,160 | 801 |
| Total Reservations | 1,409 | 1,187 |
| Total Enquiries | 3,028 | 2,071 |
| Active Borrowers | 657 | 594 |

| STOCK (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|---------------------|------------------|--------------------------|-----------------------|-------------------------------|----------------|----|-----|--------|
| East Herrington | 4,543 | 1,894 | 2,600 | 1,267 | 213 | 1 | 0 | 10,518 |
| | 43% | 18% | 25% | 12% | 2% | 0% | 0% | 100% |

User Analysis (May 2013)

| <u>East Herrington</u> | Active user analysis by library of registration | | | | | | Active user analysis by current items on loan | |
|-------------------------------|--|-------------|----------------|--------------|----------------|--|--|----------------|
| | Female | Male | Unknown | Total | % | | Total | % |
| Adult | 155 | 60 | 2 | 217 | 37.29% | | 56 | 27.18% |
| Community Group | 0 | 0 | 5 | 5 | 0.86% | | 1 | 0.49% |
| Child | 99 | 86 | 3 | 188 | 32.30% | | 45 | 21.84% |
| Holiday-Senior | 1 | 0 | 0 | 1 | 0.17% | | | 0.00% |
| Job Seeker | 1 | 1 | 0 | 2 | 0.34% | | 1 | 0.49% |
| Playgroup | 0 | 0 | 2 | 2 | 0.34% | | | 0.00% |
| Senior | 74 | 43 | 0 | 117 | 20.10% | | 86 | 41.75% |
| Staff | 0 | 1 | 0 | 1 | 0.17% | | 6 | 2.91% |
| Student | 2 | 3 | 0 | 5 | 0.86% | | 1 | 0.49% |
| VIP | 1 | 0 | 0 | 1 | 0.17% | | 4 | 1.94% |
| Youth-12 | 15 | 15 | 0 | 30 | 5.15% | | 5 | 2.43% |
| Youth-15 | 9 | 4 | 0 | 13 | 2.23% | | 1 | 0.49% |
| Total | 357 | 213 | 12 | 582 | 100.00% | | 206 | 100.00% |

| Ethnicity | Active user analysis by library of registration | | | |
|---|--|-------------|----------------|--------------|
| | Female | Male | Unknown | Total |
| Chinese | 0 | 1 | 0 | 1 |
| Mixed - White and Black African | 1 | 0 | 0 | 1 |
| Not Disclosed | 25 | 13 | 0 | 38 |
| Other Ethnic Group | 3 | 0 | 0 | 3 |
| Unknown | 5 | 6 | 1 | 12 |
| White - British | 272 | 161 | 0 | 433 |
| White - Other | 2 | 1 | 0 | 3 |
| Total | 308 | 182 | 1 | 491 |
| NB. Ethnicity data collected since 2006 where disclosed | | | | |

Distance to nearest service points: (information obtained from route planner)

| Branch | Nearest service point | Distance (in miles) |
|-----------------|-----------------------|---------------------|
| East Herrington | Sandhill | 1.3 (miles) |

Transport links: (information taken from current timetables)

| Branch | Transport links (Bus) |
|-----------------|--|
| East Herrington | Service no 3 (additional links from Durham Road and Silksworth Road) |

FENCE HOUSES LIBRARY



Current Opening Hours

| | |
|----------------------|-----------------|
| Monday and Thursday | 1.00pm – 7.00pm |
| Wednesday and Friday | 1.00pm – 4.00pm |
| Total | 18 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 2 public access pc's
- Information Services
- Online Resources

General Information

- Small library with no library development opportunities
- Part time hours with very low usage
- Portakabin design – was a temporary option in the 1970's now subject to sustainability concerns

| Fence Houses Performance Data | Coalfields | |
|--|------------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 4,300 | 4,400 |
| Number of transactions/issues | 7,708 | 7,457 |
| Number of active members (borrowed an item in last year) | 198 | 163 |
| ICT Usage (Hours) | 239 | 256 |
| Total Reservations | 740 | 460 |
| Total Enquiries | 68 | 90 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD | DVD | Total |
|---------------------------|---------------|-------------------|--------------------|------------------------|-------------|----|-----|-------|
| Fence Houses | 1,871 | 798 | 1,577 | 647 | 33 | 0 | 0 | 4,926 |
| | 38% | 16% | 32% | 13% | 1% | 0% | 0% | 100% |

User Profile (May 2013)

| <u>FenceHouses</u> | Active user analysis by library of registration | | | | | | Active user analysis by current items on loan | |
|-----------------------------|---|------|---------|-------|---------|--|---|---------|
| | Female | Male | Unknown | Total | % | | Total | % |
| Adult | 43 | 12 | 0 | 55 | 34.16% | | 14 | 24.56% |
| Child | 33 | 29 | 1 | 63 | 39.13% | | 15 | 26.32% |
| Community & Voluntary Group | 0 | 0 | 0 | 0 | 0.00% | | 1 | 1.75% |
| Home Tutor / Child Minder | 1 | 0 | 0 | 1 | 0.62% | | 1 | 1.75% |
| Playgroup | 1 | 0 | 0 | 1 | 0.62% | | 0 | 0.00% |
| Senior | 23 | 5 | 0 | 28 | 17.39% | | 21 | 36.84% |
| Staff | 1 | 0 | 0 | 1 | 0.62% | | 5 | 8.77% |
| Student | 1 | 0 | 0 | 1 | 0.62% | | 0 | 0.00% |
| Youth-12 | 4 | 5 | 0 | 9 | 5.59% | | 0 | 0.00% |
| Youth-15 | 2 | 0 | 0 | 2 | 1.24% | | 0 | 0.00% |
| Total | 109 | 51 | 1 | 161 | 100.00% | | 57 | 100.00% |

| | Active user analysis by library of registration | | | |
|------------------------------------|---|------|---------|-------|
| | Female | Male | Unknown | Total |
| Black or Black British - Caribbean | 0 | 1 | 0 | 1 |
| Not Disclosed | 8 | 8 | 0 | 16 |
| Other Ethnic Group | 1 | 0 | 0 | 1 |
| White - British | 93 | 36 | 0 | 129 |
| Total | 102 | 45 | 0 | 147 |

NB. Ethnicity data collected since 2006 where disclosed

Distance to nearest service points: (information obtained from route planner)

| Branch | Nearest service point | Distance (in miles) |
|--------------|-----------------------|---------------------|
| Fence Houses | Houghton | 1.3 miles |
| Fence Houses | Shiney Row | 2.4 miles |

Transport links: (information taken from current timetables)

| Branch | Transport links (Bus) |
|--------------|-----------------------|
| Fence Houses | 71, X3, TB20 |

FULWELL LIBRARY



Current Opening Hours

| | | |
|-------------------|------------------|-----------------|
| Monday, Wednesday | 9.30am – 12.30pm | 1.30pm – 7.00pm |
| Tuesday, Friday | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Thursday | 9.30am – 1.00pm | |
| Saturday | 10.00am – 1.00pm | |
| Total | 36.5 | |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access (7 Public access pc's in total across the library)
- Information Services
- Learning Programme
- Online Resources

General Information

- Located near to local shops and schools, transport links, though poor car parking options
- Dated interior, in need of refurbishment
- High usage, issues and visits

| Fulwell Performance Data | NORTH | |
|-------------------------------|-----------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 54,766 | 47,848 |
| Number of transactions/issues | 77,370 | 60,445 |
| ICT Usage (Hours) | 4,482 | 4,529 |
| Total Reservations | 2,459 | 1,767 |
| Total Enquiries | 6,960 | 4,805 |
| Active Borrowers | 2,578 | 2,231 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD | DVD | Total |
|---------------------------|---------------|-------------------|--------------------|------------------------|-------------|-----|-----|--------|
| Fulwell | 8,945 | 6,886 | 4,390 | 2,125 | 554 | 399 | 225 | 23,524 |
| | 38% | 29% | 19% | 9% | 2% | 2% | 1% | 100% |

User Profile (May 2013)

| <u>Fulwell</u> | Active user analysis by library of registration | | | | |
|-----------------|---|------|---------|-------|---------|
| - | Female | Male | Unknown | Total | % |
| Adult | 559 | 266 | 1 | 826 | 37.12% |
| Books on Wheels | 18 | 2 | 2 | 22 | 0.99% |
| Community Group | 2 | 0 | 2 | 4 | 0.18% |
| Child | 267 | 246 | 3 | 516 | 23.19% |
| Holiday-Senior | 0 | 1 | 0 | 1 | 0.04% |
| Job Seeker | 2 | 1 | 0 | 3 | 0.13% |
| Playgroup | 1 | 0 | 1 | 2 | 0.09% |
| Senior | 455 | 255 | 1 | 711 | 31.96% |
| Staff | 14 | 1 | 0 | 15 | 0.67% |
| Student | 4 | 1 | 0 | 5 | 0.22% |
| VIP | 5 | 6 | 0 | 11 | 0.49% |
| Youth-12 | 42 | 23 | 0 | 65 | 2.92% |
| Youth-15 | 29 | 15 | 0 | 44 | 1.98% |
| Total | 1398 | 817 | 10 | 2225 | 100.00% |

HENDON LIBRARY AND CUSTOMER SERVICE CENTRE



Current Opening Hours

| | |
|-------------------------------|-------------------|
| Monday | 9.30am – 7.00pm |
| Tuesday, Wednesday and Friday | 9.30am – 5.00pm |
| Thursday | Closed |
| Saturday | 10.00am – 12 noon |
| Total | 34 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (17 Public access pc's in total across the library)
- Customer Services - basic enquiries undertaken by library staff , 1 contact centre telephone
- Information Services
- Learning Programme
- Online Resources

General Information

- Grade II listed Carnegie building with limited opportunity for development
- Located close to local shops and transport links with off road parking only
- Meeting room available for hire

| Hendon Performance Data | East | |
|-------------------------------|-----------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 24,557 | 26,458 |
| Number of transactions/issues | 29,781 | 26,496 |
| ICT Usage | 6,736 | 5,400 |
| Total Reservations | 1,406 | 1,720 |
| Total Enquiries | 2,667 | 3,218 |
| Active Borrowers | 762 | 721 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD | DVD | Total |
|-----------------------------------|----------------------|--------------------------|---------------------------|-------------------------------|--------------------|-----------|------------|---------------|
| Hendon | 5,799 | 3,168 | 2,925 | 1,507 | 138 | 1 | 0 | 13,538 |
| | 43% | 23% | 22% | 11% | 1% | 0% | 0% | 100% |

User Profile (May 2013)

| <u>Hendon</u> | Active user analysis by library of registration | | | | | Active user analysis by current items on loan | |
|--------------------------|--|-------------|----------------|--------------|----------------|--|----------------|
| | Female | Male | Unknown | Total | % | Total | % |
| Adult | 189 | 139 | 5 | 333 | 46.64% | 74 | 33.79% |
| Books on Wheels | 1 | 0 | 0 | 1 | 0.14% | 1 | 0.46% |
| Community Group | 2 | 0 | 0 | 2 | 0.28% | 0 | 0.00% |
| Child | 112 | 87 | 0 | 199 | 27.87% | 36 | 16.44% |
| Holiday-Senior | 1 | 0 | 0 | 1 | 0.14% | 1 | 0.46% |
| Home Tutor / Childminder | 0 | 1 | 0 | 1 | 0.14% | 1 | 0.46% |
| Job Seeker | 2 | 4 | 0 | 6 | 0.84% | 4 | 1.83% |
| Playgroup | 2 | 0 | 0 | 2 | 0.28% | 0 | 0.00% |
| Senior | 72 | 35 | 0 | 107 | 14.99% | 93 | 42.47% |
| Staff | 0 | 1 | 0 | 1 | 0.14% | 4 | 1.83% |
| Student | 3 | 3 | 0 | 6 | 0.84% | 1 | 0.46% |
| VIP | 1 | 0 | 0 | 1 | 0.14% | 0 | 0.00% |
| Youth-12 | 21 | 13 | 0 | 34 | 4.76% | 2 | 0.91% |
| Youth-15 | 14 | 6 | 0 | 20 | 2.80% | 2 | 0.91% |
| Total | 420 | 289 | 5 | 714 | 100.00% | 219 | 100.00% |

| Ethnicity | Active user analysis by library of registration | | | |
|--------------------------------------|--|-------------|----------------|--------------|
| | Female | Male | Unknown | Total |
| Asian or Asian British - Bangladeshi | 3 | 1 | 0 | 4 |
| Asian or Asian British - Indian | 1 | 0 | 0 | 1 |
| Black or Black British - African | 4 | 2 | 0 | 6 |
| Black or Black British - Caribbean | 1 | 0 | 0 | 1 |
| Chinese | 2 | 1 | 0 | 3 |
| Mixed - White and Black African | 1 | 0 | 0 | 1 |
| Not Disclosed | 19 | 7 | 0 | 26 |
| Other Ethnic Group | 3 | 1 | 0 | 4 |
| Unknown | 9 | 8 | 0 | 17 |
| White - British | 250 | 172 | 0 | 422 |
| White - Irish | 0 | 1 | 0 | 1 |
| White - Other | 3 | 5 | 0 | 8 |
| Total | 296 | 198 | 0 | 494 |

NB. Ethnicity data collected since 2006 where disclosed

Distance to nearest service points: (information obtained from route planner)

| Branch | Nearest service point | Distance (in miles) |
|---------------|------------------------------|----------------------------|
| Hendon | City Library & Arts Centre | 0.8 miles |
| Hendon | Kayll Road | 1.9 miles |

Transport links: (information taken from current timetables)

| Branch | Transport links (Bus) |
|---------------|---|
| Hendon | 10, 11, 39, 42 (Other links from Ryhope Road) |

HETTON CENTRE LIBRARY AND CUSTOMER SERVICE CENTRE



Current Opening Hours

| | |
|-------------------------------|------------------|
| Monday and Thursday | 9.30am – 7.00pm |
| Tuesday, Wednesday and Friday | 9.30am – 5.00pm |
| Saturday | 9.00am – 12 noon |
| Total | 44.5 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (8 Public access pc's in total across the library) 20 PC's in learning room for courses
- Customer Services – CSC public access phone/ CS is staffed by library staff
- Information Services
- Learning Programme
- Online Resources

General Information

- Located in Hetton Centre, car parking, near to main transport links
- Shared location with wide range of services
- Set back from main road but close proximity to Hetton Community Pool and Wellness Centre

| Hetton Performance Data | Coalfields | |
|-------------------------------|------------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 38,492 | 32,278 |
| Number of transactions/issues | 36,468 | 34,454 |
| ICT Usage | 5,672 | 4,834 |
| Total Reservations | 1,727 | 2,247 |
| Total Enquiries | 3,888 | 3,124 |
| Active Borrowers | 1,303 | 1,233 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | | Total |
|---------------------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|--|---------------|
| Hetton | 4,968 | 2,624 | 2,681 | 1,476 | 235 | 88 | 21 | | 12,093 |
| | 41% | 22% | 22% | 12% | 2% | 1% | 0% | | 100% |
| | | | | | | | | | |

User Profile (May 2013)

| <u>Hetton</u> | Active user analysis by library of registration | | | | |
|----------------------|--|-------------|----------------|--------------|----------------|
| | Female | Male | Unknown | Total | % |
| Adult | 320 | 213 | 1 | 534 | 43.00% |
| Community Group | 1 | 0 | 1 | 2 | 0.16% |
| Child | 175 | 132 | 4 | 311 | 25.04% |
| Job Seeker | 5 | 11 | 0 | 16 | 1.29% |
| Playgroup | 1 | 0 | 2 | 3 | 0.24% |
| Senior | 212 | 101 | 0 | 313 | 25.20% |
| Staff | 0 | 2 | 1 | 3 | 0.24% |
| Student | 1 | 0 | 0 | 1 | 0.08% |
| VIP | 3 | 2 | 0 | 5 | 0.40% |
| Youth-12 | 19 | 14 | 0 | 33 | 2.66% |
| Youth-15 | 17 | 4 | 0 | 21 | 1.69% |
| Total | 754 | 479 | 9 | 1242 | 100.00% |

HOUGHTON LIBRARY AND CUSTOMER SERVICE CENTRE



Current Opening Hours

| | |
|---------------------------|-----------------|
| Monday, Tuesday Wednesday | 8.30am – 5.15pm |
| Thursday | 8.30am – 7.00pm |
| Friday | 8.30am – 5.00pm |
| Saturday | 9.30am – 12noon |
| Total | 47.8 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning, author visits, crafts and storytimes, full programme for Houghton Feast including a Literature Festival
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS across the Coalfields area
- Customer Service Centre is staffed by CSC staff Monday to Friday
- Computers and Internet access- ICT suite and drop in (19 Public access pc's in total across the library inclusive of 2 pc's that can be logged of for CSC and access to 1 contact centre phones)
- Heritage
- Information Services
- Learning Programme provides family and local history information and learning opportunities
- Online Resources

General Information

- New build
- Shared building with commercial outlets
- Located within busy shopping area / near main transport links
- Free parking provision
- Meeting Rooms are available to hire and are regularly used by community groups, that include HLS History group and Children's Services
- Busy library and Customer Service Centre

| Houghton Performance Data | Coalfields | |
|-------------------------------|------------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 82,368 | 75,439 |
| Number of transactions/issues | 71,388 | 58,053 |
| ICT Usage (hours) | 7,292 | 7,740 |
| Total Enquiries | 13,957 | 7,916 |
| Total Reservations | 2,837 | 2,935 |
| Active borrowers | 3,130 | 2,480 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|---------------------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|---------------|
| Houghton | 7,908 | 4,885 | 3,750 | 1,246 | 724 | 57 | 1 | 18,571 |
| | 43% | 26% | 20% | 7% | 4% | 0% | 0% | 100% |

User Profile (May 2013)

| <u>Houghton</u> | Active user analysis by library of registration | | | | |
|------------------------|--|-------------|----------------|--------------|----------------|
| - | Female | Male | Unknown | Total | % |
| Adult | 713 | 400 | 8 | 1121 | 45.11% |
| Books on Wheels | 42 | 8 | 0 | 50 | 2.01% |
| Community Group | 1 | 0 | 2 | 3 | 0.12% |
| Child | 250 | 172 | 4 | 426 | 17.14% |
| Holiday-Adult | 0 | 1 | 0 | 1 | 0.04% |
| Job Seeker | 22 | 26 | 0 | 48 | 1.93% |
| Playgroup | 1 | 0 | 1 | 2 | 0.08% |
| Senior | 434 | 250 | 1 | 685 | 27.57% |
| Staff | 6 | 0 | 0 | 6 | 0.24% |
| Student | 7 | 1 | 0 | 8 | 0.32% |
| VIP | 11 | 9 | 3 | 23 | 0.93% |
| Youth-12 | 56 | 22 | 0 | 78 | 3.14% |
| Youth-15 | 27 | 7 | 0 | 34 | 1.37% |
| Total | 1570 | 896 | 19 | 2485 | 100.00% |

KAYLL ROAD LIBRARY



Current Opening Hours

| | | |
|------------------------------|------------------|-----------------|
| Monday, Wednesday and Friday | 9.30am – 12.30pm | 1.30pm – 7.30pm |
| Tuesday, | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Thursday | Closed | |
| Saturday | 9.00am – 12noon | |
| Total | 36.5 | |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (10 Public access pc's in total across the library)
- Information Services
- Online Resources

General Information

- Grade II listed Carnegie building
- Located near to hospital and local shops but parking very restricted

| Kayll Road Performance Data | West | |
|-------------------------------|-----------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 29,019 | 23,057 |
| Number of transactions/issues | 50,651 | 39,132 |
| ICT Usage (hours) | 7,711 | 6,359 |
| Total Reservations | 1,541 | 1,210 |
| Total Enquiries | 3,066 | 2,454 |
| Active borrowers | 1,719 | 1,461 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children' s Fiction | Children' s Non- Fiction | Audio Books | CD | DVD | Total |
|---------------------------------------|--------------------------|-----------------------------------|--------------------------------|---|------------------------|-----------|------------|---------------|
| Kayll Road | 9,191 | 4,900 | 4,359 | 1,818 | 566 | 357 | 0 | 21,191 |
| | 43% | 23% | 21% | 9% | 3% | 2% | 0% | 100% |

User Profile (May 2013)

| <u>Kayll Road</u> | Active user analysis by library of registration | | | | |
|------------------------------------|--|-------------|----------------|--------------|----------------|
| | Female | Male | Unknown | Total | % |
| Adult | 351 | 207 | 3 | 561 | 38.19% |
| Books on Wheels | 33 | 3 | 0 | 36 | 2.45% |
| Child | 185 | 127 | 10 | 322 | 21.92% |
| Holiday-Adult | 1 | 0 | 0 | 1 | 0.07% |
| Job Seeker | 7 | 4 | 0 | 11 | 0.75% |
| Playgroup | 2 | 0 | 0 | 2 | 0.14% |
| Senior | 261 | 151 | 0 | 412 | 28.05% |
| Sheltered Accom / Hostel / Home | 2 | 0 | 0 | 2 | 0.14% |
| Staff | 5 | 0 | 0 | 5 | 0.34% |
| Student | 6 | 2 | 0 | 8 | 0.54% |
| VIP | 4 | 3 | 0 | 7 | 0.48% |
| Youth-12 | 31 | 28 | 2 | 61 | 4.15% |
| Youth-15 | 27 | 14 | 0 | 41 | 2.79% |
| Total | 915 | 539 | 15 | 1469 | 100.00% |

MONKWEARMOUTH LIBRARY



Current Opening Hours

| | | |
|--------------------|------------------|-----------------|
| Monday, Friday | 9.30am – 12.30pm | 1.30pm – 7.30pm |
| Tuesday, Wednesday | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Thursday | Closed | |
| Saturday | 9.00am – 12noon | |
| Total | 34 | |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access 4 public access pc's
- Heritage
- Information Services
- Online Resources

General Information

- Carnegie building (not listed)
- Non DDA compliant
- Very low usage
- Situated on busy one way system, limited car parking nearby
- Sited near to University/College

| Monkwearmouth Performance Data | North | |
|--|-----------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 26,355 | 20,916 |
| Number of transactions/issues | 26,995 | 23,366 |
| Number of active members (borrowed an item in last year) | 342 | 332 |
| ICT Usage (hours) | 2,135 | 1,455 |
| Total Reservations | 3,104 | 3,522 |
| Total Enquiries | * | 3,380 |

* Clarification provided re enquiries to be included in counts.

| STOCK (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | | Total |
|-----------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|--|---------------|
| Monkwearmouth | 5,725 | 2,946 | 2,818 | 1,500 | 324 | 1 | 0 | | 13,314 |
| | 43% | 22% | 21% | 11% | 2% | 0% | 0% | | 100% |

User Profile (May 2013)

| <u>Monkwearmouth</u> | Active user analysis by library of registration | | | | | | Active user analysis by current items on loan | |
|-----------------------------|--|-------------|----------------|--------------|----------------|--|--|----------------|
| | Female | Male | Unknown | Total | % | | Total | % |
| Adult | 99 | 71 | 1 | 171 | 50.00% | | 54 | 33.96% |
| Community Group | 1 | 0 | 1 | 2 | 0.58% | | 0 | 0.00% |
| Child | 53 | 33 | 1 | 87 | 25.44% | | 21 | 13.21% |
| Corporate / Company | 0 | 0 | 1 | 1 | 0.29% | | 0 | 0.00% |
| Job Seeker | 1 | 7 | 0 | 8 | 2.34% | | 1 | 0.63% |
| Senior | 36 | 17 | 0 | 53 | 15.50% | | 75 | 47.17% |
| Staff | 0 | 0 | 0 | 0 | 0.00% | | 2 | 1.26% |
| Student | 3 | 2 | 0 | 5 | 1.46% | | 1 | 0.63% |
| VIP | 2 | 0 | 0 | 2 | 0.58% | | 4 | 2.52% |
| Youth-12 | 2 | 3 | 0 | 5 | 1.46% | | 1 | 0.63% |
| Youth-15 | 5 | 3 | 0 | 8 | 2.34% | | 0 | 0.00% |
| Total | 202 | 136 | 4 | 342 | 100.00% | | 159 | 100.00% |

| Ethnicity | Active user analysis by library of registration | | | |
|---------------------------------------|--|-------------|----------------|--------------|
| | Female | Male | Unknown | Total |
| Asian or Asian British - Indian | 1 | 0 | 0 | 1 |
| Asian or Asian British - Other | 5 | 7 | 0 | 12 |
| Asian or Asian British - Pakistani | 1 | 3 | 0 | 4 |
| Black or Black British - African | 4 | 4 | 0 | 8 |
| Black or Black British - Caribbean | 2 | 0 | 0 | 2 |
| Black or Black British - Other | 1 | 0 | 0 | 1 |
| Chinese | 4 | 4 | 0 | 8 |
| Mixed - White and Black African | 0 | 1 | 0 | 1 |
| Mixed - White and Asian | 1 | 2 | 0 | 3 |
| Not Disclosed | 1 | 3 | 1 | 5 |
| Other Ethnic Group | 1 | 4 | 0 | 5 |
| Unknown | 6 | 4 | 0 | 10 |
| White - British | 166 | 92 | 0 | 258 |
| White - Irish | 1 | 0 | 0 | 1 |
| White - Other | 1 | 4 | 0 | 5 |
| Total | 195 | 128 | 1 | 324 |

NB. Ethnicity data collected since 2006 where disclosed

Distance to nearest service points: (information obtained from route planner)

| Branch | Nearest service point | Distance (in miles) |
|---------------|------------------------------|----------------------------|
| Monkwearmouth | City Library & Arts Centre | 0.9 miles |
| Monkwearmouth | Fulwell | 1.2 miles |

Transport links: (information taken from current timetables)

| Branch | Transport links (Bus) |
|---------------|------------------------------|
| Monkwearmouth | E1, E6, 18, 23 |

RYHOPE LIBRARY AND CUSTOMER SERVICE CENTRE



Current Opening Hours

| | |
|-------------------|-----------------|
| Monday, Wednesday | 8.30am – 7.00pm |
| Tuesday, Thursday | 8.30am – 5.15pm |
| Friday | 8.30am – 5.00pm |
| Saturday | 9.00am – 12noon |
| Total | 50 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes, learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 6 public access pc's
- Customer Services is staffed by Library staff, 1 contact centre phone
- Information Services
- Online Resources

General Information

- New build
- Partnership with TPCT
- Meeting Room available for hire and learning opportunities
- Good accessibility and car parking

| Ryhope Performance Data | EAST | |
|--------------------------------|------------------|------------------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 31,035 | 26,992 |
| Number of transactions/issues | 30,321 | 25,726 |
| ICT Usage (hours) | 3,896 | 3,179 |
| Total Reservations | 1,674 | 1,441 |
| Total Enquiries | 2,668 | 2,922 |
| Active borrowers | 1,142 | 1,033 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|---------------------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|---------------|
| Ryhope | 4,053 | 2,431 | 3,272 | 1,640 | 102 | 0 | 0 | 11,498 |
| | 35% | 21% | 28% | 14% | 1% | 0% | 0% | 100% |

User Profile (May 2013)

| <u>Ryhope</u> | Active user analysis by library of registration | | | | |
|----------------------|--|-------------|----------------|--------------|----------------|
| | Female | Male | Unknown | Total | % |
| Adult | 294 | 181 | 3 | 478 | 46.50% |
| Books on Wheels | 0 | 3 | 0 | 3 | 0.29% |
| Community Group | 1 | 1 | 2 | 4 | 0.39% |
| Child | 204 | 166 | 3 | 373 | 36.28% |
| Job Seeker | 0 | 3 | 0 | 3 | 0.29% |
| Senior | 77 | 30 | 0 | 107 | 10.41% |
| Staff | 0 | 1 | 0 | 1 | 0.10% |
| VIP | 2 | 0 | 0 | 2 | 0.19% |
| Youth-12 | 23 | 14 | 0 | 37 | 3.60% |
| Youth-15 | 17 | 3 | 0 | 20 | 1.95% |
| Total | 618 | 402 | 8 | 1028 | 100.00% |

SANDHILL CENTRE LIBRARY AND CUSTOMER SERVICE CENTRE



Current Opening Hours

| | |
|---------------------------------|-----------------|
| Monday and Friday | 9.30am – 7.30pm |
| Tuesday, Wednesday and Thursday | 9.30am – 5.00pm |
| Saturday | 9.30am – 4.00pm |
| Total | 49 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes varied learning courses, crafts and storytimes
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS
- Customer Service Centre is staffed by library staff; 1 contact centre telephone
- Computers and Internet access- ICT suite and drop in (24 Public access pc's in total across the library)
- Heritage -provides family and local history information and learning opportunities
- Information Services
- Learning Programme
- Online Resources

General Information

- New build/ also refurbished to accommodate Customer Service Centre
- Co-location with School, Community Facilities, Creche, Schools Library Service and Children's Services / adjacent to TPCT walk in centre
- Located on a main transport route, with car parking and disabled ramp access
- Meeting Rooms for community use
- Well attended learning courses in this area, that includes family & local history, ICT for beginners

| Sandhill Performance Data | West | |
|----------------------------------|------------------|------------------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 26,936 | 30,404 |
| Number of transactions/issues | 34,499 | 36,943 |
| ICT Usage (hours) | 10,559 | 10,058 |
| Total Reservations | 1,378 | 1,217 |
| Total Enquiries | 3,070 | 1,164 |
| Active borrowers | 1,116 | 942 |

| STOCK (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|-----------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|---------------|
| Sandhill | 7,954 | 3,554 | 3,878 | 1,666 | 733 | 777 | 0 | 18,562 |
| | 43% | 19% | 21% | 9% | 4% | 4% | 0% | 100% |

User Profile (May 2013)

| <u>Sandhill Centre</u> | Active user analysis by library of registration | | | | |
|------------------------------------|--|-------------|----------------|--------------|----------------|
| | Female | Male | Unknown | Total | % |
| Adult | 228 | 135 | 3 | 366 | 39.35% |
| Books on Wheels | 30 | 8 | 1 | 39 | 4.19% |
| Child | 192 | 121 | 4 | 317 | 34.09% |
| Job Seeker | 7 | 5 | 0 | 12 | 1.29% |
| Playgroup | 2 | 0 | 1 | 3 | 0.32% |
| Senior | 76 | 46 | 0 | 122 | 13.12% |
| Sheltered Accom / Hostel / Home | 1 | 0 | 0 | 1 | 0.11% |
| Staff | 2 | 0 | 0 | 2 | 0.22% |
| Student | 3 | 0 | 0 | 3 | 0.32% |
| VIP | 1 | 1 | 2 | 4 | 0.43% |
| Youth-12 | 23 | 12 | 1 | 36 | 3.87% |
| Youth-15 | 21 | 4 | 0 | 25 | 2.69% |
| Total | 586 | 332 | 12 | 930 | 100.00% |

SHINEY ROW LIBRARY AND CUSTOMER SERVICE CENTRE



Current Opening Hours

| | |
|------------------|-----------------|
| Monday, Thursday | 9.30am – 7.00pm |
| Tuesday, Friday | 9.30am – 5.00pm |
| Wednesday | 9.30am – 1.30pm |
| Saturday | 9.00am – 12noon |
| Total | 41 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity Books and Reading Programme
- Computers and Internet access 4 public access pc's
- Customer Services provided by library staff: 1 Contact Centre phone
- Information Services
- Online Resources

General Information

- Recent rebuild/ refurbishment to support delivery of Customer Services
- Located in main shopping area
- Limited car parking but on main transport links
- Steady overall usage

| Shiney Row Performance data | Coalfields | |
|-------------------------------|------------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 40,601 | 31,783 |
| Number of transactions/issues | 46,222 | 42,974 |
| ICT Usage | 3,514 | 3,047 |
| Total Reservations | 3,022 | 2,971 |
| Total Enquiries | 1,688 | 1,431 |
| Active borrowers | 1,458 | 1,344 |

| STOCK (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|-----------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|---------------|
| Shiney Row | 5,084 | 2,101 | 2,606 | 937 | 124 | 240 | 342 | 11,434 |
| | 44% | 18% | 23% | 8% | 1% | 2% | 3% | 100% |

User Profile (May 2013)

| <u>Shiney Row</u> | Active user analysis by library of registration | | | | |
|--------------------------|--|-------------|----------------|--------------|----------------|
| | Female | Male | Unknown | Total | % |
| Adult | 395 | 202 | 11 | 608 | 44.94% |
| Community Group | 0 | 0 | 1 | 1 | 0.07% |
| Child | 235 | 188 | 8 | 431 | 31.86% |
| Senior | 153 | 75 | 0 | 228 | 16.85% |
| Student | 4 | 0 | 0 | 4 | 0.30% |
| VIP | 15 | 1 | 0 | 16 | 1.18% |
| Youth-12 | 26 | 21 | 0 | 47 | 3.47% |
| Youth-15 | 11 | 7 | 0 | 18 | 1.33% |
| Total | 839 | 494 | 20 | 1353 | 100.00% |

User Profile (May 2013)

| <u>Silksworth</u> | Active user analysis by library of registration | | | | | | Active user analysis by current items on loan | |
|-------------------|---|------|---------|-------|---------|--|---|---------|
| | Female | Male | Unknown | Total | % | | Total | % |
| Adult | 242 | 106 | 2 | 350 | 44.93% | | 77 | 34.68% |
| Books on Wheels | 0 | 1 | 0 | 1 | 0.13% | | 0 | 0.00% |
| Community Group | 1 | 1 | 0 | 2 | 0.26% | | 1 | 0.45% |
| Child | 119 | 94 | 2 | 215 | 27.60% | | 45 | 20.27% |
| Job Seeker | 2 | 4 | 0 | 6 | 0.77% | | 3 | 1.35% |
| Playgroup | 1 | 0 | 0 | 1 | 0.13% | | 0 | 0.00% |
| Senior | 99 | 50 | 0 | 149 | 19.13% | | 81 | 36.49% |
| Staff | 2 | 1 | 0 | 3 | 0.39% | | 4 | 1.80% |
| Student | 1 | 1 | 0 | 2 | 0.26% | | 1 | 0.45% |
| VIP | 5 | 3 | 0 | 8 | 1.03% | | 8 | 3.60% |
| Youth-12 | 20 | 14 | 2 | 36 | 4.62% | | 2 | 0.90% |
| Youth-15 | 6 | 0 | 0 | 6 | 0.77% | | 0 | 0.00% |
| Total | 498 | 275 | 6 | 779 | 100.00% | | 222 | 100.00% |

| Ethnicity | Active user analysis by library of registration | | | |
|------------------------------------|---|------|---------|-------|
| | Female | Male | Unknown | Total |
| Asian or Asian British - Indian | 1 | 0 | 0 | 1 |
| Asian or Asian British - Pakistani | 1 | 0 | 0 | 1 |
| Black or Black British - African | 2 | 0 | 0 | 2 |
| Not Disclosed | 18 | 13 | 0 | 31 |
| Other Ethnic Group | 1 | 0 | 0 | 1 |
| Unknown | 1 | 2 | 0 | 3 |
| White - British | 327 | 181 | 0 | 508 |
| White - Other | 2 | 1 | 0 | 3 |
| Total | 353 | 197 | 0 | 550 |

NB. Ethnicity data collected since 2006 where disclosed

Distance to nearest service points: (information obtained from route planner)

| Branch | Nearest service point | Distance (in miles) |
|------------|-----------------------|---------------------|
| Silksworth | Ryhope | 1.6 miles |
| Silksworth | Sandhill | 2.1 miles |

Transport links: (information taken from current timetables)

| Branch | Transport links (Bus) |
|------------|-----------------------|
| Silksworth | 12, 35, 42 |

SOUTHWICK LIBRARY



Current Opening Hours

| | | |
|----------------------|------------------|-----------------|
| Monday and Wednesday | 9.30am – 12.30pm | 1.30pm – 7.30pm |
| Tuesday and Friday | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Thursday | Closed | |
| Saturday | 9.00am – 12 noon | |
| Total | 34 | |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 12 public access pc's for learning and drop in
- Information Services
- Learning Programme
- Online Resources

General Information

- Carnegie style building
- Set back off the main road and main shopping centre
- Limited opportunity for development

| Southwick Performance Data | North | |
|-------------------------------|-----------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 25,389 | 18,610 |
| Number of transactions/issues | 30,554 | 25,554 |
| ICT Usage (hours) | 8,249 | 6,834 |
| Total Reservations | 1,224 | 1,040 |
| Total Enquiries | 4,966 | 3,151 |
| Active borrowers | 844 | 762 |

| STOCK (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|---------------------|------------------|--------------------------|-----------------------|-------------------------------|----------------|----|-----|--------|
| Southwick | 5,647 | 7,230 | 2,635 | 1,129 | 135 | 1 | 0 | 16,777 |
| | 34% | 43% | 16% | 7% | 1% | 0% | 0% | 100% |

User Profile (May 2013)

| Southwick | Active user analysis by library of registration | | | | | | Active user analysis by current items on loan | |
|------------------|--|------|---------|-------|---------|--|--|---------|
| | Female | Male | Unknown | Total | % | | Total | % |
| Adult | 207 | 162 | 4 | 373 | 48.95% | | 73 | 34.27% |
| Books on Wheels | 0 | 0 | 0 | 0 | 0.00% | | 1 | 0.47% |
| Child | 103 | 98 | 0 | 201 | 26.38% | | 25 | 11.74% |
| Community Group | 0 | 0 | 0 | 0 | 0.00% | | 1 | 0.47% |
| Job Seeker | 4 | 2 | 0 | 6 | 0.79% | | 2 | 0.94% |
| Senior | 100 | 41 | 0 | 141 | 18.50% | | 103 | 48.36% |
| Staff | 0 | 1 | 0 | 1 | 0.13% | | 3 | 1.41% |
| Student | 4 | 2 | 0 | 6 | 0.79% | | 1 | 0.47% |
| VIP | 1 | 2 | 0 | 3 | 0.39% | | 2 | 0.94% |
| Youth-12 | 12 | 8 | 0 | 20 | 2.62% | | 2 | 0.94% |
| Youth-15 | 7 | 4 | 0 | 11 | 1.44% | | 0 | 0.00% |
| Total | 438 | 320 | 4 | 762 | 100.00% | | 213 | 100.00% |

| Ethnicity | Active user analysis by library of registration | | | |
|---------------------------------|--|------|---------|-------|
| | Female | Male | Unknown | Total |
| Asian or Asian British - Indian | 0 | 1 | 0 | 1 |
| Black or Black British - Other | 0 | 1 | 0 | 1 |
| Not Disclosed | 14 | 20 | 0 | 34 |
| Other Ethnic Group | 0 | 1 | 0 | 1 |
| Unknown | 0 | 1 | 0 | 1 |
| White - British | 281 | 199 | 0 | 480 |
| White - Irish | 1 | 0 | 0 | 1 |
| White - Other | 3 | 3 | 0 | 6 |
| Total | 299 | 226 | 0 | 525 |

NB. Ethnicity data collected since 2006 where disclosed

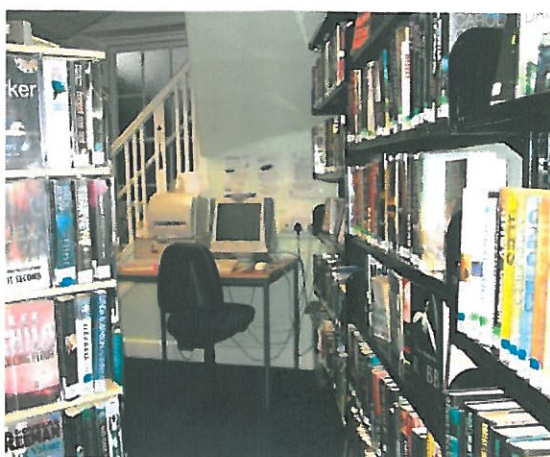
Distance to nearest service points: (information obtained from route planner)

| Branch | Nearest service point | Distance (in miles) |
|-----------|-----------------------|---------------------|
| Southwick | Fulwell | 1.2 miles |
| Southwick | City Library | 1.7 miles |
| Southwick | Bunnyhill | 2.1 miles |

Transport links: (information taken from current timetables)

| Branch | Transport links (Bus) |
|-----------|---|
| Southwick | 4, 16, 99, 592 (additional links from Southwick Road) |

WASHINGTON GREEN LIBRARY



Current Opening Hours

| | | |
|------------------------------|------------------|-----------------|
| Monday, Friday | 9.30am – 12.30pm | 1.30pm – 7.00pm |
| Tuesday, Wednesday, Thursday | 9.30am – 12.30pm | 1.30pm – 5.00pm |
| Saturday | 9.00am – 12noon | |
| Total | 26.5 | |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 2 public access pc's
- Information Services
- Online Resources

General Information

- Part time hours with low usage, predominately adult
- Non DDA compliant
- Close proximity to Washington Town Centre Library

| Washington Green Performance Data | Washington | |
|-----------------------------------|------------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 9,515 | 7,649 |
| Number of transactions/issues | 20,248 | 17,306 |
| ICT Usage (hours) | 324 | 208 |
| Total Reservations | 1,301 | 1,211 |
| Total Enquiries | 1,553 | 730 |
| Active borrowers | 259 | 240 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non-Fiction | Children's Fiction | Children's Non-Fiction | Audio Books | CD | DVD | Total |
|------------------------|---------------|-------------------|--------------------|------------------------|-------------|----|-----|-------|
| Washington Green | 3,290 | 1,540 | 1,746 | 655 | 87 | 0 | 0 | 7,318 |
| | 45% | 21% | 24% | 9% | 1% | 0% | 0% | 100% |

User Profile (May 2013)

| <u>Washington Green</u> | Active user analysis by library of registration | | | | | | Active user analysis by current items on loan | |
|---------------------------------|---|------|---------|-------|---------|--|---|---------|
| - | Female | Male | Unknown | Total | % | | Total | % |
| Adult | 48 | 19 | 0 | 67 | 28.51% | | 44 | 28.95% |
| Community Group | 2 | 0 | 1 | 3 | 1.28% | | 1 | 0.66% |
| Child | 40 | 38 | 2 | 80 | 34.04% | | 20 | 13.16% |
| Playgroup | 1 | 0 | 0 | 1 | 0.43% | | 0 | 0.00% |
| Senior | 38 | 23 | 0 | 61 | 25.96% | | 76 | 50.00% |
| Sheltered Accom / Hostel / Home | 0 | 0 | 1 | 1 | 0.43% | | 0 | 0.00% |
| Staff | 2 | 0 | 0 | 2 | 0.85% | | 9 | 5.92% |
| VIP | 2 | 0 | 0 | 2 | 0.85% | | 1 | 0.66% |
| Youth-12 | 3 | 5 | 0 | 8 | 3.40% | | 1 | 0.66% |
| Youth-15 | 9 | 1 | 0 | 10 | 4.26% | | 0 | 0.00% |
| Total | 145 | 86 | 4 | 235 | 100.00% | | 152 | 100.00% |

| Ethnicity | Active user analysis by library of registration | | | |
|--------------------------------------|--|------|---------|-------|
| | Female | Male | Unknown | Total |
| Asian or Asian British - Bangladeshi | 0 | 1 | 0 | 1 |
| Asian or Asian British - Indian | 2 | 0 | 0 | 2 |
| Mixed - White and Black African | 0 | 1 | 0 | 1 |
| Mixed - Other | 1 | 0 | 0 | 1 |
| Not Disclosed | 15 | 6 | 0 | 21 |
| Unknown | 0 | 2 | 2 | 4 |
| White - British | 119 | 70 | 0 | 189 |
| White - Other | 1 | 1 | 0 | 2 |
| Total | 138 | 81 | 2 | 221 |

NB. Ethnicity data collected since 2006 where disclosed

Distance to nearest service points: (information obtained from route planner)

| Branch | Nearest service point | Distance (in miles) |
|------------------|-----------------------|---------------------|
| Washington Green | Washington Town | 1.0 miles |

Transport links: (information taken from current timetables)

| Branch | Transport links (Bus) |
|------------------|--|
| Washington Green | W6 (Other links from Washington Village) |

WASHINGTON MILLENNIUM CENTRE LIBRARY



Current Opening Hours

| | |
|---|------------------|
| Monday | 10.00am – 7.00pm |
| Tuesday, Wednesday, Thursday and Friday | 10.00am – 5.00pm |
| Saturday | 10.00am – 4.00pm |
| Total | 33 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access – 7 public access pc's
- Information Services
- Learning Programme
- Online Resources

General Information

- Co-located with Community Centre
- Set back off road within a housing estate
- Adequate car parking

| Washington Millennium Performance data | Washington | |
|--|------------|-----------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 37,781 | 26,955 |
| Number of transactions/issues | 39,843 | 31,687 |
| ICT Usage (hours) | 6,270 | 7,305 |
| Total Reservations | 2,245 | 1,857 |
| Total Enquiries | 1,325 | 844 |
| Active borrowers | 975 | 858 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|---------------------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|---------------|
| Washington Millennium | 5,329 | 2,298 | 3,266 | 1,422 | 110 | 1 | 198 | 12,624 |
| | 42% | 18% | 26% | 11% | 1% | 0% | 2% | 100% |

User Profile (May 2013)

| <u>Washington Millennium</u> | Active user analysis by library of registration | | | | |
|------------------------------|---|------|---------|-------|---------|
| | Female | Male | Unknown | Total | % |
| Adult | 220 | 117 | 2 | 339 | 37.83% |
| Books on Wheels | 1 | 1 | 0 | 2 | 0.22% |
| Community Group | 0 | 1 | 0 | 1 | 0.11% |
| Child | 188 | 158 | 2 | 348 | 38.84% |
| Job Seeker | 4 | 1 | 0 | 5 | 0.56% |
| Playgroup | 1 | 0 | 0 | 1 | 0.11% |
| Senior | 89 | 40 | 0 | 129 | 14.40% |
| Staff | 2 | 0 | 0 | 2 | 0.22% |
| Student | 2 | 1 | 0 | 3 | 0.33% |
| Youth-12 | 29 | 18 | 0 | 47 | 5.25% |
| Youth-15 | 13 | 6 | 0 | 19 | 2.12% |
| Total | 549 | 343 | 4 | 896 | 100.00% |

WASHINGTON TOWN CENTRE LIBRARY AND CUSTOMER SERVICE CENTRE



Current Opening Hours

| | |
|-------------------------------|-----------------|
| Monday and Thursday | 9.00am – 7.00pm |
| Tuesday, Wednesday and Friday | 9.00am – 5.00pm |
| Saturday | 9.00am – 4.00pm |
| Total | 51 |

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning, support for readers and writers groups, author visits, crafts and storytimes
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS across the Washington area
- Customer Service Centre is staffed by CSC staff Monday to Friday
- Computers and Internet access- ICT suite and drop in (38 Public access pc's in total across the library inclusive of 4 pc's that can be logged on for CSC and access to 4 contact centre phones)
- Heritage Centre provides family and local history information and learning opportunities
- Information Services
- Learning Programme
- Online Resources

General Information

- Recent refurbishment – partnership with TPCT/ Customer Services
- Additional development in 2012 to facilitate Lloyds Chemist
- Location adjacent to Galleries Shopping Centre
- Meeting rooms are available to hire and are regularly used by community groups.
- WTC have a good relationship with the Galleries management and attend regular occupants meetings and promote library activity throughout the Galleries to shoppers
- Accessibility is good - the main bus station for Washington is in the Galleries and there is good surrounding car parking

| Washington Town Centre Performance Data | Washington | |
|--|-------------------|------------------|
| | 2011/2012 | 2012/2013 |
| Total Visits | 129,051 | 104,187 |
| Number of transactions/issues | 130,055 | 103,506 |
| ICT Usage (hours) | 34,196 | 17,904 |
| Total Reservations | 3,801 | 2,972 |
| Total Enquiries | 10,103 | 7,243 |
| Number of active members (borrowed an item in last year) | 6,391 | 5,534 |

| STOCK COUNT (1.1.2013) | Adult Fiction | Adult Non- Fiction | Children's Fiction | Children's Non- Fiction | Audio Books | CD | DVD | Total |
|---------------------------------------|--------------------------|-----------------------------------|-------------------------------|--|------------------------|-----------|------------|---------------|
| Washington Town | 12,615 | 19,059 | 7,611 | 2,394 | 1,544 | 998 | 449 | 44,670 |
| | 28% | 43% | 17% | 5% | 3% | 2% | 1% | 100% |

User Profile (May 2013)

| <u>Washington Town Centre</u> | Active user analysis by library of registration | | | | |
|--------------------------------------|--|-------------|----------------|--------------|----------------|
| | Female | Male | Unknown | Total | % |
| Adult | 1551 | 911 | 4 | 2466 | 44.96% |
| Books on Wheels | 27 | 6 | 1 | 34 | 0.62% |
| Community Group | 4 | 0 | 1 | 5 | 0.09% |
| Child | 584 | 443 | 3 | 1030 | 18.78% |
| Holiday-Senior | 0 | 1 | 0 | 1 | 0.02% |
| Home Tutor/Childminder | 5 | 1 | 0 | 6 | 0.11% |
| Job Seeker | 66 | 52 | 0 | 118 | 2.15% |
| Senior | 934 | 589 | 0 | 1523 | 27.77% |
| Staff | 15 | 3 | 0 | 18 | 0.33% |
| Student | 15 | 10 | 1 | 26 | 0.47% |
| VIP | 23 | 10 | 0 | 33 | 0.60% |
| Youth-12 | 95 | 52 | 1 | 148 | 2.70% |
| Youth-15 | 52 | 25 | 0 | 77 | 1.40% |
| Total | 3371 | 2103 | 11 | 5485 | 100.00% |