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

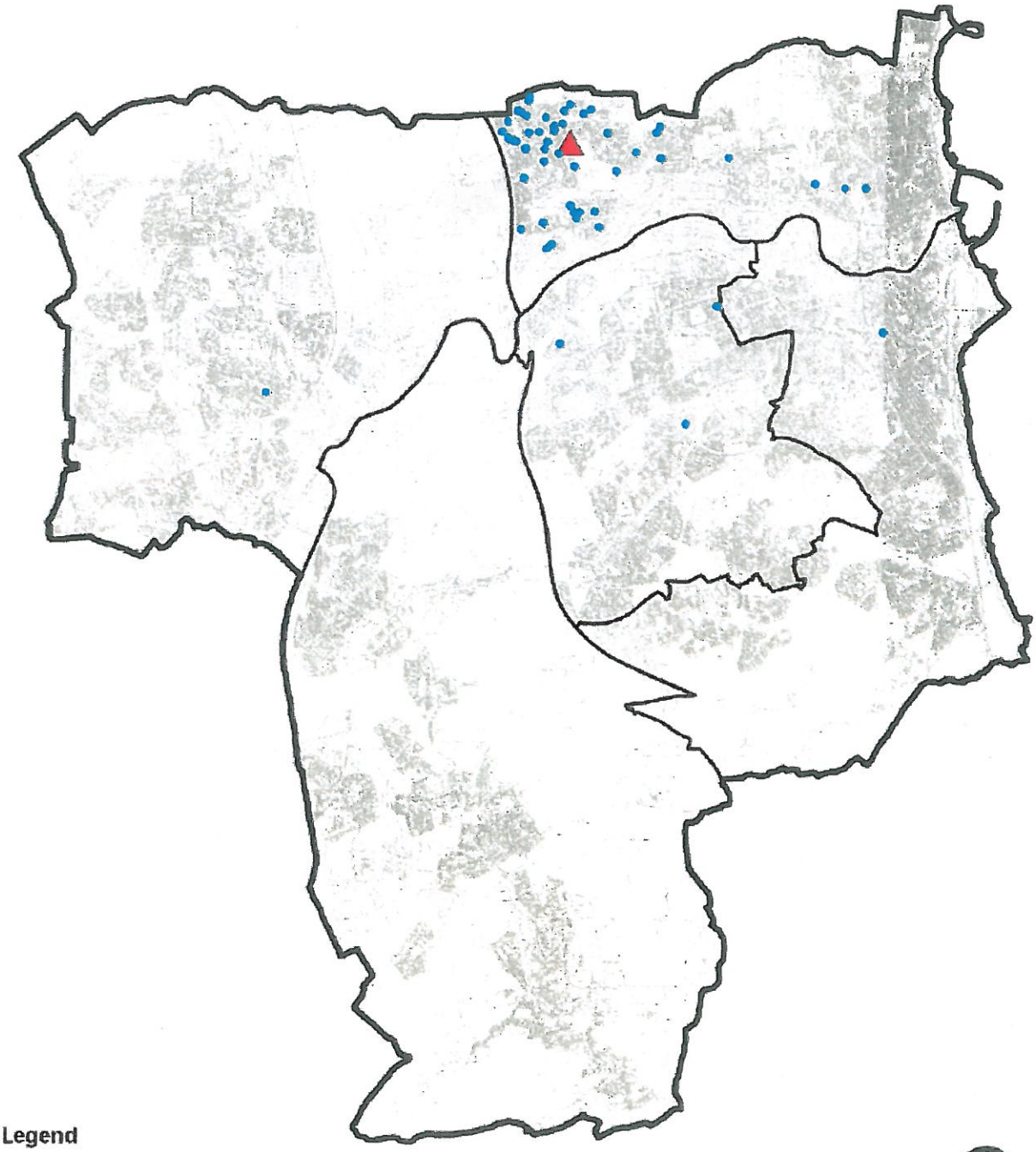
STOCK COUNT (1.1.2013)	**Adult Fiction**	**Adult Non-Fiction**	**Children's Fiction**	**Children's Non-Fiction**	**Audio Books**	**CD**	**DVD**		**Total**
Bunny Hill	7,013	4,045	4,760	1,948	440	220	327		**18,753**
	37%	22%	25%	10%	2%	1%	2%		**100%**

User Profile (May 2013)

BunnyHill	**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%

Bunny Hill - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Bunny Hill Library
- Respondents

Base: 59

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

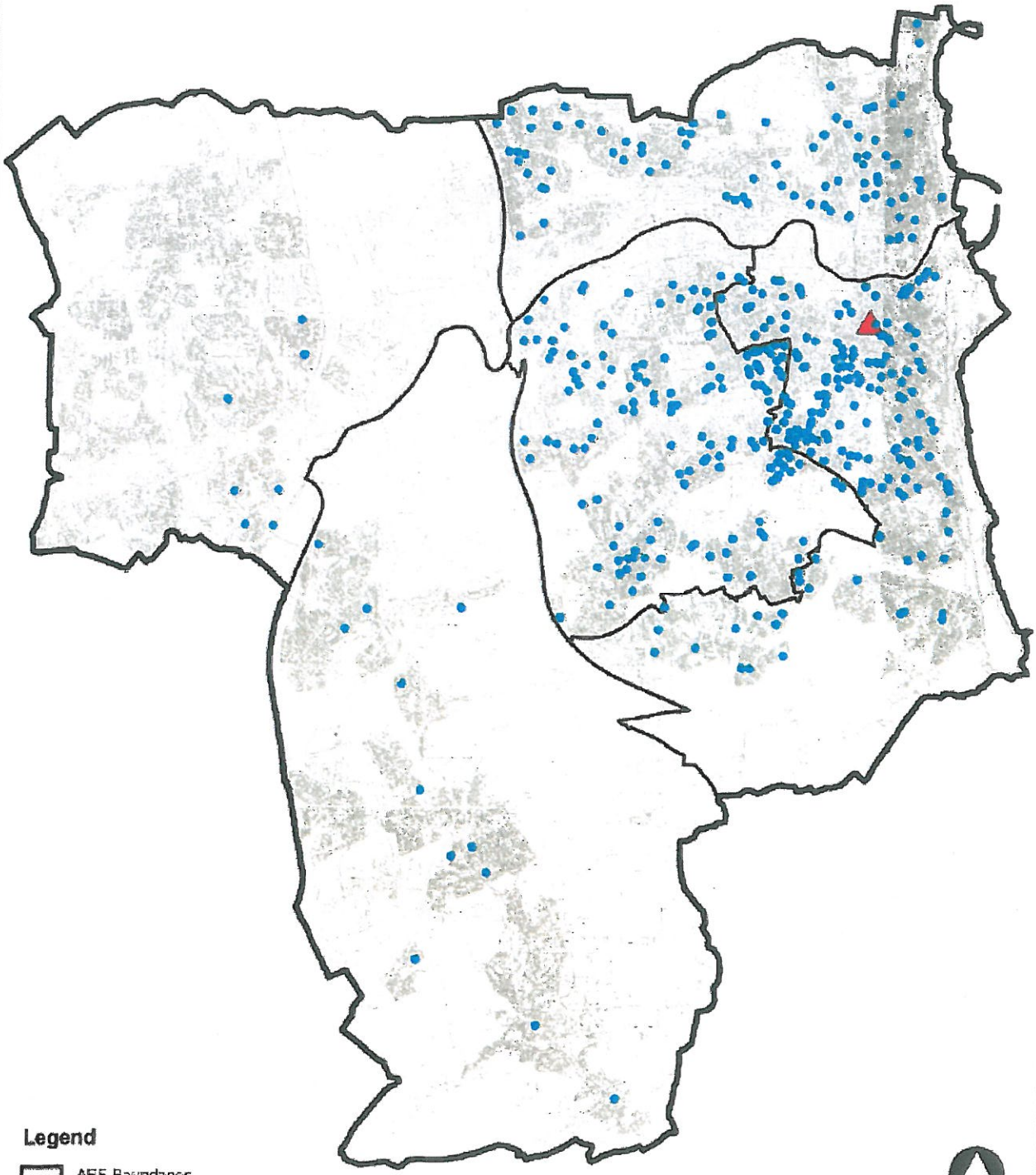
STOCK (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
City Library	35,274	83,558	15,850	6,980	2,353	3,418	1,084		**148,517**
	24%	56%	11%	5%	2%	2%	1%		**100%**

User Profile (May 2013)

City Library and Arts Centre	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%

City Library and Arts Centre - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- City Library and Arts Centre
- Respondents

Base: 480

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)

Doxford Park	**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)

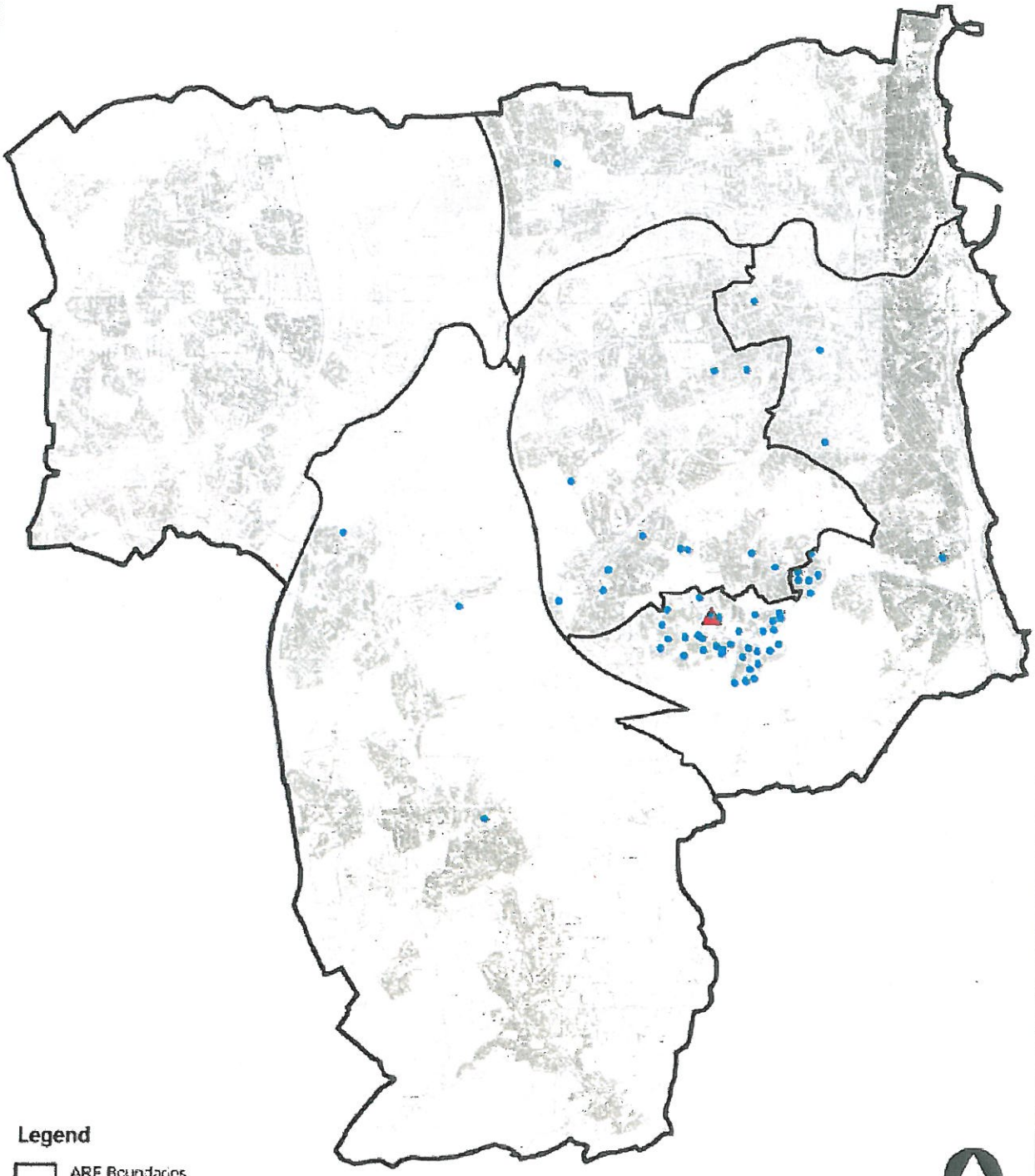
Branch	Nearest service point	Distance (in miles)
Doxford Park	Ryhope	2.4 miles
Doxford Park	Sandhill	2.6 miles

Transport links: (information taken from current timetables)

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

Doxford Park - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Doxford Park Library
- Respondents

Base 67

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)

Easington Lane	**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)

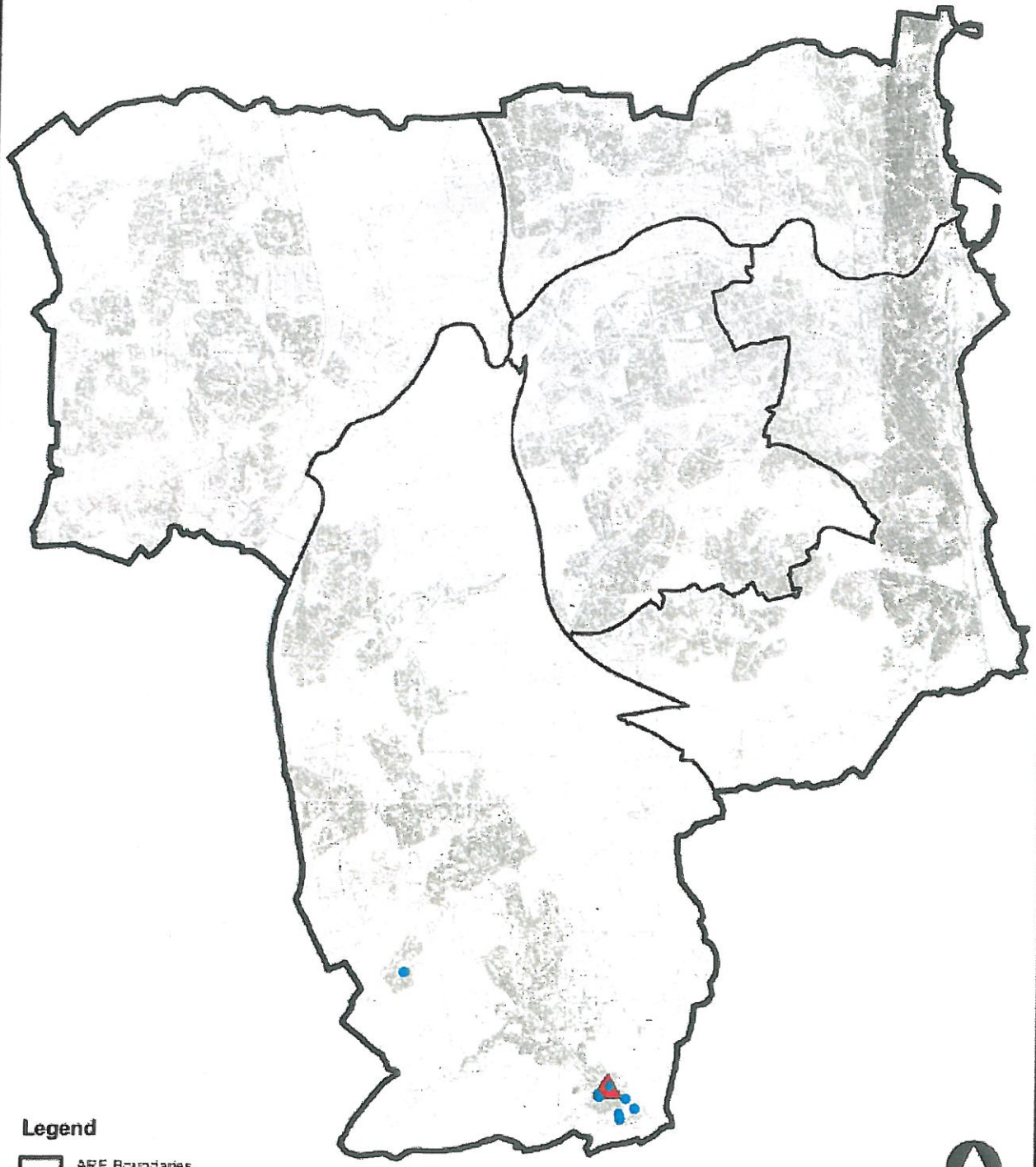
Branch	Nearest service point	Distance (in miles)
Easington Lane	Hetton	1.4 miles

Transport links: (information taken from timetables)

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

Easington Lane - Library used most often by respondents/ members of their household

Sunderland City Council

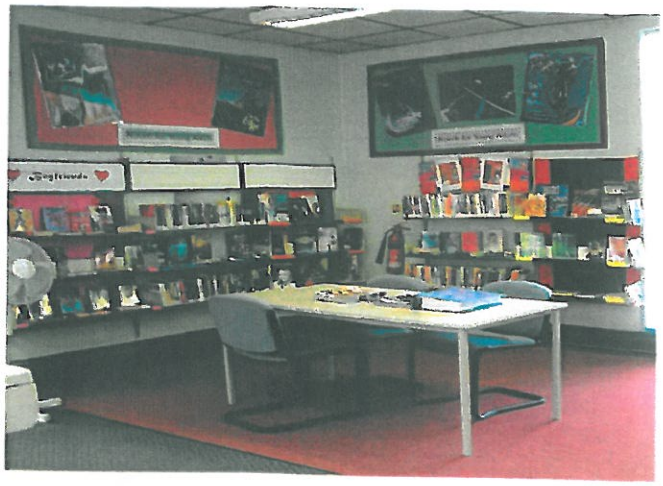


Legend

- ARF Boundaries
- Easington Lane Library
- Respondents

Base: 6

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)

East Herrington	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)

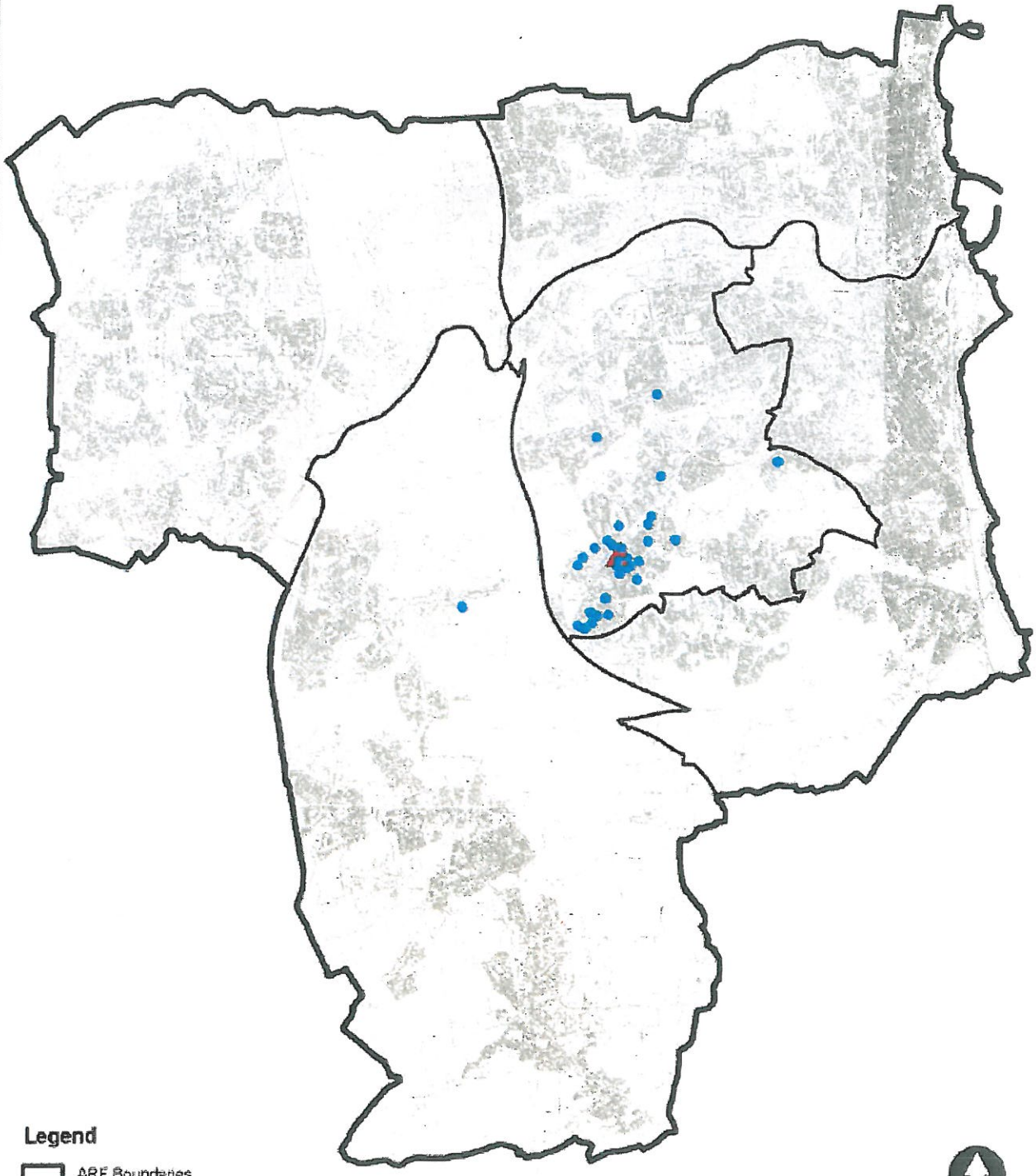
Branch	Nearest service point	Distance (in miles)
East Herrington	Sandhill	1.3 (miles)

Transport links: (information taken from current timetables)

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

East Herrington - Library used most often by respondents/ members of their household

Sunderland City Council

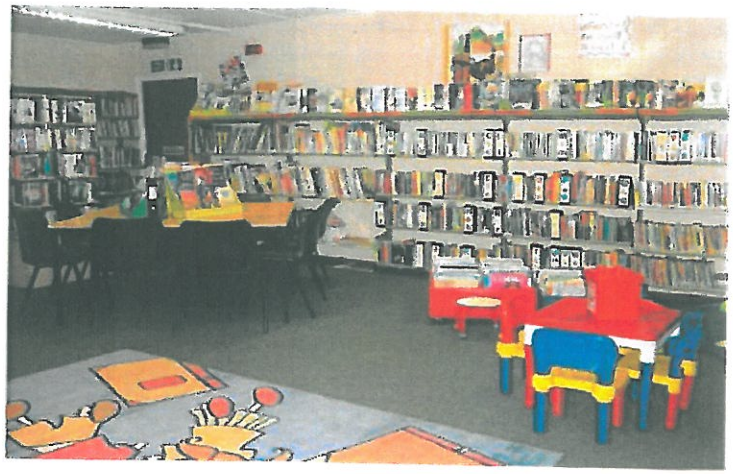


Legend

- ARF Boundaries
- East Herrington Library
- Respondents

Base: 39

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)

FenceHouses	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)

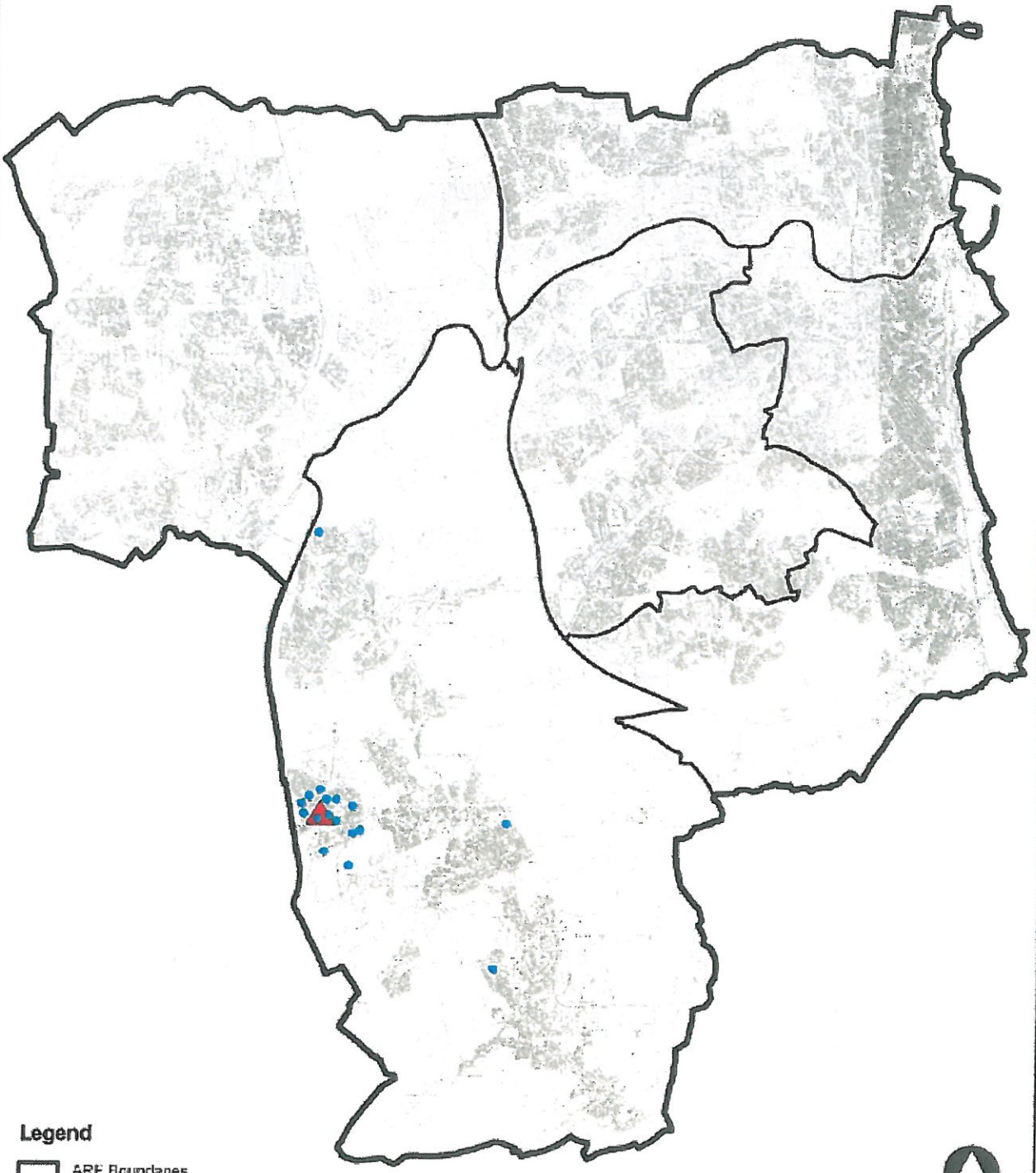
Branch	Nearest service point	Distance (in miles)
Fence Houses	Houghton	1.3 miles
Fence Houses	Shiney Row	2.4 miles

Transport links: (information taken from current timetables)

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

Fence Houses - Library used most often by respondents/ members of their household

Sunderland City Council

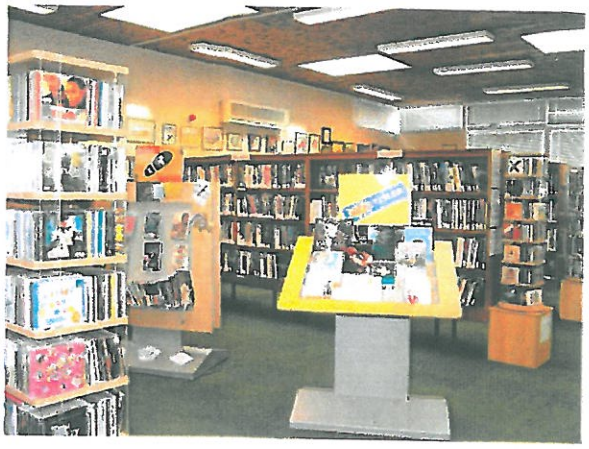


Legend

- ARF Boundaries
- Fence Houses Library
- Respondents

Base: 22

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

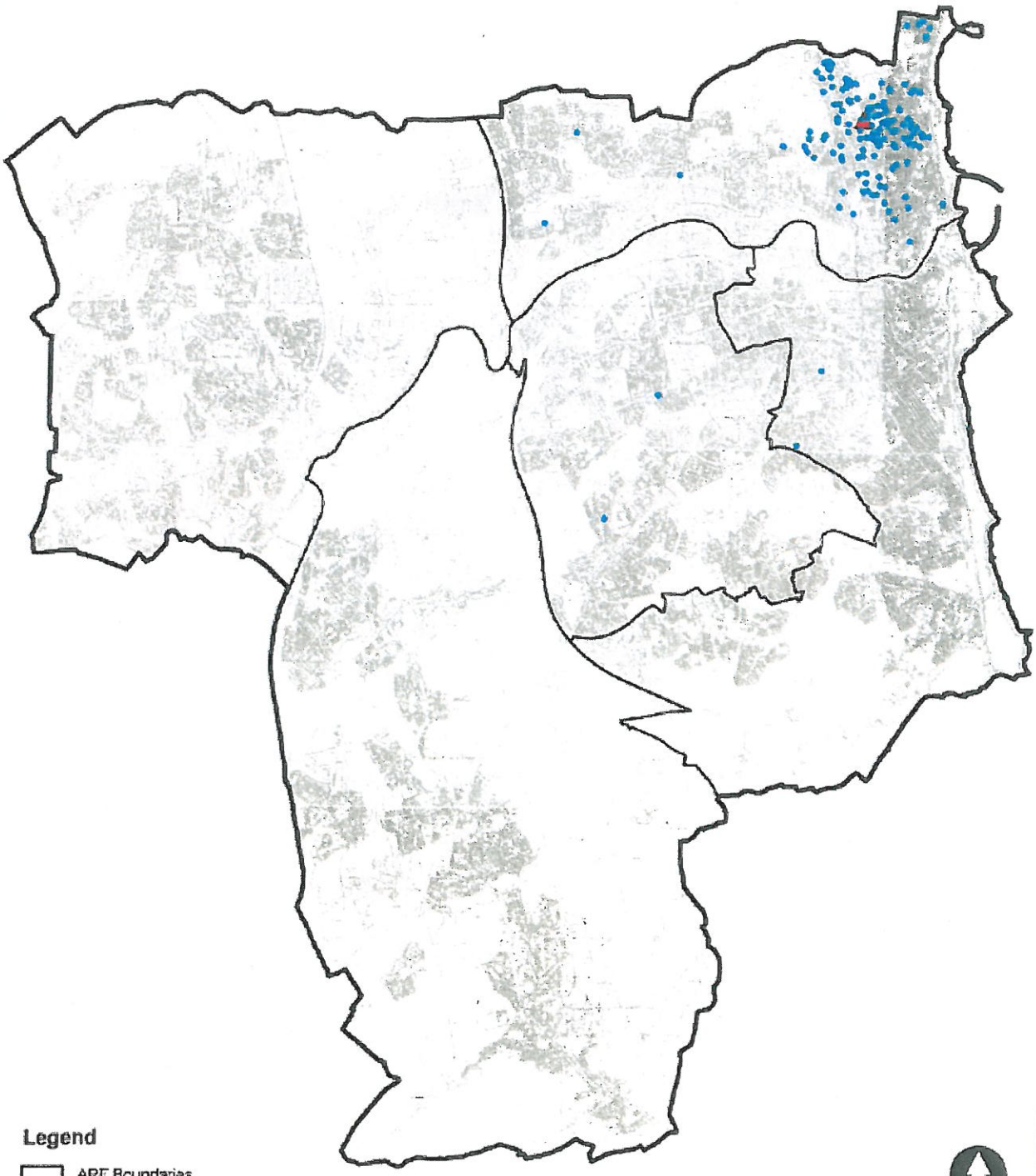
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Fulwell	8,945	6,886	4,390	2,125	554	399	225		**23,524**
	38%	29%	19%	9%	2%	2%	1%		**100%**

User Profile (May 2013)

Fulwell	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%

Fulwell - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Fulwell Library
- Respondents

Base: 199

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)

Hendon	**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)

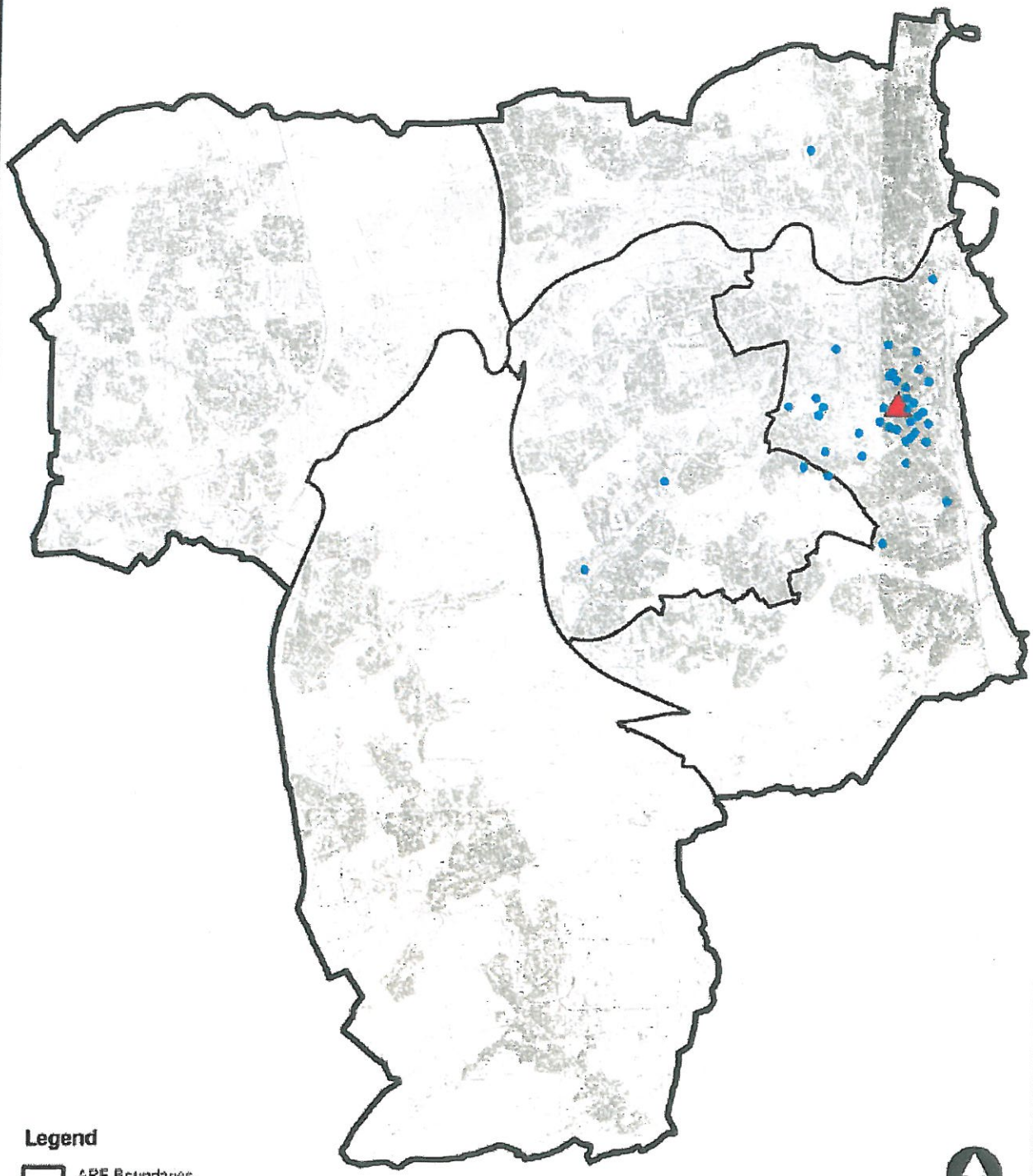
Branch	Nearest service point	Distance (in miles)
Hendon	City Library & Arts Centre	0.8 miles
Hendon	Kayll Road	1.9 miles

Transport links: (information taken from current timetables)

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

Hendon - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Hendon Library
- Respondents

Base: 46

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

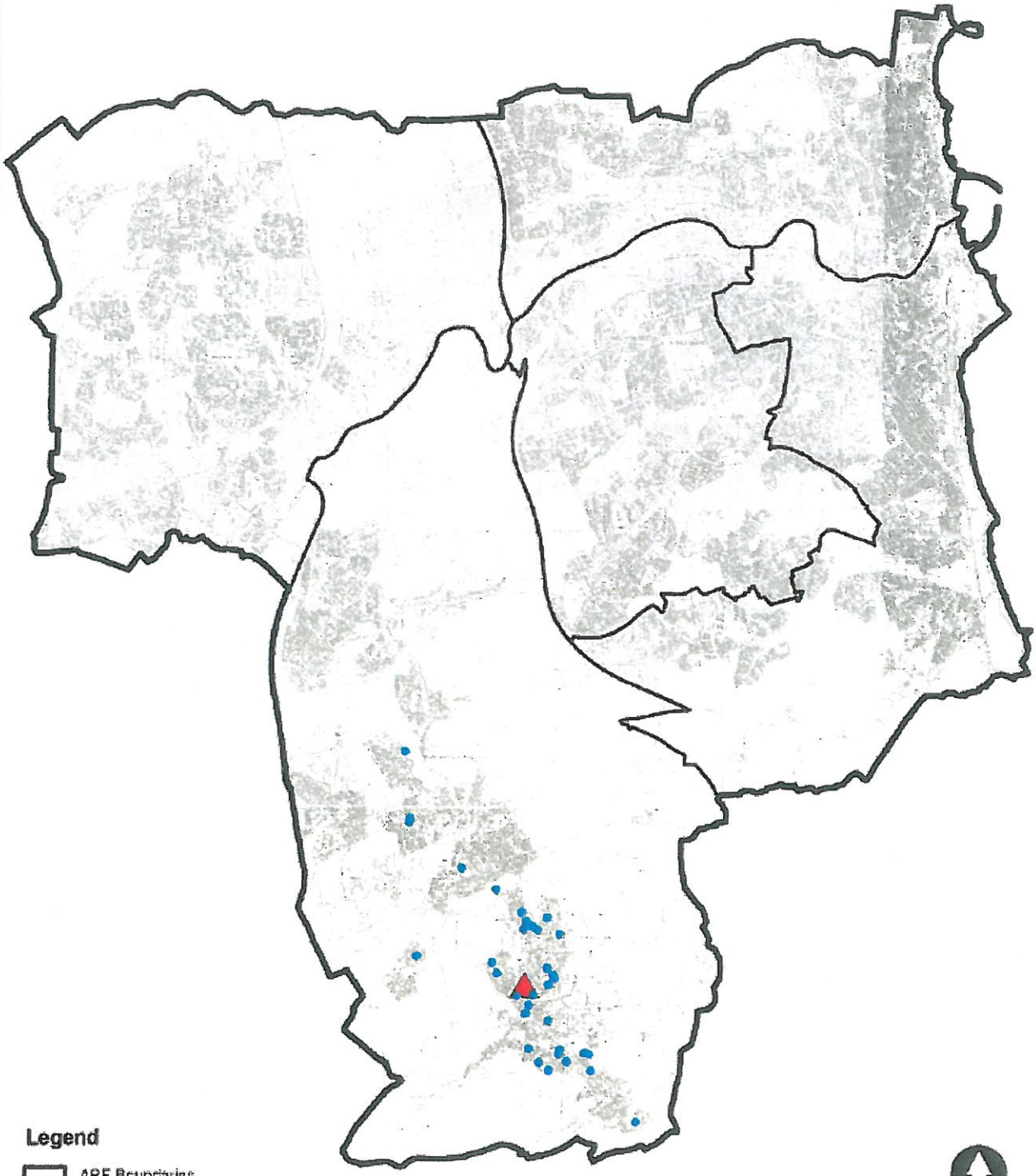
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Hetton	4,968	2,624	2,681	1,476	235	88	21		**12,093**
	41%	22%	22%	12%	2%	1%	0%		**100%**

User Profile (May 2013)

Hetton	**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%

Hetton - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Hetton Library
- Respondents

Base: 38

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

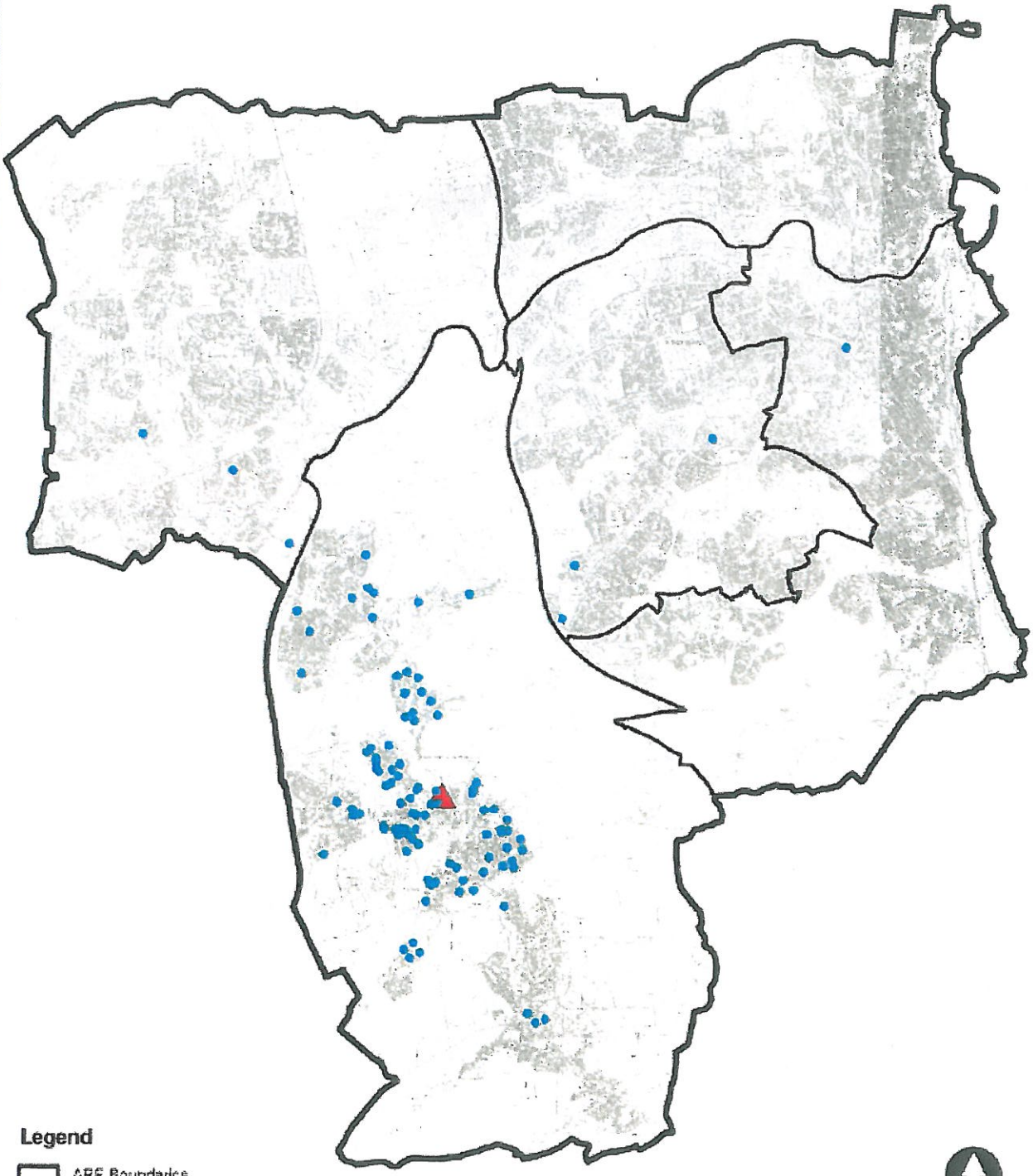
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Houghton	7,908	4,885	3,750	1,246	724	57	1		**18,571**
	43%	26%	20%	7%	4%	0%	0%		**100%**

User Profile (May 2013)

Houghton	**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%

Houghton - Library used most often by respondents/ members of their household

Sunderland City Council

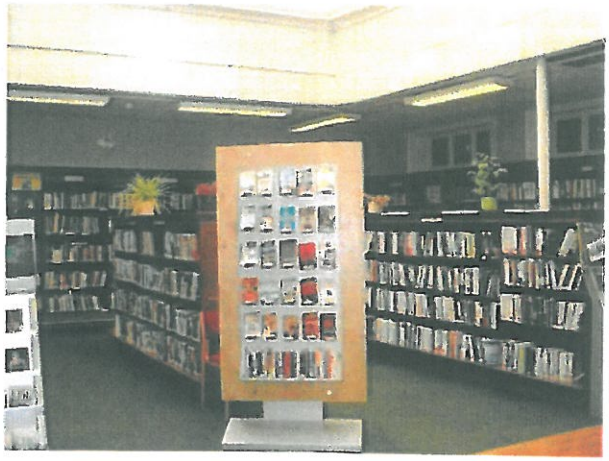


Legend

- ARF Boundaries
- Houghton Library
- Respondents

Base: 126

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

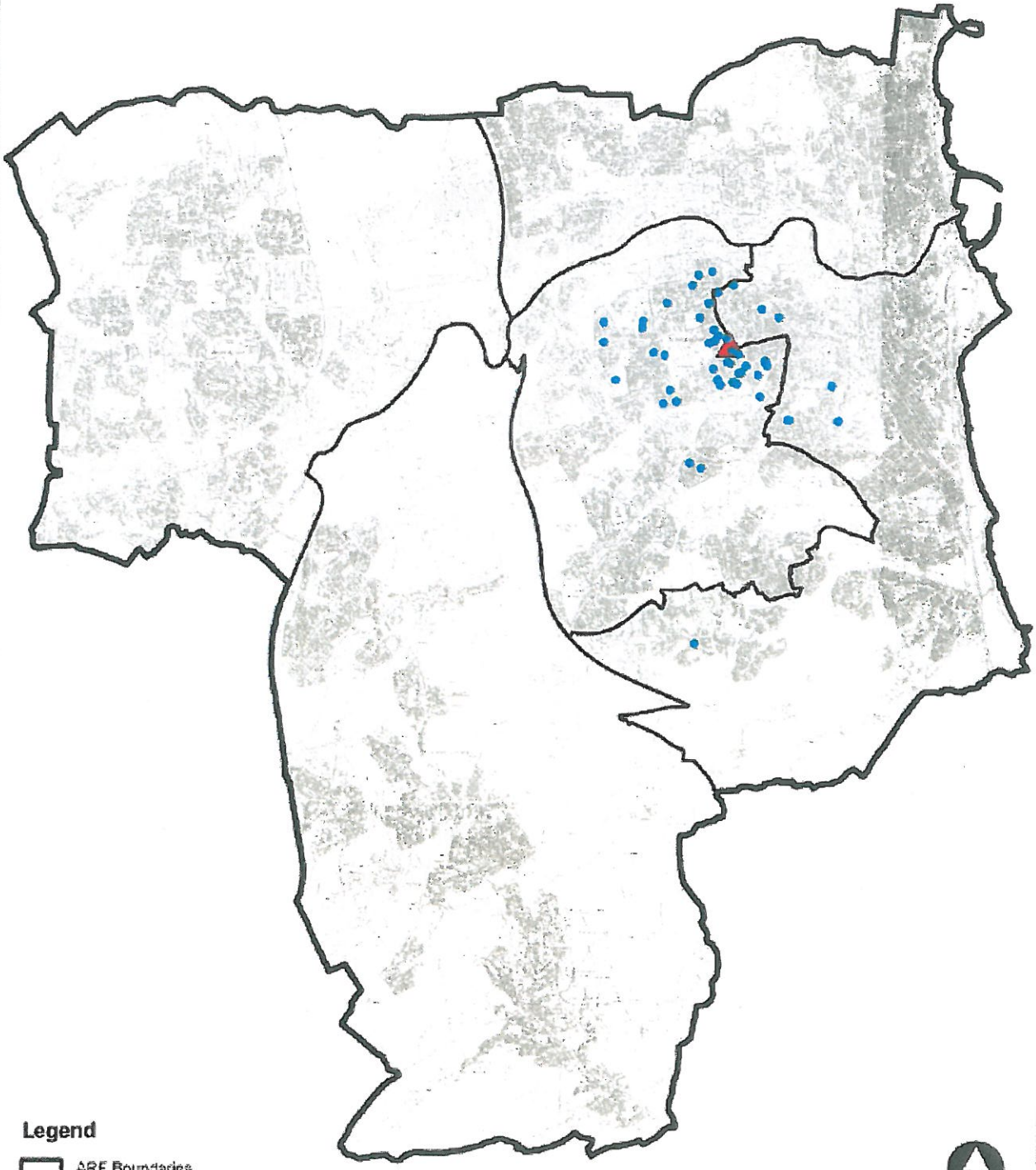
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Kayll Road	9,191	4,900	4,359	1,818	566	357	0		**21,191**
	43%	23%	21%	9%	3%	2%	0%		**100%**

User Profile (May 2013)

Kayll Road	**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%

Kayll Road - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Kayll Road Library
- Respondents

Base: 52

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)

Monkwearmouth	**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)

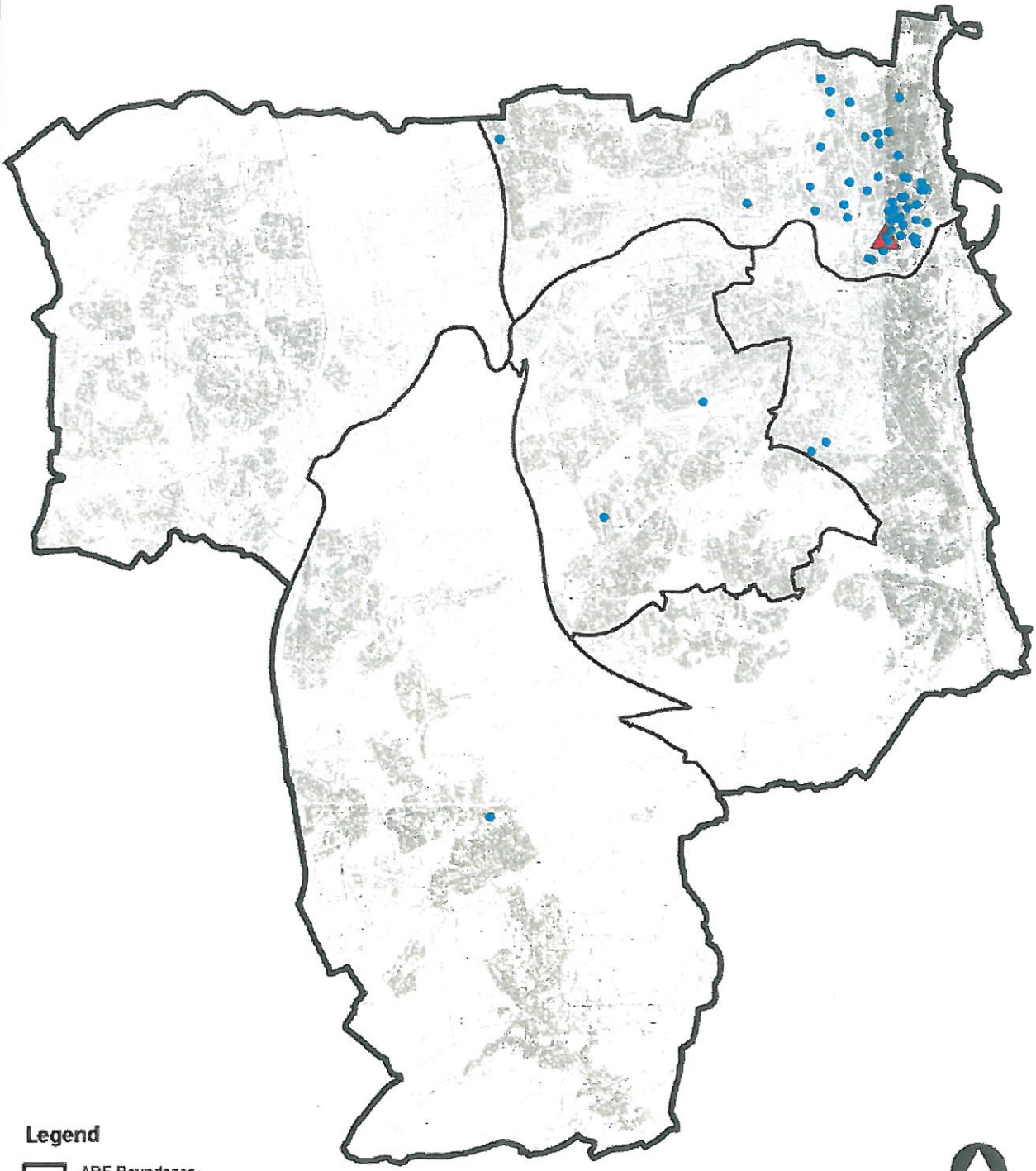
Branch	Nearest service point	Distance (in miles)
Monkwearmouth	City Library & Arts Centre	0.9 miles
Monkwearmouth	Fulwell	1.2 miles

Transport links: (information taken from current timetables)

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

Monkwearmouth - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Monkwearmouth Library
- Respondents

Base: 70

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

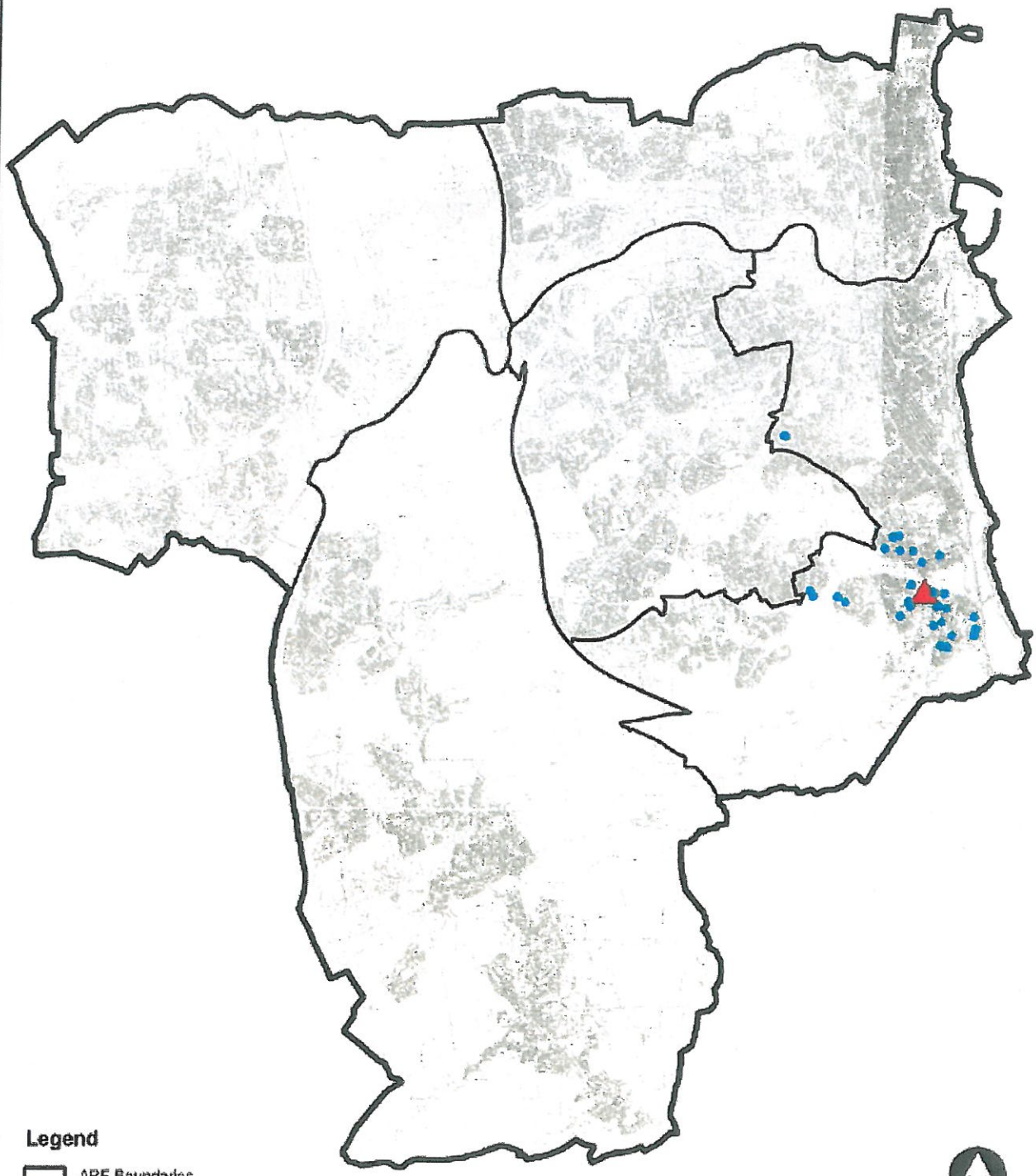
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Ryhope	4,053	2,431	3,272	1,640	102	0	0		**11,498**
	35%	21%	28%	14%	1%	0%	0%		**100%**

User Profile (May 2013)

Ryhope	**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%

Ryhope - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Ryhope Library
- Respondents

Base: 35

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

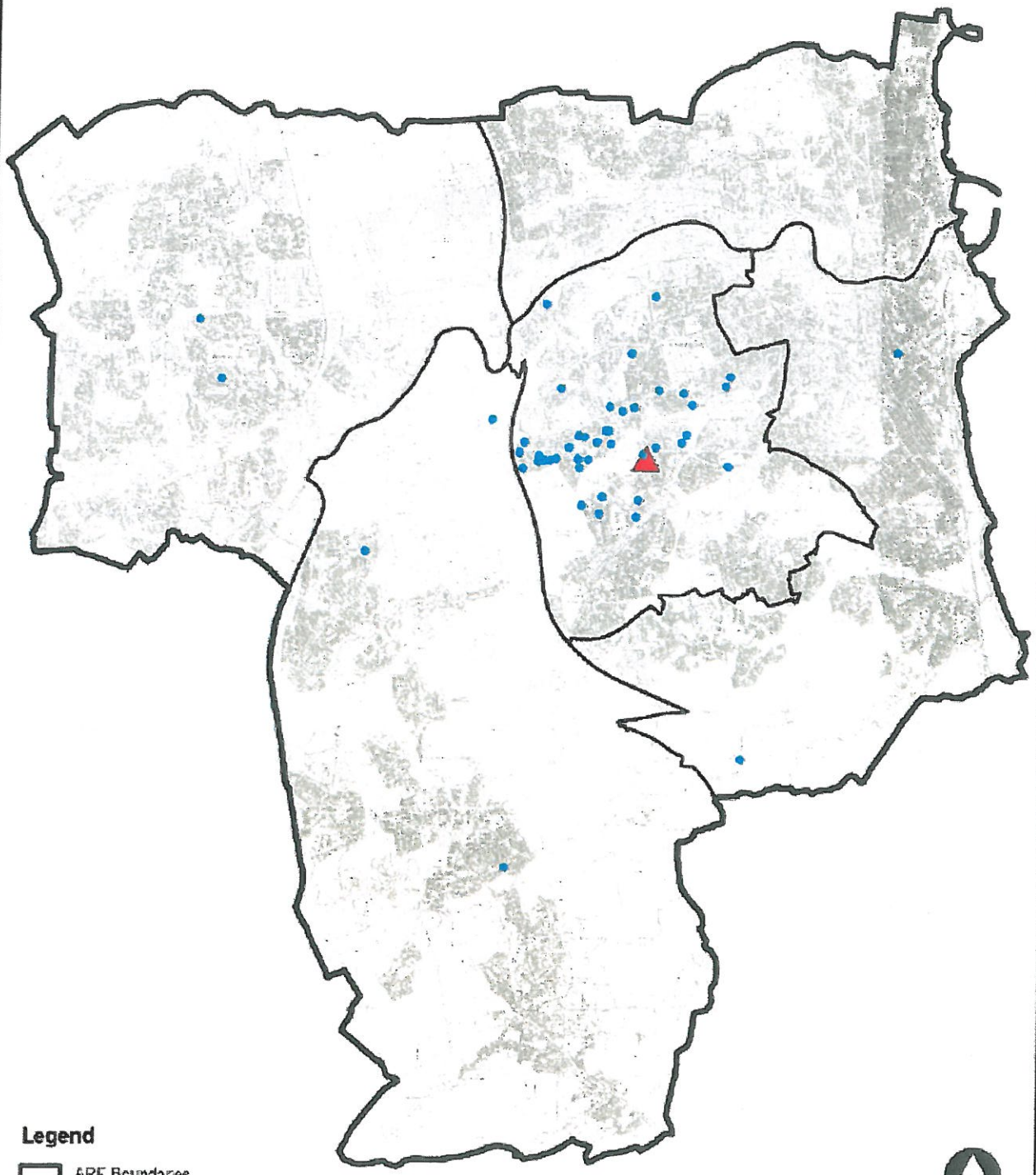
STOCK (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Sandhill	7,954	3,554	3,878	1,666	733	777	0		**18,562**
	43%	19%	21%	9%	4%	4%	0%		**100%**

User Profile (May 2013)

Sandhill Centre	**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%

Sandhill View - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Sandhill View Library
- Respondents

Base: 53

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

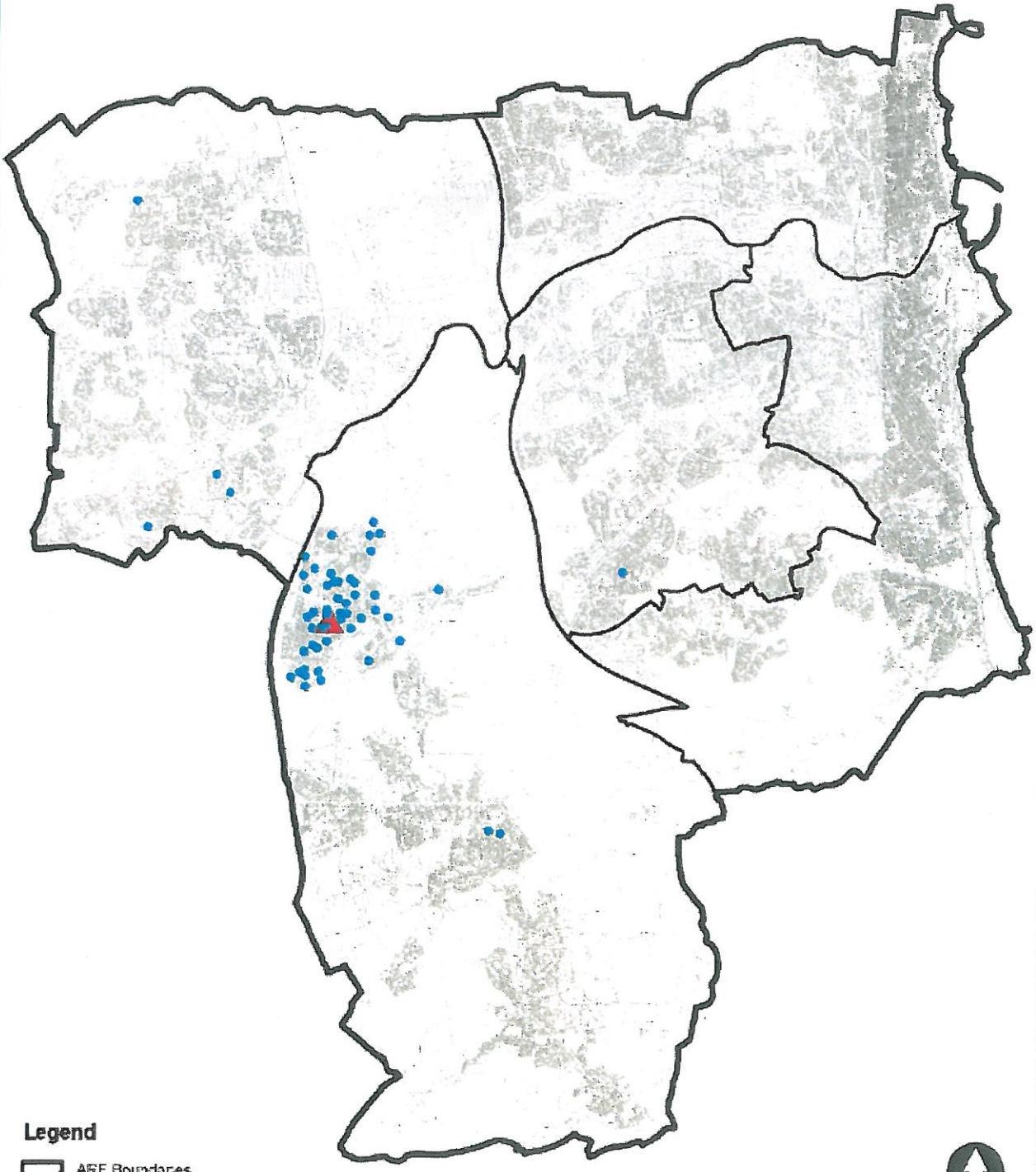
STOCK (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Shiney Row	5,084	2,101	2,606	937	124	240	342		**11,434**
	44%	18%	23%	8%	1%	2%	3%		**100%**

User Profile (May 2013)

Shiney Row	**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%

Shiney Row - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Shiney Row Library
- Respondents

Base: 67

SILKSWORTH LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday and Wednesday	9.30am – 7.00pm
Tuesday and Friday	9.30am - 5.00pm
Saturday	9.00am – 12.00noon
Total	**37**

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, 8 public access pc's
- Customer Services provided by library staff: 1 customer service network phone
- Information Services
- Learning Programme
- Online Resources

General Information

- New build – Extra care facility with library / community café
- Partnership with HHAS / Housing 21

Silksworth Performance Data	West	
	2011/2012	2012/2013
Total Visits	23,558	15,080
Number of transactions/issues	39,796	32,001
ICT Usage (hours)	3,489	2,998
Total Reservations	3,358	4,390
Total Enquiries	4,428	3,132
Active Borrowers	838	780

STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Silksworth	3,329	1,534	2,190	964	151	0	0		**8,168**
	41%	19%	27%	12%	2%	0%	0%		**100%**

User Profile (May 2013)

Silksworth	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)

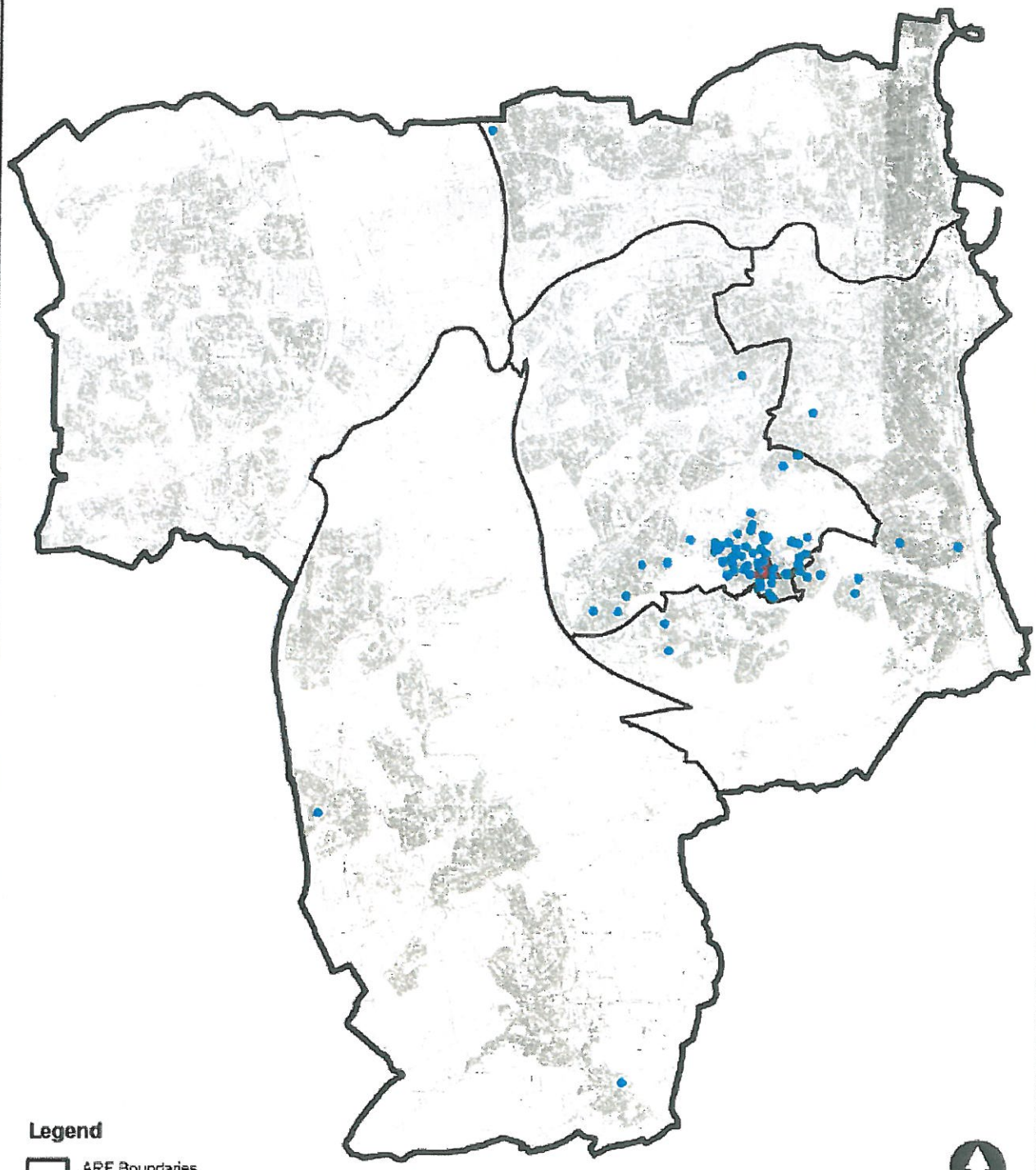
Branch	Nearest service point	Distance (in miles)
Silksworth	Ryhope	1.6 miles
Silksworth	Sandhill	2.1 miles

Transport links: (information taken from current timetables)

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

Silksworth - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Silksworth Library
- Respondents

Base: 99

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)

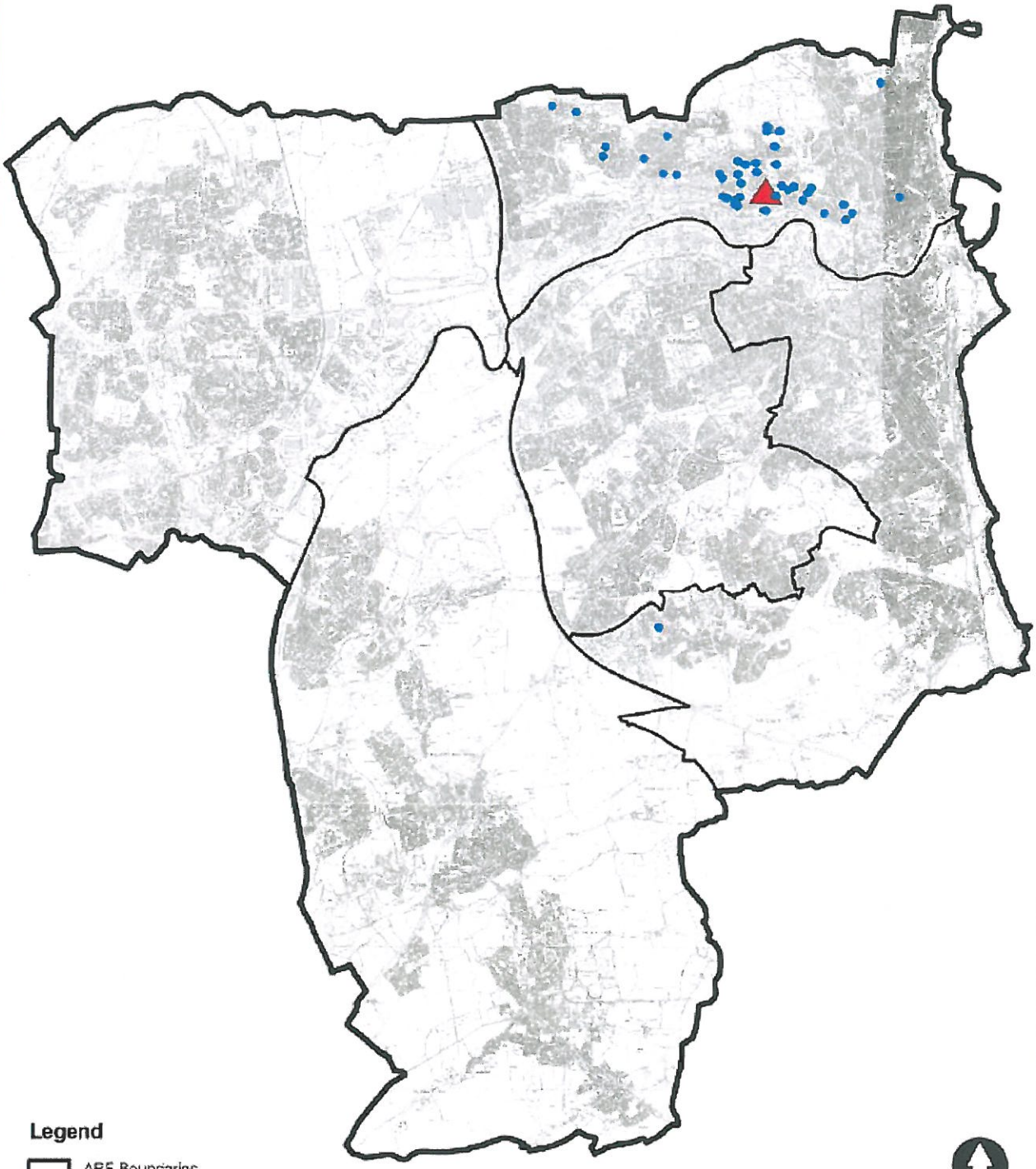
Branch	Nearest service point	Distance (in miles)
Southwick	Fulwell	1.2 miles
Southwick	City Library	1.7 miles
Southwick	Bunnyhill	2.1 miles

Transport links: (information taken from current timetables)

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

Southwick - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Southwick Library
- Respondents

Base: 45

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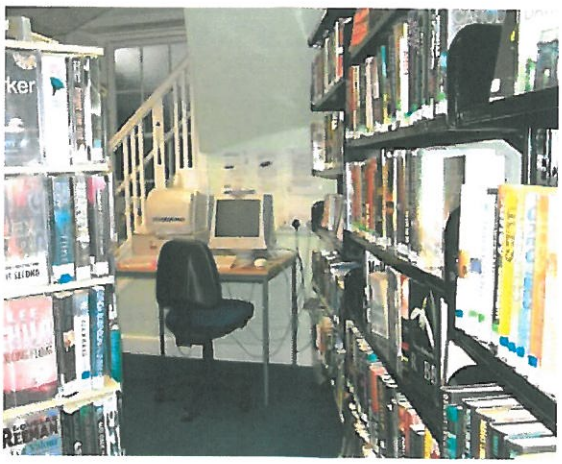
WASHINGTON GREEN LIBRARY



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)

Washington Green	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)

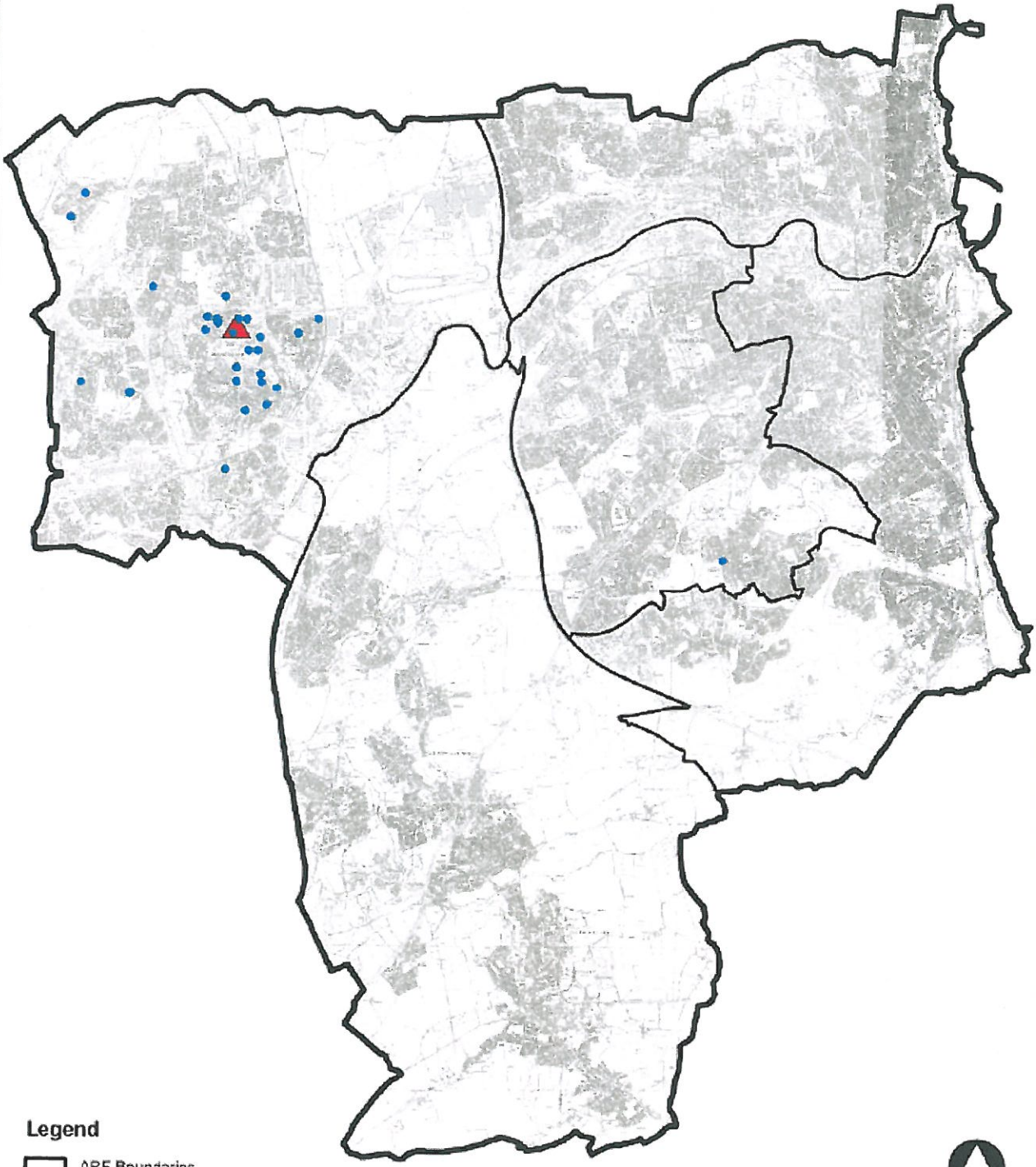
Branch	Nearest service point	Distance (in miles)
Washington Green	Washington Town	1.0 miles

Transport links: (information taken from current timetables)

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

Washington Green - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Washington Green Library
- Respondents

Base: 33

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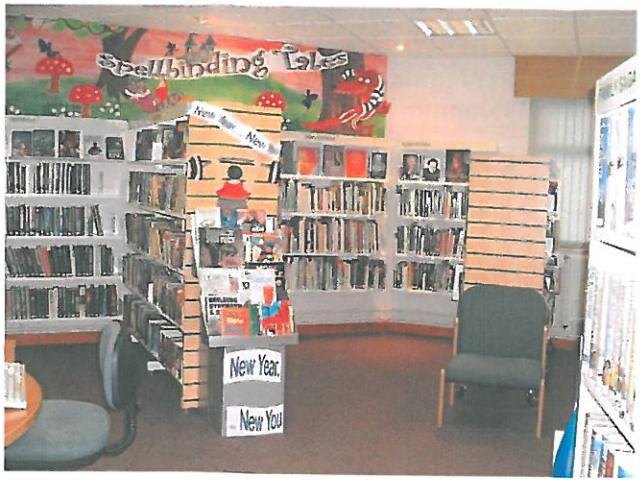
WASHINGTON MILLENNIUM CENTRE LIBRARY



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

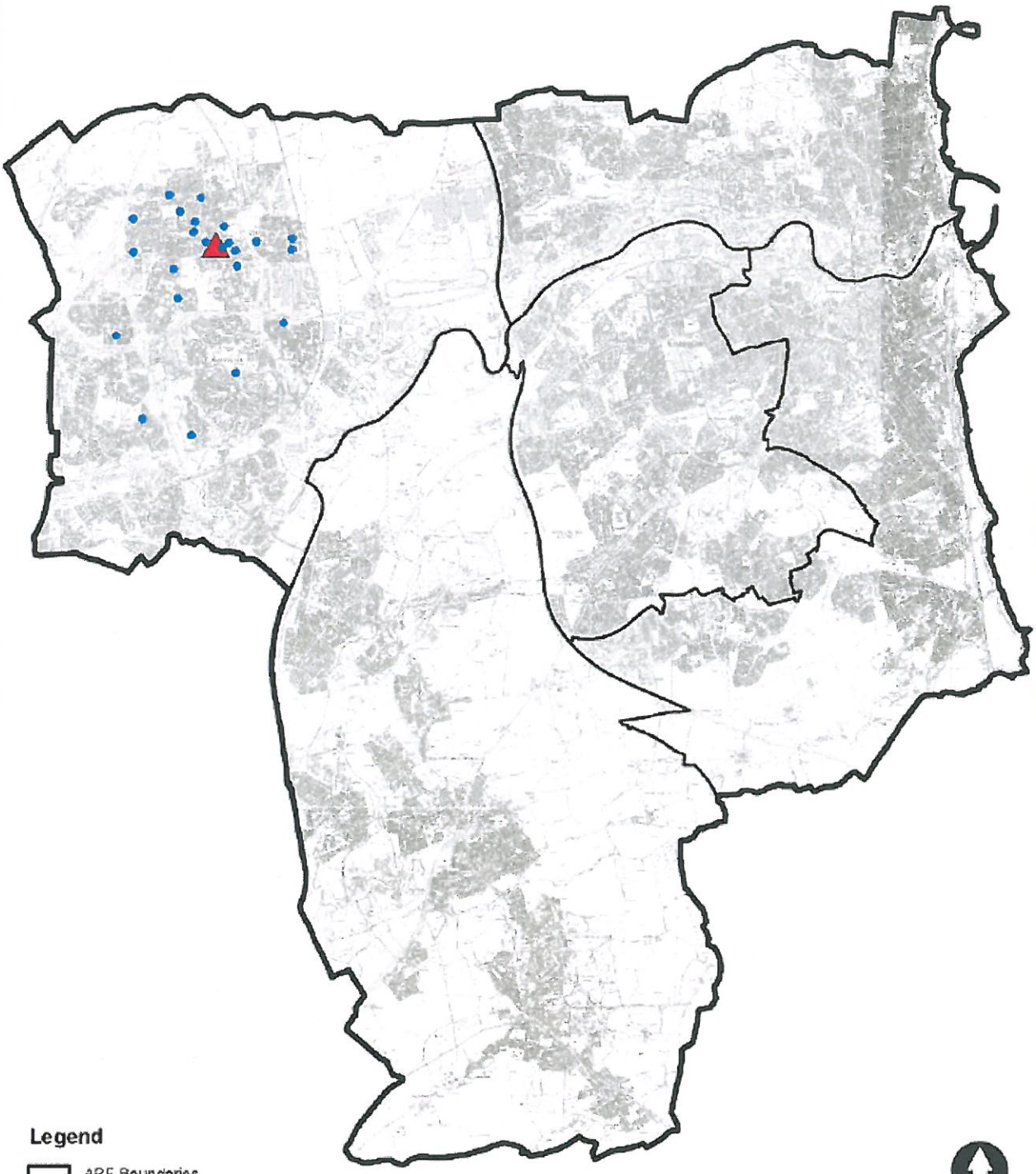
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Washington Millennium	5,329	2,298	3,266	1,422	110	1	198		**12,624**
	42%	18%	26%	11%	1%	0%	2%		**100%**

User Profile (May 2013)

Washington Millennium	**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 Millennium - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Washington Millennium Centre Library
- Respondents

Base: 24

0 800 1,600 3,200 Metres

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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

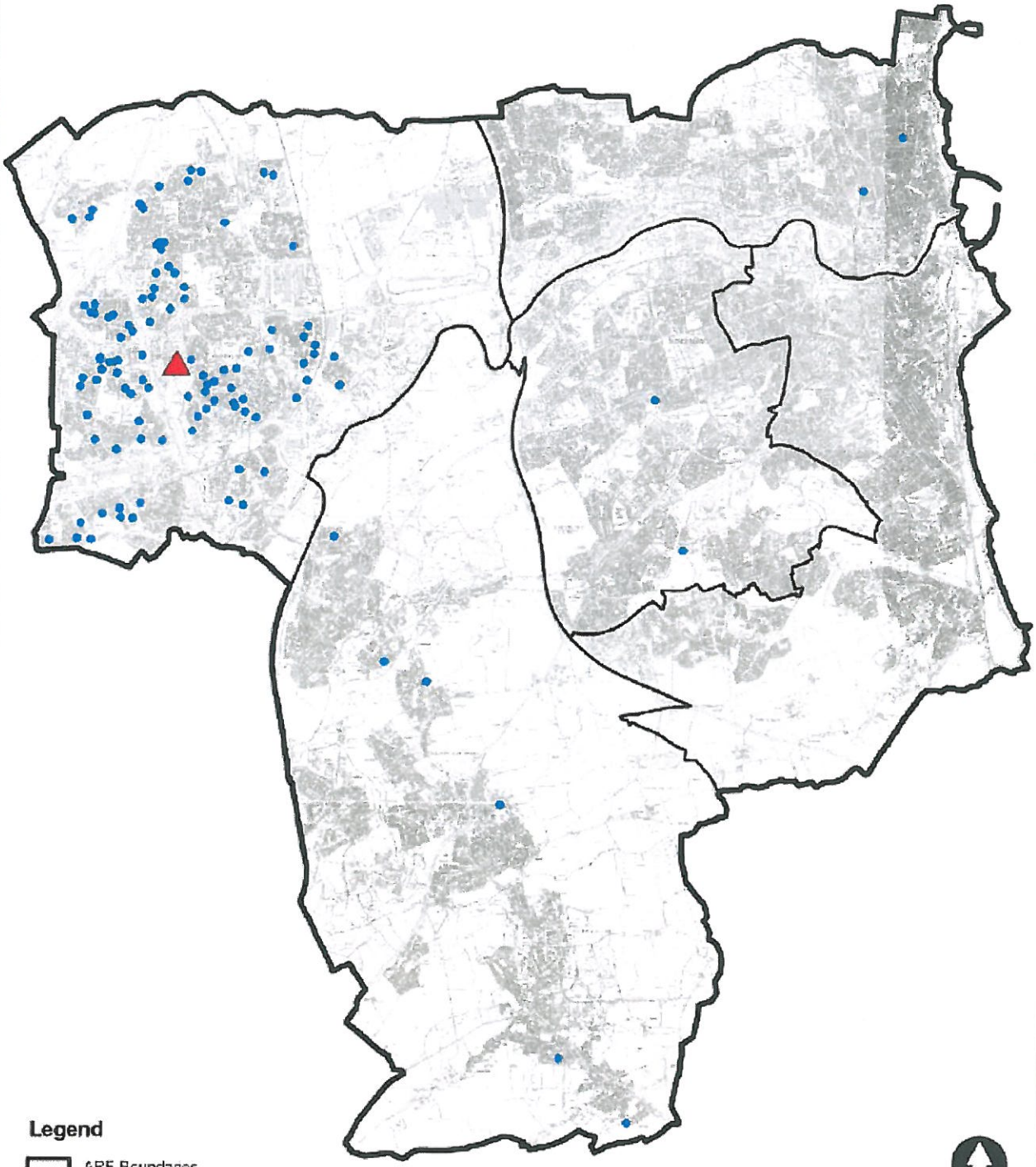
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Washington Town	12,615	19,059	7,611	2,394	1,544	998	449		**44,670**
	28%	43%	17%	5%	3%	2%	1%		**100%**

User Profile (May 2013)

Washington Town Centre	**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%

Washington Town Centre - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Washington Town Centre Library
- Respondents

Base: 117

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