

Castle Donington Community Managed Library

Annual Report

Date of transfer to community management: June 2016

Period being reviewed: April 2021- March 2022

Date and time of annual review meeting: Wednesday 30th November 7pm

The requirement for an annual review is contained in the Grant Agreement Schedule 9.

The annual review meeting will take place approximate every 12 months and will be organised by the Community Managed Libraries Support Officer and will be attended by the Locality Manager (Chair) and the Support Officer (Notes)

Sections of this report relating to performance statistics have been completed by your Support Officer. Please contact them if you require assistance to complete any other elements of the report.

1.0 Executive Summary

Overview of key highlights and issues that arose in the period being reviewed to include update progress achieved against previous years' plans and evaluation of new areas of activity.

- Reactivation of the library following the Covid pandemic
- The library was opened to the public with Covid control measures in place on 15th May 2021. At this time the original opening hours were not followed until the library opened fully without covid controls.
- CDCL resumed original opening hours in March 2022.
- Some volunteers did not return to the library following the pandemic.
- The library struggled to reinstate Saturday opening as the Community Hub does not open every Saturday and we are situated inside a Parish Council building. The library now has a keyholder to allow Saturday opening.

2.0

2.1 Issue, new joiner, active borrower and annual visitor statistics.

	Previous Year Apr 20-Mar 21	Review Year Apr 21-Mar 22	Difference
Issues	1,704	7,129	+318%
New Joiners	53	188	+255%
Active Borrowers	128	357	+179%
Annual Visitors			

2.2 Analysis of performance

Obviously in 2021 there were covid measures in place any many of our elderly customers did not feel comfortable coming into the library so we did not 'bounce' back to pre covid visitor levels by March 2022.

Visitor numbers increased in early 2022 as Covid control measures were removed and the level of infection in the local area decreased.

3.0 Community Managed Library Events and Activities

In the 3 tables below please provide an overview of events and activities undertaken (add rows as necessary).

3.1 Regularly scheduled events

Activity	Frequency	Average attendance per session	Average attendance per year
Knit and natter	1 x week	6	Approx 40 weeks per

			year
Friday Club	1 x week	5	Approx 40 weeks per year
Total Attendance		11	

3.2 One-off activities undertaken in the library

Activity	Date	Attendance
Xmas 2021 an entertainer came in dressed as a Frozen character and read stories to the children and sang songs with them. She also entertained in the Hub main area as well.	Dec 2021	20 Children (plus parents)
Volunteers knitting Easter chicks to fill with crème eggs for sale in the library.	March 2022	
Total Attendance		

3.3 Events undertaken in the wider community

Activity	Date	Attendance
In 2021 one volunteer delivered books to 2 members of the Friday club who had not yet returned to the Hub	4 visits per person	8 Visits
Total Attendance		

4.0 Summer Reading Challenge (SRC)

The theme for this year's challenge was Wild World Heroes, whilst this was delivered in person in libraries the ongoing COVID pandemic still had an impact. Nationally over 7000,000 children took across the UK with 5,772 participating in Leicestershire.

	Starters	Finishers	% Finishers	Trend
<i>Review Year</i>	55	19	35%	
<i>Previous Year</i>	N/A	N/A	N/A	

NB: 2022 starters 64 Finishers 39 % Finishers 61%

5.0 Volunteers

Number of volunteers	Number of new volunteers	Number of volunteers Leaving in year
34	9	4
Active volunteers 21		

6.0 Library User and Volunteer Feedback

6.1

Library User and Volunteer Comments
Library users were pleased that the library had reopened and they could choose books in person.
Library users asking for new large print books as they have read all of them in the library.

6.2

Library User and Volunteer Complaints
--

Volunteers complained that the library tables were being used as an extension of the café leaving food mess in the library. Also customers were carrying food and drink through the library on the way to the rear garden while customers were trying to use the library.

Volunteers complained that the large blue chairs at the rear of the library (by tables) blocked access to books.

Users complained that they had read all of the large print books in the library and wanted some new ones.

Users complained that we were not open on a Saturday which was the only day they could visit with their children.

7.0 Financial Viability and Sustainability

Summary overview of finances including as appendices:

7.1 Annual profit/loss accounts

7.2 Funding position including summary of grant applications and outcomes

7.3 Capital investment plans where applicable

7.4 5 year financial projection

See details from Treasurer Jane Hancox

8.0 Progress Update on Current Plans and Future Plans for Development

Outline of future development plans including services to be provided and income generation.

Plan	Action Required	Progress	Risks
Use of S106 money to buy new books (esp large print)	Liaise with library support services on accessing large print books. Liaise with customers to identify popular authors and genres.	Ongoing	None
Use of S106 money to fund new bookcases and library furniture	Get quotes for bookcases and furniture in the library.	Ongoing	None
	Planning taking	Ongoing	None

Intending to hold a fundraising event later in the year (possibly a quiz)	place at the moment.		
CDPC requesting donation of library S106 money for activities / equipment etc, in the Hub (not in the library area).	Request needs to be put to the CDCL Management Committee and possibly Board of Trustees.	Ongoing	Unknown

8.1 **Future Training Requirements**

- Summer Read Training for volunteers from library services.
- Training on how to help customers access internet and carry out searches
- Training on suitable event planning in the library (especially for children)

9.0 **Additional Information**

Please use this section for any additional information you wish to provide.

- Friday club is now held in the Hub and library services are delivered on a trolley by Nick and Charlotte.
- The library is investing in new bookcases and will have spare rolling shelves to pass to other libraries.
- On going house building on Park Lane in Donington means that there will hopefully be more future users of the library.
- Need to advertise the existence of the library to new residents in the area by more effective means.
- Need to recruit volunteers who can use and put up social media content for the library.
- Intend to forge connections with local schools in 2022 during Summer Read.
- Intend to start story time reading to children in the library

10.0 Documentation Review

All Documents emailed to Anne King by SC

As part of the annual review process the Support Officer will review the following documents. These can be submitted electronically alongside your report or hard copies can be reviewed at the annual review meeting.

10.1 Insurance

Reviewed

☐

10.2 Risk Log

Reviewed

☐

10.3 Policies reviewed:

Safeguarding Children

☐

Safeguarding Adults

☐

Health and Safety

☐

Trustee Conflict of Interest

☐

Data Protection

☐

Volunteer Management

☐

Complaints Procedure

☐

Equality and Diversity

☐

Financial Management and Control

☐

Library User Complaints and
Compliments

☐