Public Document Pack

Portfolio Holder for Commissioning and Procurement

Meeting Venue

Meeting date
Wednesday, 28 September 2016

Meeting time

For further information please contact

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22 September 2016

AGENDA

1.	POWYS LIBRARY SERVICE ANNUAL RETURN 2015/16 - WELSH PUBLIC LIBRARY STANDARDS: 5TH PERFORMANCE FRAMEWORK, 2014 - 2017

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CYNGOR SIR *POWYS* COUNTY COUNCIL.
PORTFOLIO HOLDER DELEGATED DECISION
BY
CLLR GRAHAM BROWN (PORTFOLIO HOLDER FOR PROCUREMENT AND COMMISSIONING)

Sept 2016

REPORT AUTHOR: **Kay Thomas, Principal Librarian**

SUBJECT: **Powys Library Service Annual Return 2015/16**
Welsh Public Library Standards: 5th Performance Framework, 2014 - 2017

REPORT FOR: **Approval**

1. Summary

1.1. The purpose of the report is to give consideration to the Annual Return (see Appendix A) to the Welsh Government on the Library Service, for the year 2015-16, as required under the Welsh Public Library Standards (5th Framework).

1.2. The Welsh Government has a supervisory and monitoring role in relation to the 22 Library Authorities in Wales.

1.3. Welsh Public Library Standards (WPLS) were first developed in 2002. The period 2014 -2017 is covered by a fifth performance framework. Under this framework, the Authority's performance will be measured annually against a revised set of Standards and a range of key Performance Indicators.

1.4. The Standards are intended to help define the responsibilities of library authorities in providing a "comprehensive and efficient" service under the Public Libraries and Museums Act 1964. The performance framework aims to:

- Safeguard the improvements achieved since 2002
- Protect library services from disproportionate resource reductions
- Reflect the ways in which libraries can make significant contributions to the delivery of key national policy agendas
- Provide a suitable tool to support the management of services, and to ensure that services are delivered efficiently

2. Proposal

2.1. It is proposed that the Annual Return on the Library Service 2015-16 is submitted to the Welsh Government as required under the Welsh Public Library Standards.

3. One Powys Plan:

3.1. During the year of the report, Powys Library Service contributed to the achievement of the One Powys Plan vision, values and priorities; in particular:

- We will work together to meet the needs of Powys citizens, delivering high performance and value for our communities, providing our residents with accessibility to services, in an atmosphere of openness, respect, learning and trust.
- Older people are supported to lead fulfilled lives within their communities
- Carers have a good sense of wellbeing, through access to social and leisure opportunities
- Providing a boost to mental and emotional wellbeing
- Addressing child poverty
- Powys citizens will be supported and empowered to lead active and healthier lives
- Supporting children and young people to achieve their full potential
- Stronger communities – bringing people together in Powys, so they feel that they matter, belong and can contribute to their community.
- Enabling joined up services for Powys citizens through public and third sector partnerships

4. Options Considered / Available

4.1. The Authority is obliged to comply with the reporting requirements of the performance framework and of the Welsh Public Library Standards.

5. Preferred Choice and Reasons

5.1. To aid compliance with the Welsh Public Library Standards.

6. Support Services (Legal, Finance, HR, ICT, BPU)

6.1 Finance - There are no financial implications as far as this report is concerned.

6.2 The Professional Lead – Legal has no comment to make on the recommendation in this report save to confirm that the legal services will assist in any legal matters when and where required

7. Statutory Officers

7.1 The Strategic Director Resources (Section 151 Officer) notes the comments made by finance.

7.2 The Deputy Monitoring Officer notes the legal comment and has nothing further to add.

Recommendation:	Reason for Recommendation:
That the Annual Return on the Library Service 2015-16 submitted in the appendices to this Report, be approved for submission to the Welsh Government	**To aid compliance with the requirements of the Welsh Public Library Standards.**

Relevant Policy (ies):			
Within Policy:	**Y**	**Within Budget:**	**Y**

Relevant Local Member(s):	**n/a**

Person(s) To Implement Decision:	**Kay Thomas, Principal Librarian**
Date By When Decision To Be Implemented:	

Contact Officer Name:	Tel:	Fax:	Email:
Kay Thomas	01597 826864	01597 826872	kay.thomas@powys.gov.uk

Background Papers used to prepare Report:

Appendix A – annual return on Powys Library Service 2015/16 Powys Library Service return WPLS Reporting Template 2015-16 en.xls

Appendix B – case studies 2015/16 Case studies 20152016 Powys Library Service.docx

Appendix C – contribution to Welsh Government priorities Narrative supporting WG priorities, Powys Library Service.docx

Appendix D – future direction statement Future direction statement, Powys Library Service June 2016.docx

Appendix E – "Libraries making a difference; the 5th framework of Welsh Public Library Standards 2014-17 ..\..\14-15\Framework 5 final Oct 2014\Libraries making a difference 5th quality framework 2014 2017.pdf

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Welsh Public Library Quality Indicators

Customers and communities			Powys

WPLSQI 1 Making a difference — 2015-16

	2015-16		
Percentage of adults who think that using the library has helped them develop new skills	**76%**		
Percentage of adults who have found helpful information for health and well-being at the library	**69%**		
Percentage of adults who experience the library as an enjoyable safe and inclusive place	**99%**		
Percentage of adults who think that the library has made a difference to their lives	**97%**	*Survey date (month & year)*	*November 2015*

Authority comment:

The adult library user survey as set out in the WPLS 5th framework guidance was undertaken in Nov 2015, with the children's survey due in autumn 2016. These surveys are undertaken on a 3 yearly cycle. In the annual Powys County Council residents' survey, the library service was once again in the top 5 services for public satisfaction.

Percentage of children aged 7-16 who think that the library helps them learn and find things out			
Percentage of children aged 7-16 who think that the library has made a difference to their lives		*Survey date (month & year)*	

Authority comment:
Children's user survey to take place autumn 2016

WPLSQI 2 Customer satisfaction

	2015-16		2014-15
Percentage of adults who think that the choice of books is 'very good' or 'good'	**74%**		*82%*
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	**90%**		*99%*
Percentage of adults who think that the library is 'very good' or 'good' overall	**95%**		*96%*
Survey dates (month & year)	*November 2015*		

Authority comment:

Satisfaction with library staff remains very high, with many quotes about the value of trained staff. Borrowing books remains the most popular activity in the adult survey, (67%), followed by asking the staff for help with something (39%). Overall 99% of respondents had achieved their aim on their visit during the survey period. Satisfaction rates are down overall on the previous survey 3 years ago, due to the reduction in opening hours to meet financial pressures.

Average overall rating out of ten awarded by users aged 7-16 for the library they use		*Survey date (month & year)*	

Authority comment:
Children's user survey to take place autumn 2016

WPLSQI 3 Support for individual development

	2015-16	% of total	2014-15 % of total
Number of static service points open for 10 hours per week or more providing:			
Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	16	**100%**	*94%*
Training to improve literacy, numeracy and digital skills.	16	**100%**	*94%*
Information literacy sessions for users.	16	**100%**	*94%*
Support for users to access local and national e-government resources.	16	**100%**	*94%*

Welsh Public Library Quality Indicators

Reader development programmes/activities for both adults and children	16	**100%**	*50%*
This target has been met.			

All staff provide basic support in use of ICT daily, for a wide variety of purposes, including local and national government sites and transactions, with specialist advice available from 2 designated staff members. Many customers also email in to the generic library address, particulary with ebook/e-resource related queries, which are referred to the designated staff, and are very pleased with the response that they get. A range of sessions for reader development and to improve literacy, numeracy and digital skills are held over the year, and information literacy skills are developed through class visits and local studies research in particular.

WPLSQI 4 User training	**2015-16**	**Per 1,000 pop'n**	*2014-15*
Total number of attendances at pre-arranged user training sessions organised by the library	4,432	**33**	
Percentage of attendees who said that attendance helped them to achieve their goals	**92%**		
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	500		
Number of feedback forms included in the calculation	236		
Number of customers helped by means of informal training during the year	14841	**112**	
Authority comment (including note on the method used to calculate the results):			

Informal training calculated using data from survey sample week x 50. Training sessions included information skills for children on class visits, a variety of IT / internet /digital skills drop-ins, creative writing workshops and local studies research support and techniques. Powys Library Service works with a number of partner organisationsto deliver training sessions, ICT sessions with the WEA have been particularly well attended with high levels of achievement reported.

Access for all			***Powys***
WPLSQI 5 Location of service points	**2015-16**		*2014-15*
Population density (persons per hectare)	0.3		
% of households within 3 miles (or 15 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop	**76%**	%	*76%*
This target has been met.			

There has been no signficant change to this indicator in 15/16, as although branch library hours reduced by 20% and mobile library visits to a 4 weekly pattern, as of April 2015, all service points have remained in the previous location, and mobile libraries continue to visit the same areas.

WPLSQI 6 Library use	**2015-16**	**Per 1,000 pop'n**	*2014-15 Per 1,000 pop'n*
Total number of visits to library premises during the year	611,760	**4,611**	*4,540*
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	199,627	**1,505**	1,571
Total number of active borrowers during the year	21,377	**161**	147
Total number of library members	61,991	**467**	436

Welsh Public Library Quality Indicators

Total number of book issues (adult and children combined)	502,893	**3,790**		4,649
Total number of audio-visual and electronic issues/downloads	37,754	**285**		275

Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse):

The number of physical visits to library premises is up on 2014/15 due to the relocation of Llandrindod Library into a shared building. It is not possible to distinguish between those using the library and those entering the building for other purposes; the majority approach the library desk for signing in and a variety of information and signposting to other departments. Virtual visits are down slightly on the previous year, this is attributable to changes in the Powys website and less automated hits which are not real visits. Use of online services in Powys remains high, including ebooks, with the library service pages of the county council website featuring in the top 20 webpages used consistently, as reported by the Powys webteam. Most popular is the "find nearest library" page, where people check opening hours, followed by searching the catalogue, placing requests and renewing loans. Decline in book issues can be directly attributed to the reduction in opening hours and frequency of mobile library visits, and it must be bourne in mind that people access libraries for a whole host of reasons which do not require the use of their library membership card; for example, Powys Library Service carried out 43,930 information enquiries and transactions on behalf of Powys county council during 2015/16, ranging from collecting food waste bags to applying for car park permits and bus passes, to making council payments and verifying documents for housing benefit applications. Use of computers is not yet fully linked to the library management system, so use of the library card to access the computers does not show as active use. Data was last cleansed when the library management system was updated in July 2014.

WPLSQI 7 User attendances at library events	**2015-16**	**Per 1,000 pop'n**	*2014-15 Per 1,000 pop'n*
Total number of attendances at events and activities organised by the library	16,175	**122**	*68*

Authority comment:

The reported increase is due to improved data gathering of attendances at events and activities at all sites. The range of activities and events offered, which meet a wide variety of strategic outcomes such as digital inclusion, literacy, health and wellbeing and support for the Welsh language, has been impressive in the context of reduced opening hours, and has been supported by partner organisations and volunteers.

Learning for life			*Powys*
WPLSQI 8 Up-to-date reading material	**2015-16**	**Per 1,000 pop'n**	*2014-15 Per 1,000 pop'n*
Total number of items acquired	25,735	**194**	*178*
Total materials expenditure (from WPLSQI 14)	£174,750	**£1,317**	*£1,232*

This target has not been met. Please add any comments below:

Welsh Public Library Quality Indicators

Book purchasing stopped in the last quarter of the year due to a spending freeze, and the need to utilise some of the bookfund in order to balance the budget at the end of the year, as some efficiency savings had not materialised as planned during the year. The bookfund was reduced by £28,000 as part of the £350,000 efficiency saving target for 15/16 across the service.

			2014-15
Lending stock at the start of the year	197,485		
Total acquisitions of materials for loan	25,735		
Replenishment rate	13.0%	%	11%

This target has been met.

Priority continues to be given to the maintenance of good quality stock circulated frequently in order to provide fresh choice of reading material in all service points, together with use of the online catalogue to ensure that county wide stock is accessed to meet needs and requests.

WPLSQI 9 Appropriate reading material	2015-16		2014-15
Total expenditure on material purchased for children	£22,120		
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children	13%	%	18%

This target has not been met. Please add any comments below:

New stock supply was interrupted by the spending freeze at the end of the year. The removal of the bookrunner mobile libraries from July 14 has meant that less junior stock is needed, and branches are still benefiting yet from the distribution of the bookrunner children's mobile libraries' stock during 2014/15, meaning that there has been no shortage of good quality children's reading material available throughout the county. The total expenditure on children's material does not include any allowance for ebooks for children purchased centrally by the consortium.

Total expenditure on materials in the Welsh language	£5,785		
Percentage of materials exenditure on materials in the Welsh language	3.3%	%	5%
Spend per 1,000 Welsh-speaking resident population	£293	£	£410

This target has not been met. Please add any comments below:

Welsh Public Library Quality Indicators

End of year spend was interrupted due to the spending freeze at the end of the year. Other than picture books, issues of Welsh language titles are low. A good range of stock is carefully selected by a 1st language Welsh speaking professional librarian, to offer a good selection countywide, with customers able to order using the online catalogue from home or in the library, to receive the titles that they wish to read. Powys Library Service remains committed to the promotion of the Welsh language, and works closely with partners such as Welsh for adults, Twf, Meithrin and Mentrau Iaith to develop language and literacy skills. The children's librarian provided daily story sessions in Welsh at the National Eisteddfod in Meifod, Montgomeryshire, during August 2015. Grant funding enabled a visit from Myrddin ap Dafydd to Welshpool library, and a bilingual rapping session at Llanfair Caereinion. Welsh speaking staff enable customers the opportunity to practice their Welsh language skills in a supportive environment within the community. Less Welsh language stock is needed without the Bookrunner children's mobile libraries, which visited Welsh medium schools termly. 14.9% of the population are Welsh speaking under the WPLS definition.

WPLSQI 10 Online access	2015-16	Per 10,000 pop'n	2014-15 Per 10,000 pop'n
Total number of networked public access computers	128	9.65	8.59

This target has been met.

Powys library service provides a range of public access computers across the 17 static sites, supporting the council's digital inclusion and channel shift strategies. As well as the number of desk top computers for adults reported here, there are 21 children's computer allowing access to a "walled garden" of secure sites. The service also provides access to scanning and printing facilities for the public, and has a bank of 20 tablets used for educational purposes.

Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?	No
If relevant, record the number of static sites without access	0
If relevant, record the number of mobile libraries without access	2

This target has been met.

Connectivity issues still preclude internet access on mobile libraries in rural Powys. We continue to monitor this situation closely, and our new mobile has the capability for internet access as broadband connectivity improves. During 2015/16, a number of pcs were replaced under the corporate refresh programme.

Do all static service points provide Wi-Fi access for the public using their own devices?	Yes

This target has been met.

WPLSQI 11 Use of ICT	2015-16	% used	2014-15 %
Number of hours available for use of public access ICT facilities during the year	143,650		
Number of hours recorded for use of public access ICT facilities during the year	48,558	34%	37%
Number of hours available for use of Wi-fi networks by the public during the year	20,288		

Welsh Public Library Quality Indicators

Number of hours recorded during which Wi-fi networks were used by the public during the year

Authority comment:

The % of computer hours used is down on the previous year due to the reduction in opening hours. PCC IT department is not able to provide statistical information about wi-fi usage, however observation and anecdotal evidence from staff and observation in libraries prove that the network is well used. Wi-fi networks are available throughout opening hours, and beyond where the range extends outside of the building. There are no limits on the number of devices which can be connected, nor on the length of sessions.

WPLSQI 12 Supply of requests	2015-16	%	2014-15 %
Total number of requests for specific items made during the year	50,530		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	34,866	69%	65%

This target has been met.

Number of requests which are notified to the user as being available within 15 calendar days of the request being made	41,435	82%	80%

This target has been met.

This is the first time that we have been able to calculate this using whole year data from the LMS, and it is interesting to note that the results are very close to last year's which used a 2 week sample (65 and 80% in 2014/15)

Leadership and development			Powys
WPLSQI 13 Staffing levels & qualifications	2015-16	Per 10,000 pop'n	2014-15 Per 10,000 pop'n
Total number of staff (FTE)	40.3	3.04	

This target has not been met. Please add any comments below:

Authority comment (including information about shared staff):

Further reduction in FTE staffing numbers is reported this year due to the reduction of all branch opening and staffed hours by 20%, and reduction of mobile libraries from 4 to 2 vehicles, to meet financial savings targets. New hours and mobile routes came into operation from April 2015, following public and staff consultation over ways to meet the efficiency targets for the service.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	13.2	1.00	

This target has been met.

The decline in the number is due to the reduction in hours of some professional posts as part of the reduction in opening hours from April 2015

Number of staff holding qualifications in cognate areas (FTE)	1.8
Number of posts which require a library qualification	14.0
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	1.6

Authority comment :

Welsh Public Library Quality Indicators

The service continues to support internal staff to develop through financial support to achieve an Information and Library Studies Qualification through Aberystwyth University.

Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	**Yes**

Please give details of current qualifications held:

The Principal Librarian continues to be strategic and operational lead for the service, and holds BLIB, MCLIP - Bachelor of Librarianship, chartered member of the Chartered Institute of Library and Information Professionals. Institute of Leadership and Management (ILM) level 5 achieved summer 2015.

This target has been met.

Where does this post sit within the local authority management structure?	The Principal Librarian reports to the Head of Service for Leisure and
What is the post held by the most senior professional librarian (if different from the above)?	N/A
Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?	3rd tier level in overall authority management structure

Total staff working hours during the year	77,492		
Number of staff hours spent in training & personal/professional development	932		
% of time spent in training & personal/professional development	**1.2%**		

This target has been met.

A range of training has been undertaken during the year, including staff induction, dementia awareness, health and safety courses as required, attendance at CILIP (W) conference and SWAMP training opportunities. A full staff training day was held in June, focusing around relating library outcomes to corporate priorities in Powys

Total number of volunteers active during the year	**95**	*2014-15*	*0*
Total number of volunteer working hours during the year	**418**	*2014-15*	*0*
Do you have Investors in Volunteers acreditation relating to the NOS?	**No**		

Briefly describe the training and support offered to volunteers.

The Reading Hacks young volunteers supporting the summer reading challenge received an induction session with the Children's librarian. All volunteers are supervised on a day-to-day basis by the branch librarian, and given an induction similar to that for a new member of staff. Specialists such as local studies volunteers are given training in the use of the equipment and resources available in the library for that purpose.

Authority comment:

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Welsh Public Library Quality Indicators

This is the first year that we have enjoyed volunteer support, and it has been very successful. A large number of teenage reading activitists supported the summer reading challenge, with full training beforehand from the children's librarian. Other volunteer support has included parents delivering story and rhyme times for preschoolers, and knowledgeable local historians supporting people with their local studies research. Our first Friends group, the Friends of Crickhowell Library, have provided a great deal of active volunteer support with events, coffee mornings, coding sessions, history drop-ins and making the library one of the venues for the first Crickhowell Literature Festival in October. We plan to build on this volunteer base in 16/17, and develop more formal training and support going forward.

WPLSQI 14 Operational expenditure	2015-16	% of total	2014-15	% of total
Expenditure on staff	£1,132,168	67%		54%
Total materials expenditure	£174,750	10%		7%
Expenditure on maintenance, repair & replacement of equipment & buildings	£50,288	3%		3%
Total other operational costs	£334,296	20%		37%
Total revenue expenditure	£1,691,502	100%		101%
Total revenue expenditure per 1,000 population	£12,749		£18,278	
Total capital expenditure	£164,000			
Total capital expenditure per 1,000 population	£1,236		£1,873	

Authority comment:
Staffing costs include pay, superannuation, national insurance, training, insurance, eye tests, professional subscriptions where appropriate, and travel expenses. Expenditure on stock was reduced due to a spending freeze in the last 3 months of the year. Expenditure on maintenance and repair of buildings includes also maintenance and repair of vehicles. Other operational costs comprise all utilities, office expenses, buildings insurance, grounds and cleaning work, and insurance and fuel for the vehicles. Capital expenditure has included a new mobile library, with MALD grant funding, and capital funding from Powys County Council for heating improvements at Newtown library, exterior paving works at Welshpool library for health and safety reasons, and for catalogue maintenance /data upgrade work in readiness for migration to the shared Library Management System in Wales.

WPLSQI 15 Cost per visit	2015-16	Ratio	2014-15
Total revenue expenditure	£ 1,691,502		
Total income generated	£146,278.00		£200,059.00
Total number of visits to library premises during the year	611,760		
Total number of external visits to the library's web site during the year	199,627	£1.90	

Authority comment:

Welsh Public Library Quality Indicators

Visits to library premises are up on the previous year due solely to the relocation of Llandrindod library to the shared premises at the Gwalia offices. Library staff there perform the "front of house" functions, and deal with a very wide range of council enquiries. All other libraries show a decline in visits, as could be expected due to the 20% reduction in opening hours. Virtual visits are slightly down on the previous year due to changes in statistical reporting, with less automated "bot" hits on the Powys website. Use of the online catalogue remains high, and Powys residents make good use of the electronic resources available for them. In the monthly statistics received from the Powys webteam, the library service pages consistently feature in the top 20 pages used each month. Costs per visit are significantly reduced this year due to the £300,000 saving achieved during 15/16, as well as the slight rise in visitor numbers overall. The cost per visit reported in 14/15 was calculated on the gross budget, the net budget figure was £2.34 per visit, so this is significantly reduced for 15/16.

WPLSQI 16 Opening hours	2015-16	Per 1,000 pop'n	2014-15 Per 1,000 pop'n
Aggregate annual opening hours for all service points	21,773	164	202

This target has been met.

Opening hours were increased at Llandrindod library due to the colocation to a busy corporate building. Hours in all other libraries were reduced by 20% as of 1st April 2015, except for Hay library, where Hay Festival provided fundraising income to maintain the existing hours. Mobile libraries were reduced from 4 vehicles on a 2 week rota to 2 vehicles visiting on a 4 weekly pattern.

	2015-16	% of total	2014-15 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	0		
Total planned opening hours of all static service points	20,288	0.0%	0%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	126		
Total planned mobile library stops and home deliveries	4,488	2.8%	3%

Authority comment:

When reducing the mobile fleet, we were able to keep one vehicle as a spare, which has reduced the amount of time spent off the road for vehicle maintenance and breakdown. Great care has been taken not to miss visits if at all possible, now that people only have the service every 4 weeks. Customers are always notified of any disruption to the service delivery.

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Authority: Powys Library Service

1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Up to four case studies may be provided (indicative length: 500 words each).

a) A visually impaired reader from Newtown was absolutely delighted with the introduction of the Borrowbox e-audio downloads: "As someone who has been a life-long lover of books, finding out about the Borrow Box free library service has been exciting. I can no longer read a paper book, but now I have thousands of Audiobooks and e-books available on my tablet---I need never be without a book again.

"I can borrow or return a book in seconds. I can select a book, look at the "cover" and get an idea of what the book is about before borrowing. The Librarian set it up for me and they are available to help with any queries. This service is available to everyone who has a library ticket."

The lady was shown the resources as part of a joint working initiative with the RNIB digital inclusion advisor, to help people with sensory loss to get online.

b) A job seeker who uses Llanfyllin library explains the benefits to him: "As I am currently on JSA I can neither afford to buy books or to have the internet at home. The library provides access to both. This is very important to me as I love to read and without internet access I would find much harder if not impossible to sign on or search for jobs. Furthermore the services the library provides for the council mean that I do not need to go into town which saves me £4.10 each time. As well as this the leaflets spread around the library advertising local events have given me the opportunity to become more involved with the community."

c) A young man with special needs has managed to gain employment after coming to his local library in Talgarth for work experience, with his job coach. The branch librarian encouraged him so

Success story for
SHAUN DAVIES.docx

much, and the library experience gave him the confidence to talk to people.

d) A 75 year old Brecon library customer has learnt how to use a computer and tablet with the support of library staff. "Since learning the basics, I am now a regular at the free tablet sessions that the library puts on each week, and I have found the help here invaluable," she said. The lady was able to use the technology to arrange a visit to her daughter who lives abroad: "The distance was not a problem when we were online - it allowed me to make bookings and arrangements for flights and even down to when I could be collected from the airport, which was important to me. It felt like she was next to me, when in fact she was hundreds of miles away on another continent. Before I went I even learnt how to download a couple of e-books to read on my journey!" She now uses all of the library service's e-resources, including the e-books, e-audio downloads and e-magazines, and has learnt how to download her photos from her camera to her laptop. This lady has been a lifelong member of the library since her parents encouraged her to start reading from the age of 5, and is a

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regular visitor: "The library is about more that taking out books and has so much more to offer people, although don't get me wrong, I still love getting a good book off the shelf when I visit here to take home and read. The added bonus is that the staff are great fun, friendly and really helpful, which adds to the community feeling that the library has."

2. Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals (indicative length: 500 - 1,000 words).

See separate document

3. Please provide a short statement about the future direction and plans for the library service (indicative length 200 words).

See separate document

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Welsh Public Library Standards return 2015/16, Powys Library Service

Support provided to Welsh Government priorities

Powys Library Service continues to contribute to Powys County Council and Welsh Government priorities and strategic goals, as evidenced below. The well-being goals outlined in the Wellbeing of Future Generations (Wales) Act 2015 are addressed by public library services across the country, for example:

- A prosperous Wales; public libraries continue to make major contribution to the poverty agenda through providing everyone with local access to opportunities which are free at the point of delivery – the opportunity to read and develop literacy, to find out and learn, both formally and informally, which can lead to qualifications and improved employment prospects. The provision of free IT equipment, broadband and wi-fi , particularly in a rural area such as Powys, where broadband access is poor, supports both education, small businesses and jobseeking. Our library materials, which are used over and over again by many people without the need to travel out of their local area, demonstrate efficient use of resources. In the Powys libraries' adult public user survey Nov 2015, 76% of respondents agree that their library has helped them to learn something new, 48% said that the library has helped them with education, and 31% with jobseeking. 78% agreed that the library is of economic benefit to them, many commenting that it has saved them a fortune.

- A healthier Wales: public libraries contribute immeasurably to health and wellbeing, as an early intervention which prevents the need for more expensive services later. In the Powys libraries' adult public library user survey 2015, 69% of respondents said that they had found information about health and wellbeing from the library, and 91% of respondents said that going to the library makes them feel better. "*I love to visit the library as it gets me out of the house when feeling down,*" said a Brecon Library customer Nov 2015, and this was just one of many similar comments. The opportunity to interact with staff and other customers, and to read and learn stimulates mental health greatly. Examples of health related initiatives in Powys Library Service during 2015/16 include the launch of an online booklist of resources for people living with dementia and their families/carers; staff have been trained to become dementia aware, and the library service took part in outreach work to showcase and raise awareness of dementia related services within Powys County Council, at the Royal Welsh Show and the National Eisteddfod. Book Prescription Wales titles continue to be loaned through libraries, and in an initiative to support parenting, the library service has worked closely with Action for Children to loan resources in support of the Incredible Years parenting programmes across Powys. Loans of these titles have increased dramatically from previously, when Action for Children loaned them out themselves.

- A more equal Wales: by being open to everyone who lives, works or is educated within Powys, the library service contributes to offering an equality of opportunity to all, including those who live in poverty. This is extended into our most rural areas through the mobile library service. All service points, including the mobiles, offer good disabled access. There are few services which offer something for all ages and interests, in the way that public libraries do. The opportunity to obtain resources for studying, or to use facilities to do so, supports everyone in their efforts to achieve their potential. A library customer commented

that the library "opens doors", in the most recent user satisfaction survey. The online catalogue means that all stock in both Welsh and English can be browsed and ordered from across the county, from home or from the library, and brought to the customer's locality for collection. Fully bilingual signage and notices, and the availability of Welsh speaking staff in the more Welsh speaking areas of Powys contribute to equality.

- A Wales of cohesive communities: in the Powys Library Service adult user survey 2015, 90% of respondents said that the library makes them feel part of their community, and 99% agreed that it is a safe, friendly and enjoyable environment. The provision of good broadband, either using library computers or the wifi, contributes to enabling people to be digitally connected. Customer comments evidence the contribution that our libraries make to people: *"At a time when I am long term unemployed it is a place of friends, activities, education humour and welcome."*
  "I know we are lucky to have a Library, with all the cuts etc and I think it's a much needed part of our community. I use it for loan of books, access to computers, to encourage my children to read and take part in activities and to find out about local events: I would say that is definitely of benefit to my life and my children's - thank you"

- A Wales of vibrant culture and thriving Welsh language: the availability of a good range of stock in Welsh, and a host of cultural events and activities which celebrate books, reading and learning in a myriad of ways supports this goal. Author visits this year included Myrddin ap Dafydd's visit to Welshpool, while in Llanfair Caereinion library, some wonderful bilingual raps were created around the theme of the rugby world cup. Twf and Mentrau Iaith in both Montgomeryshire and Brecon & Radnor continue to be strong partners, supporting us to deliver Welsh language events for children in our libraries, whilst Welsh for Adults courses and conversational sessions for adults are held in many libraries.

The evidence given above is also applicable to the aims of the Social Services and Wellbeing (Wales) Act 2014, which highlights the need for preventative services which contribute to the wellbeing of those who live in our communities, places where they can feel safe, welcome, find the information they need (with help from trained staff), interact with others and feel part of their communities – library users tell us that public libraries provide all of this, yet they are still not recognised for this work through adequate protected funding from Welsh Government. 97% of respondents to the library user survey stated that using their library makes a difference to their lives.

"The Library is the only social outlet I have and I find that now the Library closes on a Wednesday that I feel isolated." Library user, November 2015.

<u>Welsh Public Library Standards return 2015/16 – Powys Library Service</u>

<u>Statement about future direction:</u>

During 2015/16, the year reported, the service was tasked with finding £350,000 of efficiency savings. Whilst savings of £310,000 were identified through reduction of opening hours, restructuring of the mobile library service, reduction in the bookfund, colocation of Llandrindod library and other measures, by Sept 2015, there was an outstanding target of £40,000 to be found. This is being tackled through a management/back office restructure, which will come into operation from the target date of 1st August 2016, due to unforeseen but unavoidable delays.

In the Powys County Council medium term financial plan 2016-19, the service has an efficiency savings target of £250,000, with £100,000 to be found in 17/18 and £150,000 in 18/19. Following discussion of options with informal cabinet in Feb 2016, the service is currently consulting with communities over the future delivery of 11 branch libraries, with a view to seeking community partnerships which will provide at least 50% of the local running costs. A major public consultation, including discussions with Town and Community Councils, schools and other community groups, is due to end on 3rd July 2016, and will be followed by a further report back to cabinet on the options which have come forward.

Co-location remains a key strategy in reducing running costs, and opportunities are being developed wherever possible, with some success. Other options continue to be explored, including trust or mutual status and the potential for external companies to be commissioned to deliver the service. The difficulty will be to achieve transformation and the required savings within the timescales, particularly when developing community partnerships. It is likely that if good progress cannot be achieved by a cut-off date (yet to be decided), then there may be no option but to close libraries.

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Libraries making a difference

Llywodraeth Cymru
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The fifth quality framework of Welsh Public Library Standards 2014-2017

Contents

Foreword

I know from my many visits and from meeting people at events that the public library is a very important and valued service at the heart of communities. It provides a friendly space for learning and leisure, for meeting people and taking part in events. The modern library is also available 24/7 through online services such as e-books, e-magazines, and other digital resources. In poorer parts of Wales, libraries provide vital free access to digital services including information about welfare benefits and jobs.

The economic forecast for the next three years represents a challenge for us all. I appreciate that local authorities will have to make difficult decisions about the services they provide. However, public libraries are a statutory service as laid out in the *Public Libraries and Museums Act 1964*. For over a decade the Welsh Government has implemented successive assessment frameworks which have helped bring a more consistent level of public library provision across Wales. I want everyone in Wales to continue to benefit from effective and relevant public library services and resources.

April 2014 sees the start of the next assessment framework. It has been prepared in consultation with the library sector and local authorities and reflects not only the difficult economic future, but also sets some aspirational targets. The framework includes impact and outcome measures for the first time. This will help to reveal the wide range of benefits that can result from using the public library service such as improvements to people's literacy skills, digital skills and health and wellbeing.

I am therefore pleased to publish this fifth framework of the Welsh Public Library Standards and to also acknowledge the continuing partnership between the Welsh Government and local authorities. Together we can work to ensure that library services in Wales remain at the heart of our efforts to improve the lives of the people of Wales.

John Griffiths AM
Minister for Culture and Sport
April 2014

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1. Introduction

"Public, educational, and workplace libraries, are at the heart of their communities. The very reason for their existence is to inspire and assist people to make a positive difference to their lives. Libraries contribute to the social, educational, cultural and economic well being of the people of Wales."[1]

1.1. The benefits of using public libraries

Library service engagement with individuals and with the wider community drives benefits in many of the Welsh Government's outcome areas such as literacy, digital inclusion, cohesive communities, poverty, and health and well being. How the library interacts with its stakeholders – chiefly the users (and potential users) of the service – is key to the provision of a quality service. User perceptions of the services available derive from their experiences. Libraries which engage appropriately with their customers will provide the maximum benefits both for individuals and the community. As well as providing training and learning support for individuals, libraries contribute to society in other ways, such as providing access to computers and e-government for digitally excluded members of the community.

The public library may be the only place in the community where users can spend time in a safe and neutral environment. Supporting job-seekers in their search for work contributes to the local – and national – economy. By providing specialist facilities and services for those in the community who might have special needs, libraries contribute to health and well-being. Such benefits will only be achieved if the library provides equality of access for all. Much information is now more easily accessible online, and some is only available online, and libraries are uniquely positioned to facilitate access to resources which may be too costly for individuals (e.g. the cost of the basic hardware, Internet access or the resource subscription).

Libraries play a key role in providing information, promoting knowledge and developing skills for people of all ages and all walks of life. From children's first steps in listening to stories and learning to read, to providing quiet spaces for study, and supporting older people in using new technologies, libraries contribute to the delivery of literacy targets, information literacy and digital inclusion.

Good libraries play an important part in shaping people's views of their local authority. In order to deliver quality, sustainable services to the public, libraries need active leadership and a programme for development enabling them to respond in a timely way to the changing information and cultural needs of their local communities. Staff must have the skills, knowledge and confidence to deliver services and meet customer needs, demonstrated by appropriate professional qualifications. Libraries have the opportunity to contribute to a range of wider local and national government agendas, but this will only happen if the library is pro-active in promoting its role, based on a strong vision linked to those agendas.

1.2. What this means for the people of Wales

The fifth framework of Welsh public library standards comprises 18 core entitlements and 16 quality indicators to monitor how well library services realise these benefits for the people of Wales. The mapping between benefits and indicators is not a simplistic one, as measuring outcomes and impacts at a service-wide level cannot be achieved directly, but must be inferred from broader indicators. The table below shows the indicators in this framework which are most directly related to some of the key benefits of using public libraries. Libraries which perform well on these indicators will be engaging appropriately with their customers to make a difference to their lives.

[1] CyMAL (2011) *Libraries Inspire: The strategic development framework for Welsh libraries 2012-16*, p 7 Available at http://wales.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/librariesinspire/?lang=en

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Outcomes and impacts	Core entitlements	Quality indicators
I am able to increase my knowledge/skills having used the library	1, 2, 3	1, 3, 4
I am able to take part in reading and other cultural events organised by the library service	3	8, 9
I feel part of a community using the library service	3, 15	1, 5, 6
I am able to take advantage of the opportunities offered in the digital world using the library service	1, 10, 11	8, 12, 13
My health and well-being is enhanced by using the library	3, 7	1
I can participate more fully in local affairs via the facilities in the library	3, 11	3, 12

Other core entitlements and quality indicators are concerned with the effective management of services, which underpins the effective delivery of the outcomes and impacts.

A short user guide for the public and local authority members is available from CyMAL.[2]

1.3. Fulfilling the statutory duty

The *Public Libraries and Museums Act 1964*[3] makes it a duty of the relevant Welsh Ministers (currently the Minister for Culture and Sport) *"to superintend and promote the improvement of the public library service provided by local authorities…and to secure the proper discharge by local authorities of the functions in relation to libraries conferred upon them as library authorities under this Act".* Under the same Act, library authorities are required to *"provide a comprehensive and efficient library service for all persons desiring to make use thereof".*

Since 2002, the Welsh Ministers have fulfilled this duty through the Welsh Public Library Standards (WPLS, or, the Standards). The first framework ran from 2002 to 2005 with subsequent frameworks covering the periods 2005-08, 2008-11 and 2011-14. Each individual framework evolved to reflect the changing needs and expectations of public library users. In addition to the fulfilment of statutory duties, the WPLS framework plays

a valuable role in supporting the development of public library services. There is general consensus among stakeholders concerned with the provision of public library services in Wales that these performance measurement frameworks, introduced and administered by the Welsh Government for the sector, have helped public library services to improve in a number of ways and in key areas. For example, as a result of the Standards, there have been significant improvements in service areas such as the delivery of requests and provision of ICT facilities and services, leading to enhanced outcomes for library customers.

Local authorities also have a statutory duty (under section 7 of the Act) to provide a library service and encourage both adults and children to make full use of that library service. The performance indicators listed here will assist the Welsh Government in assessing whether or not local authorities in Wales are complying with their duties under the 1964 Act, and in assessing the comprehensiveness and efficiency, in terms of the manner of delivery, of library services in Wales.

1.4. The fifth quality framework

The aims of this new, fifth, framework of Welsh Public Library Standards are to:

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- enable the Minister for Culture and Sport to fulfil the statutory requirements of the 1964 Act in respect of superintending the provision of a 'comprehensive and efficient' library service by local authorities;

- provide a robust assessment of the performance of library services;

- have clear links to the Welsh Government's agenda, to ensure credibility across local government in Wales;

- be relevant and useful to all local authority library services in Wales;

- be transparent, easily understood and accepted by all stakeholders;

- incorporate outcome measures to show the benefits of using libraries;

- act as a driver for improvements to library services and local communities; and

- minimise the burden of data collection on library authorities.

Introduced at a time of budgetary constraint, this framework provides opportunities for libraries to deliver services in innovative ways and the flexibility to make best use of the resources available to them. The framework has been developed using a variety of quality performance models as a basis to create a unique framework for Wales, incorporating input and output measures, as well as qualitative and impact/outcome elements.

It will come into operation on 1st April 2014, and libraries will make their first report against its requirements in the summer of 2015. This document describes the new framework in detail. It is appreciated that some areas of the framework may be more or less relevant in particular authorities and it is appreciated that library services will need to regard local priorities.

Library services contribute to a range of Welsh Government outcomes such as literacy, skills and learning, digital inclusion, poverty, health and well-being. Library provision spans these outcomes, offering a range of services which often support two or more of the outcomes simultaneously. The new quality framework has therefore been themed around four core service aspects:

- customers and communities;

- access for all;

- learning for life; and

- leadership and development.

Each aspect has a number of core entitlements and quality indicators associated with it, and has been related to wider government agendas. The desired outcome of the fifth framework is that libraries offer all the services and facilities listed as core entitlements. In order to assess the quality of these services and facilities, a range of performance indicators and outcome-based impact measures are

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described, to show how people are better off as a result of using the library service.

A set of **core library entitlements** for Welsh citizens is set out in *Libraries Inspire*, the strategic development framework for Welsh libraries for 2012-16. These have been formally incorporated into this fifth quality framework, and a small number of additional entitlements included. These additional entitlements will help to promote the wider societal role of public libraries, ensuring inclusivity and sustainability of the service.

The **quality indicators** included are of three broad types.

• Input indicators are concerned primarily with what the library service will provide for the citizens of Wales in key areas in order that the core entitlements described above can be delivered.

• Output indicators are concerned with levels of use. When considered alongside input indicators, they can give an indication of the efficiency of delivery of the service.

• Outcome and impact indicators measure the direct or indirect effects of the library service on its users, and on the wider community. They show the difference libraries make to people's lives.

Some indicators have been developed from previous frameworks; others are new, reflecting an increasing emphasis on the outcomes and impact of the public library service for the people of Wales. Most will be reported every year; some may be reported once in the three year period, for example, where user survey data are required. For some indicators, formal targets are set, although such targets are not appropriate in all cases. Libraries will be expected to compare their performance on all indicators with previous

years, and to meet the targets where these are set. Benchmarking of authorities will be possible when all results are available.

The nature of the geography, distribution of population and other factors within individual authorities can cause significant variations in the approaches necessary to the planning and delivery of library services. For this reason, Welsh library authorities are offered alternatives against which to measure their services in some of the indicators described, and should choose the most appropriate to reflect their circumstances.

Definitions of the various terms and methods of data collection are not specified in this document; however these will be included with the reporting template provided to library services, and are available on request.[4] In all cases, detailed guidance on data collection and calculation will be provided to

library authorities to ensure consistency and comparability. Existing data will be utilised wherever practicable. Where appropriate, international standard definitions and methods have been adopted.

A final section of this document details the reporting requirements, which include an element of self evaluation and descriptive reporting in addition to key service statistics and the performance indicators, and describes the monitoring and assessment process. A holistic view of assessment will be taken. Library performance will be judged on all the aspects of the framework, including compliance with the core entitlements, ranking on the quality indicators, how many performance targets are met, and the narrative providing evidence of the impact of the service on individuals and the community.

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2. Customers and communities

Entitlements and indicators in this service aspect are designed to ensure that the library service engages with its customers and potential users, providing opportunities for individual and community development.

2.1. Core entitlements

WPLSCE 1
Libraries in Wales will ensure friendly, knowledgeable and qualified staff are on hand to help.

WPLSCE 2
Libraries in Wales will stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.

WPLSCE 3
Libraries in Wales will provide access to a range of services and resources to support lifelong learning, personal well being and development, and community participation.

2.2. Quality indicators

WPLSQI 1 Making a difference
This selection of indicators assesses the impact of library use on people's lives in a variety of ways. Although some are relevant to other areas of this framework, they are grouped together here as being key to the overall customer experience.

Authorities will report, at least once in the three year period:

a) the percentage of adults who think that using the library has helped them develop new skills;

b) the percentage of children who think that the library helps them learn and find things out;

c) the percentage of adults who have found helpful information for health and well- being at the library;

d) the percentage of adults who experience the library as an enjoyable, safe and inclusive place;

e) the percentage of adults and the percentage of children who think that the library has made a difference to their lives.

Data will be collected from user surveys of adults and of children, which should be conducted in accordance with good statistical practice, at least once during the three year period of this framework. Authorities will be given guidance on the conduct of the survey and wording of questions to ensure comparability. Authorities may conduct annual surveys if they wish to do so and report accordingly.

WPLSQI 2 Customer satisfaction
Customer satisfaction is a key element of library performance. As with the indicators concerned with library impact (QI 1), some of these are relevant to other areas of this framework, but are grouped together here as being key to the overall customer experience.

Authorities will report:

a) the percentage of adults who think that the choice of books available in the library they use is 'very good' or 'good';

b) the percentage of adults who think that the standard of customer care in the library they use is 'very good' or 'good';

c) the percentage of adults who think that the library they use is 'very good' or 'good' overall;

d) the average overall rating out of ten awarded by users aged 16 or under for the library they use.

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Data will be collected from user surveys of adults and of children, which should be conducted in accordance with good statistical practice, at least once in the three-year period of this framework. It is appreciated that not all authorities wish to use the CIPFA PLUS suite of survey instruments (from which the above indicators are drawn), and guidance will be issued to ensure that authorities which choose to use their own surveys will have comparable results. Authorities may conduct annual surveys if they wish to do so and report accordingly.

WPLSQI 3 Support for individual development

Libraries shall ensure that the following services are offered in all static service points open for 10 hours per week or more:

a) basic support in the use of the ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available;

b) training to improve literacy, numeracy, information and digital skills. Training programmes may be developed and delivered with appropriate partners outside the library service;

c) information literacy sessions for users (i.e. assistance in developing or enhancing capabilities to: identify and access appropriate resources efficiently and effectively; critically evaluate information; and apply information appropriately to further objectives, such as educational, employment, health and well-being);

d) support for users to access local and national e-government resources;

e) reader development programmes/activities for both adults and children.

The format of the support offered and frequency of any specific timetabled sessions should be appropriate both for the size of the service point and local community needs.

WPLSQI 4 User training

This indicator assesses the extent to which sessions offered match local need and would include: reader development sessions; literacy, numeracy, information and digital skills sessions; ICT sessions, etc., including sessions arranged in collaboration with partner agencies. User training may have a general audience, or be targeted towards specific sub-groups of the population e.g. children, carers, unemployed persons, etc. Sessions may require advance registration, or be open to all on a drop-in basis.

Authorities will report:

a) the total number of attendances at pre-arranged training sessions organised and/or hosted by the library service at its own service points or at other locations within the authority during the year, divided by the resident population, multiplied by 1,000;

b) the percentage of attendees at such sessions who said that attendance helped them to achieve their goals;

c) the number of customers helped by means of informal training during the year, divided by the resident population, multiplied by 1,000.

Part (b) of this indicator should be derived from a simple feedback form offered to all attendees. Part (c) of the indicator may be derived by sampling. Authorities will be provided with guidance to ensure consistency of reporting.

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3. Access for all

Entitlements and indicators in this service aspect are designed to ensure that library services are delivered from buildings and facilities which are welcoming, inclusive and fit for purpose.

3.1. Core entitlements

WPLSCE 4
Libraries in Wales will be open to all members of their communities.

WPLSCE 5
Libraries in Wales will be free to join.

WPLSCE 6
Libraries in Wales will provide a safe, attractive and accessible physical space with suitable opening hours.

WPLSCE 7
Libraries in Wales will provide appropriate services, facilities and information resources for individuals and groups with special needs. Special needs can be caused by physical and health impairment, economic disadvantage (e.g. long term unemployment), cultural difference (e.g. language, new arrivals), educational background, or other circumstances that require special library services.

3.2. Quality indicators

WPLSQI 5 Location of service points
Authorities shall ensure that they meet the following criteria for the location of service points and mobile library stops, according to their population density:

No stipulation is made with regard to minimum opening hours of static libraries (on a site by site basis) however, authorities are asked to consider the viability of service points which are open for fewer than 10 hours per week. Equally, no stipulation is made with regard to length or frequency of mobile library stops, however it is expected that mobile libraries will visit each scheduled stop at least 12 times per year.

WPLSQI 6 Library use
Three measures of use of the library are required, covering the physical and the electronic resources provided. Together, they assess the library's success in attracting users to its services.

Authorities will report:

a) the total number of visits to library premises during the year divided by the resident population, multiplied by 1,000;

b) the total number of external visits to the library's website during the year divided by the resident population, multiplied by 1,000;

c) the total number of active borrowers divided by the resident population, multiplied by 1,000.

The data used should be those as reported to CIPFA for the public library actuals return. This is a performance indicator in the National Strategic Indicators, Leisure and Culture, for Wales (LCL/001), and the guidance for the collection of data and calculation of this

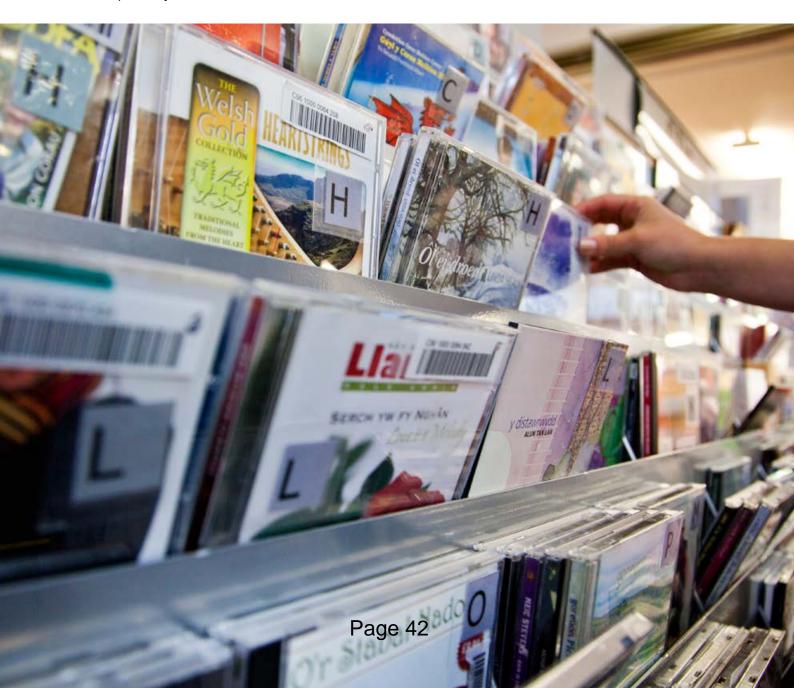| Population density	% of households	Distance from library
20 or more persons per hectare:	At least 95%	within 2 miles of a static service point
Between 1.1 and 19.9 persons per hectare:	At least 75%	within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop
1.0 person or fewer per hectare:	At least 70%	within 3 miles (or 15 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop

performance indicator is substantially the same for both frameworks.

WPLSQI 7 User attendances at library events per 1,000 population

The purpose of this indicator is to estimate the attraction of library events for the library's population to be served, and the extent to which such events meet local need.

Authorities will report:

- The total number of attendances at events and activities organised by the library service at its own service points or at other locations within the authority during the year, divided by the resident population, multiplied by 1,000.

Events include events with literary, cultural or educational intent, e.g. author visits, reading groups, literary discussions, digital and information literacy workshops, genealogy workshops, health literacy, financial literacy, job seeking etc. Events specifically for children are included, such as storytelling, poetry, music. Authorities may choose to report separately concerning events targeted at specific sections of the population, e.g. visually impaired readers; socially excluded groups.

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4. Learning for life

Entitlements and indicators in this service area are designed to ensure that the library service provides a range of resources and services to meet people's needs.

4.1. Core entitlements

WPLSCE 8
Libraries in Wales will lend books for free.

WPLSCE 9
Libraries in Wales will deliver free access to information.

WPLSCE 10
Libraries in Wales will provide free use of the Internet and computers, including Wi-Fi.

WPLSCE 11
Libraries in Wales will deliver free use of online information resources 24 hours a day.

WPLSCE 12
Libraries in Wales will provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.

WPLSCE 13
Libraries in Wales will share their catalogues, to enable a single search of all Welsh library resources.

4.2. Quality indicators

WPLSQI 8 Up-to-date reading material
a) Library authorities should achieve

either a minimum of 243 items acquired per 1,000 resident population

or a minimum spend of £2,180 per 1,000 resident population annually.

Books and e-books, periodicals, audio-visual material and electronic resources are all included.

b) Acquisitions during the year of materials for loan (including electronic materials for loan) should be equivalent to at least 11% of the lending stock at the start of the year.

WPLSQI 9 Appropriate reading material
This indicator is designed to ensure an appropriate balance of resources across various sections of the community.

a) The percentage of the material budget spent on resources for children should reflect the percentage of children in the resident population, within ±2 percentage points.

b) Either a minimum of 4% of the material budget,
or a minimum of £750 per 1,000 Welsh speaking resident population,

should be spent on the purchase of Welsh Language materials.

WPLSQI 10 Online access
a) Every static library and mobile library should provide a minimum of one device giving public access to the Internet and networked digital content. Authorities should achieve an aggregate total across the authority of no fewer than 9 such devices per 10,000 resident population. Computers, laptops, tablets, and other mobile devices are all included.

b) All static service points should provide Wi-Fi access for users to bring their own laptops or mobile devices.

WPLSQI 11 Use of ICT – % of available time used by the public
Authorities will report:

a) the percentage of available time allocated for use of public access ICT equipment (i.e. library-provided computers and other devices) actually taken up by users.

b) the percentage of time during which Wi-Fi services are available that they are used by the public.

This should be aggregated across all libraries in the authority, including mobiles.

WPLSQI 12 Supply of requests

This indicator measures the efficiency of the public library service in responding to requests for material which is not immediately available.

Authorities will report:

a) the percentage of requests for material which are notified to the user as being available within 7 calendar days of the request being made;

b) the percentage of requests for material which are notified to the user as being available within 15 calendar days of the request being made.

Requests for pre-publication material shall be counted from the date of publication. Material which is not owned by the library but must be acquired by purchase or by inter-library loan is included in the calculations.

5. Leadership and development

Entitlements and indicators in this service aspect are designed to ensure that the library service is professionally managed with adequate resources.

5.1. Core entitlements

WPLSCE 14
Libraries in Wales will promote libraries to attract more people to benefit from their services.

WPLSCE 15
Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs.

WPLSCE 16
Libraries in Wales will work in partnership to open up access to the resources of all Welsh libraries.

WPLSCE 17
Libraries in Wales will provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.

WPLSCE 18
Libraries in Wales will provide a clear, timely and transparent complaints process if things go wrong.

5.2. Quality indicators

WPLSQI 13 Staffing levels and qualifications
a) Library authorities shall achieve total establishment staffing levels for the service of 3.6 (full time equivalent) per 10,000 resident population. Staff who do not work directly in service provision, e.g. cleaners, are excluded.

b) The total number of staff (full time equivalent) holding recognised qualifications in librarianship, information science or information management per 10,000 resident population should not fall below 0.65. Staff with qualifications in cognate areas, such as ICT, heritage or leisure management or education and learning may be included in the calculations if they occupy posts on the library staff establishment which require those qualifications, and when the qualifications held are relevant to their current roles and functions within the library service.

c) The designated operational manager of the library service shall,

   either be the holder of recognised qualifications in librarianship, information science or information management **or** have undertaken relevant library management training within the last 3 years.

   Authorities will also report:

   i. where this post sits within the local authority management structure;

   ii. the post held by the most senior professional librarian (where different); and

   iii. where that post sits within the local authority management structure.

d) A minimum of 1% of aggregate staff working hours should be spent in training and personal/professional development during the year. All library staff should be encouraged to undertake relevant training and development.

e) Library authorities may offer members of the community the opportunity to volunteer to support additional library services. Such opportunities can, for example, enhance the life skills and employability of individuals, contributing to tackling poverty outcomes.

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Where there is community involvement in delivering the library service at a branch level, we expect there to be paid staffing working alongside the volunteers in the libraries.

Library authorities that use volunteer staff to deliver additional services shall ensure:

- a designated volunteer coordinator from the library service's permanent professional staff coordinates those parts of the service involving volunteer workers;

- each volunteer receives a written role description;

- legal requirements are met for each volunteer in relation to their role;

- both induction training and continuing training is provided for all volunteers;

- volunteers are appropriately supervised; and

- they have achieved, or are actively working towards, Investing in Volunteers accreditation.[5]

Authorities will report:

i. the total number of volunteers

ii. the total number of volunteer hours during the year

iii. whether they have accreditation status relating to the NOS or are working towards this accreditation.

WPLSQI 14 Operational expenditure

In the current economic climate it is not thought appropriate to set a target for library expenditure, but spending on the public library service will continue to be scrutinised closely.

Authorities will report:

a) the total revenue expenditure per 1,000 resident population;

b) the percentages of this total spent on staff, materials and information resources, maintenance, repair and replacement of equipment and buildings, and other operational costs;

c) total capital expenditure per 1,000 resident population.

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[5] See http://iiv.investinginvolunteers.org.uk/inyourcountry/iiv-wales for more information

WPLSQI 15 Cost per visit

This indicator is useful for justifying expenditure of public funds, giving a proxy for value for money, but it must be interpreted in conjunction with demographic indicators and quality indicators relating to use. It measures the cost of the library service related to the number of library visits, including virtual visits.

Authorities will report:

• The total revenue expenditure divided by the sum of the number of physical visits to library premises (including mobiles) plus the number of visits to the library web site during the year.

Authorities which complete the CIPFA public library actuals return should use the same data here.

WPLSQI 16 Opening hours

a) Welsh public libraries should achieve a level of aggregate opening hours across all service points administered by the authority (defined as those that provide access to materials, staff and a range of library services) of no less than 120 hours per annum per 1,000 resident population.

b) This part of the indicator is concerned with the adequacy of the library service's maintenance programme and staffing strategy.

Authorities will report:

i. the total number of hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability as a percentage of the total planned opening hours of all static service points during the year;

ii. the number of mobile library stops and/or home delivery services missed as a result of vehicle failure or staff unavailability, as a percentage of the total number of planned mobile library stops and/or home delivery services during the year.

Scheduled opening hours not open as a result of adverse weather conditions, or any other cause beyond the library's control, are not included.

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6. Reporting, monitoring and assessment

The statutory requirements of public library service provision in Wales are enshrined in the *Public Libraries and Museums Act 1964.* The performance indicators listed here will assist the Welsh Government in assessing whether or not local authorities in Wales are complying with their duties under the 1964 Act, and in assessing the efficiency of the manner of delivery of library services in Wales.

6.1. Reporting requirements

Each year, local authorities will be required to report their performance against the various elements of the framework. The return will include a compliance rating against the core entitlements – indicating whether these are fully met, partially met, or not met, with appropriate description/explanation where relevant. For all entitlements which are not fully met, the return should also include a comparison to the previous year, and a plan for improvement in the following year.

Individual authority returns will also include data showing performance against the quality indicators included in this framework, together with a comparison for the previous year. Where performance has declined, the return should include the authority's strategy to halt the decline. Where targets are not met, the return should include a narrative outlining proposals and a timescale to achieve these targets. These data will be drawn together to provide an overview of Welsh public library services as a whole, to assist with identification of good practice, and of areas where action may be required to bring about improvements.

Measurement of the impact of public library services – the difference those services make to people's lives – is not easily quantifiable. For this reason, a qualitative element will be included in the reporting. Each authority's return should include at least one, but no more than four, specific case studies describing the impact which the library service has had on an individual, or on a group of individuals, during the year. This is expected to describe the use made of the service, and the difference that use made to the individuals or group. Guidance will be provided on the format of the case studies and appropriate material to include. Such case studies will build into a valuable source of evidence of impact and value, and will further promote the spread of good practice across Wales.

A second qualitative element of reporting will be a narrative that demonstrates how the library service is contributing towards both local authority agendas and wider Welsh Government priorities and strategic goals. The purpose of this strand of reporting is to encourage libraries to be aware of the wider social drivers (e.g. health and well-being; digital inclusion including information literacy; literacy, including reading and the connection with digital literacy; community engagement and community benefits, including families, children and young people, older people, welfare reform; Welsh language and culture), to which their service should be able to demonstrate a contribution, and to make explicit their relevance and value to policy makers at local, regional and national level.

Authorities will also be required to confirm that feedback in the form of opinion on the year's performances achieved by each library service has been adequately considered by the member with responsibility for library services and by the relevant management, scrutiny and performance monitoring procedures. A reporting template will be provided to authorities to ensure that reporting is consistent and comparable across Wales.

6.2. Monitoring and assessment procedures

The process of monitoring and assessing will be led by CyMAL: Museums Archives and Libraries division of the Welsh Government, and will follow the pattern established in earlier frameworks. Annual returns should be submitted by the deadline each year, and will be scrutinised for completeness by an

independent reviewer and a peer reference group. The independent reviewer will then prepare a formal written feedback report, covering all aspects of the framework, including all quality indicators and narrative elements, which will be delivered to each authority in the autumn, in time to address any issues raised as part of their formal service planning process. This feedback will be formally disseminated to library authority chief executives and also to council leaders, scrutiny officers or performance managers as well as to the managers of library services. The annual reports will be made public, via the CyMAL web pages.

The independent reviewer will prepare a summary overview each year, including an analysis of overall performances, and significant trends within those performances, against the entitlements and quality indicators. The highest, lowest and median performances in Wales will be calculated for each indicator. The overall analysis will be disseminated to all local authorities. At the end of the framework period a summary report will be published via the CyMAL web site.

The findings of these processes will be brought to the attention of the relevant Minister annually, highlighting achievements and trends and also problem areas, such as declining performances, incidences of non-compliance or recurring failure, together with a diagnosis of the causes wherever possible. Noteworthy improvements in performances and improving trends will also be drawn to the Minister's attention.

The core entitlements and quality indicators set out in this framework deal with aspects of the library service which are considered by the Welsh Government to be necessary – but are not necessarily sufficient – for the delivery of a comprehensive and efficient library service under the terms of Section 10 of the *Public Libraries Act 1964.*

As the ultimate sanction in the cases of failure to deliver a comprehensive and efficient library service, the Welsh Government can institute an inquiry, issue a direction and transfer the library functions of a library authority to itself or to another authority/organisation. Sanctions would be invoked in cases where, for example, a significant number of the core entitlements and performance targets are not reached, there is a failure consistently to reach the average performance of comparable Welsh authorities with no evidence of improvement over time, or performance across the service as a whole is consistently falling year on year.

To date, it has not been necessary to implement any of these sanctions due to constructive discussion between the relevant parties.

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Appendix: List of core entitlements and indicators

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