Public Document Pack

# Portfolio Holder for Children, Youth, Libraries and Leisure Services

For further information please contact

County Hall
Llandrindod Wells
Powys
LD1 5LG
15 August 2017

Stephen Boyd
steve.boyd@powys.gov.uk
01597 826374

## NOTICE OF INTENDED PORTFOLIO HOLDER DELEGATED DECISION

The Portfolio Holder has received the following report for a decision to be taken under delegated authority. The decision will be taken on **21 August 2017** (i.e. 3 clear days after the date of this note). The decision will be published on the Council's website but will not be implemented until 5 clear days after the date of publication of the decision) to comply with the call-in process set out in Rule 7.37 of the Constitution.

| 1. | WELSH PUBLIC LIBRARY STANDARDS; ANNUAL RETURN FOR 2016/17 |
|----|-----------------------------------------------------------|

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**CYNGOR SIR *POWYS* COUNTY COUNCIL**

**PORTFOLIO HOLDER DELEGATED DECISION**
**by**
**COUNTY COUNCILLOR RACHEL POWELL**
**(PORTFOLIO HOLDER FOR CHILDREN'S SERVICES, YOUTH,**
**LIBRARIES AND LEISURE)**
**August 2017**

**REPORT AUTHOR:**   **Principal Librarian**

**SUBJECT:**   **Welsh Public Library Standards; Annual Return for 2016/17**

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**REPORT FOR:**   **Information**

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1. **Summary**

   1.1. The purpose of the report is to give consideration to the submission of the Annual Return to the Welsh Government on the Library Service, for the year 2016/17, (see Appendix A), 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, this being the final year of this framework. Under the framework, the Authority's performance is measured annually against a 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 To approve the Annual Return to Welsh Government on the Library Service 2016/17, as required under the Welsh Public Library Standards.

**3.    Options Considered / Available**

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

**4.    Preferred Choice and Reasons**

4.1 That the submission is noted, to aid compliance with the Welsh Public Library Standards. The subsequent report on performance from Welsh Government will be brought back to Scrutiny and Cabinet later in the year.

**5.    Impact Assessment**

5.1    Is an impact assessment required?         No

**6.    Corporate Improvement Plan**

6.1 During the year of the report, Powys Library Service contributed to the achievement of the One Powys Plan and Powys 2020 vision, values and priorities; in particular:

6.1.2 Reflecting the council's values: 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, through a professional, positive, progressive, open and collaborative approach.

6.1.3 Remodelling our services for reduced funding through redesigning our approach, working together with our communities and enabling joined up services for Powys citizens through public and third sector partnerships.

6.1.4. Supporting people within the Powys Community to lead fulfilled lives:
- Older people are supported to engage and take part in community life through visiting the library
- Carers have a good sense of wellbeing, through access to social and leisure opportunities
- Access to Book Prescription Schemes, and providing a boost to mental and emotional wellbeing through reading and social interaction
- Encouraging people to lead active and healthier lives

- Building stronger communities through bringing people together in a safe and trusted environment

6.1.5 Supporting development of the local economy through support for job seekers and small businesses, provision of broadband and ICT facilities, with trained staff to help with getting started.

6.1.6. Supporting improved learner outcomes for all, minimising disadvantage through:
- Addressing poverty, particularly child poverty, through offering a service which is free at the point of delivery
- Supporting children and young people to achieve their full potential through promotion of literacy and provision of a wide range of resources, facilities and activities to promote active learning.
- Provision of a wide range of resources in varying formats including electronic formats, for learners of all ages

6.2 Risks: Any reduction in public library provision in Powys would impact badly on the beneficial outcomes provided, some of which are described above, and would attract public dissatisfaction, negative publicity and the potential for legal challenge. Balancing this with service delivery under reducing budgets is an ongoing risk to the authority.

6.2.1. Failure of the Welsh Public Library Standards can result in intervention from Welsh Government, and ultimately in removal of the public library powers from the local authority.


**7.    Local Member(s)**

7.1    Not applicable

**8.    Other Front Line Services**

Does the recommendation impact on other services run by the Council or on behalf of the Council?          No

If so please provide their comments

**9.    Communications**

Have Communications seen a copy of this report?      Yes

Communications Comment: Information item no proactive communication action required.

**10. Support Services (Legal, Finance, Corporate Property, HR, ICT, Business Services)**

10.1   Legal - The Professional Lead-Legal agrees with the proposal outlined in order to aid compliance with the Welsh Public Library Standards

10.2   Finance - The annual submission is noted to aid compliance with the Welsh Public Library Standards and has no budgetary implications.

10.3   Corporate Property (if appropriate)

10.4   HR (if appropriate)

10.5    ICT (if appropriate)

**11.   Scrutiny**

Has this report been scrutinised?          No

If Yes what version or date of report has been scrutinised?
Please insert the comments.
What changes have been made since the date of Scrutiny and explain why Scrutiny recommendations have been accepted or rejected?

11.1

**12.   Statutory Officers**

12.1 The Strategic Director Resources (Section 151 Officer) notes the comments by Finance.

12.2   The Solicitor to the Council (Monitoring Officer) has commented as follows: "I note the legal comment and have nothing to add to  the report".

**13.   Members' Interests**

The Monitoring Officer is not aware of any specific interests that may arise in relation to this report. If the Portfolio Holder has an interest she should declare it, complete the relevant notification form and refer the matter to the cabinet for decision.

| Recommendation: | Reason for Recommendation: |
|---|---|
| **That the Annual Return on the Library Service 2016/17 contained in Appendices A-E of the report, be approved for submission to the Welsh Government** | **To aid compliance with the requirements of the Welsh Public Library Standards.** |

| **Relevant Policy (ies):** | Welsh Public Library Standards Framework | | |
|---|---|---|---|
| **Within Policy:** | **Y** | **Within Budget:** | **Y** |

| **Relevant Local Member(s):** | **N/A** |
|---|---|

| **Person(s) To Implement Decision:** | **Principal Librarian** |
|---|---|
| **Date By When Decision To Be Implemented:** | |

| Contact Officer: Kay Thomas<br>Tel:    01597 826864<br>Email: kay.thomas@powys.gov.uk |
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**Background Papers used to prepare Report:**

**Appendix A: Powys Library Service Annual Return to Welsh Government, 2016/17**

**Appendix B: Powys Library Service Case Studies 2016/17**

**Appendix C: Powys Library Service future direction statement 2016/17**

**Appendix D: Powys Library Service contribution to national strategies 2016/17**

**Appendix E: "Libraries making a difference; the 5th framework of Welsh Public Library Standards 2014-17"**

**DELEGATED DECISION REPORT TEMPLATE VERSION 5**

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## Contextual data

### Year ending 31 March 2017

| | |
|---|---|
| Authority | **Powys** |
| Resident population | 132,642 |
| Percentage of population aged under 16 | 16.0% |
| Percentage of population able to speak and read Welsh (see notes) | 14.8% |
| No. of static service points open 10+ hours per week | 16 |
| No. of static service points open for less than 10 hours per week | 1 |
| No. of Mobiles | 2 |
| Community libraries open 10+ hours per week | |
| *No. of community managed libraries* | 0 |
| *No. of community supported libraries* | 0 |
| *No. of commissioned libraries* | 1 |
| Community libraries open for less than 10 hours per week | |
| *No. of community managed libraries* | 0 |
| *No. of community supported libraries* | 0 |
| *No. of commissioned  libraries* | 0 |
| How many, if any, of these community libraries are included in this return (see notes)? | 0 |
| No. of Independent Community Libraries | 0 |

Contact details for queries regarding this return

| | |
|---|---|
| Name | Kay Thomas |
| Telephone | 01597 826864 |
| Email | kay.thomas@powys.gov.uk |

| | |
|---|---|
| Has this Annual Return been approved by the authority prior to its submission to MALD? | No |

| | |
|---|---|
| When is approval expected? | e submitted for Portfolio holder sign off on comp |
| When will the definitive version be submitted to MALD? | Aug 2017 |

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## Compliance with Core Entitlements

| Entitlement | Compliance (please select) | Authority comments |
|---|---|---|
| **Customers and Communities** | | |
| 1 Ensure friendly, knowledgeable and qualified staff are on hand to help. | Fully met | Powys Library Service mission statement emphasises the need for trained, knowledgeable staff to support customers to make the most effective use of library resources and facilities, and this remains a key priority. All library staff receive detailed induction training and additional training/support as necessary e.g. for new services such as using e-comics downloads, and for library+ duties. Staff training around dementia awareness and using resources with people with dementia and mild/moderate depression has taken place, alongside investing in collections of books for those living with dementia and their families/carers. Sharing of best practice and resources is encouraged through group meetings and the work of the library promotion officer and reader development librarian. Customer satisfaction with staff is extremely high - 90.5% of respondees in the adult user survey Nov 2015 thought that customer care is good or very good, and using the library for staff help and assistance was the 2nd most popular activity (39%), after borrowing books (67%). The library service staff were awarded "team of the year 2015" for the cheerful and efficient way that they have provided excellent public service during a time of great change within the library service and authority as a whole. Attendance at external training events is encouraged (e.g. courses organised by MALD and WCVA, and the CILIP Cymru conference was attended in 2016), and the service is currently supporting 2 staff to complete qualifications in library and information studies through distance learning with Aberystwyth University. Powys county council mandatory training for health and safety and HR policies and procedures is also undertaken as required. |

## Compliance with Core Entitlements

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| 2 | Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources. | Fully met | The service is committed to a range of events and activities to promote literacy, learning, inclusive communities and health and wellbeing, with around 1000 activities taking place across the service over the year, attracting over 16,000 attendances from people of all ages, from tiny babies to elderly residents. Some activities were delivered directly by library staff, and others by partner organisations and volunteers; activities include 1:1 digital support drop-ins, computer classes, Welsh language activities for children and families, Welsh conversation groups for adults, local and family history research support, dementia reading and singing groups, adult learners week activities, summer reading challenge activities and celebratory events, and regular storytimes and playgroup/nursery and school visits. All activities are open to everyone to attend, and all libraries are fully DDA accessible. Specific reading and singing groups have been held targeting those living with mild to moderate dementia and depression, and their families/carers, and a dementia resource booklist was produced, in conjunction with Dementia Matters in Powys. The range of activities supports our strategy to support people of all ages and abilities to live healthy and fulfilled lives through the pleasure of reading and accessing learning and cultural opportunities in both Welsh and English. |
| 3 | Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation. | Fully met | Lifelong learning is addressed through a wide range of physical and virtual resources, and activities for all ages, starting with early literacy rhyme times for preschool children, including an introduction to the Welsh language, through information skills and research skills with school children, and including a wide variety of IT based skills (e.g. job seeking, use of a variety of digital devices and websites, use of Welsh libraries e-resources) and local studies research skills for adults. Storytimes for preschool children and families, as well as book groups and poetry groups and reading/singing for dementia all boost mental health and wellbeing, and a sense of community participation and belonging. Young volunteers took part in supporting the summer reading challenge again in 2016/17, and we have had a number of work experience, Duke of Edinburgh and Welsh Baccalaureate placements and other volunteering opportunities, fostering involvement in their local communities. Participation in the numerous book and craft groups for children and adults also fosters learning in the community. New services, resources and activities are promoted through posters, press releases and social media campaigns. Training for new resources is rolled out through group meetings and peer support. Specific collections have been provided in support of those living with dementia, to restock Book Prescription Wales titles for adults and children as required, and to support book and reading groups. Reader requests and interlibrary loan services enable customers to access the UK wide range of resources. In addition, libraries strengthen participation through providing the local community with face-to-face access to a range of council services, and offering the opportunity to take part in a wide range of consultations on behalf of other council departments and external bodies, and providing a venue for local councillors, AMs and MPs to hold surgeries in a trusted, neutral local space. |

## Access for all

## Compliance with Core Entitlements

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| **4** Open to all members of their communities | Fully met | Membership is freely available from birth to all who are resident, working or in education in the county. Powys Library Service has been able to maintain the network of 17 branches and 2 mobile libraries in 16/17, maintaining accessibility across a sparce rural authority. Membership forms can be collected from libraries or downloaded from the web pages for return with proof of address. Equality impact data can be accessed from the library management system, and this is analysed for specific purposes e.g. for grant bids etc. The adult public library user survey undertaken in Nov 2015 and the children's user survey Oct 16 also collected a great deal of data on the demographic of library users, which will feed into future equality impact assessments. A consultation into library savings April - July 16 has also provided demographic data which has been used to complete equality impact assessments for the resulting relocations and other proposals. Wider data around the population as a whole can be obtained from the council's statistical research and information unit. All of our libraries are accessible for disabled users , parents and carers with large buggies etc., though some lack disabled toilet facilities. Both mobile libraries have disabled access. Every library has an attractive children's area, as children's literacy is a priority area, with provision of a wide range of books in Welsh and English, also a small amount of dual language Polish/English titles. The service takes an active part in Bookstart and the annual Summer Reading Challenge. People of all nationalities are welcome, e.g. there is a strong community of Nepalese in Brecon, who visit the library frequently to borrow and attend English as a second language lessons, and there has been considerable support for the Syrian refugees in Ystradgynlais (see case study). Tourists are also keen users of the library service for tourist information, and can have a temporary membership for loan of materials and computer use; the high level of holiday homes in the county means that we have customers from all over Britain using and enjoying our libraries. |
| **5** Free to join | Fully met | Membership of Powys Library Service is completely free at the point of access, for everyone who lives, works  or is in education in the county. Visitors can also register to access  services, and we have members from all over the UK, who have holiday homes in our beautiful county. |

## Compliance with Core Entitlements

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| **6** Provide a safe, attractive and accessible physical space with suitable opening hours | Fully met | All libraries provide a safe, attractive and accessible physical space, as evidenced in the results of the adult public library user survey Nov 2015. 99% of respondents agreed that the library is an enjoyable, safe and friendly environment, and 99% again had achieved what they had set out to do during their visit to the library. This was endorsed again in the children and young people's user survey, with 94% of 7-11 year old respondents and 88% of 11-16 year old respondents agreeing that the library is a safe and enjoyable environment. Powys County Council, with valued support from Welsh Government in the form of Community Learning Libraries grants, has invested significantly to upgrade library buildings over the past 10 years, with the result that our building and mobiles are in good condition, with smaller repairs and maintenance/health and safety items carried out as required. For larger works, capital bids are made either to PCC (successfully achieved funding to upgrade the lighting in Newtown Library in 16/17, and to relocate Builth and Llanidloes libraries into colocated premises in March 17), and to MALD for large scale refurbishments, with funding for the fit-out of the new Brecon Cultural Hub Library achieved in 16/17. Reductions in opening hours by 20% from April 2015, to meet financial targets, has reduced satisfaction with accessibility in terms of the range of hours, as would be expected - 66% of adults thought that the opening hours were good or very good in the most recent user survey 2015, (down from 83% in 2012), 21% thought that the hours are ok, and 9.7% thought that the hours are poor or very poor. Careful consideration was given to varying user groups when deciding on the reduction in hours, and all libraries still offer one evening and Saturday morning opening hours. Promotion of stock and services is highlighted as a priority, and staff are strongly encouraged to change these and keep them up-to-date and interesting. Good use is made of press and social media, to highlight resources and activities. |

## Compliance with Core Entitlements

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| **7** Provide appropriate services, facilities and information resources for individuals and groups with special needs | Fully met | The mobile library service continues to provide a regular library service to housebound readers on their routes, and to 11 residential homes. All libraries are DDA accessible, as monitored through the authority's asset management Plan. Public access computers continue to be equipped with adaptive technology to meet varying needs, including large keyboards, trackballs and height adjustable furniture, and Microsoft accessibility options are available on all computers.<br>A wide selection of large print books continues to be offered, plus audio-book titles for adults and children, while the Wales consortium on e-books, e-zines and other e-resources allows 24 hour access to the collection without the need for a physical visit to the library; in the same way, the online catalogue allows customers to search the full range of stock and place requests remotely. The introduction of the Borrowbox e-audio downloads as part of wider grouping of authorities in 2015 has enabled us to reach a new range of customers, and much joint promotional work has been carried out with the RNIB digital inclusion advisor, helping visually impaired people to get online. Support sessions for those with dyslexia and dementias have also been held, to highlight resources available. Working with partners, new booklists have been created on the catalogue to highlight resources around dementia and issues affecting the wellbeing of children, young people and their families, and training on reading aloud to people living with mild/moderate dementia or depression has been held in the Newtown area. The book prescription Wales titles are highlighted as specific lists on the catalogue. Work experience opportunities and class or group visits from those with special needs is encouraged. |

### Learning for life

| | | |
|---|---|---|
| **8** Lend books for free. | Partially met | All in stock books and e-books are loaned free of charge, including items requested using the online catalogue. Charges are made for physical items supplied from outside the authority due to the costs incurred in obtaining them. Children and young people under 14 do not pay fines or for audio books on CD. Those registered blind or partially sighted are also entitled to free audio books on CD. |
| **9** Deliver free access to information. | Partially met | Free access is provided to physical and virtual resources from within libraries and from home. Mobile library readers make heavy use of request facilities in order to obtain the information they need. Online information sources are not currently available on mobile libraries, though this is something that we are working towards as broadband improves in rural areas, and our new mobile library has the necessary connectivity in readiness. Other departments have recognised the role of the library in information provision, and many have sent out survey information and forms through our networks, enabling people to take part in the democratic process from their local library/mobile library. The authority is not part of a regional ILL scheme as geographical remoteness would increase the costs substantially; it is unlikely that we could afford to join either scheme, although we share borders with both, and we hope that this is an issue which can be resolved through the all-Wales LMS project, as it puts library members in Powys at a disadvantage. |

## Compliance with Core Entitlements

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| 10 | Provide free use of the Internet and computers, including Wi-Fi. | Fully met | Access to the internet is provided free of charge at all branch libraries for residents and visitors to access online resources and the internet, and includes wi-fi provision at all sites, for people to use their own devices. All courses and activities are widely promoted outside the library through press releases, social media networks and posters. Courses delivered by the WEA within libraries have been particularly popular once again during 16/17, as well as 1:1 drop-in support sessions, and staff have attended courses with Digital Communities Wales, to improve their skills. |
| 11 | Deliver free use of online information resources 24 hours a day. | Fully met | Powys Library Service provides an online catalogue accessible 24 hours, for customers to place requests, renew their loans and access their library accounts. In addition, online information sources are provided, include Theory Test Pro and Who Else Writes Like…?, which are available from home or from the library . Initial access to Access to Research, Ancestry and Find my Past are also available over the website, with full access from within the libraries only, and are widely publicised and promoted. Ancestry is heavily used as shown by the statistics provided nationally, with 58,000 searches from Powys Libraries during 16/17, and Access to Research statistics show 875 sessions from Powys libraries during the year. Resources available through the website and catalogue are easy to find and use, though a single sign-on would improve this. Library webpages feature in the top twenty pages used on the Powys website month on month, evidenced by the webteam reports. The selection of electronic resources is considered as part of the full range of stock under the stock policy, and not as a separate entity. |
| 12 | Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication. | Fully met | A wide range of resources in varying formats is provided for all ages and abilities, in both Welsh and English, including participation in the Welsh consortium for the provision of electronic formats (e-books, e-zines and e-audio downloads), and the Welsh Purchasing consortium for library stock. Online reference resources are also provided, some for use in the library only and others available through the website. Consideration is given to specific groups in stock selection e.g. bilingual Polish/English books for children in Welshpool area, where there is a large community of Polish people. Satisfaction with the range of resources provided is high, proving the relevance of the selection policies - 74% of adult library users responded that the stock is good or very good, in the survey Nov 2015. Stock usage is carefully monitored, and branch and mobile stocks are constantly refreshed through circulation, with regular feedback on needs. Large print is a particularly well used format, as are audio books. Newspapers and magazines continue to be provided in libraries, as feedback from customers shows that paper formats are still popular with many who prefer not to read on a screen. |
| 13 | Share their catalogues, to enable a single search of all Welsh library resources. | Fully met | The Powys Library Service catalogue is shared on welshlibraries.org where users can make a single search, and also through Cat Cymru. The online catalogue is enhanced with cover images, and contains annotations to help readers select. The use of the online catalogue and reservations feature, enabling items to be delivered to the local library for collection, is highly praised by customers, as are the "new in stock" and "what others are reading" features. |

## Compliance with Core Entitlements

### Leadership and development

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|---|---|---|
| 14 Promote libraries to attract more people to benefit from their services. | Fully met | Promotion of services continues to be a key strategy, and the service has an annual marketing plan which is actioned by the Library Promotion Officer. This linked to the work of the national marketing team, and their initiatives and campaign, during 16/17, and also works closely with the Powys County Council communications team. Press releases go out constantly through the PCC Communications Team, and extensive use is made of social media feeds and local news websites e.g. myNewtown, FYIBrecon. Given the size of Powys, bigger branches also have their own facebook or twitter feeds, to promote local news and events, as does the Reader development librarian. Overall, the service has 2093 facebook followers and 2071 twitter followers. Working with other council departments also helps to promote services e.g. an article about libraries featured in the housing department's tenants newsletter, and information is passed to schools to go out in their newsletters to parents. There is no budget for marketing work, it is dependent on building and maintaining very effective local networking links, and working closely with the corporate communications team. We are still aware that more marketing needs to be carried out though, and messages need to be constantly refreshed. A wide range of activities takes place for all ages, to highlight different areas of stock or service, ranging from rhyme and storytimes to promote book sharing and literacy to our youngest users, to local history drop ins and IT support sessions, which are widely accessed by older people. Reading and singing sessions for people living with dementia or depression have been introduced during 2016/17, and a booklist of resources to support those living with dementia produced through partnership working with Dementia Matters in Powys. Information stands have been taken to dementia awareness sessions, and the reader development librarian promoted resources in workshops for other professionals across the county. |
| 15 Regularly consult users to gather their views on the service and information about their changing needs. | Fully met | The adult library user satisfaction survey as provided in the 5th WPLS Framework was carried out in Nov 2015, and the children and young people's survey in October 2016. Overall satisfaction ratings remained very high, with 98% of adult respondents rating the service as good or very good, and the service rated as 8.8 out of 10 in the junior survey. In addition, extensive wider consultation has taken place from April - July 2016, as part of library service budget consultations. Local steering groups have been formed as part of partnership arrangements securing the future of some branch libraries, e.g. in Crickhowell, where the local high school has taken on the day to day running of the branch library, with all stock, training and support provided by the library service, and full commitment to delivering the same service as in other PCC libraries. The Friends group is also part of the steering group here, and both the Friends and high school staff have brought a new viewpoint on users, non-users and changing needs, which is extremely useful. |

## Compliance with Core Entitlements

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| 16 | Work in partnership to open up access to the resources of all Welsh libraries. | Fully met | Powys Library Service is part of the Wales e-books, e-zines and e-resources services, and use of the ebooks and e-audio books service is high. In addition, the service offers an interlibrary loans service, and lends stock to other authorities as required, using the Unity scheme. Access to Research is promoted well by library staff, and customers are grateful for the access, particularly as we do not have a university library within the county. National Library of Wales resources and membership are also promoted and are well used, particularly for family and local history research. |
| 17 | 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. | Fully met | The library service strategy and policy documents are available  bilingually on the library webpages http://www.powys.gov.uk/en/libraries/join-the-library/library-policies/ |
| 18 | Provide a clear, timely and transparent complaints process if things go wrong. | Fully met | Powys Library Service uses the official Powys County Council procedures for complaints, comments and compliments, as outlined on the county council website http://www.powys.gov.uk/en/customer-services/comments-compliments-complaints/ , with responses to be made within 20 working days. It is also possible for customers to send feedback on each of the library pages, and by email to library@powys.gov.uk |

# Welsh Public Library Quality Indicators

| Customers and communities | | Powys |
|---|---|---|

| WPLSQI 1 Making a difference | 2016-2017 | |
|---|---|---|
| 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 survey was undertaken in November 2015. During 2016, as major survey was undertaken from April - July, with a view to shaping the service and creating a further £250,000 saving during the period 2017-2019. Results of this survey, produced by the corporate consultation officer,  again highlighted the beneficial outcomes which public libraries produce: *"Residents felt that libraries offered communities so much more than just a place to borrow books.  People stated that they were places for social interaction, combatting loneliness and allowing people to come together and share a mutual safe space where they could access a wealth of information about both local and national events and news.  There were a number of comments about how educational the library service was and how it benefitted the younger generation as well as providing vital internet access for communities without it. "*

| | 2016-2017 | |
|---|---|---|
| Percentage of children aged 7-16 who think that the library helps them learn and find things out | 100% | |
| Percentage of children aged 7-16 who think that the library has made a difference to their lives | 58% | Survey date (month & year) October 2016 |

Authority comment:

Overall satisfaction with our children's libraries was 8.8 out of 10. Although 100% of those who answered the question agreed that the library helps them to learn and find things out, the majority of respondents did not answer the evaluative questions  - other methods of gathering such data need to be explored for children and young people. 25% of overall respondents ticked "don't know" to the question of whether the library makes a difference to their life, showing that children have difficulty understanding this concept. However most did respond to the question about finding the library an enjoyable and safe place to visit, which indicates strong customer satisfaction amongst 7 -16 year old using libraries - 91% of responses to this question were positive. Comments given do show that using the library service makes a strong impact on the eductional outcomes of literacy and learning. Sample comments include "I REALLY LIKE USING THE LIBRARY BECAUSE IT HELPS ME WITH READING AND WITH SCHOOL WORK". "I THINK THE BEST PART OF THE LIBRARY IS READING THE BOOKS AND IT HAS GIVEN ME THE CHANCE TO EXPLORE THE WONDERS OF A BOOK." "It's full of books!! I absolutely love reading so this is heaven!!"

# Welsh Public Library Quality Indicators

| WPLSQI 2 Customer satisfaction | 2016-2017 | | 2015-16 |
|---|---|---|---|
| Percentage of adults who think that the choice of books is 'very good' or 'good' | 74% | | 74% |
| Percentage of adults who think that the standard of customer care is 'very good' or 'good' | 90% | | 90% |
| Percentage of adults who think that the library is 'very good' or 'good' overall | 95% | | 95% |
| *Survey dates (month & year)* | November 2015 | | November 2015 |

Authority comment:

Satisfaction with library staff remains very high, with many comments 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.

| Average overall rating out of ten awarded by users aged 7-16 for the library they use | 8.8 | *Survey date (month & year)* | October 2016 |
|---|---|---|---|

Authority comment:

Overall satisfaction with our children's libraries was slightly higher amongst 7-11 year olds, compared to the 11-16 year olds (scoring 9.1 out of 10, compared to 8.5). This is to be expected as more primary age children use the library generally.

| WPLSQI 3 Support for individual development | 2016-2017 | % of total | 2015-16 % 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% | 100% |
| Training to improve literacy, numeracy and digital skills. | 16 | 100% | 100% |
| Information literacy sessions for users. | 16 | 100% | 100% |
| Support for users to access local and national e-government resources. | 16 | 100% | 100% |
| Reader development programmes/activities for both adults and children | 16 | 100% | 100% |

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 the Senior Librarian Digital Services. 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 groups and 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. One to one IT support sessions are offered by both staff and volunteers, and a very successful code club for children is run by a volunteer at Newtown library, the first in Powys.

# Welsh Public Library Quality Indicators

## WPLSQI 4 User training

| | 2016-2017 | Per 1,000 pop'n | 2015-16 |
|---|---|---|---|
| Total number of attendances at pre-arranged user training sessions organised by the library | 4,511 | 34 | |
| Percentage of attendees who said that attendance helped them to achieve their goals | **93%** | | *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 | 312 | | |
| Number of customers helped by means of informal training during the year | 13050 | 98 | |

Authority comment (including note on the method used to calculate the results):

Informal training calculated using data for a survey week, multiplied by 50 weeks. Training sessions included information skills for school children, a variety of IT/internet/digital skills drop-in sessions, our first code club at Newtown Library, creative writing workshops, Welsh language sessions, English as a second language classes, support for Syrian refugee families, and local/family history research sessions. Many are delivered with partner organisations such as Welsh for Adults and the WEA. The contribution of the library service to adult and community education in Powys is significant, and we are active members of the Adult & Community Education Partnership in the area.

## *Access for all*                                                             *Powys*

## WPLSQI 5 Location of service points

| | 2016-2017 | | 2015-16 |
|---|---|---|---|
| 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 16/17, with location of branches and mobile library stops remaining the same as in the previous year.

## WPLSQI 6 Library use

| | 2016-2017 | Per 1,000 pop'n | 2015-16 Per 1,000 pop'n |
|---|---|---|---|
| Total number of visits to library premises during the year | 572,432 | **4,316** | *4,611* |
| Please indicate the method used for calculation | Full year count | | |
| Total number of external visits to the library's web site during the year | 187,047 | **1,410** | 1,505 |
| Total number of active borrowers during the year | 20,795 | **157** | 21,377 |
| Total number of library members | 65,464 | **494** | 61,991 |
| Total number of book issues (adult and children combined) | 464,567 | **3,502** | 3,790 |
| Total number of audio-visual and electronic issues/downloads | 40,415 | **305** | 285 |

# Welsh Public Library Quality Indicators

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

Physical library visits to library premises have declined a little on the previous year, offset by an increase in our loans of e-resources, reflecting the gradual channel shift to online library use on a 24/7 basis, which is understandable in such a rural authority where our libraries have limited opening hours. E-audio loans in Powys were the highest across Wales.  However, it must be noted that audio-visual and e-resource loans contribute just 8% of  the total loans, showing the continued need and desire for physical libraries as a place to browse, socialise and study. Virtual visits to the website were down on 15/16 due to the increased use of own devices on the wifi in libraries, which don't go through the website, and particularly due to the increased use of apps on tablet devices, which allow customers to access ebooks and ezine sites directly, without travelling through the website. In addition to over half a million loans, the library service dealt with over 46,000 customer service council enquiries and transactions during 2016/17. Data was last cleansed when the Library Management system was  upgraded in 2014/15.

| WPLSQI 7 User attendances at library events | 2016-2017 | Per 1,000 pop'n | 2015-16 Per 1,000 pop'n |
|---|---|---|---|
| Total number of attendances at events and activities organised by the library | 16,222 | 122 | 122 |

Authority comment:

The level of activities in libraries has remained relatively static during 16/17, though we are beginning to build volunteer support to enable and support such activities to take place e.g. lego clubs and story times. The range of activities and events offered is commendable given the opening hours and the fact that many of our smaller libraries are single staffed for most of the time, and outcomes contribute significantly to strategic priorities such as digital inclusion, literacy, health and wellbeing and the promotion of Welsh language and culture.

## *Learning for life*                                                        *Powys*

| WPLSQI 8  Up-to-date reading material | 2016-2017 | Per 1,000 pop'n | 2015-16 Per 1,000 pop'n |
|---|---|---|---|
| Total number of items acquired | 21,068 | 159 | 194 |
| Total materials expenditure (from WPLSQI 14) | £160,359 | £1,209 | £1,317 |

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

Joining the Welsh Purchasing Consortium in June 2016 has enabled us to maximise the use of the bookfund through improved discounts, but did cause some supply delays whilst we changed over, hence we did not achieve the replenishment rate this year. Following staff changes, different staff involved in purchasing for the first time proceeded cautiously in order to avoid overspending, but experience and confidence has developed for 17/18, and supply will become smoother once again. Joint purchasing of e-resources also helps to extend the range available for readers at extremely good value.

# Welsh Public Library Quality Indicators

| | 2016-2017 | | 2015-16 |
|---|---|---|---|
| Lending stock at the start of the year | 212,850 | | |
| Total acquisitions of materials for loan | 20,068 | | |
| Replenishment rate | **9.4%** | % | *13%* |

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

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 used to meet needs and requests.

## WPLSQI 9  Appropriate reading material · 2016-2017 · *2015-16*

| | 2016-2017 | | 2015-16 |
|---|---|---|---|
| Total expenditure on material purchased for children | £22,575 | | |
| Does this figure include expenditure on a Schools Library Service? | No | | |
| | | | |
| Percentage of materials expenditure for children | **14%** | % | *13%* |

This target has been met.

Children and young people continue to be a priority group, and the service actively participates in schemes such as Bookstart and  the Summer Reading Challenge.

| | 2016-2017 | | 2015-16 |
|---|---|---|---|
| Total expenditure on materials in the Welsh language | £6,587 | | |
| Percentage of materials exenditure on materials in the Welsh language | **4.1%** | % | *3%* |
| Spend per 1,000 Welsh-speaking resident population | **£336** | £ | *£293* |

This target has been met.

Promotion of the Welsh language remains strong, particularly through working with partners such as Mudiad Meithrin, Mentrau Iaith and Welsh for Adults. Welsh speaking staff provide opportunities for the practice of Welsh skills in a relaxed community environment.

## WPLSQI 10 Online access

| | 2016-2017 | Per 10,000 pop'n | *2015-16 Per 10,000 pop'n* |
|---|---|---|---|
| Total number of networked public access computers | 128 | **9.65** | *9.65* |

This target has been met.

Powys Library Service provides a range of public access computers across the 17 static libraries, supporting both the council and Welsh Government's digital inclusion strategies. In addition to these, there are 21 children's computers allowing access to a walled garden of secure sites, and a bank of 20 tablets which are used for educational purposes, including  coding workshops. The public are also able to access scanning and printing facilities.

| | 2016-2017 |
|---|---|
| Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content? | **Yes** |

# Welsh Public Library Quality Indicators

This target has been met.

| 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** | **2016-2017** | **% used** | *2015-16 %* |
|---|---|---|---|
| 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 | 45,365 | **32%** | *34%* |
| Number of hours available for use of Wi-fi networks by the public during the year | 20,288 | | |
| Number of hours recorded during which Wi-fi networks were used by the public during the year | | | |

Authority comment:

The decline in use of desktop computers is offset by anecdotal evidence of increased use of wi-fi by personal devices. However, our ICT section is not able to provide regular data for wi-fi use across the year. Usage in Feb 2017 recorded 8927 wi-fi sessions in libraries, which if multiplied up would equate to some 107,000 wi-fi sessions used over the year. Analysis of wi-fi use in Knighton library alone shows that bring-your-own device wi-fi use had increased by over 200% between Dec 2015 and Dec 2016 (584 wi fi sessions in Dec 2015 rising to 1259 sessions in Dec 2016). Wi-fi networks are available throughout opening hours and beyond, where the range extends outside of our buildings. There are no limits on the number of devices which can be connected, nor on the length of sessions.

| **WPLSQI 12 Supply of requests** | **2016-2017** | **%** | *2015-16 %* |
|---|---|---|---|
| Total number of requests for specific items made during the year | 41,585 | | |
| Number of requests which are notified to the user as being available within 7 calendar days of the request being made | 26,292 | **63%** | *69%* |

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

Mechanical problems with our delivery van and a long-term staff sickness have affected performance during 16/17. The van is now due for replacement, and a new relief driver has been recruited, so performance should improve again in 17/18, as this target has been missed this year by only the narrowest of margins, 1%.

| Number of requests which are notified to the user as being available within 15 calendar days of the request being made | 33,260 | **80%** | *82%* |
|---|---|---|---|

This target has been met.

# Welsh Public Library Quality Indicators

| Leadership and development | | | Powys |
|---|---|---|---|
| **WPLSQI 13  Staffing levels & qualifications** | **2016-2017** | **Per 10,000 pop'n** | *2015-16 Per 10,000 pop'n* |
| Total number of staff (FTE) | 36.8 | **2.77** | *40.30* |
| This target has not been met. Please add any comments below: | | | |
| Authority comment (including information about shared staff): | | | |
| A restructure of "back office" support staff from April 2016 is the reason for the further reduction in the FTE staffing figures. Staffing resource is prioritised on the frontline branch and mobile libraries, in order to continue to deliver a quality service to the public. | | | |
| Number of staff holding recognised library related qualifications (FTE) (including cognate areas) | 10.8 | **0.81** | *13.20* |
| This target has been met. | | | |
| This reduction is due to the support staff restructure, as above | | | |
| Number of staff holding qualifications in cognate areas (FTE) | 1.0 | | |
| Number of posts which require a library qualification | 12.0 | | |
| Number of staff with library qualifications in posts which do not require a library qualification (FTE) | 3.0 | | |
| Authority comment : | | | |
| The service continues to support internal staff to develop through financial support to achieve an Information and Library Studies Qualification through distance learning with Aberystwyth University. | | | |
| Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management? | **Yes** | | 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 Recreation, and is in the 3rd tier of authority management posts | |

| | | | |
|---|---|---|---|
| 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)? | N/A | | |
| Total staff working hours during the year | 72,295 | | |
| Number of staff hours spent in training & personal/professional development | 1,363 | | |
| % of time spent in training & personal/professional development | **1.9%** | | |

This target has been met.
A range of training has been undertaken during the year, including staff induction, dementia awareness and reading aloud for older people, health and safety related courses, commissioning and procurement training, and attendance at the CILIP Wales conference.

| | | | |
|---|---|---|---|
| Total number of volunteers active during the year | **78** | 2015-16 | 95 |
| Total number of volunteer working hours during the year | **438** | 2015-16 | 418 |
| Do you have Investors in Volunteers acreditation relating to the NOS? | **No** | | |

Briefly describe the training and support offered to volunteers.
Summer reading challenge volunteers and those delivering storytimes receive specific training from the Reader Development Librarian. SRC volunteers receive appropriate certificates in recognition of their contribution to the success of the annual scheme. Branch volunteers receive induction training from the branch librarian, including an introduction to any specific resources or equipment to be used, and complete appropriate elearning courses using the Powys County Council site. Work experience placements are offered to high school pupils, Welsh Baccalaureate and Duke of Edinburgh award students, and others by arrangement, who are given a taster of the range of front-line library assistant duties, supervised by the branch librarian. A member of library staff from the Powys Health Board visited for work experience, under the SWAMP work experience scheme.

Authority comment:

| WPLSQI 14  Operational expenditure | 2016-2017 | % of total | 2015-16 | % of total |
|---|---|---|---|---|
| Expenditure on staff | £1,067,616 | *54%* | | *67%* |
| Total materials expenditure | £160,359 | *8%* | | *10%* |
| Expenditure on maintenance, repair & replacement of equipment & buildings | £158,006 | *8%* | | *3%* |
| Total other operational costs | £579,384 | *29%* | | *20%* |
| Total revenue expenditure | £1,965,365 | *100%* | | *100%* |

# Welsh Public Library Quality Indicators

| | | | |
|---|---|---|---|
| Total revenue expenditure per 1,000 population | **£14,817** | | *£12,749* |
| Total capital expenditure | £45,253 | | |
| Total capital expenditure per 1,000 population | **£341** | | *£1,873* |
| Authority comment: | | | |

Expenditure reported in 15/16 incorrectly did not include corporate recharges. Total net expenditure 2015/16 should have been reported as £1,958,749 or £2.22 per visit. Capital expenditure has included electrical heating and lighting upgrades at Newtown Area library, and health and safety improvements to the external environment at Welshpool Library.

| **WPLSQI 15 Cost per visit** | **2016-2017** | **Ratio** | *2015-16* |
|---|---|---|---|
| Total revenue expenditure | £    1,965,365 | | |
| Total income generated | £112,906 | | *£146,278.00* |
| Total number of visits to library premises during the year | 572,432 | | |
| Total number of external visits to the library's web site during the year | 187,047 | **£2.44** | |
| Authority comment: | | | |

Cost per visit is higher than in 15/16 due to reduced income and lower overall visitor figures.

| **WPLSQI 16 Opening hours** | **2016-2017** | **Per 1,000 pop'n** | *2015-16 Per 1,000 pop'n* |
|---|---|---|---|
| Aggregate annual opening hours for all service points | 21,773 | **164** | *164* |

This target has been met.
There has been no change to opening hours in 2016/17.

| | | **% of total** | *2015-16 % 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 | 6 | | |
| Total planned mobile library stops and home deliveries | 4,488 | **0.1%** | *3%* |
| Authority comment: | | | |

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**Powys Library Service WPLS return 201617: case studies**

1. **Impact of poetry group**

"Until I was invited to join the poetry group in Brecon Library, I hadn't written poetry for many years – or attempted such. Whether or not what I write now is poetry is a moot point, but I have started trying again. I get so much from it, and enjoy trying to keep my brain ticking over. It is also good to share other people's poetry in the group, and also their life experiences which often inspire their writing. I think that, for many of us, it is a cathartic experience, as well as being a literary exchange and a beverage-and-biccies session.

The group doesn't take itself too seriously, and people can make of it what they want – there's something for everyone. Some people write their own verse, while others bring pieces of other poets' work that they have found, or sometimes favourite song lyrics. Some of the poetry is "serious" poetry, while some is of the more light or humorous variety; there is no intense angst or literary snobbery about the group. It is very much writings being shared rather than offered for judgement. I think everyone is in the same boat, and appreciates and respects what goes into the act of writing at any level.

The poetry group is well run and chaired by Del, who manages to balance out the different styles and approaches, so that the atmosphere is relaxed, and readings and conversations flow effortlessly. Del is indefatigable in her efforts for the group, and generous with her spare time. We all owe her, and Brecon library, a huge vote of thanks for starting and maintaining this group.

We are looking forward to an exhibition of our work in Brecon Library in the spring, and I hope that the group will continue for many years as a literary and social exchange."

2. **Syrian refugee families**
   **Syrian Refugee Settlement Programme and Ystradgynlais Library**

   Ystradgynlais and Newtown were selected as the two areas within Powys to receive Syrian families from the government resettlement scheme. Ystradgynlais was allocated six families, which arrived between July and September, 2016.
   Prior to the arrival of the first families, a member of Ystradgynlais Library staff (Janet Mulready) was delegated as the member of staff who would overview how the Branch would particularly assist the Syrian refugees, and she attended a series of meetings organised for public and voluntary bodies, and individuals, who would be working with the families. She also attended a training course on how to deal sensitively with the issues they might face; however, in the event this dealt exclusively with an explanation of Islam, and so was not as useful as it could have been.

   At the meetings, contact was made with representatives of the agency contracted to support the families, and these were taken to the library and shown what we could provide, such as free access to computers and internet, rooms to hire, and information about local services; as the support workers were not local, they found it useful to know where they could find this information.

   Registration
   The first two families to arrive came to the library on their own to register. While they soon overcame their nervousness of being in a strange environment, we did experience language

issues. The support worker had rejected the proposal that each family should be given an Arabic/English dictionary, thinking this would delay their learning of English. They wanted to register for wifi and library computer use, but the only English word they had was "wifi", so it was quite a challenge to explain what we meant by password, and we inadvertently registered an entire family under the first name of one of the children! Also, the families did not know their address, and obviously did not have any proof of address.  It would be useful if the new families in Newtown were given an official letter stating their names and addresses, and this suggestion has been made to PAVO at a meeting held to discuss how the resettlement was progressing.  The Brecon, Hay and Talgarth Refugee Group kindly donated the Collins Arabic-English dictionary (ISBN 978-0-87779-860-6) and the DK Visual Arabic-English Bilingual Dictionary (ISBN 978-0-2411-9916-9) to the library and to each family, and these, together with google translate, have been very useful.

Children's events

The support worker wanted to encourage the Syrian children to attend the summer children's activities, so we emailed him a list of our activities and arranged that some children who live near the families would "look after them" if they came.  The Syrian children have so far not attended any of our events, however, and while they have been registered for library use, they are not borrowing books. We need to be more pro-active in finding out if they have understood fully what we can offer, or if there are reasons why the services we are offering do not appeal to them. Of course, we have ensured that our children's events are inclusive, and one of the staff is supporting a local school network which is developing the teaching of global issues in local schools, in obtaining a list of supportive books which deal with issues regarding asylum and resettlement, and we have access to these books should we need them for our events.

Language classes

As the Syrians were comfortable in the library, one of the library rooms was hired for the interim English languages classes which were put on by volunteers until the official classes started. These proved very successful, with a good attendance.  As a result of these classes, the ladies joined the Library knitting group, and another local craft group, where they had a great welcome and made new acquaintances in the area.

Meeting space

Amel, the families' new support worker, uses the library regularly to meet with her clients and help them with paperwork.  She says that as well as finding the free access to computers and the quiet use of a table useful, the Syrians like to meet in the library as the atmosphere is secure and comfortable, and staff make them feel welcome.  The library has also been an unofficial "distribution centre" for people dropping off essential goods to be distributed at the English classes, and Christmas gifts.

In Ystradgynlais Library, we feel that we have provided a friendly face and ensured that our new neighbours have had a secure place to visit and meet people.  However, we feel that we can improve our efforts in encouraging the Syrian children to use our services, once their parents are more confident in using English.

Janet Mulready
21.12.2016

3. **Impact of an author visit on a reluctant readers and writers:**

A Year 5 pupil from a primary school in Powys was inspired to write a story after meeting and listening to a children's author

9 year old Billy Francis joined his fellow class mates on a trip recently to see children's popular author Andy Briggs, as part of the Welsh Government's 'Every Child a Library Member' (ECaLM) campaign. Over 4,200 pupils attended events with the author across the county, aiming at encouraging the pupils to join their local library.

Beth Williams, a literacy co-ordinator from Maesyrhandir Primary school, explained how pleased she was with the event she had attended with the school and the surprise she had the next day.
"Andy spoke in a way that connected with the pupils and really captured their imaginations whilst also having great fun. You can't imagine how pleased I was the day after our fantastic afternoon, when Billy - a Y5 pupil with a great imagination, but who is often reluctant to put pen to paper - brought in his story 'The Iron Dog' to share. I was speechless, it was obvious how much he had been inspired by the library event, especially to go home and to write straight away after school - all thanks to Andy!"

"We wanted an author that could engage well with a young audience and show them how writing about adventure can be exciting and fun. As a library service, we want to inspire young people - to make them think "I would really like to do that!." Children's Librarian, Trish Thomas.

Andy Briggs, who is also a script writer, was in Cannes at the film festival that week when he heard about Billy. He was pleased to take the time to read the story and was impressed, saying:-
"Wow! IRON DOG! Love it. And I love the line "his great iron tongue came out" - Splitting it into chapters is genius - and "LOOKING FOR NOSE" as a chapter header was brilliant - made me smile! Billy did a great job!"

4. **Use of  local studies resources  to develop research and information skills amongst primary school children**

Ninety pupils from years 3 and 4 at Penygloddfa Primary school staged a friendly invasion of Newtown Library over three days to work on their World War 2 topic. The pupils banded together in groups and got involved in researching historical material that documented local aspects of World War 2.

The visits were planned around three activities, a quiz, use of the microfilms and a discussion table with books and items from a memory box (on loan from Brecon Museum), and was prepared by Assistant Branch Librarian, Kate McCaffrey.

"Having an invasion of Penygloddfa School was the perfect way of sharing our local studies resources. Using microfilm, newspapers, books and staff, existence for locals and evacuees in Newtown during WWII was brought to life for the 90 pupils. The enthusiasm and interest of the children created a wonderful buzz in the library over the week." Said Kate McCaffrey.

The quiz for the first group focussed on a local man who attended Penygloddfa primary school as a child, but was sadly killed during the war. Newspaper articles were used along with reproduced clippings from the Cenotaph book, along with a 1941 map of Newtown.

"The children found it all very interesting especially as it was about a local person who participated in WW2." Said visiting teacher, Mr Thomas

The library set a quiz asking them to find out information and identify where they happened on the map.

 "The second group used an edition of the Newtonian Journal which reported on personal accounts of evacuees who came to Newtown." said Trish Thomas, Reader Development Librarian.
"The accounts were made by children who were the same age as the pupils. Many found they empathised with the evacuees and their plight as they were sent away from their families to live with strangers for the first time".

Pupils researched clippings taken from the article and were asked to find answers to questions. They also had to use a local map from the war, a Microfilm reader with newspaper accounts from the beginning and end of the conflict. At the end of the session children were asked to link their answers to a huge map on display.

"We know there is a need in schools to explore information literacy and libraries are a great place to do this by using their local history resources. It helps pupils with the way they do research - gathering evidence that they can use to back up their work or lead them to more information. The library staff are great facilitators and the pupils really enjoyed this approach." Cllr. Graham Brown.

Mrs Latham, a Teacher from Penygloddfa school also commented along with her pupils:-

"It was very informative and the activities engaged the children. Thank you to all the staff at the Library."

Brian "I got a lot of knowledge and it was interesting."

Ethan "The newspapers were my favourite way to find out things!"

Gwennie "It was good to learn more about WW2."

Powys Library Service Welsh Public Library Standards return 2016/17

Statement about future direction:

During 2016/17, the year reported, Powys Library Service has been working towards the savings targets identified in the Powys County Council medium term financial plan 2016-19. This was 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 consulted with communities over the future delivery of 11 branch libraries, with a view to seeking community partnerships which would 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, was carried out in spring and early summer 2016, and the 11 different proposals which came forward were reported back to cabinet in October 2016 for approval.

Following this work, there are 5 key strands to the future direction of Powys Library Service;

1. Further development of Community Delivery partnership models: three of the community proposals for the 11 branch libraries were implemented during 16/17, with the remaining 8 to be concluded in 17/18. Negotiating  and concluding agreements with town and community councils and  other community groups and/or delivering co-located libraries in schools and elsewhere is a lengthy and time consuming process, and will continue to evolve.
2. Development of volunteer opportunities: Another key strand from these proposals is the introduction of some volunteer opening hours, in addition to core staffed hours, together with other volunteer opportunities which enable us to deliver more together (e.g. book groups, code club, reading aloud programmes, IT support, local research support etc). Training and developing volunteer strategies and documentation is therefore a key strategy, and supports 3 main county council and Welsh Government agenda:
    - Attainment – offering work experience and the chance to develop skills
    - Strong communities – the chance for local involvement in delivery
    - Health and wellbeing – benefits of social interaction through volunteering
3. Co-location remains a key strategy in reducing running costs, and opportunities are being developed wherever possible, with some success. There are 4 co-locations to be completed in 17/18, amongst the 11 smaller branch libraries, as well as continuing development of the Brecon Cultural Hub project and negotiations with Job Centre Plus about possible inward co-location into some of our larger libraries.
4. Digital inclusion and improved use of ICT solutions in a sparse rural area: Powys Library Service will go live with the Wales LMS in early autumn, in phase 3, and is also tendering and implementing self- service issue and discharge to support extending community opening hours. We plan to investigate self-service printing and scanning capabilities, particularly in support of Universal Credit and the move to agile working amongst county council and other partner staff.
5. Staff development: whilst we have taken advantage of natural wastage and voluntary redundancies as part of achieving budgetary targets, the introduction of new services and ways of delivering our libraries make it crucial that we invest in our staff, and ensure that they continue to be highly trained and knowledgeable about our core services.

Other options for the future of Powys Library Service will continue to be explored, including trust or mutual status and the potential for external companies to be commissioned to deliver the service.

**Welsh Public Library Standards return 2016/17, 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 Welsh Government has published its programme for the next 5 years, 2016-2021, "Taking Wales Forward", which focuses on driving improvement in the economy and public services, and on *"delivering a Wales which is prosperous and secure, healthy and active, ambitious and learning, united and connected."* This contains 4 cross cutting strategies which are firmly linked to the outcomes under the Wellbeing of Future Generations Act.

- Prosperous and secure; 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, complemented by providing a local access point to council services and government gateways as a whole. In the most recent Powys libraries' adult public user survey, 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.  Jobseekers in particular are very grateful for the support of library staff in preparing and printing job applications and CVs, and submitting online applications. Support for the attainment of learners in our schools and communities is given through resources, workshops and a welcoming place to study. Adults and children alike find our libraries to be a safe and secure environment in their communities, which encourages everyone to use them comfortably, whilst work experience and volunteer opportunities also allow people to develop their skills and remain physically and socially active in their communities.

- Healthy and active: 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, 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, 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 2016/17 trials of reading aloud to people living with mild to moderate dementias, and training to roll this out further, including through volunteers; 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 to colleagues across the council,

producing a printed resource list with the support of the Dementia Matters in Powys group. A thriving dementia singing group in Newtown link a local residential home and pupils from a nearby primary school to the library. Book Prescription Wales titles for adults and children continue to be loaned through libraries, and in an initiative to support parenting, the library service continues to work closely with Action for Children to loan resources in support of the Incredible Years parenting programmes across Powys. Loans of these titles continue to increase steadily. A number of story walks have taken place, either starting or ending at the library, to encourage physical activity, whilst Freedom Leisure worked in partnership with the library service to encourage mental and physical activity over the summer holidays, through offering a free family swim voucher to all children who completed the summer reading challenge.

Library clubs and groups encourage mental health, particularly our book and poetry groups, dementia reading and singing groups, and parent and toddler rhymetimes. Health services use our libraries as trusted, friendly premises to meet customers, e.g. for hearing aid clinics, dyslexia support, stop smoking campaigns or to use our computers for cognitive behaviour therapy online courses.

- Ambitious and learning: public libraries in Powys offer such a wealth of learning opportunities, ranging from rhyme times in Welsh and English for the very youngest, through class visits, local studies research sessions, through to 1-to-1 ICT drop ins for older people, etc. Numerous classes delivered by partner organisations are held in libraries e.g. Welsh classes and English second language classes, whilst our work experience and volunteer opportunities offer people of all ages the opportunity to develop new skills. The resources for learning are limitless, from our own bookstock through to very specialised titles obtained through inter library loan, whilst electronic resources are easily accessed and promoted (such as Access to Research, Ancestry.com). A plethora of online courses and routes into further and higher education can be accessed using our computers and wi-fi, and the physical space to study and improve one's knowledge is greatly appreciated by many, particularly at exam time.

  We continue to work closely with Action for Children on supporting the Incredible Years parenting programmes through loan of resources and group visits to the library, whilst the Bookstart scheme continues to give every baby in Powys the gift of sharing stories, a proven factor in getting a good start in life.

  Our first coding club has been introduced during 16/17, at Newtown library, and is so successful that there is a waiting list. Barclays Digital Eagles also delivered coding sessions in libraries during the year. We plan to develop more code clubs in 17/18.

- United and Connected: our network of libraries, together with the mobile library, allow all residents, from birth to old age, this opportunity to connect to the wider world, and are unique in attracting users of all ages and abilities. 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. In the most recent Powys Library Service adult user survey, 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"*

The evidence given above shows the contribution of our libraries 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 –our library users tell us that public libraries provide all of this, yet we 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.

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# Libraries making a difference

Llywodraeth Cymru
Welsh Government

www.cymru.gov.uk

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

CyMAL: Museums Archives and Libraries Wales

Welsh Government

Rhodfa Padarn, Llanbadarn Fawr

Aberystwyth, Ceredigion

SY23 3UR

cymal@wales.gsi.gov.uk

0300 062 2112

www.wales.gov.uk/cymal

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## 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

| 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:

[2] See http://www.wales.gov.uk/cymal for details

[3] Available at http://www.legislation.gov.uk/ukpga/1964/75/contents

- 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



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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.

# 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.

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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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