

Compliance with Core Entitlements

Entitlement	Compliance (please select)	Authority comments
Customers and Communities		
<p>1 Ensure friendly, knowledgeable and qualified staff are on hand to help.</p>	Fully met	<p>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.</p>

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<p>2 Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.</p>	<p>Fully met</p>	<p>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.</p>
<p>3 Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation.</p>	<p>Fully met</p>	<p>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.</p>

Access for all

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<p>4 Open to all members of their communities</p>	<p>Fully met</p>	<p>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 sparse 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.</p>
<p>5 Free to join</p>	<p>Fully met</p>	<p>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.</p>

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<p>6 Provide a safe, attractive and accessible physical space with suitable opening hours</p>	<p>Fully met</p>	<p>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.</p>
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<p>7 Provide appropriate services, facilities and information resources for individuals and groups with special needs</p>	<p>Fully met</p>	<p>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.</p> <p>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.</p>
<p>Learning for life</p> <p>8 Lend books for free.</p> <p>9 Deliver free access to information.</p>	<p>Partially met</p> <p>Partially met</p>	<p>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.</p> <p>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.</p>

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<p>10 Provide free use of the Internet and computers, including Wi-Fi.</p>	<p>Fully met</p>	<p>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.</p>
<p>11 Deliver free use of online information resources 24 hours a day.</p>	<p>Fully met</p>	<p>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.</p>
<p>12 Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.</p>	<p>Fully met</p>	<p>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.</p>
<p>13 Share their catalogues, to enable a single search of all Welsh library resources.</p>	<p>Fully met</p>	<p>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.</p>

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Leadership and development

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.

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<p>16 Work in partnership to open up access to the resources of all Welsh libraries.</p>	<p>Fully met</p>	<p>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.</p>
<p>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.</p>	<p>Fully met</p>	<p>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/</p>
<p>18 Provide a clear, timely and transparent complaints process if things go wrong.</p>	<p>Fully met</p>	<p>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</p>