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. "*

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!!"

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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.

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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

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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.

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	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
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.

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.

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.

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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	

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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%*

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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: