

Welsh Public Library Quality Indicators

Customers and communities		Powys	
WPLSQI 1 Making a difference		2015-16	
Percentage of adults who think that using the library has helped them develop new skills	76%		Survey date (month & year) <input type="text" value="November 2015"/>
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%		
Authority comment: The adult library user survey as set out in the WPLS 5th framework guidance was undertaken in Nov 2015, with the children's survey due in autumn 2016. These surveys are undertaken on a 3 yearly cycle. In the annual Powys County Council residents' survey, the library service was once again in the top 5 services for public satisfaction.			
Percentage of children aged 7-16 who think that the library helps them learn and find things out			Survey date (month & year) <input type="text"/>
Percentage of children aged 7-16 who think that the library has made a difference to their lives			
Authority comment: Children's user survey to take place autumn 2016			
WPLSQI 2 Customer satisfaction		2015-16	2014-15
Percentage of adults who think that the choice of books is 'very good' or 'good'	74%		82%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	90%		99%
Percentage of adults who think that the library is 'very good' or 'good' overall	95%		96%
		Survey dates (month & year) <input type="text" value="November 2015"/>	
Authority comment: Satisfaction with library staff remains very high, with many quotes about the value of trained staff. Borrowing books remains the most popular activity in the adult survey, (67%), followed by asking the staff for help with something (39%). Overall 99% of respondents had achieved their aim on their visit during the survey period. Satisfaction rates are down overall on the previous survey 3 years ago, due to the reduction in opening hours to meet financial pressures.			
Average overall rating out of ten awarded by users aged 7-16 for the library they use			Survey date (month & year) <input type="text"/>
Authority comment: Children's user survey to take place autumn 2016			
WPLSQI 3 Support for individual development		2015-16	2014-15 % of total
Number of static service points open for 10 hours per week or more providing:			
Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	16	100%	94%
Training to improve literacy, numeracy and digital skills.	16	100%	94%
Information literacy sessions for users.	16	100%	94%
Support for users to access local and national e-government resources.	16	100%	94%

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<p>Reader development programmes/activities for both adults and children</p> <p>This target has been met.</p> <p>All staff provide basic support in use of ICT daily, for a wide variety of purposes, including local and national government sites and transactions, with specialist advice available from 2 designated staff members. Many customers also email in to the generic library address, particularly with ebook/e-resource related queries, which are referred to the designated staff, and are very pleased with the response that they get. A range of sessions for reader development and to improve literacy, numeracy and digital skills are held over the year, and information literacy skills are developed through class visits and local studies research in particular.</p>	16	100%	50%
WPLSQI 4 User training			
Total number of attendances at pre-arranged user training sessions organised by the library	4,432	33	
Percentage of attendees who said that attendance helped them to achieve their goals	92%		
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	500		
Number of feedback forms included in the calculation	236		
Number of customers helped by means of informal training during the year	14841	112	
Authority comment (including note on the method used to calculate the results):	Informal training calculated using data from survey sample week x 50. Training sessions included information skills for children on class visits, a variety of IT / internet /digital skills drop-ins, creative writing workshops and local studies research support and techniques. Powys Library Service works with a number of partner organisations to deliver training sessions, ICT sessions with the WEA have been particularly well attended with high levels of achievement reported.		
Access for all			
Powys			
WPLSQI 5 Location of service points			
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 significant change to this indicator in 15/16, as although branch library hours reduced by 20% and mobile library visits to a 4 weekly pattern, as of April 2015, all service points have remained in the previous location, and mobile libraries continue to visit the same areas.			
WPLSQI 6 Library use			
Total number of visits to library premises during the year	611,760	4,611	4,540
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	199,627	1,505	1,571
Total number of active borrowers during the year	21,377	161	147
Total number of library members	61,991	467	436

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Total number of book issues (adult and children combined)	502,893	3,790	4,649
Total number of audio-visual and electronic issues/downloads	37,754	285	275
<p>Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse):</p> <p>The number of physical visits to library premises is up on 2014/15 due to the relocation of Llandrindod Library into a shared building. It is not possible to distinguish between those using the library and those entering the building for other purposes; the majority approach the library desk for signing in and a variety of information and signposting to other departments. Virtual visits are down slightly on the previous year, this is attributable to changes in the Powys website and less automated hits which are not real visits. Use of online services in Powys remains high, including ebooks, with the library service pages of the county council website featuring in the top 20 webpages used consistently, as reported by the Powys webteam. Most popular is the "find nearest library" page, where people check opening hours, followed by searching the catalogue, placing requests and renewing loans. Decline in book issues can be directly attributed to the reduction in opening hours and frequency of mobile library visits, and it must be borne in mind that people access libraries for a whole host of reasons which do not require the use of their library membership card; for example, Powys Library Service carried out 43,930 information enquiries and transactions on behalf of Powys county council during 2015/16, ranging from collecting food waste bags to applying for car park permits and bus passes, to making council payments and verifying documents for housing benefit applications. Use of computers is not yet fully linked to the library management system, so use of the library card to access the computers does not show as active use. Data was last cleansed when the library management system was updated in July 2014.</p>			
WPLSQI 7 User attendances at library events	2015-16	Per 1,000 pop'n	2014-15 Per 1,000 pop'n
Total number of attendances at events and activities organised by the library	16,175	122	68
<p>Authority comment:</p> <p>The reported increase is due to improved data gathering of attendances at events and activities at all sites. The range of activities and events offered, which meet a wide variety of strategic outcomes such as digital inclusion, literacy, health and wellbeing and support for the Welsh language, has been impressive in the context of reduced opening hours, and has been supported by partner organisations and volunteers.</p>			
			Powys
WPLSQI 8 Up-to-date reading material	2015-16	Per 1,000 pop'n	2014-15 Per 1,000 pop'n
Total number of items acquired	25,735	194	178
Total materials expenditure (from WPLSQI 14)	£174,750	£1,317	£1,232
<p>This target has not been met. Please add any comments below:</p>			

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

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

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

WPLSQI 9 Appropriate reading material	2015-16	2014-15
Total expenditure on material purchased for children	£22,120	
Does this figure include expenditure on a Schools Library Service?	No	
Percentage of materials expenditure for children	13%	%
This target has not been met. Please add any comments below:		18%

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

Total expenditure on materials in the Welsh language	£5,785	
Percentage of materials expenditure on materials in the Welsh language	3.3%	%
Spend per 1,000 Welsh-speaking resident population	£293	£
This target has not been met. Please add any comments below:		5%
		£410

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

WPLSQI 10 Online access	2015-16	Per 10,000 pop'n	2014-15 Per 10,000 pop'n
Total number of networked public access computers This target has been met. Powys library service provides a range of public access computers across the 17 static sites, supporting the council's digital inclusion and channel shift strategies. As well as the number of desk top computers for adults reported here, there are 21 children's computer allowing access to a "walled garden" of secure sites. The service also provides access to scanning and printing facilities for the public, and has a bank of 20 tablets used for educational purposes.	128	9.65	8.59
Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content? If relevant, record the number of static sites without access If relevant, record the number of mobile libraries without access This target has been met.	No		
	0		
	2		
Connectivity issues still preclude internet access on mobile libraries in rural Powys. We continue to monitor this situation closely, and our new mobile has the capability for internet access as broadband connectivity improves. During 2015/16, a number of pcs were replaced under the corporate refresh programme. Do all static service points provide Wi-Fi access for the public using their own devices? This target has been met.	Yes		
WPLSQI 11 Use of ICT	2015-16	% used	2014-15 %
Number of hours available for use of public access ICT facilities during the year	143,650		
Number of hours recorded for use of public access ICT facilities during the year	48,558	34%	37%
Number of hours available for use of Wi-fi networks by the public during the year	20,288		

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Number of hours recorded during which Wi-fi networks were used by the public during the year			
Authority comment: The % of computer hours used is down on the previous year due to the reduction in opening hours. PCC IT department is not able to provide statistical information about wi-fi usage, however observation and anecdotal evidence from staff and observation in libraries prove that the network is well used. Wi-fi networks are available throughout opening hours, and beyond where the range extends outside of the building. There are no limits on the number of devices which can be connected, nor on the length of sessions.			
WPLSQI 12 Supply of requests	2015-16	%	2014-15 %
Total number of requests for specific items made during the year	50,530		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made This target has been met.	34,866	69%	65%
Number of requests which are notified to the user as being available within 15 calendar days of the request being made This target has been met. This is the first time that we have been able to calculate this using whole year data from the LMS, and it is interesting to note that the results are very close to last year's which used a 2 week sample (65 and 80% in 2014/15)	41,435	82%	80%
Leadership and development			Powys
WPLSQI 13 Staffing levels & qualifications	2015-16	Per 10,000 pop'n	2014-15 Per 10,000 pop'n
Total number of staff (FTE) This target has not been met. Please add any comments below: Authority comment (including information about shared staff): Further reduction in FTE staffing numbers is reported this year due to the reduction of all branch opening and staffed hours by 20%, and reduction of mobile libraries from 4 to 2 vehicles, to meet financial savings targets. New hours and mobile routes came into operation from April 2015, following public and staff consultation over ways to meet the efficiency targets for the service.	40.3	3.04	
Number of staff holding recognised library related qualifications (FTE) (including cognate areas) This target has been met. The decline in the number is due to the reduction in hours of some professional posts as part of the reduction in opening hours from April 2015	13.2	1.00	
Number of staff holding qualifications in cognate areas (FTE)	1.8		
Number of posts which require a library qualification	14.0		
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	1.6		
Authority comment :			

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

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

Yes

Please give details of current qualifications held:

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

This target has been met.

Where does this post sit within the local authority management structure?

What is the post held by the most senior professional librarian (if different from the above)?

Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?

Total staff working hours during the year

Number of staff hours spent in training & personal/professional development

% of time spent in training & personal/professional development

This target has been met.

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

Total number of volunteers active during the year

Total number of volunteer working hours during the year

Do you have Investors in Volunteers accreditation relating to the NOS?

Briefly describe the training and support offered to volunteers.

The Reading Hacks young volunteers supporting the summer reading challenge received an induction session with the Children's librarian. All volunteers are supervised on a day-to-day basis by the branch librarian, and given an induction similar to that for a new member of staff.

Specialists such as local studies volunteers are given training in the use of the equipment and resources available in the library for that purpose.

Authority comment:

The Principal Librarian reports to the Head of Service for Leisure and N/A
3rd tier level in overall authority management structure

77,492

932

1.2%

95

418

No

2014-15

0

2014-15

0

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

WPLSQI 14 Operational expenditure

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

Authority comment:

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

WPLSQI 15 Cost per visit

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

Authority comment:

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

WPLSQI 16 Opening hours

Aggregate annual opening hours for all service points

2015-16

Per 1,000 pop'n

2014-15 Per 1,000 pop'n

21,773

164

202

This target has been met.

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

Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability

0

% of total

2014-15 % of total

Total planned opening hours of all static service points

20,288

0.0%

0%

Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability

126

Total planned mobile library stops and home deliveries

4,488

2.8%

3%

Authority comment:

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