

CYNGOR SIR POWYS COUNTY COUNCIL.

**CABINET EXECUTIVE
12 February 2019**

REPORT AUTHOR: County Councillor Rachel Powell
Portfolio Holder for Young People & Culture

SUBJECT: Welsh Public Library Standards report for 2017/18

REPORT FOR: Information

1. Summary

- 1.1 The purpose of the report is to receive and give consideration to the Annual Report from the Welsh Government on the Library Service, for the year 2017-18, as required under the Welsh Public Library Standards (6th 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 2017-18 is covered by a sixth performance framework, "Connected and Ambitious Libraries". Under this framework, the Authority's performance was measured against a revised set of 12 Core entitlements and 16 key Performance Indicators, which includes impact and outcome measures, in order to demonstrate the wide range of benefits that result from public library use, such as improvements to people's literacy skills, digital skills and health and wellbeing.
- 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:
- 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;
 - incorporate outcome measures to show the benefits of using libraries;

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

1.5.1 For the year 2017-18, Powys Library Service met 11 of the 12 core entitlements in full, and partially achieved the 12th.

The framework has 16 quality indicators, of which 10 have measurable targets; for those with targets, Powys met 5 in full, 1 in part, and failed to meet four.

The key performance indicators of library visits per thousand population (actual and virtual) continue to be above the Welsh median, proving benefit to Powys citizens. The full report is attached at Appendix A.

2. Proposal

2.1 It is proposed that the outcomes in the Welsh Public Library Standards Annual Report from Welsh Government on Powys Library Service 2017-18 are duly noted and considered in forward planning, so that the library service strives to maintain performance at this level, and seeks to address as far as possible the areas which do not currently meet Welsh Government's standard.

3. Options Considered / Available

3.1 The Authority is obliged to comply with the reporting requirements of the Welsh Public Library Standards, and to pay due regard to concerns raised in the Welsh Government's Annual Report 2017-18 in forward planning of service delivery amidst budgetary constraints.

4. Preferred Choice and Reasons

4.1 To note the contents of the Welsh Public Library Standards report in order to inform forward planning of the Library Service and to aid compliance with the Welsh Public Library Standards in the future.

5. Impact Assessment

- 5.1 Is an impact assessment required? No
- 5.2 If yes is it attached? N/A

6. Corporate Improvement Plan

- 6.1 The library service continues to offer valued support to residents and communities through provision of literacy, learning and skills development, digital connectivity and citizenship opportunities in a safe trusted environment, where residents can get help from trained, friendly and knowledgeable library staff.
- 6.2 Through providing a free service at the point of delivery, the library service contributes to the poverty agenda and an equality of access, and boosts mental health and overall wellbeing through social interactions, provision of information and resources, and support.
- 6.3 Community partnerships which have enabled a sustainable future for branch libraries have ensured that these beneficial outcomes have not been lost in any areas, and that the service continues to contribute strongly to corporate objectives and efficiency targets.
- 6.4 During 2017/18, the following co-locations and partnerships were achieved in order to support corporate priorities, community needs and budgetary efficiency targets:
- Builth Library – colocated at Antur Gwy, March 2017
 - Crickhowell Library – further development of partnership with Crickhowell High School
 - Hay Library – preparations for co-location at Hay Primary School (achieved June 2018)
 - Knighton Library – colocated with Knighton and District Community Centre December 2017, forming a strong community wellbeing hub model
 - Llandrindod Library at The Gwalia – extension of opening hours Oct 2017
 - Llanfair Caereinion Library – agreement with Llanfair Town Council and development of volunteer roles
 - Llanfyllin Library – agreement concluded with North Montgomeryshire CIC (cluster of 12 local town and community councils); partnership working with Community Connector, Arts Connection and other PCC and 3rd sector providers delivering strong community and wellbeing outcomes
 - Llanidloes library – colocated with museum in Town Hall, in agreement with Llanidloes Town Council
 - Llanwrtyd Library – development of volunteer roles, working with PAVO and Town Council
 - Presteigne library – agreement with Presteigne and Norton Town Council, development of volunteer roles
 - Talgarth Library – co-location at Ysgol y Mynydd Ddu achieved February 2018

- 6.5 Migration to the Wales Library Management System was achieved during 2017/18, with significant financial benefit to the authority through cross-Wales co-operation and consortia working.

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? Yes

If so please provide their comments:

- 8.1 Customer Services: The Library Service provides front-line support to customers for many services within the authority, with 41,000 enquires and transactions taken during 2017/18. Libraries are an invaluable resource for many Customers accessing council services through telephony and web-site as well as verifying and scanning documents to support applications and taking payments, whilst staff can spend significant amounts of time contacting other departments on behalf of council customers who are unable to proceed unaided due to for example language barriers and disabilities.

9. Communications

Have Communications seen a copy of this report? Yes/No

Have they made a comment? If Yes insert here.

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

- 10.1 The Professional Lead-Legal notes the compliance obligations that the Library Service has to follow and has no comment to make concerning this report
- 10.2 Finance - the contents of the Welsh Public Library Standards report are noted and need to be reflected in order to inform forward planning of the Library Service and aid compliance with the Welsh Public Library Standards going forward.
- 10.3 Corporate Property (if appropriate)
- 10.4 HR (if appropriate)

10.5 ICT (if appropriate)

11. **Scrutiny**

Has this report been scrutinised? Yes

If Yes what version or date of report has been scrutinised? Version 1

What changes have been made since the date of Scrutiny and explain why Scrutiny recommendations have been accepted or rejected?

11.1 Outcomes from the minutes of the Learning Skills & Economy Scrutiny committee:

- That the Library Service impress upon Welsh Government:
 - the challenges experienced in a sparsely populated rural authority in meeting some of the quality indicators
 - that given the low incidence of individuals with special requirements it is difficult to monitor this indicator without introducing a degree of stigma upon those individuals as the only way to run such events in areas of sparse population is to advertise them as an inclusive event.
- That attention is focussed on those measures that were adversely affected by the move during 2017/18 to the Library Management System (acquisitions, supply of requests and Welsh medium resources) during this period.
- Scrutiny are aware that the service are reviewing library service provision at present and Members will be briefed on any proposals in the near future.

11.2 The service notes and will act upon the recommendations of the Learning Skills and Economy Scrutiny Committee.

12. **Data Protection**

If the proposal involves the processing of personal data then the Data Protection Officer must be consulted and their comments set out below.

13. **Statutory Officers**

The views of both the Strategic Director Resources (Section 151 Officer) and the Monitoring Officer will be reported at the meeting.

14. **Members' Interests**

The Monitoring Officer is not aware of any specific interests that may arise in relation to this report. If Members have an interest they should declare it at the start of the meeting and complete the relevant notification form.

Recommendation:	Reason for Recommendation:
That the outcomes in the Welsh Public Library Standards Annual Report from Welsh Government on Powys Library Service 2017/18 are duly noted and considered in forward planning.	In order that Powys Library Service continues to provide a quality service to residents, maintains and improves its performance under the 6 th Framework of Welsh Public Library Standards, and seeks to address as far as possible those areas which do not currently meet Welsh Government's standard.

Relevant Policy (ies):	
Within Policy:	Y/N
Within Budget:	Y

Relevant Local Member(s):	N/A
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Person(s) To Implement Decision:	Kay Thomas
Date By When Decision To Be Implemented:	With immediate effect

Is a review of the impact of the decision required?	N
If yes, date of review	
Person responsible for the review	
Date review to be presented to Portfolio Holder/ Cabinet for information or further action	

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

“Connected and ambitious libraries”; the 6th quality framework of Welsh Public Library Standards 2017-2020 (included at Appendix B)

Appendices:

Appendix A: Powys Library Service; annual report from Welsh Government 2017-18