

WPLSQI 1 Making a difference	Framework 6	Framework 5
Percentage of adults who think that using the library has helped them develop new skills	24%	24%
Percentage of adults who have found helpful information for health and well-being at the library	33%	26%
Percentage of adults who experience the library as an enjoyable safe and inclusive place	99%	99%
Percentage of adults who think that the library has made a difference to their lives	38%	36%
Survey dates (month & year)	May 17	Survey date Apr 15

Authority comment:

There has been a slight improvement in the Adult Survey results that relate to Framework 6 when compared to the fifth Standards programme for Wales. This specifically relates to customer accessing Health and well-being information, a rise of 7%, and those users who reported the Library had made a difference to their lives, a gain of 2%. Adult users remain generally highly satisfied that their library is an enjoyable, safe and inclusive place. The County Borough Library Service will continue to work on methods to increase and improve the capture of customer views and experiences in the areas of skill development and personal satisfaction.

Percentage of children aged 7-16 who think that the library helps them learn and find things out	60%	68%
Survey dates (month & year)	Jul-18	Survey date May 16

Authority comment:

There has been a marked decline of 8% among children aged between 7 and 16 who believe their local Library is a place where they can access information and gain assistance to find things out. This may reflect the increased self-sufficiency of this age group who have arguably become more digital literate and dependent than previous generations. County Borough Primary Schools have an improved digital support offer with many providing pupils with a choice of hardware devices and online environments to use when undertaking individual and team assignments and homework. The challenge for the Borough Public Library Service is to provide meaningful community access to the digital opportunities that children and young people have become accustomed to in the School setting, outside of these hours.

WPLSQI 2 Customer satisfaction	Framework 6	Framework 5
Percentage of adults who think that the choice of books is 'very good' or 'good'	94%	94%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	99%	99%
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	92%	93%
Percentage of adults who think that the library is 'very good' or 'good' overall	99%	98%
Survey dates (month & year)	May 17	Survey date Apr 15

Authority comment:

There has been a 1% increase in customer overall satisfaction levels to 99% - this highlights the high regard that current users place on the local Library Service they access, and benefit from. One area of slight depreciation relates to computer facilities for adults in Libraries that declined from 93% to 92%. The modest realignment matches a maturing online and technological level of expectation from customers that the Borough Library Service has been unable to meet with regard to its present PC estate. The senior management team of the Library Service has met with Council IT Managers to consider what changes in the digital offer might represent and the recent extension of WiFi access to all 18 Libraries represents a change for the positive.

Average overall rating out of ten awarded by users aged 7-16 for the library they use	9.4	9.3
Survey dates (month & year)	Jul-18	May 16

Authority comment:

The recently undertaken Children's Public Library User Survey (PLUS) shows an encouraging increase to 9.4 out of 10 satisfaction score for under 16's. The improvement correlates to the excellent range of resources and space dedicated to the needs on young people and children in particular across the County Borough Libraries.

WPLSQI 3 Support for individual development	2018-19	% of total	2017-18 % 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.	18	100%	18

Training to improve literacy, numeracy, information literacy and digital skills.	18	100%	18
Support for users to access local and national e-government resources.	18	100%	18
Reader development programmes/activities for both adults and children	18	100%	18

This target has been met.

The current number of sites and level of provision has been maintained in 2018-19 although future years may prove challenging as increased financial pressures linked to the Local Authority's Medium Term Financial Plan will directly effect resource allocations and employee numbers.

WPLSQI 4 Support for health & wellbeing	2018-19	% of total	2017-18 % of total
Number of static service points open for 10 hours per week or more providing:			
Books Prescription Wales scheme	18	100%	18
Better with Books scheme	18	100%	18

This target has been met.

Caerphilly County Borough Library Service has sustained its range of health and well being offers in line with All Wales approaches, many of which are MALD funded at least in part. All 18 static libraries hold a minimum of one, full collection of the Books Prescription Wales titles. These collections are utilised by GP's, CMH Teams and other health professionals and all titles are available for reservations, customer queries and general loan. Eighteen sets of Better With Books (Wales) titles are also available for loan. Caerphilly library service has continued to invest in its Health & Well Being stock at all its branch libraries. During 2018 / 2019, the library service purchased 450 adult health and well being titles (in the Dewey Classification range of 610-618) and currently has circa 4,511 titles on the shelves with the same Dewey range all available to loan. During 2018-19 Caerphilly Libraries issued 5532 health resources to customers across its 18 static sites. All libraries hold and provide information on healthy lifestyles and behaviours. Many health service providers continue to use our libraries as meeting places or exhibition spaces and include Baby Yoga classes, Fibromyalgia Support Group and Macular Society Support Group.

Number of static service points open for 10 hours per week or more providing:			2017-18
Shared Reading groups	6		6
Book clubs	18		18
Health information partnerships	18		18
Dementia friendly champions and services	18		18
Mental health awareness activities	18		18

Authority comment:

All libraries house a collection of the 'Pictures to Share' titles for loan and have access to many titles covering all strands of health and well being. Noteworthy additional strides have been made in Dementia Friendly areas of work with all 18 locations providing access to a minimum of one Memory bag of resources and aids for those living with dementia or caring for a loved one with this illness. The library service has also purchased 16 collections of the Reading Well with Dementia (a collection part funded by MALD who provided each authority with 2 sets). During 2018-19, 97% of Library Staff participated in Dementia Friends awareness sessions and the Library Services Dementia Action Plan 2018/2019 has achieved recognition from the Alzheimer's Society in Wales where the library service has been awarded the 'Working to Become a Dementia Friend' accreditation. Whilst the library service doesn't currently run Reading Aloud Together sessions as its libraries, professional library staff visit local Care and Nursing Homes and run reading together sessions. 49 Reading Groups are supported either at library settings or in the wider local community therefore the library service continues to financially support these groups by providing new reading sets throughout the year.

WPLSQI 5 User training	2018-19	Per 1,000 pop'n	2017-18
Total number of attendances at pre-arranged user training sessions organised by the library	6,848	38	9,245
Percentage of attendees who said that attendance helped them to achieve their goals	99%		98%
Please indicate the method used to calculate this figure			
	Representative sample		
Approximate number of feedback forms distributed	532		
Number of feedback forms included in the calculation	245		

Number of customers helped by means of informal training during the year	14,143	78
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Authority comment (including note on the method used to calculate the results):

A strong commitment has been made by the service with the aid of partners to increase training sessions in ICT and support to groups and individuals in becoming ICT confident and digital by desire not default. The method used to calculate : Pre-arranged sessions are recorded and figures are submitted by all library sites on a monthly basis and include the number of sessions, type of session and attendance figures. The responses for Lines 52, 54 and 55 are calculated from information provided by our primary partners 'Adult Education and Digital Fridays'. They record beneficiary responses including - increased confidence, attainment of basic ICT skills and ability to use online services as a result of the training undertaken. The library service also strongly supports informal training through ad hoc 'one to one' staff support as required, again, this information is recorded on a monthly basis as an ICT enquiry and it is this detail being reported on for Line 56. While it is important to note the increased satisfaction rate among those learners who have been captured via survey it is also important to reflect on the significant decline in the total number of attendances at pre-arrange training sessions, these have declined by 26% in large part due to reductions in partner digital course provision as increasingly college franchises are retained in-house.

WPLSQI 6 User attendances at library events	2018-19	per 1000 pop'n	2017-18
Total number of attendances at events and activities organised by the library	68,154	377	59,603
Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements	18	100%	

This target has been met.

Authority comment, including examples of events:

There has been a 14% increase in the number of adults and children taking part in events or activities in the Borough's Libraries during 2018-19 when compared to the preceding 12 months. Attendance in particular at general events or activities have uplifted by 51% and behind the data the most significant increase has been for those 16 or under which improved by 13% compared to a modest 2% increase in adult participation.

WPLSQI 7 Location of service points	2018-19	2017-18
Population density (persons per hectare)	9,245	
% of households within 2 miles of a static service point	98%	98%

This target has been met.

Present number and distribution of static Libraries has been maintained with the County Borough currently retaining its 18 locations.

WPLSQI 8 Library use	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Total number of visits to library premises during the year	651,926	3,606	4,291
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	92,074	509	85,322
Total number of active borrowers during the year	37,849	209	39,769
Total number of library members	194,365	1,075	186,824
Total number of adult book issues	298,149	1,649	1,791
Total number of children's book issues	250,310	1,384	1,817
Total number of audio-visual issues	14,716	81	93
Total number of electronic downloads	32,092	178	23,429

Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse; please also provide a note of any statistics collected on social media use, and how this data is counted):

Each area of performance, total registered customers apart, show an anticipated drop in activity. Adult loans have declined by 8% whilst a more significant reduction has occurred in children book issues of some 24%. The reduction in children loans closely relates to a review of community loans to the under 16 age group which are now more closely managed to ensure the resources loaned and length/frequency of renewal is appropriate and monitored.

In relation to Social Media - The Library Service hosts 19 Twitter feeds and 1 Facebook Page. In total 1,619 unique individuals 'Like'Caerphilly Libraries on Facebook and the Service has 6,734 followers on Twitter (although these are not necessarily unique individuals). This information was taken directly from each social media page on 1.5.2019.

WPLSQI 9 Up-to-date and appropriate reading material	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Total number of items acquired	65,020	360	47,813
Total materials expenditure (from WPLSQI 14)	£352,060	£1,947	£360,041

This target has been met.

As requested by MALD, the library service has been instructed to provide a breakdown of the total number of items acquired for 2018/2019. The total number of items acquired = 65,020. This is broken down as follows: Books + Hard copy Audio Visual e.g. Talking Books, DVD Films + Subscriptions + Newspapers = 41,236 volumes (CCBC Library Service purchased items) / eBooks acquired = 20,016 (Centrally purchased subscription) / eAudio acquired = 3,449 (Centrally purchased subscription) / eZines = 299 (Centrally purchased subscription) and eComics have not been added as these have been funded for the Consortia by MALD. Please note that we have counted eBooks, eAudio and eZine resources in our totals. The 6th Framework Standards Guidance is unclear and does not categorically state what should and should not be counted. Caerphilly pays for content towards eBooks, eAudio and eZines and our interpretation of the standard believes that these volumes should be counted toward the totals. However I have omitted the eComics as this has been funded externally. Therefore this standard has been met. It must be noted that the number of eBooks and eAudio titles from Bolinda is extremely high this year. Significant investment has been made by the all Wales Consortia to purchase an adequate number of eBook and eAudio titles from Bolinda in order to sustain the demand of its use. Bolinda are now the sole contractor for this eResource.

Total expenditure on material purchased for children	£90,345		
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children	26%	%	27%
Authority comment			

A key priority for Caerphilly Library Service is its continuing commitment to the purchase of suitable childrens and young adult stock in all genres to support the work carried out by the Community Librarians and the frontline staff. Although 1% decline in last year's spend, it must be noted that the total materials expenditure has reduced slightly from last year. Emphasis this year has been placed on purchasing extra collections of KS1 picturebooks for all libraries covering the themes of Empathy, Life Experiences and CBeebies stories and improving the Welsh language provision for children and parents.

WPLSQI 10 Welsh language resources	2018-19	Per 1,000 pop'n	2017-18
Total expenditure on materials in the Welsh language	£27,413		
Percentage of materials expenditure on materials in the Welsh language	8%	%	7%
Spend per 1,000 Welsh-speaking resident population		£	£1,402

This target has been met.

The Country Borough Library Service remains strongly committed to the purchase of Welsh language materials for both adults and children. The library service has spent 7.5% of its resource budget on Welsh materials, an increase of 0.5% from last year's return and 3.5% above the minimum level of 4%. This increased expenditure of Welsh resources correlates with the increase in Welsh item issues which have increased. The spend per 1,000 residents who speak Welsh for 2018-19 is £1,354. The spend reported represent a small drop from £1,402 in 2017-18 though customer borrowing levels have improved in this latest reporting year.

Total number of issues of Welsh language material	15,182	84	
Authority comment			

The number of Welsh Language Loans recorded for Caerphilly County Borough Library Service has increased in 2018-19 by some 25% from the total achieved in 2017-18, some 12,176 issues. This encouraging performance underscores the Council's commitment to Welsh language access and cultural enrichment.

WPLSQI 11 Online access	2018-19	Per 10,000 pop'n	2017-18
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Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?	Yes

This target has been met.

Caerphilly County Borough Libraries continue to offer residents access to 250 Public Access Internet Terminals across its 18 static sites. This equates to 14 Terminals per 10,000 resident population. It should be noted that access to provision is among the highest in Wales, whilst the level of use made by customers in Library setting continues to decline and the County Library Service are working with colleagues in IT to reinvent the present online offer to residents taking note of trends toward google books in many School settings, and achieving a balance of PCs versus tablet or ipad style hardware.

Do all static service points provide Wi-Fi access for the public using their own devices?	Yes
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This target has been met.

During 2018-19 the Local Authority has prioritised introduction free WiFi access to all 18 static Library sites, this has now been achieved and is proving popular among traditional and new customers alike. Work is also underway with the support of the Council's IT department to provide WiFi printing to customers at the 7 main Library sites by March 31st 2020.

Total number of devices giving public access to the Internet:	250	13.83	per 10,000 pop'n	14
Available in static libraries	250			
Available in mobile libraries	N/A			

Authority comment:

See above comments.

Number of hours available for use of public access ICT facilities during the year	359,175			
Number of hours recorded for use of public access ICT facilities during the year	63,214	18%	%	20%

Authority comment:

As noted above the decline in conventional PC use at Borough Libraries remains a source of concern with a further 2% drop in 2018-19 compared to the preceding year. A new mixed estate of IT products more intune with customer needs is being investigated. In 2018-19 87% of IT use was by adults, a rise of 3% compared to 2017-18, Child and Teenage use declined by 1 and 2% respectively. Adults use of IT services now represents 87% of all computer use in Libraries.

WPLSQI 12 Supply of requests	2018-19	%	2017-18 %
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Total number of requests for specific items made during the year	64,237		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	52,031	81%	50,176

This target has been met.

Number of requests which are notified to the user as being available within 15 calendar days of the request being made	55,243	86%	56,529
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This target has been met.

During 2018-19 the County Borough Library Service received some 64,237 requests for specific titles, an increase of 1% on the number achieved in 2017-18. It is positive to note that 81%, a rise of 2% on the previous year, of requests were satisfied with 7 calendar days however as the resource budget is due to reduce by £85,000 in 2019-2020 it is unlikely that this positive performance will be retained in subsequent years.

WPLSQI 13 Staffing levels & qualifications	2018-19	Per 10,000 pop'n	2017-18
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Total number of staff (FTE)	53.1	2.94	54.8
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This target has not been met. Please add any comments below:

Authority comment (including information about shared staff):

Standard down from last year. 3 posts currently on structure which we not filled by the 31st March 2019 - 30 hour LA Newbridge, LA at Bedwas and Saturday LA Assistant at Bedwas. 2 now filled on fixed term but Bedwas Saturday Assistant still vacant.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)

9.0

0.50

9.0

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

The County Borough Library Service currently has 9 full time roles that are occupied by suitably qualified personnel. As part of longer term MTFP budgetary constraints this level of professional and management oversight will be challenging to sustain in the longer term. A number of officers on Library Assistant and Senior Library Assistant level are undertaking self direct professional study with the hope of qualifying in future years, though they have not been commissioned by the Council to pursue these courses and their present roles and designations are unlikely to change post study.

Number of staff holding qualifications in cognate areas (FTE)

9.0

Number of posts which require a library qualification

9.0

Number of staff with library qualifications in posts which do not require a library qualification (FTE)

0.4

Authority comment:

Staff levels have remained consistent during 2018-19 when compared to the County Borough Library Services return for 2017-18. At present total staffing and professional posts have not declined however this is unlikely to be reported in the 2019-2020 return as Medium Term Financial Plan reductions are projected to effect the Library Service over the short to medium term.

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:

Joint Bachelor of Arts Degree in History and Librarianship (Blib), Chartered Member status with CILIP, Master of Business Administration (MBA)

This target has been met.

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

Within the Directorate of Education and Corporate Service and section entitled 'Education and Lifelong Learning'. The Senior Manager Libraries role is a 4th tier officer post within the Local Authority's structure.

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

102,170

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

1,731

% of time spent in training & personal/professional development

1.7%

2017-18

1.80%

This target has been met.

Total number of volunteers active during the year

28

2017-18

16

Total number of volunteer working hours during the year

2,042

2017-18

497

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

No

Briefly describe the training and support offered to volunteers.

Authority comment:

The time proportionally spent by staff on training has remained relatively constant at 1.7% compared to 1.8% for 2017-18. The number of active volunteers supporting the County Borough Library Service has increased in large part due to better recording systems being in place and a number of digital assistants from local FE College students assisting customers with their online and IT needs alongside the established Digital Friday cohort. No extensive move toward volunteer led Library provision has been considered as yet by the Library Services.

WPLSQI 14 Operational expenditure	2018-19	% of total	2017-18	% of total
Expenditure on staff		0%		
Total materials expenditure	£352,060	100%		£360,041
Expenditure on maintenance, repair & replacement of equipment & buildings		0%		
Total other operational costs		0%		£360,041
Total revenue expenditure	£352,060	100%		
Total revenue expenditure per 1,000 population	£1,947			
Total capital expenditure				
Total capital expenditure per 1,000 population				

Authority comment:

WPLSQI 15 Cost per visit	2018-19	Ratio	2017-18
Total revenue expenditure on staff & materials			
Total income generated			Income
Total number of visits to library premises during the year	651,926		
Total number of external visits to the library's web site during the year	92,074		Cost per visit

Authority comment:

WPLSQI 16 Opening hours	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Aggregate annual opening hours for all service points	24,800	137	137
This target has been met.			

Total number of unstaffed opening hours for all service points

0

Authority comment:

There has been no reduction in static Library opening times during 2018-19 and no service point has transferred in part or wholly to community ownership or been delivery by volunteers. Anticipated future financial pressures linked to the Local Authority's Medium Term Financial Plan may impact on this level of performance in future Standard returns.

		% of total	2017-18 % 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	24,800	0.00%	0.00%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	0		

Total planned mobile library stops and home deliveries

2,520

0.00%

0.00%

Authority comment:

Due to the effective adoption of inclement weather business continuity plans no unscheduled site closures have occurred and the excellent performance achieved in 2017-18 has been repeated in 2018-19. The number of Housebound Library Link visits made for the year has reduced in reflection of the smaller customer base currently being experienced in the County Borough.