

APPENDIX 2

Welsh Government

CyMAL: Museums Archives and Libraries Wales

Maintaining a Valued Service

The Fourth Framework of Welsh Public Library Standards April 2011 – March 2014

Annual Return Pro Forma

All library authorities are required to complete this pro forma and are asked to follow the instructions provided carefully as the requirements in terms of reporting differ between sections.

All library authorities are requested to provide commentary against each and every Standard (WPLS) and against *each and every* Performance Indicator (WPLPI) in the 'Authority self-assessment' column provided, but only when data is included in the Actual Performance column. Failure to provide commentary could result in the pro forma being returned to library authorities for completion.

Completed *Annual Returns* should be submitted as an electronic document by Monday 1 July 2013

**And sent to Dr Sarah Horton, Standards Adviser, CyMAL.
E-mail: sarah.horton@wales.gsi.gov.uk**

Name of authority: Caerphilly County Borough Council

Please tick as appropriate

This Annual Return has been approved by the authority prior to its submission to CyMAL

Yes No

If Yes, state whether approval was granted by

Full Council

Cabinet/Executive

Portfolio Member

Other (state title)

If No, state when approval is expected and when the definitive Annual Return submission will be forwarded to CyMAL

Approval expected November 2013 (Presented to Cabinet on November 26th for approval)

Definitive submission to CyMAL by December 2013

Please indicate briefly below:

1. The authority's scrutiny procedures applied to the assessment of library service performances undertaken by the Welsh Government for the year 2011-12, and sent to authorities for their consideration and action in September 2012 by the Welsh Government.

A report on Caerphilly County Borough Council's performance against Welsh Government Public Library Standards for 2011-12 was presented to the Education for Life Scrutiny Committee on November 6th 2012. The report received by Scrutiny was considered, fully endorsed, and recommended to Cabinet for approval. Cabinet received the Public Library Standards report for 2011-12 on November 13th 2012 and approved the recommendations made in the report.

2. What decisions were made by the authority as a result of scrutiny procedures that sought to improve library service performances in relation to the Welsh Public Library Standards and Welsh Public Library Performance Indicators?

No specific action was requested to be undertaken following receipt of the 2011-12 Public Library Standards Annual Update Report. The report was received, endorsed, and approved by the respective Scrutiny Committee and Cabinet as noted in 1 above.

Members at Education for Life Scrutiny Committee and Cabinet discussed the Annual Update Report in some detail. Cabinet Members discussed the areas of concern raised by the Welsh Government's Public Library Standard Reference Group relating to safeguarding adequate levels of future investment in book and non book materials and the need to review the present level of professional staffing in place.

3. What action was agreed as a consequence of those decisions?

Please see 2 above.

4. (a) If you indicated in your Annual Return for 2011-12 that your authority was undertaking a formal review of its library service, please indicate whether the review has now been completed:

YES NO N/A

4. (b) If your authority commenced a formal review of its library service during 2012-13, please indicate whether that review has now been completed:

YES NO N/A

If you answered YES to either (a) or (b), briefly outline the main recommendations of the review, noting whether these recommendations have been accepted by the authority and at what level (e.g. Full Council, Cabinet, Executive, etc.). Please also indicate what actions have been taken / are planned in order to implement those recommendations:

If you answered NO to either (a) or (b), please indicate when the review is due to be completed:

As noted in the 2011-12 Annual Return Caerphilly County Borough Library Service is approaching the end of its Five Year Development Plan (2009-14) which was previously approved by Education for Life Scrutiny Committee and Cabinet in June 2009. During 2013-14 this plan will be formally reviewed and proposals for a new Library Strategy progressed.

Following the completion of Caerphilly Library and Customer Service Centre in 2013-14 the Council will have completed its ambitious Library building modernisation programme. Since 2006 £2.5 million has been spent refurbishing 11 of the Authority's 17 Libraries and when total spend over the life of the modernisation programme is considered, including grant and private sector investment, the monetary value exceeds £12 million. With this commitment in mind the County Borough Council is considering a number of complementary strategies to support the Library Service to further modernise its operations and provision to the public, including:

- Adopting a new Management Structure from April 1st 2015.
- Reviewing Library Opening Hours and tiering arrangements to simplify the present banding of facilities, to better match provision to community need taking full account of deprivation and demographic considerations. This review will also seek to introduce greater equality and consistency in opening times and the pattern of delivery with the intention of addressing historical anomalies that have persisted since Local Government Reorganisation in 1996.

Linked to these service reviews will be the development of a new Library Service Strategy that will take the County Borough's provision forward from April 1st 2014. The strategy will focus in part on how the County Borough Library Service can support the Authority's Single Integrated Plan 'Caerphilly Delivers', the Council's Priorities 2013-17, and the recommendations of the Education & Lifelong Learning Directorate's 2012 Estyn Inspection.

5. Please indicate whether there have been any changes made to the resources available to the library service compared to 2011-12, e.g. efficiency savings, resource reductions/increases, restructuring of staff, etc., and indicate how they have impacted on the service in 2012-13:

As noted in Caerphilly County Borough Library Services Annual Return for 2011-12 two Libraries closed before March 31st 2012. Pontlottyn Library closed in July 2011 and Aberbargoed in March 2012. The 2012-13 Annual Return notes the first full year effect of these closures and where appropriate to specific Standards or Performance Indicators relevant comments have been made.

No Library closures or reductions in budget have taken place in 2012-13. Proposed Library Management structure changes are currently at the consultation stage with staff, Unions, and Members with a view that a new arrangement will be in place for April 1st 2015.

Public Libraries in Caerphilly County Borough Council have continued to benefit from funding growth linked to new building developments and renovations of established sites. In summary:

- 2011-12, growth funding to support the delivery of new Library facilities in Risca and Bargoed £345,000.
- 2012-13, Growth funding to support to support new developments including Caerphilly and Newbridge £500,000.
- 2013-14, Growth funding to support the reopening of Aberbargoed Library £33,263.

The overall funding outlook remains encouraging with Caerphilly Library and Customer Service Centre nearing completion. The Library Service will increase its static service provision from 17 to 18 from 2013-14 and additional funding has been identified for new posts at both Aberbargoed and Caerphilly, some 5.2 Full Time Equivalents.

The Welsh Public Library Standards (WPLS) 2011-14

Notes on completion:

Annual data or information is required for WPLS 1, 2, 3, 4, 5, 6, 7, 8 and 9

Authorities should follow the guidance provided by the pro-forma against each Standard, and returns should be as required – further information and guidance is available within the published Framework document, and authorities should have due regard to this.

Authorities may be asked to resubmit *Annual Returns* if the data or information do not comply with the requirements.

Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
<p>1</p> <p>(i) Authorities whose resident population density is 20 or more persons per hectare shall ensure that the proportion of occupied households within 2 miles of a static library service point will be at least 95%</p> <p>or</p> <p>(ii) Authorities whose resident population density is between 1.1 and 19.9 persons per hectare shall ensure that the proportion of occupied households within 2.5 miles of a static library service point (or 10 minutes travelling time by public transport) will be at least 75%</p> <p>or</p> <p>(iii) Authorities whose resident population density is 1.0 persons or less per hectare shall ensure that the proportion of occupied households within 3 miles (or 15 minutes travelling time by public transport) of a static library service point shall be at least 70%</p> <p>Authorities who are failing to meet the stipulated requirement in (i) (ii) or (iii) shall also report on the number of households within a quarter of a mile of each scheduled mobile stop and within 2 miles of any other kind of service outlet providing access to library materials.</p> <p><i>Library services should briefly describe the nature of that provision and the numbers of households served in the Authority self-assessment column.</i></p>	<p>97.7%</p> <p>..... %</p> <p>.....%</p>	<p>1(j) In the 2010-11 Annual Standards Return Caerphilly County Borough Library Service committed to under a detailed recalculation of occupied households within a 2 mile radius. This recalculation took place in 2012-13 following the publication of detailed statistical data from the 2011 Census. The Council's Policy Unit undertook the recalculation of occupied households. An analysis of the Authority's 74,479 households occupied by at least one usual resident found that 72,758 (97.7%) were within a 2-mile radius of the County Borough's network of 17 static service points.</p> <p>It is not anticipated following the move of two Libraries, Newbridge and Caerphilly, in 2013-14 that the percentage noted for 2012-13 will change even taking into account the recent reopening of Aberbargoed.</p> <p>The performance reported for 2012-13 remains well above the standard of 95%, though it is slightly lower than the 98.8% returned in 2011-12.</p> <p>During 2011-12 two Community Library facilities, Pontlottyn and Aberbargoed closed, as noted in the 2011-12 Annual Return. The loss of these service points may have partially contributed to the 1.1% drop for WPLS 1, however as noted above the reopening of Aberbargoed in 2013-14 is not expected to lead to a higher return in the final year of this Framework. Many of the County Borough's static service points overlap one and other with regard to proximity mirroring the complex nature of valley communities.</p> <p>In evaluating the Council's performance against this standard it is important to note that Caerphilly Library Service currently supports a network of static sites that offer residents the convenience of local or nearby access and, as noted in Welsh Public Standard 3, facilities that are open well above the minimum levels required by the Welsh Government.</p>

	<p>State numbers of:</p> <ul style="list-style-type: none"> ▪ Static service points managed by the authority ▪ Mobile service vehicles operated by the authority ▪ Other kinds of service points/modes of delivery <i>Describe briefly in Authority self-assessment column</i> 	<p>2011-12</p> <p>19</p> <p>2*</p> <p>1</p>	<p>2012-13</p> <p>17</p> <p>2*</p> <p>1</p>	<p>During 2011-12 two Community Libraries closed, Pontllytyn in July 2011 and Aberbargoed in March 2012.</p> <p>As noted elsewhere in this Annual Return Aberbargoed Library reopened in May 2013. Pontllytyn Library was closed due to significant Health and Safety concerns with the Community Centre building that housed this service. The building has since been demolished and the community are considering a number of options for the future of the site.</p> <p>*Two Small 5.5 tonne Library Link Housebound Mobile vehicles serving approximately 380 customers across the County Borough.</p> <p>A small Library Access Point is provided at Caerphilly Leisure Centre. The longer-term sustainability of this resource will be reviewed once the new Caerphilly Library & Customer Service Centre opens in January 2014.</p> <p>Both Further Education Colleges located in the County Borough, Cross Keys College and Ystrad Mynach College, have Public Library resources within their Learning Resource Centres delivered in partnership with the Council to improve access to recreational reading materials among the local student population. These resources whilst clearly marked as provided by the Public Library Service are integrated into each College's Learning Resource Collections and loaned through their respective Computer Management Systems.</p>
Framework 4 Standard		Actual Performance as at March 31 2013		Authority self-assessment
2	<p>(i) Library authorities shall provide access to the service for those not able to use conventional service points</p> <p>(ii) Library authorities will continue to provide specialised assistance, facilities and equipment for people with particular access requirements</p> <p><i>Library services should briefly describe the nature of the provision in the Authority self-assessment column</i></p>	See Self-Assessment Column		<p>2(i) The County Borough Library Service delivers a dedicated Housebound provision, Library Link, to residents in the Authority who are unable to access a static service point due to age, ill health, mobility, or other related factors such as geographic isolation.</p> <p>Two small 'Library Link' Mobile Library vehicles and specialist staff visit customers at home and also deliver provision to residents in Sheltered Accommodation and Nursing Homes. A total of 386 residents are in receipt of the Library Link service and 5,018 visits were completed in 2012-13.</p> <p>During 2012-13 a review of the Library's Housebound customer database was completed and those who no longer wished to receive the service or whose circumstances had changed to enable them to visit one of the Borough's static facilities were removed from system. There has been a reduction in the number of residents currently in receipt of the service, from 463 reported in 2011-12 to 386 for 2012-13 this has consequently led to a drop in the number of visits made during the year. It is important to note that those now in receipt of the Housebound service better match the profile of need established for this important customer grouping and that resources available are therefore being better targeted to this cohort.</p> <p>2(ii) The library has an online presence as part of the corporate website. It also has its own online library catalogue, community information database and heritage search point whereby customers can access information and services such as renewals and placing requests on items remotely.</p>

			<p>Facebook and Twitter sites were also launched during 2012 and as of March 31st the library service had 245 followers.</p> <p>All libraries provide a welcoming environment for disabled people and promote the availability of adaptive technology (both software and hardware) specially designed to help improve access to a computer. The equipment is most commonly used for physical, sensory, reading and writing problems and includes hardware such as large keyboards, trackballs and adjustable height work surfaces to onscreen software such as Jaws or Supernova.</p> <p>Microsoft windows accessibility options are available on all PCs allowing customers and staff to modify computers for their own individual requirements through the iCAM computer management system.</p> <p>As noted in Welsh Public Library Standard (WPLS) 9(iii) below the Library Service working with the Council's Property Services team and Authority's Access Group will undertake a building related Disability audit in the Autumn/Winter of 2013. As part of this review an assessment of the Library Services disability software and hardware provision will also be undertaken to ensure the most appropriate range of support packages and services are being provided to residents.</p> <p>No significant re-assessment of supportive technology or software has taken place in the last five years. A review of this kind is urgently needed to ensure all customers are being appropriately supported.</p>
--	--	--	---

<p>3</p>	<p>(i) Library authorities will ensure that the aggregate annual opening hours for all service points shall be no less than 120 hours per 1,000 resident population</p> <p>Library authorities having 4 or less static service points shall ensure that the aggregate annual opening hours shall be no less than 104 hours per 1,000 resident population</p> <p>(ii) Library authorities will ensure that emergency non-opening hours of static libraries will be no more than 1% of total planned opening hours in any year</p> <p>(iii) Library authorities will ensure that mobile library visits/stops missed or cancelled will be no more than 2.5% of total planned number of visits/stops in any year</p> <p><i>The extent of any disruption caused by unusually severe winter weather should be considered and allowed for in the above returns for (ii) and (iii) by removing any losses of service due to severe weather from the calculations.</i></p>	<p>No. of hours: 157.3</p> <p>No. of hours</p> <p>No of service points 17</p> <p>0% (0.55 % if include impact of inclement weather disruption)</p> <p>0% (2.2% if include impact of inclement weather disruption)</p>	<p>3(i) Caerphilly County Borough Library Service saw its aggregate annual opening hours fall for 2012-13 by 11.2% when compared to the previous year. The outturn figure of 157.3 hours per 1,000 resident population remains considerably above the standard of 120. A number of factors assist in explaining the drop in opening hours including:</p> <ul style="list-style-type: none"> - The full year effect of Library closures at Aberbargoed and Pontllytyn. Aberbargoed closed in March of 2012 and its loss of provision had little direct impact on the 2011-12 return. - The 2011 Census population figure for Caerphilly County Borough, 178,782, which rose by 5,658 or 3.3% compared to the figure used in last year's return. The census uplift has impacted on all per thousand resident performance indicators and the margin of increase is higher than any previous 'year on year' estimated population rise. <p>Aberbargoed Library reopened in May 2013 and will contribute to an improved return for 3(i) in 2013-14.</p> <p>As part of the Council's modernisation programme for its Public Library Service a review of opening hours is being undertaken that is expected to increase the total aggregate opening hours when completed. The review will focus on establishing a consistent and equitable pattern of Library opening hours linked to the Council's tiering model for service point development.</p> <p>3(ii) The County Borough Library Service's emergency non-opening hours for its static sites in 2012-13 was 0% when the impact of inclement weather closing (0.55%) is removed. The County Borough was affected by a period of significant inclement weather in January and February 2013 however actual disruption was managed to a minimum level through the adoption of a service wide business continuity plan. The plan places staff at sites near to where they live enabling the Authority to maintain core opening arrangements whenever possible.</p> <p>3(iii) Similar to the information noted above in 3(ii) the percentage of mobile visits missed or cancelled during 2012-13 is 0% when the impact of inclement weather disruption (2.2%) is removed.</p> <p>The 102 Housebound Library Link visits missed during 2012-13 were all connected to periods of inclement weather.</p>
<p>Framework 4 Standard</p>		<p>Actual Performance as at March 31 2013</p>	<p>Authority self-assessment</p>

<p>4</p>	<p>(i) Library authorities will provide the following ICT facilities for users:</p> <ul style="list-style-type: none"> (a) At least 7 networked public access personal or laptop computers per 10,000 resident population, providing free access to the Internet and full access to the authority's on-line catalogue of total holdings (b) Current hardware and software at library service points, renewed or refurbished according to corporate policies (c) Facilities that enable residents to use their own laptop computers in the libraries (d) WiFi at all larger service points (open for 30 hours or more per week) by March 2014 (e) Scanning and printing facilities (f) Plug-in facilities for digital media sources and portable devices (g) Free email access (h) Access to free introductory or basic support in the use of ICT facilities (i) Information literacy sessions for users (to develop use of library services and facilities) <p>(ii) Library authorities will provide the following ICT-based resources for users:</p> <ul style="list-style-type: none"> (a) General and reference information services (please describe briefly in the Authority self-assessment column) (b) Newspapers and other current information sources online (c) Community information (d) Local history and family history sources (e) Local authority and other governmental information sources (f) Access to e-learning resources and services 	<p>Insert ✓ or X against each</p> <p style="text-align: center;">✓ (12.5 per 10,000)</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">(partial)</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p>4(i)(ii) The number of public access PC's provided in Caerphilly County Borough Libraries has increased during 2012-13 following the opening of a new Library in Abercarn. Provision has risen from 212 in 2011-12 to 222 in 2012-13 with the level per 10,000 resident population also increasing from 12 to 12.5.</p> <p>It is noteworthy that total computer hours used by the public, as reported under Welsh Public Library Performance Indicator 3, has risen markedly however due to the similar uplift in computer numbers that the percentage of use has remained largely the same.</p> <p>Caerphilly County Borough Library Service has consistently sought to offer residents a breadth of computer resources at each of its facilities and the improvements achieved at the new Abercarn Library, an increase in PC's from 2 to 12 Internet Terminals and addition of free Wireless access reflects this commitment.</p> <p>Provision in Caerphilly Library Service is expected to further increase by March 2014 to 249 public access PC's with the completion of new facilities in Newbridge and Caerphilly. The County Borough's performance will then reach 14 per 10,000 residents, among the highest levels of access in Wales.</p> <p>All PCs are covered by an internal lease arrangement and PC replacement occurs every 4 years.</p> <p>Customers are welcome to bring their laptops into the libraries for general use; Wi-Fi provision is available in 3 Library facilities and work is underway to install in all libraries operating for 30 hours or more per week by the end of 2013.</p> <p>All libraries provide access to scanning and printing facilities.</p> <p>USB port provision is open to enable customers to use any plug-in device on the public access PCs.</p> <p>Basic Microsoft office packages are provided as standard, as is free emailing, Internet and basic support from library staff.</p> <p>Enhanced Microsoft professional packages are installed and available in some larger facilities that have been identified as adult education venues.</p> <p>The library service promotes both informal and more structured learning opportunities in local, community-based libraries individuals can improve their core information/digital/media literacy and ICT skills.</p> <p>Library staff are available upon request to support one to one taster sessions with customers on resources of information, both text and electronic based and to access advice and guidance on further learning and training and to increase their confidence and their employment prospects.</p> <p>Working together with the Council's Community Education practitioners, Bridges into work project, Communities 2.0, Learn-direct, and Open University, Libraries in Caerphilly are supporting residents to gain a variety of qualifications and skills based opportunities. Some 348 residents have been supported by the Digital Friday project at March 31st 2013. Digital Fridays are delivered in partnership with 'Get Caerphilly Online', Communities 2.0 and the Authority's Digital support officers within Regeneration. The scheme places trained digital volunteers in Libraries on Friday's to support resident to improve their digital skills and prepare for the challenges that Universal Credit will bring including online form completion.</p> <p>All libraries hold 'printed' general and reference materials about community, legal, health, council and business information. In addition, all libraries have Advice and Self-Help collections giving access to up-to-date information relating to peoples' rights and responsibilities in society.</p> <p>Local Information reference folders in each library enable staff to provide information on local agencies, voluntary groups and institutions.</p> <p>Selections of newspapers are available in hardcopy at all service points and via an online subscription (2012 = News Bank / 2013 = Gale) which all customers can access in the library or from a home computer using their membership card.</p> <p>A community information database has been developed in partnership with the Gwent Association of Voluntary Organisations and the Authority's 50+ partnership. The information is fully searchable and is accessible in every library and from home via a link on the main library catalogue.</p> <p>Bargoed Library is the Council's designated Local and Family History centre and staff work closely with the Museums Service to share and promote resources and research sessions for the public.</p> <p>The service currently supports subscriptions to Find my past, Ancestry, Theory Test Pro, Gale Infotrac, GoCitizen, Cans, Britannica, Oxford Art and Music, and Croner Health & Safety.</p>
-----------------	--	--	---

		Insert ✓ or ✗ against each	The service works closely in partnership with Learn-direct to enable e-learning opportunities for customers. Links have also been established with the Open University.
--	--	----------------------------	---

	Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
5	<p>Library authorities shall achieve the following target for annual acquisitions of new collection items (in all formats) made available for public use in each year (per 1,000 total resident population)</p> <p>(a) For use by adults – 124 items per annum</p> <p>(b) For users under 16 – 61 items per annum</p>	<p>Actual performance in year</p> <p>No. of items:</p> <p>159 (28,341)</p> <p>No. of items:</p> <p>80 (14,286)</p>	<p>5(i) Caerphilly County Borough Library Service exceeds the standard threshold for adult additions to stock by 28% however performance in 2012-13 is lower than that achieved in 2011-12 (174 items per annum). The drop in additions to adult stock is based on two factors:</p> <ul style="list-style-type: none"> - Stock purchases for three new Library developments (Abercarn, Aberbargoed and Newbridge). There has been a move to purchase a greater proportion of hardback stock for these facilities with a resultant unit price increase. This is best reflected by a 7% drop in total additions to stock, 2012-13 compared to 2011-12, but only a 1.5% 'like for like' fall in total expenditure on resources. - Continued financial pressures facing the Council – leading to more conservative spending profiles where ensuring budgets are not overspent is critical to the wider budgetary outlook. <p>Both these factors equally apply to 5(ii) and a drop in the number of resources purchased for Children and Young People. The County Borough Library Service exceeds WPLS 5(ii) by 31% however its performance for 2012-13 is lower than that achieved in 2011-12 (91).</p>

<p>6</p>	<p>(ii) Library authorities shall ensure that they spend</p> <p>Either</p> <p>(a) a minimum average for the three-year period to March 2014 of £750 per annum per 1,000 Welsh speaker total resident population (adult and children under 16) on the purchase, marketing and promotion of Welsh-language materials</p> <p>Or</p> <p>(b) a minimum of 4% of the total library materials purchasing fund on average for the three-year period to March 2014 on the purchase, marketing and promotion of Welsh-language materials for adults and children under 16</p> <p>(iii) Library authorities will compare their acquisition performance against an indicative selected list of Welsh Writing in English titles to be circulated after consultation with the Welsh Books Council. Authorities should purchase a minimum of 75% of those titles listed annually and an average of at least 3 copies of those titles</p> <p>(iv) (a) Library authorities shall ensure that the time taken to replenish the lending stock on open access for adult users is no more than 8.9 years</p> <p>(b) Library authorities shall ensure that the time taken to replenish the lending stock on open access for users under 16 is no more than 8.9 years</p> <p>Note: reserve stocks should not be included in the calculation of performances against part (iv) (a) and (b) this Standard</p>	<p>Actual expenditure</p> <p>£21,916</p> <p>State %</p> <p>.....</p> <p>%of list purchased</p> <p>75%</p> <p>Average no. of copies of each title purchased</p> <p>3.2</p> <p>State performance</p> <p>5.64 years</p> <p>7.45 years</p>	<p>6(i) The 2011 Census highlights that some 14,524 residents can read, write or speak Welsh within Caerphilly County Borough. This represents a drop from the population total used in the 2011-12 return (18,986).</p> <p>The population figure used for this Standard has been provided by the Council's Policy Unit.</p> <p>Caerphilly Library Service uses the methodology detailed under 6(ii)a to determine the level of expenditure that is required on the purchase, marketing and promotion of Welsh language materials. In order to meet section 6(ii)a a spend of £10,893 or higher was required. Caerphilly County Borough spent £21,916 on this area of provision well in excess of the level required and higher than the equivalent performance for 2011-12 (£19,269).</p> <p>The Library Service remains committed to purchasing and promoting Welsh language materials. Though the outturn expenditure is considerably higher than the minimum level required it is not anticipated there will be a significant reduction in future provision as the Authority continues to actively support the promotion of the Welsh language.</p> <p>6(iii) The County Borough Library Service meets this section of the Standard. Performance has reduced from 100% of titles purchased in 2011-12 to 75% in 2012-13 and a similar drop has taken place in the average number of titles purchased from 4.4 in 2011-12 to 3.2 in 2012-13. Caerphilly Library Service is fully committed to continuing to meet this element of WPLS 6, however customer use of previous Welsh writing in English titles has been limited and it has become more difficult to justify expenditure beyond the minimum levels set. The Library Service will continue to monitor this situation and with the opening of a significant new Library in Caerphilly town that has a more developed readership in Welsh language materials, and related interest areas, it is anticipated that core performance for Welsh writing in English titles will improve and consequently levels of spend against WPLS 6(iii) will also increase in 2013-14.</p> <p>6(iv) Caerphilly Library Service has improved its performance with regard to the time taken to replenish lending stock on open access to users under 16, WPLS 6(iv)b, from 8.55 years in 2011-12 to 7.45 years in 2012-13. As the 2011-12 Annual Return indicated there has been a managed intervention in this area of provision to ensure replenishment rates have reduced to more appropriate levels. Work on this element of the Standard has been aided by a number of new building developments and the practical requirements to refresh and update holdings as Libraries relocate to enhanced facilities.</p> <p>Performance with regard to 6(iv)a, replenishment rates for adult lending stock, has increased slightly from 5.17 years in 2011-12 to 5.64 in 2012-13. It is important to note that the outturn level for 2012-13 remains well within the Standard of 8.9 years.</p> <p>The management and care of Adult and Children's resources will become more complex in future years as increasing budgetary pressures on the Library book-fund impact in addition to increases in Authority shelving capacity following the completion of a number of new building developments. The Library Services stock policy and processes to manage its resource</p>
-----------------	--	---	--

			<p>holdings will require careful monitoring to ensure the maximum positive life span can be accrued from each item purchased while ensuring the age and condition of materials do not drop below agreed levels as detailed in the Welsh Public Library Standards Framework.</p>
--	--	--	---

Framework 4 Standard		Actual Performance as at March 31 2013	Authority self-assessment
7	<p>Library authorities will ensure that no less than</p> <p>(a) 64% of all requests shall be supplied within 7 calendar days</p> <p>(b) 79% within 15 calendar days</p> <p>(c) 89% within 30 calendar days</p> <p>on average over the three-year period to March 2014</p> <p><i>Calendar days are to be calculated from when the request / reservation was made to the time when the borrower was informed that the material was available.</i></p> <p><i>Requests for pre-publication material should be calculated only from the date when materials are made available for purchase to the library service, i.e. exclude pre-publication requests still in the system.</i></p> <p>Note: Please indicate (insert ✓ or X) whether this data has been:</p> <ul style="list-style-type: none"> ▪ calculated via the service LMS <p>or</p> <ul style="list-style-type: none"> ▪ calculated on the basis of a sample period survey 	<p>76.86%</p> <p>83.56%</p> <p>90.42%</p> <p>X</p>	<p>Caerphilly County Borough Library Service continues to meet each section of WPLS 7 however the percentage of requests satisfied within 30 calendar days (WPLS 7iii) has dropped slightly compared to the comparable performance for 2011-12.</p> <p>For completeness the County Borough's performance in 2011-12 was as follows:</p> <p>(a) 64% of all requests shall be supplied within 7 calendar days = 76.59%</p> <p>(b) 79% within 15 calendar days = 83.35%</p> <p>(c) 89% within 30 calendar days = 89.90%</p> <p>The Library Service has worked hard to develop a robust approach to measuring request supply rates via its Library Management System (LMS) for the year as a whole. The return for 2012-13 is its first based solely on LMS data.</p> <p>It is clear that the Library Service's approach to supporting customers with their requests for specific items is functioning well. For example the 12 Local Authority Books4U scheme has been utilised to request 3,324 items for Caerphilly County Borough customers in 2012-13 whilst the Council loaned 2,601 titles to others through the initiative. Caerphilly Library Service is ranked among the top two Authority's for lending materials to others and requesting titles for its customers.</p> <p>Based on an Annual calculation from the Council's Library Management System.</p>
Framework 4 Standard		Actual Performance as at March 31 2013	Authority self-assessment
8	(i) Library authorities shall ensure that total staffing	State figure:	8(i) The total number of staff on the Library Service establishment at March 31 st 2013 was 97.5 the same as at March 31 st 2012. Reported performance has declined marginally due to the effect of a higher population figure for the

	<p>establishment levels shall not fall below 0.37 per 1,000 resident population</p> <p>(ii) Library authorities shall ensure that at least 23% of total staff shall be formally qualified in library and information studies / science</p> <p>(iii) Library authorities shall ensure that the designated operational manager of library services shall be the holder of recognised professional qualifications in librarianship or information science or information management</p> <p>(iv) Library authorities that use volunteer staff shall ensure that they:</p> <ul style="list-style-type: none"> • have a designated volunteer coordinator from the permanent staffing establishment • provide a written role description for each volunteer • meet the legal requirements for each volunteer in relation to the role being undertaken • provide induction training for volunteers • provide continuing training for volunteers • provide appropriate supervision for volunteers • are aiming to achieve accreditation status recognising that the organisation is meeting the standards noted in the National Occupational Standards for Managing Volunteers and Investing in Volunteers 	<p style="text-align: center;">0.54</p> <p style="text-align: center;">State %</p> <p style="text-align: center;">22.5%</p> <p style="text-align: center;">State qualification of post holder</p> <p style="text-align: center;">Chartered Librarian with degree in Librarianship</p> <p style="text-align: center;">Insert ✓ or X against each</p> <p style="text-align: center;">N/A</p>	<p>has declined marginally due to the effect of a higher population figure for the County Borough. The return for 2011-12 was 0.56.</p> <p>For information if the total staffing indicator (8i) were calculated on a full time equivalent (FTE) basis then the outturn performance would be 0.37 per 1,000 resident population as the Library Service carries a significant number of part-time posts.</p> <p>8(ii) The County Borough Library Service's performance with regard to the percentage of total staff (FTE) that are formally qualified in Library and Information Studies/Science has marginally improved from 22.2% in 2011-12 to 22.5% in 2012-13. This improvement has occurred due to a 0.71 FTE drop among cleaning staff and front line Library personnel while there has been a 0.10 FTE increase among the Authority's professional cohort.</p> <p>Recruitment is currently underway to fill a number of new posts at Aberbargoed Library and the new facility in Caerphilly, some 5.2 FTE. These important appointments, all public facing, will however place additional pressure on the percentage of professionally qualified staff within Caerphilly Library Service.</p> <p>Proposals to adopt a new management structure for the Library Service are currently undergoing staff, union, and Member consultation. It is not anticipated that a new structure will be in place before April 1st 2015.</p> <p>It is important to note that the proposals under consideration will include due reference to the Welsh Government Public Library Standards with regard to professionally qualified staff.</p> <p><i>Three part-time Library Assistant vacancies were in place at March 31st 2013. The vacancies, at sites including Ystrad Mynach, Bargoed Hanbury Chapel, and Blackwood Library, had been vacant for between 6 weeks and 6 months. The Library Service works through the Council's agreed Business Case process for vacant posts to be approved for filling with a focus on utilising, wherever possible, employees from the Local Authority redeployment pool.</i></p> <p>8(iii) Please see information provided performance column.</p> <p>8(iv) The County Borough Library Service does not currently employ volunteers to deliver any of its provision. The service does however work with a number of bodies who use volunteers, including 'Get Caerphilly Online', to deliver their projects in a Library setting. The Authority's five largest Libraries host weekly 'Digital Friday' sessions as part of the Council's Universal Credit Pilot and these activities are delivered by trained and community volunteers.</p> <p>Abercarn Library which opened to the public at the end of May 2012 hosts a Community Café run by the Bridging the gap group and staffed by local volunteer helpers.</p> <p>In each example noted above the Library Service has been judicious in its support for community projects that, through their use of volunteers, are able to add capacity and value to the relevant settings where these schemes operate.</p>
--	--	--	--

--	--	--	--

Framework 4 Standard		Actual Performance as at March 31 2013	Authority self-assessment
9	Library authorities will indicate:		9(i) The first instalment of payments to build a new three storey Library in Caerphilly was made by the Council to the site developer in 2012-13. A sum of £1.992 million has been spent during 2012-13 toward the scheme out of a total expected to exceed £5 million. The Council has also contributed to the furniture and shelving procured for this development and a multi-level self service offer and security gate system.
	(i) Capital investment in their library service points (including mobile services) from		
	a) the authority's own resources	£2,171,739	
	b) from external sources	£244,000	£200,000 was secured from CyMAL's Community Learning Libraries Programme during 2012-13 for the Caerphilly scheme, paying for the majority of the shelving and furniture required. £44,000 has been secured through Flying Start toward the refurbishment and building works on Aberbargoed Library and Resource Centre. The reopened Library will be jointly operated with a team of Flying Start Health Visitors and other 'Early Year' officers. This type of mutually beneficial collaboration may be replicated in other community service points, where funding and opportunity arise, as a means of protecting core services into the future.
	<i>State sources of any external capital investment in the Authority self-assessment column.</i>		
(ii) Their actual repair and maintenance expenditure for each year of the Framework per 1,000 resident population, including any actual central charge levied on the library service for use of buildings as service points	£606 (£108,377)		In addition to the funding noted above the Council is investing £170,000 of capital monies in the conversion and fitting out of the Newbridge Institute (Memo) ground floor which will accommodate an enhanced Public Library facility for the town. The new Library will open before the end of June 2013 and will be twice as large as the previous site. The Library Service will also benefit from an up-lift in revenue funding to operate the Newbridge Memo Library of some £50,000 per annum.
(iii) That they have undertaken:	Insert <input checked="" type="checkbox"/> or <input type="checkbox"/>		
▪ an asset/condition survey for their service points or internally reviewed such surveys on one occasion in the five year from March 2009 to April 2014	Date of survey:		
▪ a disability audit on one occasion in the five-year period from March 2009 to April 2014	2012-13 Completed		9(ii) The 2012-13 budget allocated for repairs and maintenance was £182,457 (£1,021 per 000 population). The Public Library maintenance budget is managed by the Council's Facilities team and the funding not spent in 2012-13 has been protected in order to support a number of small Library improvement schemes in 2013 (redecorating of Machen Library, replacement of windows at Rhymney Library, and a small internal refurbishment of Bedwas Library alongside the inclusion of a DDA accessible public toilet).
(iv) The total aggregate public area offered by the library service points per 1,000 resident population. The indicative standard is 27 square metres	Date of audit:	Planned for Autumn 2013	9(iii) The Council completed new condition surveys on all its building, including Libraries in early 2013. In addition area Asset Management Plans are currently being prepared with an initial focus on the Upper Rhymney Valley. A disability audit with the full involvement of the Council's Property Disability Access Officer and Access Group is planned for the Autumn of 2013.
(v) Any other capital expenditure on the library service not relating to buildings incurred during the year		23.2 m²	9(iv) The aggregate public floor area noted in this return is lower than that reported in 2011-12 however the Authority's overall floor space has increased following the opening in May 2012 of a new Library in Abercarn, a third larger than the previous facility. The reason for the decline is linked to:
<i>State nature of expenditure in the Authority self-assessment column.</i>		N/A	<ul style="list-style-type: none"> • Loss of floor areas at Pontllynn and Aberbargoed. • Impact of increased County Borough population (2011 Census). It is important to note that Caerphilly Library Service has among the best building assets in Wales following the Council's investment in its facilities. In addition with the completion of Caerphilly Library during 2013-14 the Authority is on track to meet the aggregate public floor area indicator before the end of the 4 th Framework.

The Welsh Public Library Performance Indicators (WPLPI) 2011-14

Notes for completion

Data is required annually for Performance Indicators (WPLPI) 1, 3, 4, 5, 6, 7 and 8 - all are marked with * for the sake of clarity. Data should only be submitted for WPLPI 2 when the PLUS surveys (or their local equivalents) have been completed and when results are known.

Library authorities NEED NOT offer comments in those Performance Indicators where no data can yet be submitted (and until, for example the PLUS survey, or its equivalent has been conducted).

Authorities who do not use the PLUS survey services in their entirety are required to provide the following information in their Annual Return

- (i) When and by whom was the survey conducted?
- (ii) How and where was the survey conducted?
- (iii) How was the analysis undertaken and by whom?
- (iv) What questions were asked for each Performance Indicator?
- (v) What was the survey target sample and how was it calculated?
- (vi) What was the response rate?

Performance data should be cited to two decimal points where appropriate

	Performance Indicators (WPLPI)	Reported Performance 2011-12	Actual Performance as at March 31 2013	Authority self-assessment
				Caerphilly County Borough Library Service's total visits for 2012-13

1*	The number of people using the library service per 1,000 resident population	No. per 1,000 population: 4,652	No. per 1,000 population: 5,012	<p>were 896,022 (5,012 per 000 population). This compares positively with the Authority's outturn performance for 2011-12, 805,359 (4,652 per 000 population). There has been an increase of 11.3% in overall visits when 2012-13 activity level are compared to 2011-12.</p> <p>Based on recent performance improvements Caerphilly County Borough Library Service remains on track to achieve median level attainment within a Welsh context over the next two year period.</p> <ul style="list-style-type: none"> ▪ Physical visits 858,076 (4,800 per 1,000 resident population) in 2012-13 773,166 (4,466 per 1,000 resident population) in 2011-12 <p>Physical visits alone have increased during 2012-13 by 11%. This is due in large part to the significant uplift in activity taking place at the Bargoed Hanbury Chapel facility, Risca Palace development, and new Abercarn Library.</p> <ul style="list-style-type: none"> ▪ Virtual visits (website / librarywales.org ONLY) 2012-13 Website visits = 30,793 Librarywale.org = 7,153 TOTAL = 37,946 2011-12 Website visits = 24,333 Librarywale.org = 7,860 TOTAL = 32,193 <p>There has been a 18% increase in virtual visits largely due to improved marketing of the Library website and an increase Council profile of the service during 2012-13 linked to the new building projects achieved. The Library Service has also prioritised its online and virtual offer for improvement with the launch of a Facebook account and twitter presence.</p> <ul style="list-style-type: none"> ▪ Attendance at events / activities During 2012-13 some 33,437 residents attended activities or events in the Council's Libraries representing an increase of 12.4% on the Authority's performance in 2011-12 (29,742). The improved range of facilities that customers can access has contributed positively to this increase. As an example activities and events increased by 65% in Bargoed and 59% in Risca compared to 2011-12. There was also a 253% rise in equivalent activity at the new Abercarn Library. <ul style="list-style-type: none"> • Social media usage As noted above 2012-13 has seen the launch of a Library Facebook and Twitter account with some 245 follower's to-date. The development of an enhanced 'virtual' Library offer is a strategic priority for the Library Service in 2013-14.
2	(i) The % of library users (adults and children under 16) who are satisfied or very satisfied			Caerphilly County Borough Council Library Service completed an Adult PLUS Survey in March 2013 and Children and Young Peoples PLUS Survey in April 2012. The percentages shown in this return are based on the information provided by these two questionnaires.

				<p>Friday' sessions which are run by officers and volunteers from 'Get Caerphilly Online' and Communities 2.0. It is hoped this important project will raise the profile of Libraries as a location for those who are currently digitally excluded.</p> <p>The County Borough Library Service will be piloting a scheme to support children and young people to access their homework and classroom materials online at a number of its Libraries as part of plans aimed at increasing use among these important age groups.</p> <p>In assessing WPLPI 3 the County Borough Library Service recognises that its present performance is at best poor. Caerphilly Borough is recognised as an area with higher than average levels of digital exclusion, therefore the relatively low IT take up in Libraries is further marked.</p> <p>Caerphilly Library Service will continue to work closely with a wide range of digital inclusion partners to increase levels of digital engagement among Borough residents.</p>
4*	The annual issues (loans) per 1,000 total resident population	<p>No. per 1,000 population:</p> <p>4,026 (697,041)</p>	<p>No. per 1,000 population:</p> <p>3,605 (644,582)</p>	<p>Caerphilly County Borough Library Service issued 52,459 less items in 2012-13 compared to 2011-12. This represents a 7.5% drop in performance whilst as noted in WPLPI 1 above Libraries received 11% more visits during the same year.</p> <p>The decline in book and non book material borrowing may reflect a more general decline in the average number of resources customers take when they visit one of the Borough's Libraries. There is also the challenge of increased e-book ownership among the population which may also be a contributory factor.</p> <p>More detailed analysis of performance against WPLPI 4 highlights a drop in borrowing by Children and Young People with their total loans for 2012-13 representing 31% of overall activity compared to 33% in 2011-12. Historically children in particular are more likely to borrow multiple items per visit and this marginal drop may also assist in explaining the overall picture.</p> <p>There are a number of Libraries within the County Borough that have performed above the overall trend, these include:</p> <ul style="list-style-type: none"> - Abercarn Library, 39% increase in borrowing - Bargoed Hanbury Chapel, 39% increase in borrowing - Llanbradach Library, 46% increase in borrowing - Risca Palace, 14% increase in borrowing <p>In evaluating Caerphilly County Borough Library Service's performance with regard to WPLPI 4 it is clear that the level of outturn activity are disappointing overall, and not in-line with the positive visitor attainment detailed in WPLPI 1 above. Caerphilly's performance remains below the median for Wales and more concerted activity will be required to address the gap in attainment that exists.</p> <p>During 2013-14 the Authority will be opening a new facility in Newbridge and statement Library in Caerphilly town. Both</p>

				<p>developments will support the Authority to improve its 'annual issues' performance, as will the re-opening of Aberbargoed Library.</p> <p>Caerphilly new Library in particular is critical to the Library Services ambitions with regard visits and issues moving forward. The new facility will be five times larger than the town's present facility and capable of meeting the needs of some 33,000 residents in its catchment area.</p>
--	--	--	--	--

Performance Indicators (WPLPI)		Reported Performance 2011-12	Actual Performance as at March 31 2013	Authority self-assessment
5*	The % of total annual authority expenditure on the library service spent annually on the purchase of books and other collection items in all formats and made available to the public	11.94% (13.45% when excluding Central charges)	10.73% (12.44% when excluding Central charges)	<p>The percentage of total Library Service expenditure on book and other collection items has declined by some 1.21% when compared to the 2011-12 return. The percentage drop is less marked when the impact of Departmental overheads and Central charges are removed.</p> <p>As noted in the 2011-12 Annual Return the Council's overall financial commitment to the Public Library Service has increased markedly in recent years due in large part to a number of significant new buildings and the related revenue growth associated with these schemes.</p> <p>Book and other collection item spend has in recent years occupied a smaller share of the overall expenditure made on Library Services due to the Council's important commitment to improving its building stock. The 2012-13 return continues to reflect the significant investment made in the Library Service as whole.</p> <p>It is important to note, as highlighted in WPLS 6, that the levels expended on resources for Adults, Children, and Young People, continue to exceed the minimum requirements of this Framework. The spend on Children and Young People under 16 years of age exceed the top quartile for the UK linking strongly to the Council's strategic agenda of supporting residents in these age groups to improve their literacy skills and learning potential.</p> <p>Maintaining core levels of expenditure on books and other collection items has proven challenging in recent years due to the increasing budgetary pressures facing the Local Authority and the outturn noted in this return for WPLPI 5 reflects well on the Library Service and the Council's continued support for this provision at a time of such challenge.</p> <p>The Library Service in previous years has targeted a baseline percentage spend on books and other collection items of 15% of total expenditure, though this remains the aspiration, it is clear in the present economic climate that this goal is unlikely to be met without either significant additional budgetary growth or a significant reconfiguration of other budget headings that are currently largely fixed.</p>
6*	The % of total authority revenue expenditure spent annually on the public library service	1.15%	1.28%	As noted elsewhere in this Annual Return the Council is continuing to increase its investment in its Library Service and this commitment is reflected in the 2012-13 out-turn for WPLPI 6.

	The actual recharge (in £s) levied on the library service for central services	£387,702	£520,000	There has been an increase in Central and Departmental overhead charges when 2012-13 is compared to 2011-12, due in part to the significant uplift in the Authority's Library building stock and the costs associated in managing and maintaining an increased portfolio of sites.
7*	The % of total authority capital allocations expended on public library facilities this year	1.38%	4.27%	As noted in WPLS 9 (i) a considerable level of capital funding has been spent during 2012-13 on Library schemes and this is expected to continue during 2013-14 as the new facility in Caerphilly town is completed and the Council's contribution toward the Newbridge Memo development is reported.
8*	The net annual revenue expenditure on public library provision per 1,000 resident population, including staffing, materials, revenue costs of buildings and any recharge levied on the library service for central services	£19,915	£21,035	<p>The annual revenue expenditure on public library provision per 1,000 resident population remains markedly above the levels reported in 2010-11 (£17,839) and 2011-12 (£19,915).</p> <p>The level of revenue expenditure reflects the considerable investment made by the County Borough Council in its Library Service to date and is likely to remain above the average for Wales over the short to medium term.</p>