APPENDIX 2: MAINTAINING A VALUED SERVICE: THE FOURTH FRAMEWORK OF WELSH PUBLIC LIBRARY STANDARDS APRIL 2011 – MARCH 2014. CAERPHILLY COUNTY BOROUGH COUNCIL ANNUAL RETURN PRO FORMA 2011-12

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 2 July 2012

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** [a]

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 2012

Definitive submission to CyMAL by December 2012

Please indicate briefly below:

1. The authority's scrutiny procedures applied to the assessment of library service performances undertaken by the Welsh Government under the third assessment framework for 2008 – 11 for the year 2010-11, and sent to authorities for their consideration and action in September 2011 by the Welsh Government.

A report on Caerphilly County Borough Council's performance against Welsh Government Public Library Standards for 2010-11 was presented to the Education for Life Scrutiny Committee on November 8th 2011. The report received by Scrutiny was considered, fully endorsed, and recommended to Cabinet for approval. Cabinet received the Public Library Standards report for 2010-11 on January 10th 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 undertaken following receipt of the 2010-11 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 and in particular noted the comments of the Welsh Government and the Library Standards Reference Group that "The Authority has responded carefully and conscientiously to the requirements of the Welsh Government's Assessment Frameworks for public library services from the outset and continues to make significant progress even if this is not yet reflected in the total number of Standards that have been achieved."

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 2010 – 11 that your authority was undertaking a <u>formal</u> 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 <u>formal</u> review of its library service during 2011 – 12, 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 Annual Return for 2010-11 Caerphilly County Borough Library Service introduced a Five Year Development Plan (2009-14) in June 2009 which was approved by both the Education for Life Scrutiny Committee and Cabinet. The Plan constituted both a review of the present provision and a strategy for the County Borough Library Service over the short to medium term. It is anticipated that during 2013-14 a review of this Plan will take place with a view to developing a new strategy for the Library Service as it moves forward.

The 2009-14 Five Year Library Development Plan has provided an important strategic impetus, and context, for the Authority led building improvement works that have taken place over the last three years. Notable building developments have taken place, with important grant aid from the CyMAL Community Learning Libraries Programme, including Bargoed Hanbury Chapel, Risca Palace, and Blackwood Library refurbishment. The tiering model for Public Library development adopted by Council in 2003, and revalidated in the 2009-14 Five Year Development Plan links closely to the Authority's plans for Customer Service Centre provision and relevant town centre regeneration initiatives.

5. Please indicate whether there have been any changes made to the resources available to the library service compared to 2010-11, e.g. efficiency savings, resource reductions/increases, restructuring of staff, etc., and indicate how they have impacted on the service in 2011-12:

During 2011-12 the following changes to resources took place:

- **Pontlottyn Library (15 hours per week) closed in July 2011** – The Library occupied a room within the village Community Centre which has been forced to close due to the condition of the building. The building has since been demolished to make way for a possible new Centre. Local community groups including the Centre Management Committee are in the process of seeking funding to build a new facility for the village on this site which may include a replacement Library. While plans and funding are being sought to erect a new Community Centre in the village Library services are being provided from the Council's nearest alternative facility in Rhymney some 1.3 miles away.

- **Aberbargoed Library (25 hours per week) closed in March 2012** – The Council's Cabinet approved the relocation of Library Services from Pant Street Aberbargoed to the Bargoed Hanbury Chapel facility on December 13th 2011. The reasons for the recommendation to relocate this service were:

    - The Library at Pant Street Aberbargoed does not meet the Welsh Government Public Library Standard for public space (WPLS 9iv).
    - A 100% of households in Aberbargoed are located within 2 miles of the new Hanbury Chapel facility.
    - The Bargoed Hanbury Chapel exceeds the public floor space Standard, noted above, for both Bargoed and Aberbargoed communities combined. The Hanbury Chapel is deemed as offering enhanced facilities to residents in the area.

    As part of the review of Library provision to Aberbargoed a public consultation process was undertaken and an Equality Impact Assessment completed.

- **Council's Schools Library Service was decommissioned in December 2011** – provision of 'self service' collections in both the new Bargoed Hanbury Chapel and Risca Palace facilities. A saving of £120,000 has been made toward the Council's Medium Term Financial Plan.

In each instance noted above the staff affected have been transferred into alternative roles within the Library Service, one officer choose to take redundancy and has left the Authority.

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 2012	Authority self-assessment
1	(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%	**98.8%**	In 2008-09 the County Borough Council Library Service worked alongside the authority's Policy Unit to recalculate the proportion of occupied households within a 2-miles radius of each static service point.
	or		While two service points have moved location within the communities they serve, Risca and Bargoed, and both Pontlottyn and Aberbargoed facilities closed during 2010-11, the Council continues to reach the 98.8% coverage noted in this return.
	(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%	……………. %	The data collected for this Standard is based on output areas that have their centroids within the 2 mile buffer zones of the Council's static service points – as defined in ArcGis 9.2.
	or		As noted in the 2010-11 return a detailed recalculation of occupied households within a 2 mile radius will be completed with the support of the Council's Policy Unit during 2012-13, taking into account the planned relocation of Caerphilly Library and Newbridge facility to new/renovated buildings as part of the Authority's on-going commitment to developing new modern fit for purpose service points.
	(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%	………………%	
	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.		
	Library services should briefly describe the nature of that provision and the numbers of households served in the Authority self-assessment column.		

	Framework 4 Standard	Actual Performance as at March 31 2012	Authority self-assessment
2	(i) Library authorities shall provide access to the service for those not able to use conventional service points (ii) Library authorities will continue to provide specialised assistance, facilities and equipment for people with particular access requirements *Library services should briefly describe the nature of the provision in the Authority self-assessment column*	**See Self-Assessment Column**	The County Borough Library Service has an online presence as part of the corporate website. It also has it's 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. All council services are also being extended via the Looking Local 'DigiTV' system. Libraries currently have a basic information presence via this service. 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, includes peripherals and furniture such as large key keyboards, trackball mice, adjustable height work surfaces, and onscreen software such as Jaws or Supernova. 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. As noted in Welsh Public Library Standard (WPLS) 9(iii) below the Library Service working with the Council's Property Services team and Access Group will undertake a building related Disability audit in 2013-14. 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. 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. Two small 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 463 residents are currently in receipt of the Library Link service and 5,305 visits were completed in 2011-12.
3	(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 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	No. of hours: **177.2** No. of hours ………….. No of service points **19***	3(i) Performance against this Standard has dropped below the level achieved in 2010-11 (181.2) but remains well above the minimum level required by the Welsh Government. The closure in July 2011 of Pontlottyn Library, due to the physical condition of the Community Centre building it shared occupancy within, has impacted on the County Borough Library Services performance against this Standard. Aberbargoed Library also closed following a Council review of provision to this community but its closure, in March 2012, has not directly impacted on Library Service performance for 2011-12. The impact of this loss of provision will be reported fully in the 2012-13 annual return. *The number of service points shown includes Pontlottyn and Aberbargoed as they were open for part of the year under review.

	(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	**0.3%**	94 emergency non-opening hours occurred for static service points within Caerphilly County Borough during 2011-12, from a total of 30,674 available. Performance against 3(ii) is well within the Standard and reflects a period where inclement weather disruption was not a factor. 23 Library Link stops/visits were missed during 2011-12 from a total of 5328. In both 3(ii) and 3(iii) performance was considerably improved on the equivalent outputs in 2010-11, 0.62% and 1.94% respectively.
	(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 ***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.***	**0.43%**	

	Framework 4 Standard	Actual Performance as at March 31 2012	Authority self-assessment
4	(i) Library authorities will provide the following ICT *facilities* for users:	Insert ✔ or **X** against each	4(i) All PCs are covered by an internal lease arrangement and PC replacement occurs every 4 years.
	(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	✔ **(12 per 10,000)**	Customers are welcome to bring their laptops into the libraries for general use; work is currently underway to ensure Wi-Fi provision is available in all libraries operating for 30 hours or more per week by 2013. All libraries provide access to scanning and printing facilities.
	(b) Current hardware and software at library service points, renewed or refurbished according to corporate policies	✔	USB port provision is open to enable customers to use any plug-in device on the public access PCs.
	(c) Facilities that enable residents to use their own laptop computers in the libraries	✔	Basic Microsoft office packages are provided as standard, as is free emailing, Internet and basic support from library staff. During 2011-12 some 2,496 Race Online sessions took place and a further 948 IT sessions was undertaken.
	(d) WiFi at all larger service points (open for 30 hours or more per week) by March 2014	**X**	Enhanced Microsoft professional packages are installed and available in some larger facilities that have been identified as adult education venues.
	(e) Scanning and printing facilities	✔	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.
	(f) Plug-in facilities for digital media sources and portable devices	✔	Library staff are available on 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.
	(g) Free email access	✔	
	(h) Access to free introductory or basic support in the use of ICT facilities	✔	Working together with our Community Education department/ Bridges into work project/ Communities 2.0/ Learndirect, BBC First Click, and the Open University a variety of qualifications and skills based opportunities are being offered in libraries.
	(i) Information literacy sessions for users (to develop use of library services and facilities)		4(ii) 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.
	(ii) Library authorities will provide the following ICT-based *resources* for users:	Insert ✔ or **X** against each	
	(a) General and reference information services (please describe briefly in the Authority self-assessment column)	✔	Local Information reference folders in each library enable staff to provide information on local agencies, voluntary groups and institutions.
	(b) Newspapers and other current information sources online	✔	Selections of newspapers are available in hardcopy at all service points and online through the News Bank subscription, which all customers can access in the library or from a home computer using their membership card.
	(c) Community information	✔	A community information database has been developed in partnership with GAVO and the 50+ partnership. The information is fully searchable and is accessible in every library and from home via a link on the main library catalogue.
	(d) Local history and family history sources	✔	
	(e) Local authority and other governmental information sources	✔	Bargoed library is a designated local and family history centre and staff work closely with the museums service at the Winding House to share and promote resources and research sessions for the public.
	(f) Access to e-learning resources and services	✔	The service currently supports subscriptions to Britannica, European Sources Online, Groves Art, Groves Music, Ancestry.com, Find My Past and News Bank.

		The service works closely in partnership with Learndirect to enable e-learning opportunities for customers. Links are also being established with the Open University to pilot more advanced online learning opportunities in the last quarter of 2011.

	Framework 4 Standard	Actual Performance as at March 31 2012	Authority self-assessment
5	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) **(a) For use by adults – 124 items per annum** **(b) For users under 16 – 61 items per annum**	Actual performance in year No. of items: **174** **(30,123)** No. of items: **91** **(15,721)**	Caerphilly County Borough Council Library Service meets both 5(i) and 5(ii) based on the annual acquisition data provided. The continued positive performance achieved with regard to additions to stock and spend on resources reflects a wider commitment by the Local Authority to developing and enhancing its Library Services as its programme of building improvements reaches a conclusion with the planned new facility for Caerphilly Town in the autumn of 2013. Maintenance of an effective book and non book resource budget, and continued investment in materials for adults and under 16's will be crucial to the Council's plans to reinvigorate its Library offer. It is worth noting that there has been a shift in the profile for items added when 2011-12 performance is compared to the 2010-11 equivalent period. In 2010-11 the adult additions to stock total was 196 per 1000 total resident population and the figure for under 16's was 80.2. This change in balance is linked to the development of four sites, namely the Risca Palace facility, Bargoed Hanbury Chapel, Blackwood Library refurbishment, and latterly Abercarn new build. In each instance there has been a concerted effort to provide improved and extended services to children and young people including increased provision of book and non book materials. The County Borough Library Service, as detailed in its 2009-14 Five Year Development Plan, is committed to improving its offer to children and young people in particular under 5's have been targeted. This approach is reflected to a degree in the spend profile for resources during 2011-12 and is in keeping with Council's strategic approach to supporting Children and Young People.

| 6 | (i) (a) Library authorities shall maintain a level of expenditure on collection items for adults per 1,000 total resident population that does not fall below the lowest quartile (UK 09/10) on average throughout the period to March 2014

Lowest quartile £1685

Median £1925

Top quartile £2137

(b) Library authorities shall maintain a level of expenditure on collection items for those under 16 per 1,000 total resident population that does not fall below the lowest quartile on average throughout the period up to March 2014

Lowest quartile £263

Median £322

Top quartile £426 | Actual expenditure

£1,865

Actual expenditure

£500 | Caerphilly County Borough Council Library Service exceeds the lowest quartile figure for both expenditure on collections for adults and under 16's per 1,000 total resident population. In the case of 6(i)b the Authority exceed the top quartile, in line with a commitment noted in 5 above to support improved facilities and resources for children and young people.

The adult expenditure performance is close to the Median point.

In 2010-11 the expenditure on total resources (adult and under 16s) was £2462.29 per thousand resident population. In 2011-12 the comparable figure is slightly lower at £2366.29.

Within the difficult financial context facing the County Borough Council maintaining, or indeed improving, performance against this Standard will remain an ongoing challenge. |
| **Framework 4 Standard** | **Actual Performance**
as at March 31 2012 | **Authority self-assessment** |

6	(ii) Library authorities shall ensure that they spend		Based on 18,986 welsh speakers (residents who speak, read and write Welsh) and utilisation option 6(ii)a the expenditure on Welsh-language materials for adults and children under 16 must be a minimum of £14,172.
	Either		
	(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	Actual expenditure **£19,269**	The population figure used is based on information provided by the Council's Policy Unit which is also published on the Authority's Website in the Welsh section of its Equalities pages. Based on this information Caerphilly County Borough Library Service exceed the expenditure required to meet WPLS 6(ii)a.
	Or		It is important to note that compared to the equivalent Standard in 2010-11 there has been a noticeable drop in expenditure incurred. In 2010-11 some £29,526.38 was spent on Welsh-language materials. Analysis points to a reduction in the amount spent on marketing and promotions and a small decline in the level of real-term expenditure on Welsh language resources.
	(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	State % …………………………	6(iii) The County Borough Library Service continues to fully support this element of WPLS 6 with 100% coverage of the titles included on the Welsh Writing in English list. With regard to the average number of copies purchased there has been a slight decline on the 2010-11 performance (5.62) but activity remains above the figure noted against this Standard.
	(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	%of list purchased **100%** Average no. of copies of each title purchased **4.4**	6(iv)(a) and (b). In both instances the minimum Standard threshold has been achieved. However performance with regard to replenishment rates for under 16 stock is very close to the minimum level set. The County Borough Library Service will be closely monitoring this element of the Standard to ensure overall stock quality for children and young people is improved, in particular as there has been a planned increase in expenditure on such materials linked to a number of new building developments and refurbishments completed during 2011-12. On this basis it is expected that the replenishment period of 8.55 years will be reduced through managed intervention in 2012-13.
	(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	State performance **5.17 years**	
	(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	**8.55 years**	
	Note: reserve stocks should not be included in the calculation of performances against part (iv) (a) and		

(b) this Standard		

	Framework 4 Standard	Actual Performance as at March 31 2012	Authority self-assessment
7	Library authorities will ensure that no less than		Caerphilly County Borough Library Service has used two sample week periods to calculate the enclosed request Standard return. The sample periods were:
	(a) 64% of all requests shall be supplied within 7 calendar days	**76.59%**	• April 4th to 9th 2011 • June 6th to 11th 2011
	(b) 79% within 15 calendar days	**83.35%**	The data however has been collated in part via the Council's Library Management System (LMS) for each sample period.
	(c) 89% within 30 calendar days	**89.90%**	In the Authority's 2010-11 annual return the intention was to move 100% toward Library Management System reporting for this Standard however considerable difficulties have been experienced in the effective tracking of pre-publication titles that have been the subject of one or more customer request. It has not been possible to record effectively, via the LMS the system date that every pre-publication title received has become 'available' to satisfy a possible end user request.
	on average over the three-year period to March 2014 *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.* *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.* **Note: Please indicate (insert ✔ or X) whether this data has been:** ▪ **calculated via the service LMS** **or**		At present the County Borough Library Service downloads all its catalogue records three months in advance of publication via BDS Live. A number of system changes, including the possible implementation of the Vubis Smart Acquisitions Module, will be considered in order to address this problem within the remaining two years of the 4th Framework (2011-14). The County Borough Library Service remains committed to automating the reporting of requested items by March 2014.
	▪ **calculated on the basis of a sample period survey**	**X**	
		Actual Performance	

	Framework 4 Standard	as at March 31 2012	Authority self-assessment

8	(i) Library authorities shall ensure that total staffing establishment levels shall not fall below 0.37 per 1,000 resident population
	
	(ii) Library authorities shall ensure that at least 23% of total staff shall be formally qualified in library and information studies / science
	
	For parts (i) and (ii) of this Standard please comment in the Authority self-assessment column on the position relating to any library service establishment posts vacant on 31 March 2012, and the length of time they have been vacant
	
	(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
	
	(iv) Library authorities that use volunteer staff shall ensure that they:
	
	   • 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
		State figure:
		
		0.56
		
		State %
		
		22.2%
		
		State qualification of post holder
		
		Chartered Librarian with degree in Librarianship
		
		………………………
		
		Insert ✔ or **X** against each
		
		N/A
			8(i) Caerphilly County Borough Council Library Service has a staffing establishment of 98 serving a resident population of 173,124. The total staffing establishment level for 2011-12 of 0.56 represents an increase on the outturn figure provided for 2010-11 (0.52) and reflects an increase in staffing to support new developments at sites including Risca Palace.
			
			8(ii) The percentage of total staffing (Full Time Equivalent) that are formally qualified in library and information studies/science is below the minimum level required for this Standard.
			
			Historically Caerphilly County Borough Library Service has under-performed with regard to the percentage of staff who are formally qualified and this trend may continue during the 4th Framework period (2011-14) due to proposals to re-structure the Library Service senior staffing tier as part of the Council's Medium Term Financial Plan commitments.
			
			Additionally as increased front-line staffing levels are required to run the new Caerphilly Town Library, which will operate over three floors, it is expected that the overall proportion of professionally qualified employees will decline as a percentage of the whole service.
			
			Performance against the equivalent Standard for 2010-11 was 22.9%.
			
			Five part-time Library Assistant vacancies were in place at March 31st 2012. The vacancies at sites including Risca Palace, Deri, Bargoed Hanbury Chapel, and Abertridwr had been vacant for between 3 and 6 weeks. 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.
			
			8(iii) Please see information provided performance column.
			
			8(iv) The County Borough Library Service currently has no formal plans to introduce volunteers, however the option to utilise volunteers in support of the Library Link Housebound Service has been considered.
			
			It worth noting that the Library Service works alongside a volunteer run 'tea-point' facility in the new Abercarn Library and Social Enterprise who deliver a café within the Bargoed Hanbury Chapel facility.

	Framework 4 Standard	Actual Performance as at March 31 2012	Authority self-assessment

9	Library authorities will indicate:
	
	(i) Capital investment in their library service points (including mobile services) from
	
	    a) the authority's own resources
	
	    b) from external sources
	
	State sources of any external capital investment in the Authority self-assessment column.
	
	(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
	
	(iii) That they have undertaken:
	
	  ■ 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
	
	  ■ a disability audit on one occasion in the five-year period from March 2009 to April 2014
	
	(iv) The total aggregate public area offered by the library service points per 1,000 resident population. The indicative standard is 27 square metres
	
	(v) Any other capital expenditure on the library service not relating to buildings incurred during the year
	
	State nature of expenditure in the Authority self-assessment column.
		£536,433.01
		
		£244,464.24*
		
		£ 647.89
		
		Insert ✔ or **X**
		Date of survey:
		
		2012-13 Ongoing
		
		Date of audit:
		
		2013-14 Planned
		
		23.72m²**
		
		N/A
			9(i) Caerphilly County Borough Council has made a considerable investment in its Library building stock over a number of years.
			Risca Palace, Bargoed Hanbury Chapel, and shortly Caerphilly Town New Library are examples of how the Library Service in partnership with the Council's Customer Services team are directly contributing to Corporate priorities as highlighted in the Authority's 2011-12 Improvement Objectives, namely to:
			
			  'Improve how we engage with our citizens and listen to what our customers tell us about our services.'
			
			Since 2006 9 of the authority's 19 service points have been refurbished, extended, or relocated to new improved facilities. The Council has spent £1,311,442.85 on these developments and successfully accessed £936,978.35 of CyMAL grant funding via the Community Learning Libraries programme.
			
			*CyMAL Community Learning Libraries Programme Grant aid for Risca Palace scheme and Blackwood Library refurbishment.
			
			In addition Bargoed Hanbury Chapel scheme which opened to the public in October 2011 included £2,111,868 of Heads of the Valleys funding and £95,125 of CADW monies. In both cases United Welsh Housing Association, building owner, accessed this funding in support of the overall project.
			
			9 (ii) The total expenditure on repairs and maintenance during 2011-12 was £112,166.
			
			9 (iii) Please note that updated building condition surveys are being completed at present across the County Borough, including Library sites, and that a new disability audit is planned for 2013-14.
			It is important to note that between 2007 and 2009 all Council building, including Libraries, underwent planned condition surveys as part of the Authority's 'Area Review' based Asset Management work.
			
			9(iv) ** Considerable improvements have been made against last year's performance with regard to public floor area. A 20% increase in public floor space has been achieved, in large part due to the new Bargoed Hanbury Chapel facility and Risca Palace development which both operate over a number of levels.

	Framework 4 Standard	**Actual Performance** as at March 31 2012	**Authority self-assessment**

	State numbers of:		The Council managed 19 service points during the year, however two facilities closed in this time period, namely:
	▪ Static service points managed by the authority during the year	**No. 19**	Pontlottyn Library – July 7th 2011 Aberbargoed Library – March 12th 2012
	▪ Mobile service vehicles operated by the authority during the year	**No. 2**	Pontlottyn residents and community groups are hoping to build a new Community Centre on the site of the former premises which may include a Library presence. Likewise the future of the former Aberbargoed Library building is under review by the new Council administration.
	▪ Other kinds of service points/modes of delivery *Describe briefly in Authority self-assessment column*	**No .1***	The Council delivers a Housebound Library Service via two small 'Library Link' Mobile vehicles which serve 463 residents. A small 'quick use' Library Point is located in the reception area of Caerphilly Leisure Centre providing users with access to a range of books suitable for children and adults. *Both Further Education Colleges located in the County Borough, Cross Keys College and Ystrad Mynach College, have included Public Library resources within their Learning Resource Centres in partnership with the Council to improve access to recreational reading materials among the local student population.

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)	Actual Performance as at March 31 2012	Authority self-assessment
1*	The number of people using the library service per 1,000 resident population	No. per 1,000 population: **4,652**	There has been a 7.7% increase in the number of people using Libraries in Caerphilly County Borough during 2011-12 when compared to the equivalent indicator for 2010-11 (4,319). The improved visitor levels have been achieved in large part due to the impact of the new building developments that completed during 2011-12. The two examples below illustrate the impact of the new buildings opened during the autumn/winter of 2011: Bargoed Hanbury Chapel (Library and Customer Service Centre) **136.3% increase in visits**, November 2011 to March 2012 (67,708 visits compared to 28,654) Risca Palace (Library and Customer Service Centre) **101.7% increase in visits**, December 2011 to March 2012 (37,036 visits compared to 18,363) The Library Service will seek to build on the initial impact of these developments over their first full business year of operation in 2012-13 whilst also maintaining or improving visits to all other sites across the County Borough.
2	(i) The % of library users (adults and children under 16) who are satisfied or very satisfied with the library service provided. *The benchmark of the Framework for an acceptable level of performance in this part of the Indicator is 90%* (ii) The % of adults who think that the choice of books available in the library they use is 'very good', 'good' or 'adequate' (iii) The % of users under 16 who think that the choice of books in the library they use is 'good' or 'OK'	**96.5%** **98%** **99%**	The qualitative evidence included for WPLPI 2 is taken from the 2009 Adult Public Library User Survey and the equivalent 2010 Child Public Library User Survey from CIPFA. A new Child Public Library User Survey was completed in April 2012 and the Council is in the process of sending the returned questionnaires to CIPFA for their assessment. An Adult Public Library User Survey is scheduled to take place in October 2012. With regard to WPLPI 2(i) it is important to note that the level of overall satisfaction exceeds the acceptable level of performance noted by the Welsh Government of 90%. Equally both adult and under 16 users consider the choice of books available in the County Borough's Library sites to be of a high standard with 98% and 99% respectively indicating this view. Performance against these indicators, when compared to similar assessments under the previous Framework highlight a marked consistency in customer feedback and qualitative scoring.
3*	The % of time allocated for use of public access ICT facilities actually taken up by users	**24%**	Usage of ICT facilities has largely remained flat during 2011-12 when compared to 2010-11. There has been a modest overall increase in the total hours used (3.6%) linked to increased ICT provision in Bargoed Hanbury Chapel and Risca Palace developments compared to their former sites.

			The County Borough Library Service continues to work collaboratively with a range of Community Learning partners with the aim of increasing the overall occupancy rates currently achieved and can evidence a number of successes, including the launch of 'Get IT Together' a BT sponsored community initiative in the Bargoed Chapel, and improved partnering with the Council's Adult Education team across a number of Library settings for course delivery.

The most notable drop in IT usage in Council Libraries is among children and young people who may have multiple access points to the online content they seek, outside of the Library environment.

The County Borough Library Service, in its 2012-13 Improvement Plan, has prioritised the need to better engage with young people. An initial focus of activity will take place at Council Portal (Blackwood and Caerphilly) and Hub Library (Risca and Bargoed) locations, in particular those sites that have refurbished or new spaces for young people within them. |
| 4* | The annual issues (loans) per 1,000 total resident population | No. per 1,000 population:

4026 | There has been an 11.6% increase in the number of loans per thousand resident population during 2011-12 when compared to the equivalent data for 2010-11. As in WPLPI 1 above, the impact of recently opened new building developments and the refurbishment of Blackwood Library have played an important part in the successes achieved.

During the last four months of 2011-12 Bargoed Hanbury Chapel issued 82% more books and other resources with a 123% rise in borrowing by children and young people while Risca Palace saw a rise in lending of 33% including an 82% uplift in borrowing by under 16's. |
| 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%** | £411,822 was spent on book and non book resources for adult and under 16 use during 2011-12.

The 2011-12 data highlights a drop in the percentage of total Library Service budget spent on books and other collection items when compared to 2010-11 (13.94%).

The Library Service has targeted a baseline percentage of 15% for this performance indicator but over the last two reporting years actual spend on materials has declined in relative terms to the overall expenditure on Library provision.

It is important to note that due to the success of a number of new building developments, at locations including Risca Palace and Bargoed Hanbury Chapel, that the Library Service operating budget has benefitted from growth to support its increased costs. This increase in overall budget has impacted on the percentage share for books and other collection items.

Equally there has been a slight decline in the overall spend on Library resources as the service strives to manage its overall budget in line with the Authority's Medium Term Financial Plan. |
| **Performance Indicators (WPLPI)** | | **Actual Performance** as at March 31 2012 | **Authority self-assessment** |
| 6* | The % of total authority revenue expenditure spent annually on the public library service | **1.15%** | The percentage of total authority revenue expenditure spent on the Public Library service in 2010-11 was 1.03%. There has been a growth in the percentage spent on Public Libraries for 2011-12 due in part to new building developments, with resultant budget growth, at key sites including Bargoed and Risca and a greater apportionment of central costs and management expenditure on Public Libraries following the |

			closure of the Schools Library Service.
	The actual recharge (in £s) levied on the library service for central services	**£387,702**	
7*	The % of total authority capital allocations expended on public library facilities this year	**1.38%**	As noted in WPLPI 6 above there has been a number of significant building projects completed during 2011-12 which has contributed to increased expenditure on the Council's Public Library Service. Similarly the percentage of the authority's total capital allocation expended on Public Library facilities has risen markedly from 0.66% in 2010-11 to 1.38% in 2011-12.
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**	There has been a significant uplift in the level of annual expenditure on Public Library provision during 2011-12 when compared to 2010-11. In 2010-11 some £17,839 was spent per thousand resident population this total has risen by 11.6% in the subsequent year in large part due to the Council's commitment to new building developments with Bargoed, Risca, and Blackwood benefiting from new or refurbished facilities during this time period.