

WPLSQI 1 Making a difference	Framework 6	Framework 5
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Percentage of adults who think that using the library has helped them develop new skills	25%		24%
Percentage of adults who have found helpful information for health and well-being at the library	38%		33%
Percentage of adults who experience the library as an enjoyable safe and inclusive place	99%		99%
Percentage of adults who think that the library has made a difference to their lives	41%		38%
<i>Survey dates (month & year)</i>	May-19	<i>Survey date</i>	May-17

Authority comment:
Please note that in South East Wales, I believe Caerphilly library service may be the only authority who continue to use the CIPFA survey process. We are really pleased to see an improvement in 3 of the 4 categories in the Adult Survey results conducted during May 2019 in comparison to the survey of May 2017. This specifically relates to customers who believe the library has helped them develop new skills (increase of 1%), customers who have found helpful information for health and well-being (increase of 5%) and the number of customers who believe the library has made a difference to their lives (increase of 3%). Adult users are highly satisfied that the library is an enjoyable, safe and inclusive place to visit and this figure remains the same at 99%. During the Adult CIPFA Survey of 2019, we have captured customer comments and will review these to further increase and improve the percentages and services for all categories.

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

Authority comment:
The library service are due to run the CIPFA Children & Young Adults survey during October 2020. However, whether this takes place will be reviewed during September 2020 due to the COVID-19 restrictions currently in place. There has been a decline of 8% among children aged 7 and 16 who believe their local library helps them learn and find things out. This may reflect the increased self-sufficiency of this age group who have arguably become more digitally literate and dependent than previous generations. County Borough Primary Schools have an improved digital support offer with many providing pupils with a choice of hardware devices and online environments to use when undertaking individual and team assignments and homework. The challenge for the Borough Public Library Service is to provide meaningful community access to the digital, reading and study opportunities that children and young people have become accustomed to in the school setting, outside of these hours. Over the past twelve months, Caerphilly library service has been working hard to address these issues: a digital link to the CCBC preferred school reading programme: Renaissance Accelerated Learning has been added to the library catalogue. The Accelerated Learning site allows children to check a particular book 'reading score'. They can then use the Library online or request service platforms to check availability and can reserve or request that item for free. The Community Librarian team has also been working to deliver the Caerphilly Library Service School Engagement Plan to both Primary and Secondary schools. The School Engagement Plan is a Primary and Secondary School reading and digital related project and provide schools who have signed up to the service with:

- Reading for Pleasure Collection Card (KS2)
- Reading for Pleasure Teachers Card (KS2)
- Reading for Fun Class Card (KS2)

The Secondary School Engagement Plan looks to provide schools with:

- Professional Librarian Support
- Annual Competition
- Partnership Working

Again this project is temporarily on hold due to COVID-19 restrictions.

- Theme / Genre Collection

WPLSQI 2 Customer satisfaction	Framework 6	Framework 5
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Percentage of adults who think that the choice of books is 'very good' or 'good'	94%		94%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	99%		99%
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	91%		92%
Percentage of adults who think that the library is 'very good' or 'good' overall	98%		99%
<i>Survey dates (month & year)</i>	May-19	<i>Survey date</i>	May-17

Authority comment:
Adults who think the choice of books is very good or good remains at 94% This is a pleasing result and highlights that despite a reduction in the Resources budget, the service are continuing to invest and purchase an excellent and relevant range of adult stock in all suitable genres. The customer care figure remains at 99%. This highlights the high regard current users place on the local library service they access and benefit from. However it must be noted that since the survey was run, the service has seen 6 more of its libraries become single-staffed service points, therefore this continuing high figure may remain difficult to maintain. Despite being single staffed, the library service and staff will strive to deliver the best service it can despite the continuing budget reductions placed on the service. One area of slight depreciation relates to computer facilities which has declined by 1%. The modest reduction matches a maturing online and technological level of expectation from customers that the borough service has been unable to meet with regards to its present PC estate. All libraries are now Wi-fi equipped and Wi-fi printing is now available at the hub branch network.

Average overall rating out of ten awarded by users aged 7-16 for the library they use	9.4	9%
Survey dates (month & year)	Jul-18	May-16

Authority comment:

The CIPFA Children & Young Adults survey shows a positive increase for the overall rating for the library they use. The improvement correlates to the excellent range of resources, space, library-led groups such as The Reading Hack, the Summer Reading Challenge, all dedicated to the needs of young people and children across the borough. The library service are due to run the CIPFA Children & Young Adults survey during October 2020. However, whether this takes place will be reviewed during September 2020 due to the COVID-19 restrictions currently in place.

WPLSQI 3 Support for individual development (Comment on any change to provision since 2018-19)	2019-20	% of total	2018-19 % of total
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Number of static service points open for 10 hours per week or more providing:

Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	18	100%	100%
Training to improve literacy, numeracy, information literacy and digital skills.	18	100%	100%
Support for users to access local and national e-government resources.	18	100%	100%
Reader development programmes/activities for both adults and children	18	100%	100%

This target has been met.

The current number of sites and level of provision has been maintained in 2019-2020 although it must be noted that in future years this may prove challenging due to increased financial pressures linked to the Local Authority's Medium Term Financial Plan, which will directly effect resource allocations and staffing numbers and the current COVID-19 restrictions. All static service points are engaged with providing basic ICT support to customers. The County Borough Library Service staffing complement and a number of partner organisations deliver '1-2-1' support in digital literacy through First Click and Digital Friday sessions. Through access to free internet provision, users have access to support for digital, leisure or information research and support is provided to residents who need to apply, access, and update their benefit needs online. Library services also work closely with partners to support the wider remit of literacy, numeracy and information skill development. During April 2019, the library service installed Wi-Fi Printing at its Hub and Town libraries of Bargoed, Blackwood, Caerphilly, Rhymney, Risca and Ystrad Mynach. Caerphilly Library Service have partnered with the Government and actively support customers who require the use of the EUSS Scheme: EU Settlement Scheme : a scheme to help EU citizens and their families apply to get either settled or pre-settled UK status. Between July and October 2019, we received 9 individual bookings. Despite 11 of the 18 Caerphilly Libraries now single staffed, we have continued to provide reader development programmes and activities for both adults and children. Of note this reporting year has been the Caerphilly Library Service School Engagement Programme, the Summer Reading Challenge 2019 and the Reading Together programme.

WPLSQI 4 Support for health & wellbeing (comment on any change to provision since 2018-19)	2019-20	% of total	2018-19 % of total
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Number of static service points open for 10 hours per week or more providing:

Books Prescription Wales scheme	18	100%	100%
Better with Books scheme	18	100%	100%
Designated health & wellbeing collection	18	100%	100%
Information about healthy lifestyles & behaviours	18	100%	100%
Signposting to health & wellbeing services	18	100%	100%

This target has been met.

Caerphilly Library Service has continued to provide excellent support for health and wellbeing to its residents. All the schemes part-funded by the Welsh Government: Books Prescriptions Wales, Reading Well with Dementia and Reading Well for Mental Health have been further supported by the library service. A significant financial investment has been made by the library service to ensure all 18 libraries have a minimum of 1 set for each scheme. Therefore all 18 libraries have a minimum of 1 full collection of each scheme, per branch for loan to the public. Having multiple copies ensures libraries can support GP's, Community Mental Health Teams, reservations on the titles and general loan. Caerphilly Library service continues to invest in its health and well being stock. From April 1st 2019 - 18th February 2020 (due to LMS upgrade our Acquisitions purchasing had to stop for the year), the authority purchased 353 health and well being titles and would have exceeded last year's figure of 450 if we were able to continue purchasing. All our libraries hold, provide and signpost residents to information on healthy lifestyles and behaviours and we use a variety of methods to achieve this: posters, leaflets, Community Files, local knowledge, internet searches, DEWIS Cymru -an online resource that staff or the public can visit for information or advice about their well-being. Finally many health service providers continue to use our library spaces as meeting places or exhibition spaces and a small example includes: Youth Counselling sessions, Debt Surgeries, Shelter, Victim Support, Tenancy Support, Chats Hearing Loss Group etc.

Number of static service points open for 10 hours per week or more providing:		2018-19
Shared Reading groups	6	6

Book clubs	18	18
Health information partnerships	18	18
Dementia friendly champions and services	18	18
Mental health awareness activities	18	18

Authority comment:

Caerphilly Library Service currently facilitates 50 Reading Group in the Borough which are either library or community based. This is an improvement of 1 further group from last year's total. The service continues to financially commit to Reading Group resources by purchasing new requested collections. During 2019 an agreement was implemented to lend Caerphilly Reading Group collections to B4U partner libraries in South East Wales. Whilst the library service doesn't currently run Reading Aloud sessions, professional library staff visit local Care and Nursing Homes and facilitate reading together sessions. Caerphilly Library service continues to maintain excellent health information partnerships. During 2019, the Reader Services Manager attended GP Cluster meetings to highlight the valuable health and well being work provided by the library service. This staff member also sits on the Dementia Friendly Community Partnership Board for the Gwent area and Community Librarians represent the library service at the newly formed Caerphilly Integrated Wellbeing Network. We work in partnership with CCBC Healthy Schools Team and the Welsh Government to help deliver the Period Dignity Scheme and provide free sanitary products in our public toilets at all 18 library sites and have been providing these free items since July 2019. Library spaces and Seminar rooms provide vital community spaces for our health and well-being partners such as Knit & Natter, Crafters groups, Welsh language Scrabble Club, Baby Yoga, Eating Disorder Contemplation Group, Civil Service Retirement Contemplation Group etc. The library service also contributes online information on DEWIS Cymru.

As part of the Caerphilly Library Service Dementia Action Plan 2018-2020, the library service continues to support the Dementia agenda. All our libraries display the 'Dementia Friend' Accrediations. We continue to purchase stock and resources relating to the Dementia agenda and the Reader Services Manager attended the Gwent Dementia Friendly Community Conference providing a talk to over 300 delegates on the Dementia 'offer' and excellent work that has been done and continues to be carried out by the library service. The service celebrated Dementia Action Week in May 2019 with a variety of special events: Tea & Memories, Dementia Friends sessions, photographic displays and sing-a-longs and during the week's activities, we officially launched the Dementia Memory Bags (a bag of resources and aids for those living with or supporting those with dementia). Once again, our stock resources and venues support mental health awareness to the community. All 18 libraries hold a full collection of the Reading Well for Mental Health books and our buildings support many partners including :Caerphilly MIND, NHS Mindfulness Course (duration 8 weeks), Shelter, Independent Living Group and a Dialectical Behavior Therapy (DBT) Group. The library service hosts 19 Twitter feeds and 1 Facebook page. In total, 2003 unique individuals 'like' Caerphilly Libraries on Facebook (an increase to last year of 384). The Twitter pages have a total of 9,956 (an increase of 3,222) followers (although these are not necessarily unique followers and may like multiple library twitter accounts). We are expecting these totals to significantly rise following the COVID-19 lockdown due to our increased online presence.

Authority comment, including examples of events:

WPLSQI 7 Location of service points	2019-20	2018-19
Population density (persons per hectare)	6.5	
% of households within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop	98%	98%
This target has been met.		

The present number and distribution of static libraries has been maintained by the County Borough.

WPLSQI 8 Library use	2019-20	Per 1,000 pop'n	2018-19 Per 1,000 pop'n
Total number of visits to library premises during the year	650,881	3,596	3,606
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	78,488	434	509
Total number of active borrowers during the year	37,120	205	209
Total number of library members	200,974	1,110	1,075
Total number of adult book issues	281,330	1,554	1,649
Total number of children's book issues	160,310	886	1,384
Total number of audio-visual issues	10,571	58	81
Total number of electronic downloads	49,275	272	178

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

Please note the following important information relating to the performance figures of WPLSQI 8:

Due to the COVID19 pandemic, Caerphilly Library Service were instructed to close their doors to the public on **Friday 20th March 2020**. Due to the move to the All-Wales LMS (Sirsi Dynix Symphony), Caerphilly Library Service had no access to the existing Library Management System (Infor Vubis) due to key integration work: -From the **23rd February 2020** Acquisitions and stock purchases (including EDI) were placed on hold - no stock could be purchased or added. -From the **16th March 2020**, library services staff and the general public had no access at all to the Vubis Library Management System including online services such as the library catalogue, stock renewals, issues renewals, checkouts, stock maintenance etc.

Line 71 - The library visits whilst showing Full Count are from 1st April 2019 to the 20th March 2020. The total figure showing is only fractionally down (reduction of 1,045) on last years figure and I believe should libraries have remained open, this figure would have exceeded last year's total of 651,926. Line 73 - There is a reduction from last year's figure for the number of external visits to the library's website. However, it must be noted that a drop in this figure was anticipated due to the changeover to the LMS where access was restricted. Visits to the library website are lower due to the much higher customer use of the Borrowbox and RB Digital Apps. Uploading apps to devices negates the use of having to visit the library website.

Line 74 - The active borrowers during the years remain consistent. Line 75 - The total number of library members has increased from last year' total. Line 76 and 77 - Both adult and children's annual book issues are lower than expected this year. However, whilst the adult issues have decreased by 5%, this is a smaller drop than last year's figure of 8%. It must be noted that no children or adult stock transactions were processed from the 16th March 2020 on the Infor Vubis system and stock issues completed on the offline Symphony system have not been collated and added to these figures for this year's return. Of concern to Caerphilly Library Service is the drop in children's issues and renewals. Once again, there are important mitigating factors which must be explained with reference to the low issues:

1. In last year's WPLS return, the service explained it undertook an audit of its Community Loans to the under 16 age group. This was carried out in order to closely manage the resources loaned and the length / frequency of renewals. This year's Children's issue figures clearly shows the full 12 month cycle of this project - much to our detriment. However on a positive note it does allow us a true benchmark issue figure that we can work with to further develop our children and young adult offer and ensure we retain a minimum of 25% of the total resource budget for children and young adult stock and resources.
2. Secondly, the remainder of the Children's Community loans were not renewed at branch libraries during March 2020 due to the COVID19 closure: 12 of the 18 service points were not able to renew these loans prior to lockdown. An estimated calculation highlights a further 4,600 - 5,000 loans could be added.
3. Thirdly, after the closure of Caerphilly's Schools Library Service in 2010, Caerphilly and Risca Libraries retained ex Schools Library Stock for children and teacher borrowing, retitled Homework Help. Over the past 12 months necessary stock editing work has been carried out to this stock. Following the criteria laid out in the 2019 Caerphilly Library Service Stock Policy, titles are assessed due to their age, condition, current content etc. This has led to a reduction of stock in this area being made available to loan and we anticipate further stock editing of this collection to continue over the next 12 months.
4. During 2019 / 2020, in line with further CCBC mid-term financial budget pressures, Caerphilly Library service carried out a second staff re-alignment process where a further 2 full-time Community Librarian posts were deleted from the structure. An important role of these professional library posts was to undertake duties in service development and delivery within identified specialist areas including work with children and young people; resource discovery and exploitation; reader development of all ages; information provision and ICT service development; cultural activities, audience development and provision of services to specific client groups. Not having these staff in place to convey the library message, forge partnerships and promote the library service to this important group in society has affected the stock issues for this category. Despite the library service putting in place the School Engagement Plan to primary and secondary schools, this project has been put on hold due to COVID-19.
5. Finally, in 2019, the library service staff realignment process saw a further 6 libraries becoming single-staffed service points. This makes a total of 11 of the 18 library service points now single staffed. Whilst library services are striving hard to provide a 'pre-staff alignment service offer,' it must be noted that this extremely difficult to sustain. Line 79 shows a marked increase in the use of electronic downloads by customers - last year we recorded 32,092. This year's figure shows an increase of 17,183 issues a 34% increase. This highlights the fantastic publicity and promotion work carried out by the Community Librarians, frontline staff and the Borrowbox team. Early statistics show another increase during 2020 / 2021 due to the COVID-19 lockdown.

WPLSQI 9 Up-to-date and appropriate reading material	2019-20	Per 1,000 pop'n	2018-19 Per 1,000 pop'n
Total number of items acquired	27,316	151	360
Total materials expenditure (from WPLSQI 14)	£246,198	£1,360	£1,947

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

The number of items acquired by the service this year is lower than required. However, please note that this year's figure should not be compared to last year's reported total - as you are aware, the 6th Framework Standards Guidance is unclear on what items should or should not be counted. Last year's figure showed a high total as centrally purchased subscription items were counted. However, this guidance was changed by MALD and the Standards Reference Group at the last moment and we were only granted a 'partially met' standard after raising this issue. For the very first time the library service has not met this standard at all. Financial cuts to the library budget during 2019 / 2020 saw a reduction of £85,000 to the Resource Budget which severely impacted on the number of individual titles the service was able to purchase and offer. Another contributing factor saw the service moving to the new All-Wales LMS Symphony system. From 23rd February 2020, the library service stock suppliers started their EDI integration and cancellation processes and we were unable to place any stock orders with our EDI suppliers after this date.

Total expenditure on material purchased for children	£58,229		
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children	24%	%	26%

Authority comment

The 2% decrease correlates with the underspend and 2019 / 2020 budget reduction to the Resource budget. Despite this, the library service remains committed to the purchase of suitable children and young adult stock in all genres, to support the work carried out by the Community Librarians for the School Engagement Plan, outreach work to the community, community loans, the Summer Reading Challenge and ad hoc projects that may be announced through the year.

WPLSQI 10 Welsh language resources	2019-20	Per 1,000 pop'n	2018-19
Total expenditure on materials in the Welsh language	£20,914		
Percentage of materials expenditure on materials in the Welsh language	8%		8%
Spend per 1,000 Welsh-speaking resident population			£27,413
This target has been met.			
Despite the Resource budget reduction, the library service has continued with its investment to the Welsh language and the figure remains at 8%. Unfortunately our Welsh language loans have decreased this year. Having looked at the breakdown of the statistics: the main expenditure and loans are on children's Welsh titles. Caerphilly Library Service believes the quality and quantity and availability of new, adult Welsh language books has decreased over the years which correlates with lower adult lending. The library service purchases multiple Welsh language titles it feels benefits our customers, for example, the service supports Welsh language reading groups in the borough and Welsh learners. It must also be noted that no issue figures are available from March 16th due to LMS integration.			
Total number of issues of Welsh language material	8,293	46	15,182
Authority comment			

Please see above line 98 for issue figure narrative

WPLSQI 11 Online access (comment on any change to provision since 2018-19)	2019-20	Per 10,000 pop'n	2018-19
Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?	Yes		
This target has been met.			
The borough continues to offer residents access to 250 public access terminals across its 18 library static points. This equates to 14 terminals per 10,000 resident population. This access is the highest in Wales			
Do all static service points provide Wi-Fi access for the public using their own devices?	Yes		
This target has been met.			
All 18 library service points provide Wi-Fi access to the public. This has inevitably led to a reduction in static PC use which is explained in Line 119 - Authority Comment			

Total number of devices giving public access to the Internet:	250	13.81	per 10,000 pop'n	14
Available in static libraries	250			
Available in mobile libraries	N/A			
Authority comment:				
The borough continues to offer residents access to 250 public access terminals across its 18 library static points. This equates to 14 terminals per 10,000 resident population. This access is the highest in Wales				

Number of hours available for use of public access ICT facilities during the year	344,210		
Number of hours recorded for use of public access ICT facilities during the year	56,999	17%	18%
Authority comment:			

The figures above have been calculated from 01/03/2019 to 20/03/2020 (the day of COVID-19 lockdown) so is not a full reporting year. If we were able to provide a correct figure to 31/03/20, there would show a decrease in the hours recorded for use of access. This decrease can be linked to the increased use of own devices that are supported with the library Wi-Fi. We have reported to CIPFA that a total of 382,587 Wi-Fi hours (with multiple devices being used at all service points) were recorded during 2019 / 2020. Over the last twelve months, we have worked collaboratively with our Wi-fi provider Wi-Fi Spark and CCBC IT Department to collate accurate Wi-fi data. The methodology we now and will continue to use is the following: Wi-fi Spark produce monthly usage reports which are sent to CCBC IT Department. CCBC IT use a pre-calculated formula to break down daily time in hours and minutes of Wi-fi use at each service point. The Library Admin Team re-calculates this to a monthly usage for each service point. Please note we only began to receive these reports in August 2019, therefore we have taken a 3 month snap shot of September, October and November 2019 and used these figures to provide an estimated 12 month usage. Whilst the CIPFA 2020/2021 return should reflect a more accurate figure, unfortunately it won't be possible due to the lockdown of the service.

WPLSQI 12 Supply of requests	2019-20	%	2018-19 %
Total number of requests for specific items made during the year	57,818		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	45,676	79%	81%
This target has been met.			
Despite a decrease to the number of specific requests made during the year and a decrease to the library budget, the service has only decreased the 7 day availability by 2%. Despite this the target has still been met. Due to the LMS integration, Caerphilly Library service stopped using the B4U request service in February 2020.			
Number of requests which are notified to the user as being available within 15 calendar days of the request being made	48,567	84%	86%
This target has been met.			

Please refer to comment above.

WPLSQI 13 Staffing levels & qualifications	2019-20	Per 10,000 pop'n	2018-19
Total number of staff (FTE)	45.3	2.50	53.1
This target has not been met. Please add any comments below:			
Authority comment (including information about shared staff):			
The authority has not met the target of 3.6 per 10,000 population. During 2019 / 2020, due to CCBC budget reductions, the library service undertook a second staff realignment process. A further 6 library service points became single staffed, making a total of 11 of 18 now single staffed service points. 2 Community Librarian professional posts and a further Senior Libraries IT Manager (Grade 10 professional post) were deleted from the structure. Due to forward planning, library staff whose posts were deleted, were offered alternative posts on the library structure previously occupied by fixed-term contracted employees. The Grade 10 postholder moved to the 21st Century Schools project team at a comparative grade. There were no staff redundancies. At the 31st March 2020, there were also vacant posts on the structure - 20 hour Library Assistant post at Caerphilly and 7 hour Library Assistant post at Rhydney Libraries. These posts have subsequently been filled.			
Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	8.4	0.47	9.0
This target has not been met. Please add any comments below:			
The IT Manager and 2 Community Librarian professional posts have been deleted from the structure. However a number of Library Assistant have undertaken professional study with the hope of becoming future Chartered Librarians. They have not been commissioned by the Council to pursue these courses and their present roles and designations are unlikely to change post study unless a current professional staff member leaves their post.			
Number of staff holding qualifications in cognate areas (FTE)	8.4		9.0
Number of posts which require a library qualification	6.0		9.0
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	3.4		0.4
Authority comment:			
Due to the library service restructure in 2019, 2 full time professional Community Librarian posts were deleted from the structure. These members of staff have remained in the service as Senior Library Assistants. A further Senior Manager IT post was also deleted from the structure. These combined total the decrease of 3 posts which require a library qualification.			
Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	Yes		
Please give details of current qualifications held:	Bachelor of Arts Degree in History and Librarianship (Bilb), Chartered Member of CILIP, Master of Business Administration		

This target has been met.

Where does this post sit within the local authority management structure?	This post sits within the Directorate of Education and Corporate Service under Education and Lifelong Learning. The Senior Manager, Libraries role is a 4th tier officer post within the Local Authority's Structure.		
What is the post held by the most senior professional librarian (if different from the above)?			
Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?			
Total staff working hours during the year	89,778		
Number of staff hours spent in training & personal/professional development	N/A		
% of time spent in training & personal/professional development	#VALUE!	2018-19	N/A

Following MALD Guidance document sent with this year's return, we have been informed that WPLSQI 13 Staff Training does not need to be completed. The total staff working hours during the year has decreased from last year's total due to the 2019 staff realignment process. Figures for line 129 show the effect of FTE posts this process has affected the library service.

Total number of volunteers active during the year	N/A	2018-19	N/A
Total number of volunteer working hours during the year	N/A	2018-19	N/A
Do you have Investors in Volunteers accreditation relating to the NOS?	N/A		

Briefly describe the training and support offered to volunteers.

Following MALD Guidance document sent with this year's return, we have been informed that WPLSQI 13 Volunteers does not need to be completed.

Authority comment:

Following MALD Guidance document sent with this year's return, we have been informed that WPLSQI 13 Volunteers does not need to be completed.

WPLSQI 14 Operational expenditure	2019-20	% of total	2018-19	% of total
Expenditure on staff	£1,577,663	49%		
Total materials expenditure	£246,198	8%		
Expenditure on maintenance, repair & replacement of equipment & buildings	£898,911	28%		
Total other operational costs	£529,181	16%		
Total revenue expenditure	£3,251,953	100%		
Total revenue expenditure per 1,000 population	£17,965			
Total capital expenditure	£0			
Total capital expenditure per 1,000 population	£0			

Authority comment:

WPLSQI 15 Cost per visit	2019-20	Ratio	2018-19
Total revenue expenditure on staff & materials	£1,823,861		
Total income generated	£52,790		Income
Total number of visits to library premises during the year			
Total number of external visits to the library's web site during the year			Cost per visit

Authority comment:

Following MALD Guidance document sent with this year's return, we have been informed that WPLSQI 15 does not need to be completed.

WPLSQI 16 Opening hours (Comment on any change to provision since 2018-19)	2019-20	Per 1,000 pop'n	2018-19 Per 1,000 pop'n
Aggregate annual opening hours for all service points	26,500	146	137
<i>This target has been met.</i>			
Despite a staff realignment process, all 18 library service points during this year's return remained open to the public and opening and closing times have not been affected. I did not complete last year's return for this figure so am unsure why the figure of 24,800 was provided as all opening hours have remained the same. The 2019/2020 is correct.			
Total number of unstaffed opening hours for all service points	0		
Authority comment: No service has transferred in part of wholly to community ownership or volunteers. However, future pressures linked to the Local Authority's Medium Term Financial Plan may impart this standard.			
		% of total	2018-19 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	815		
Total planned opening hours of all static service points	26,500	3.07%	0.00%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	56		
Total planned mobile library stops and home deliveries	3,016	1.86%	0.00%
Authority comment: All libraries in the Caerphilly Borough were instructed by Welsh Government and Caerphilly County Borough Council to close their doors to the public on Friday 20th March 2020 due to the COVID-19 pandemic. Therefore a 4 week announcement of closure as outlined in the WPLS was not possible. Therefore the closure dates between 21st - 31st March 2020 have been calculated for unplanned and emergency closure of static points and mobile services. On a positive note, during 2019 / 2020, the LibraryLink Housebound Delivery service has enrolled more customers to the service.			