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 (2013-14)

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 Friday 4th July 2014 (Draft by Wed 21st May)

Please send to:
Elizabeth Bennett, CyMAL, elizabeth.bennett@wales.gsi.gov.uk

Any questions please contact: Alyson Tyler, Libraries Development Programme Manager (alyson.tyler@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 2014

Definitive submission to CyMAL by December 2014

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 2012-13, and sent to authorities for their consideration and action in September 2013 by the Welsh Government.

The Council's Education for Life Scrutiny Committee received a report of the Authority's Public Library Standard attainment for 2012-13 on September 24th 2013. The report received a detailed discussion by scrutiny members who noted both the improvements achieved in physical visits to Borough sites and the more challenging levels of activity, a marked decline, to book and non book borrowing.

The Council's Cabinet received the 'Public Library Standards in Wales – Annual Library Update 2012-13 Report' on October 16th 2013. The contents of the report were fully noted, including the assessment of the Welsh Government Public Library Standard Reference Group, and the annual update was approved.

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?

A sum of £25,000 has been allocated by the Authority to enable all Libraries open 30 hours or more per week to offer free WiFi provision to customers in line with the requirements of WPLS 4(i)d. The WiFi access should enable the Authority to meet WPLS 4 in full for 2013-14 as all sites open 30 hours or more per week offered this provision before March 31st 2014.

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

See above

4. (a) If you indicated in your Annual Return for 2012-13 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 2013-14, 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:

The Council's Library Service will be reviewed during 2014-15 as part of the Authority's Medium Term Financial Planning process. A number of Service areas will be form part of a Scrutiny challenge process between June and October 2014 with a focus on efficiency target requirements for 2015-16 and 2016-17.

A new Three Year Library Strategy, 2014-2017, is scheduled to be received by Education for Life Scrutiny Committee and Cabinet in July 2014. The new strategy replaces the Library Service Five Year Development Plan 2009-2014 which concluded on March 31st 2014.

The Three Year Library Strategy, 2014-2017, seeks to place the Library Services strategic priority areas of 'reading together' and 'digital e-services' within the wider context of the Welsh Government's 5th Quality Standards Framework, 2014-17, and Local Authority Medium Term Financial Planning constraints over the same time period.

5. Please indicate whether there have been any changes made to the resources available to the library service during 2013-14 compared to 2012-13, e.g. efficiency savings, resource reductions/increases, restructuring of staff, etc., and indicate how they have impacted on the service in 2013-14 (do NOT include any commentary relating to 2014-15 and subsequent years) in this section:

None

Due to the planned opening of new Library facilities in Newbridge and Caerphilly during 2013-14, refurbishment of Bedwas Library and reopening of Aberbargoed Library and Resource Centre there has been a significant increase in spend on book and non book materials during 2013-14 compared to the equivalent twelve months of 2012-13. Spend has increased by £30,000 from £415,000 in 2012-13 to £445,352 in 2013-14.

As noted in section 2 above £25,000 of capital funding has been identified to complete the implementation of free WiFi access to all Libraries open 30 hours or more per week. As of March 31st 2014 12 of the Borough's 18 sites offer free WiFi access to residents.

During 2013-14 Caerphilly County Borough Council completed its Library building modernisation programme with all 18 static sites having received some level of refurbishment, extension, relocation, or new build since 2001. During 2013-14 the following sites were completed with additional funding from the Authority or other sources, including CyMAL Community Learning Libraries Programme grant aid:

- **Caerphilly Library and Customer Service Centre** (£5.4 Million new three storey build, including £200,000 CyMAL grant support)
- **Newbridge Library and Cash Office** (located in phase 1 of the Newbridge Memo scheme (£170,000 Council funding for fit-out, introduction of Self Service and Security provision, and contribution to conversion/restoration costs of the Institute)
- **Aberbargoed Library and Resource Centre** (£90,000 internal and external upgrade, full refurbishment and adaptation for dual use alongside an Early Years Resource Centre - £45,000 from Council funding and equivalent amount from Flying Start grant aid)
- **Bedwas Library** (£50,000 internal refurbishment, external upgrade, and introduction of new DDA accessible Public toilet – Council funded)

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.

Please note the additional information required on this occasion in respect of WPLS 5, 6 and WPLS 7 relating to average performances over the period April 2011 to March 2014

Framework 4 Standard	Actual Performance as at March 31 2014	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%

or

(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%

or

(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. | **97.7%**

……………. %

………………% | 1(i) During 2012-13 the Council's Policy Unit recalculated the proximity of occupied households to static libraries in the County Borough. The analysis based on the 2011 Census outturn highlighted that the Authority had 74,479 households occupied by at least one usual resident and that 72,758 (97.7%) were within a 2-mile radius of the County Borough's network of 18 static service points

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. |

	State numbers of:	**2012-13**	**2013-14**	In May 2013 Aberbargoed Library reopened to the public alongside an Early Years Resource Centre. The total number of static service points has increased to 18 as a result of this improvement.
	▪ Static service points managed by the authority	**17**	**18**	*Two Small 5.5 tonne Library Link Housebound Mobile vehicles serving approximately 355 customers across the County Borough.
	▪ Mobile service vehicles operated by the authority	**2***	**2***	A small Library Access Point is provided at Caerphilly Leisure Centre. The longer-term sustainability of this resource will be reviewed shortly following the successful relocation of Caerphilly Library to a new purpose built facility at the Twyn.
	▪ Other kinds of service points/modes of delivery *Describe briefly in Authority self-assessment column*	**1**	**1**	Additionally the Library Service provides resources to Coleg Gwent at Cross Keys and Coleg y Cymoedd at Ystrad Mynach, targeted at young adult readers. These resources have been adopted into each respective Colleges Learning Resource Centre stock base.

	Framework 4 Standard	Actual Performance as at March 31 2014	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*		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. 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 355 residents are in receipt of the Library Link service and 4,810 visits were completed in 2013-14. There has been a small decline in the number of registered Housebound customers between 2012-13 and 2013-14 and a consequential drop in the number of visits made. A number of customers have died over the last 12 months and work is progressing to promote the service within the Borough to eligible individuals. 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. Facebook and Twitter sites were launched during 2012 and as of March 31st 2014 the library service had 765 Social Media contacts during the last year. 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 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. A review of all static library facilities for their DDA suitability has been completed by the Council's Property Service team. The recommendations are being considered for prioritisation over the next 12 to 18 months, subject to appropriate funding being available. As part of the wider DDA access review noted in the 2012-13 Annual Standards return an internal assessment of the Library Services disability software and hardware provision has been completed and plans put in place to upgrade the Supernova suite of software alongside new PC's being installed across all 18 sites at present. The review has ensured the ongoing suitability of the present technology offer to disabled customers within the County Borough.

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: **165.6** No. of hours ………….. No of service points **18**	3(i) The total service annual opening hours for 2013-14 were 29,234. Annual opening hour attainment during 2013-14 has improved markedly on that reported in 2012-13 and remains well above the minimum standard set of 120 per 1000 resident population. In 2012-13 the Authority's performance was 157.3 hours per 1000 resident population. There has been a 5.3% improvement in the last twelve months due in large part to the reopening of Aberbargoed Library in May 2013 with the reinstatement of 25 hours per week at this location and an increase in opening times at the relocated Newbridge Library (30 hours from 21 previously) and Caerphilly (50 hours from 46.5 previously). The planned review of Library Service opening hours noted in the 2012-13 Annual Return has not been progressed to date due in part to the wider economies that the Authority will be challenged to consider over the coming 2014-17 Medium term financial planning cycle.
	(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	**0.04%**	3(ii) A total of 12.5 emergency non opening hours were reported for the whole Service in 2013-14, affecting three sites only. No disruption was reported due to inclement weather.
	(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%**	3(iii) No Library Link stops/visits were missed or cancelled due to unforeseen circumstances in 2013-14. No disruption was reported due to inclement weather.
Framework 4 Standard		**Actual Performance** as at March 31 2014	**Authority self-assessment**

4	(i) Library authorities will provide the following ICT *facilities* for users:	Insert ✔ or ✘ against each	4(i)(ii) The number of public access PC's provided in Caerphilly County Borough Libraries has increased during 2013-14 following the opening of new Libraries in Newbridge and Caerphilly and the reopening of Aberbargoed. Provision has risen from 222 public access PC's in 2012-13 to 250 by March 31st 2014. Additionally the Library Service provides access to some 36 adult learning laptops at Risca Palace and Caerphilly new Library which are frequently used by Community Learning providers to deliver scheduled course provision to residents at each site.
	(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	Insert ✔ or ✘ against each	It is noteworthy that provision at the new Caerphilly Library has significantly increased from 19 public access PC's to 35 and that broadband provision to the Authority's largest facilities in Blackwood, Risca, Bargoed, and Caerphilly averages at 100Mb per location enabling residents to make full use of the technological developments afforded to them at each location, including extensive WiFi access.
		✔ **(14 per 10,000)**	It is also important to note 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 increased by a modest percentage, from 23 to 25%.
	(b) Current hardware and software at library service points, renewed or refurbished according to corporate policies		All PCs are covered by an internal lease arrangement and PC replacement occurs every 4 years. Indeed all Public and staff workstations are currently in the process of being refreshed as part of this leasing arrangement.
	(c) Facilities that enable residents to use their own laptop computers in the libraries	✔	Customers are welcome to bring their laptops into the libraries for general use.
	(d) WiFi at all larger service points (open for 30 hours or more per week) by March 2014	✔	The Authority has funded the implementation of free Wi-Fi provision at all Libraries open 30 hours or more per week. The implementation was completed in February 2014 and was fully live prior to March 31st 2014. The Council currently offers free WiFi access at 12 of its 18 sites with each facility offering full coverage throughout the public spaces of each building with multiple access points across many of the larger locations.
	Note: if equipment has been purchased but installation not yet completed as it is the responsibility of another corporate department or supplier, and installation is subject to their timetable, place tick in the next column. If equipment not yet purchased place x in next column	✔ ✔ ✔ ✔ ✔	All libraries provide access to scanning and printing facilities. USB port provision is open to enable customers to use any plug-in device on the public access PCs. Basic Microsoft office packages are provided as standard, as is free emailing, Internet and basic support from library staff. 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 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.
	(g) Free email access		
	(h) Access to free introductory or basic support in the use of ICT facilities		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 779 residents have been supported by the Digital Friday project during 2013-14 across 6 Borough Library sites. 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.
	(i) Information literacy sessions for users (to develop use of library services and facilities)	✔	
	(ii) Library authorities will provide the following ICT-based *resources* for users:	✔	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.
	(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 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.
	(c) Community information		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.
	(d) Local history and family history sources		
	(e) Local authority and other governmental information sources		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. The service currently supports subscriptions to Find my past, Ancestry, Theory Test Pro, Gale Infotrac, GoCitizen, Cans, Britannica, and Who else writes like.
	(f) Access to e-learning resources and services	Insert ✔ or ✘ against each	The service works closely in partnership with Learn-direct to enable e-learning opportunities for customers. Links have also been maintained with the Open University.

	Framework 4 Standard	Actual Performance as at March 31 2014	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: 2011-12 **174** 2012-13 **159** 2013-14 **208** Average over 3 year period **180.3** No. of items: 2011-12 **91** 2012-13 **80** 2013-14 **83** Average over 3 year period **84.6**	5(a) In each of the three years of the 4th Framework Caerphilly County Borough Library Service has exceeded the target set for additions to stock for adult and children's collection items. In 2013-14 some 37,269 volumes of adult stock were purchased a 31.5% increase on 2012-13 and reflection of the Council's ongoing commitment to its Library Service and the adequate resourcing of recently opened facilities at Aberbargoed, Newbridge and in particular Caerphilly. The average level of adult collection item additions achieved during the 2011-14 Framework period is **180.3** per 1000 resident population. An additional £30,000 above the resource budget threshold for the Library Service of £415,000 for 2013-14 has been spent resourcing the new Caerphilly Library and increasing provision at Aberbargoed and Newbridge sites following their reopening and relocation respectively. A rebalancing of resources between adult, children, and young people's materials has been achieved as a result of the increased space provided at the new Caerphilly Library that is 6 times larger than the former Morgan Jones facility offering customers access to 1100m^2 of circulatory and shelving space. 5(b) The number of collection items purchased for those under 16 years of age also increased in 2013-14 when compared to 2012-13, by some 4%. 14,873 collection items were added to stock in 2013-14. The average level of children's collection item additions achieved during the 2011-14 Framework period is **84.6** per 1000 resident population.

	Framework 4 Standard	Actual Performance as at March 31 2014	Authority self-assessment
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	Actual expenditure 2011-12 **£1,865** 2012-13 **£1,778** 2013-14 **£2,070** Average over 3 year period **£1,904.3**	6(i) a, Caerphilly County Borough Library Service has consistently performed above the lowest quartile for spend on collection items for adults during the 2011-14, 4th Framework period. The average performance over the three years in question matches well against the median target for WPLS 6(i) and highlight's the continued support that the Council provides to its Library Service during a period of underlying austerity. The marked uplift in 2013-14, as reported under WPLS 5 above, relates in large part to the completion of the Borough's Library modernisation programme and specifically Caerphilly Library which has benefited from a sizeable proportion of an additional £30,000 'one-off' allocated to the book fund in 2013-14 and reported in more detail under WPLPI 5.
	(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 2011-12 **£500** 2012-13 **£479** 2013-14 **£417** Average over 3 year period **£465.3**	6(i) b, In each year of the 4th Framework period, 2011-14, Caerphilly County Borough Library Service has spent above the top quartile on collection items for residents under the age of 16. The level of expenditure noted highlights the commitment that the Authority and Library Service has toward supporting children and young people in respect of both recreational and educational reading. The average spend over the three years, 2011 to 2014 is £465.3 compared the top quartile target for Wales of £426.

6	(ii) Library authorities shall ensure that they spend		6(ii) Based on the 2011 Census return for Caerphilly County Borough some 14,524 residents can read, write, or speak Welsh within the Authority. On the basis of the 2011 Census return the Council must spend a minimum of £10,893 per annum on Welsh language materials (including marketing and promotional expense) to meet this element of the Standard in question. In each year of the 4th Framework the Authority has increased it spending levels on Welsh materials, at levels that greatly exceed the minimum required. In 2013-14 spend on Welsh language materials exceeded £25,000, including additional resource specifically selected for Caerphilly new Library which serves a number of the large welsh speaking catchment populations within the Borough.
	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 2011-12 **£19,269** 2012-13 **£21,916** 2013-14 **£25,114** Average over 3 year period **£22,099.66**	
	Or		
	(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 % 2011-12 ……..% 2012-13 ……..% 2013-14 ……..% Average over 3 year period …………………%	
	(iii) Library authorities will compare their acquisition performance during 2013-14 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 **3.6**	6(iii) Caerphilly County Borough Library Service has ensured that 100% of the titles included on the Welsh writing in English list were purchased for the Authority in 2013-14. In 2012-13 75% of titles were purchased. The Library Service is keen to demonstrate its wider commitment to welsh publishing and writing about Wales, the Welsh and its culture in both English and its native tongue.
	(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 **6.12 years**	6(iv) Performance in respect of stock replenishment rates has proven less robust in 2013-14 compared to both previous Framework years with the children's target missed for the first time during this cycle. The impact of the new Caerphilly Library development is largely responsible for this omission. There has been a significant increase in the total stock holding at this new site which has in excess of six times the shelving capacity of the former Morgan Jones building. For completeness the Authority's performance, if the stock purchase and retention levels at the new Caerphilly Library were omitted are: Adult lending stock = 5.74 years Under 16's lending stock = 8.61 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 ***Note: reserve stocks should not be included in the calculation of performances against part (iv) (a) and (b) this Standard***	**9.61 years**	

Framework 4 Standard	Actual Performance as at March 31 2014	Authority self-assessment

7	Library authorities will ensure that no less than (a) 64% of all requests shall be supplied within 7 calendar days	2011-12 **76.59%** 2012-13 **76.86%** 2013-14 **78.96%** Average over 3 year period **77.47%**	Caerphilly County Borough Library Service has met this Standard in full on each year of the 4th Framework. Performance has improved in each of the three reporting categories highlighting the Library Services continued financial commitment to a dedicated delivery vehicle and employee.
	(b) 79% within 15 calendar days	2011-12 **83.35%** 2012-13 **83.56%** 2013-14 **85.02%** Average over 3 year period **83.98%**	Since 2012-13 the Authority has based its returns for WPLS 7 on performance data from its Library Management System and as instructed reservations for pre-publication materials have been excluded from the response where the items concerned have not been made available for purchase to the Library Service. As the Council's Medium Term Financial Planning constraints impact in 2014-15, and over future years, it is anticipated that request satisfaction levels will prove more challenging to maintain as the core resource budget declines – this will be an area of ongoing monitoring.
	(c) 89% within 30 calendar days on average over the three-year period to March 2014	2011-12 **89.90%** 2012-13 **90.42%** 2013-14 **91.23%** Average over 3 year period **90.52%**	Greater use of the regional Inter-lending system 'Books4u' will assist in ensuring that Caerphilly County Borough Library customers continue to have access to a wider breadth of resources than the present book fund will be able to sustain.
	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** ▪ **calculated on the basis of a sample period survey**	 ✔	

	Framework 4 Standard	Actual Performance as at March 31 2014	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	State figure: **0.39 (69.3 FTE)** 0.54 based on total no. of staff in post not FTE	WPLS 8(i) has been calculated in 2013-14 on a Full Time Equivalence basis, as opposed to total staffing on the establishment which is 96 individuals or 0.54 per thousand resident population. The Library Service currently meets WPLS 8(i) based on either the 0.39 or 0.54 calculation route however performance with respect to WPLS 8(ii) remains challenging and below the minimum threshold set for the percentage of formally qualified staff.
	(ii) Library authorities shall ensure that at least 23% of total staff shall be formally qualified in library and information studies / science	State % **20.9%**	The Library Service is currently holding vacant a number of professional vacancies, 3 full time posts, as it undertakes changes to its management structure in line with the Authority's Medium Term Financial Plan for 2014/17. The retention of these vacant posts has proven important in ensuring that there are appropriate roles for any displaced personnel as part of the on-going restructure.
	(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	State qualification of post holder **Chartered Librarian with degree in Librarianship**	*Three Saturday Library Assistant posts are currently being held open at Abertridwr, Bargoed, and Bedwas as the Authority considers any future opening hour changes it may wish to make linked to a review of the Library Service, scheduled for 2014-15, and its Medium Term Financial Plan requirements. For a similar reason a post in the Library Services Acquisition's Section is also being held vacant.*

8(iii) Please see information provided performance column. |
| | (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 | Insert ✔ or **X** against each **N/A** | 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' that coordinates the Borough's Digital Friday programme. The Authority's six largest Libraries host weekly 'Digital Friday' sessions as part of the Council's Universal Credit Pilot and these activities are delivered by trained community volunteers.

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.

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. |

Framework 4 Standard	Actual Performance as at March 31 2014	Authority self-assessment

9	Library authorities will indicate:		
	(i) Capital investment in their library service points (including mobile services) from		9(i) In January 2014 the new Caerphilly Library and Customer Service Centre was completed. The outstanding costs, not recorded in the 2012-13 return of £3,408,000 were incurred to deliver this important scheme in 2013-14. Additionally the Council invested £170,000 in the Newbridge Memo development, relocating the town's Library to the Institute in a doubling of the public space available, increased opening hours, and co-citing with the area Cash Office.
	a) the authority's own resources	**£3,578,000**	
	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	**£531.54 (£95,158)**	9(ii) This has declined from £606 per thousand resident population in 2012-13 (£108,377) partly due to the increasing number of fit for purpose sites operated by the Borough Library Service and also as a result of the Authority's progressive stance to Facilities Management with Property Services overseeing all essential and planned maintenance work.
	(iii) That they have undertaken:	Insert ✔ or **X**	
	▪ 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. **Note: if service point has been refurbished during the period, a condition survey can be regarded as being part of that work**	Date of survey: **2012-13**	
	▪ a disability audit on one occasion in the five-year period from March 2009 to April 2014 **Note: if service point has been refurbished during the period, a disability audit can be regarded as being part of that work**	Date of audit: **Audit completed September 2013**	
	(iv) The total aggregate public area offered by the library service points per 1,000 resident population. The indicative standard is 27 square metres		9(iv)The Council's Public Library floor area was 23.2m^2 for 2012-13. Following the completion of Caerphilly Library and Customer Service Centre in January 2014, the reopening of Aberbargoed Library, and relocation of Newbridge to a site offering twice the customer space of the former building – the Authority now meets this element of WPLS 9 in full for the first time.
	(v) Any other capital expenditure on the library service not relating to buildings incurred during the year	**29.15m^2**	
	State nature of expenditure in (v) in the Authority self-assessment column.	**N/A**	

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 2012-13	Actual Performance as at March 31 2014	Authority self-assessment
1*	The number of people using the library service per 1,000 resident population	No. per 1,000 population: **5,012** (896,022)	No. per 1,000 population: **5,974** (1,069,535)	Physical Visits during 2013-14 to Borough Library sites were 954,397, an 11.2% increase on service activity in 2012-13 (858,076). Within this improving situation a number of locations performed particularly strongly, including: - Caerphilly Library and Customer Service Centre – **26.4% increase** (124,927 compared to 98,804 in 2012-13). The actual impact following the new Library opening in January 2014 is more marked with January to March comparative visitor data highlighting a 126% like for like increase. - Newbridge Library and Cash Office – **95% increase** - New Tredegar, White Rose Information & Resource Centre – **24% increase** - Bargoed Hanbury Chapel – **11.5% increase** - Abercarn Library – **11% increase** It is also noteworthy that only 4 of the Council's 18 static Libraries reported a drop in physical visits when compared to 2012-13 activity levels. During 2013-14 performance on virtual visitors improved above expectation. The Council's IT Section reported some 113,709 virtual visitors to the Borough's Library web pages, an increase of 269% on activity levels in 2012-13. The Library Service has targeted its online offer for a number of years and recently developed a Library app for iphone and android users which includes full catalogue integration. The digital e-offer will remain a core priority area over the next three year period a focuses prominently in the Library Service 2014-17 Strategy. During 2013-14 there were 765 social media contacts with the Library Service via Twitter, Face-book and other online platforms. Some 41,541 residents attended events in Libraries during 2013-14 compared to 33,437 in 2012-13. A rise of 24% and indicative of the improved facilities available at Borough Library locations and the increased number of activities sponsored by partner organisations at these new or relocated venues. Caerphilly Library and Customer Service Centre include's two seminar/community meeting rooms which are proving particularly popular with local training and advice agencies.

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%*	**98%** (96% Adult & 100% Children and Young People)	**98%** (96% Adult & 100% Children and Young People)	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. These are the two official surveys undertaken during the 4th Standards Framework period. 2(i) The aggregate Adult and Child survey results show a marked increase in overall satisfaction by customers with the Library Service. Most notable is the level of users in both surveys who rated their Libraries as 'Very Good' in the Adult questionnaire (70% compared to 61% in 2009) and 'Good' in the respective Children and Young Peoples research (90% in 2012 compared to 85% in 2010).
	(ii) The % of adults who think that the choice of books available in the library they use is 'very good', 'good' or 'adequate'	**99%**	**99%**	2(ii) There is a similar pattern of increased satisfaction among Adults to the choice of books available in 2013 when compared to 2009 , a rise from 44% 'Very Satisfied' to 50%. The overall satisfaction percentage has also increased to 99% from 98% under the previous survey.
	(iii) The % of users under 16 who think that the choice of books in the library they use is 'good' or 'OK'	**99%**	**99%**	2(iii) Satisfaction levels among Children and Young People with regard to the choice of books available to them remains at 99%. There has however been an improvement in the number who rated the choice as 'Good' this has increased from 78% to 83%. The overall assessment of WPLPI 2 is one of continued high levels of customer satisfaction with the investment that the Council has made in books and other resources. Maintaining such high satisfaction levels in future years, as budgetary pressures increase, will be challenging and the Library Service is also mindful that both PLUS Surveys represent the views of current users and not necessarily those of residents who do not access our provision at present or who have lapsed. During 2013-14 the Council also completed its latest bi-annual Household Survey with Library Service satisfaction achieving a 97% rating among users, lapsed users, and non users. The Library Service satisfaction score was among the highest achieved for any Council provision and markedly up on previous biannual consultation exercises.
3*	The % of time allocated for use of public access ICT facilities actually taken up by users	**23%** **(94,976 hrs)**	**25.1%** **(107,279 hrs)**	During 2013-14 there was a 13% increase in total computer hours used by customers in Libraries when compared to 2012-13. The overall percentage of time available taken up for IT use however increased in more measured manner as the Library Service increased its number of Public Access Terminals to 250 from 222 in 2012-13. For the second year running the level of IT use by adult customers rose strongly with an increase of 14.4% compared to 2012-13. Adult customers represented 82% of all computer usage within the Library Service for the year ended.

| 4* | The annual issues (loans) per 1,000 total resident population | No. per 1,000 population:

3,605
(644,582) | No. per 1,000 population:

3,606
(645,498) | 645,498 book and non-book loans to residents in 2013-14, compared to 644,582 in 2012-13. This represents a largely neutral position in respect of the Authority's overall performance against this important Performance Indicator.

More detailed analysis of the core performance data for WPLPI 4 identifies that children's book and non book loans increased by 4.8% in 2013-14 in comparison to 2012-13 in part linked to a significant uplift in borrowing by this age group at the new Caerphilly Library site which opened to residents in January 2014.

There are a number of Libraries within the County Borough that have performed above the overall trend, these include:

- Caerphilly Library & Customer Service Centre = 12% increase in borrowing (19% uplift in lending by Children)
- Newbridge Library, 6% increase in borrowing (22% uplift in lending by Children)
- Deri Library, 33% increase in borrowing (20% uplift in lending by Children) |

	Performance Indicators (WPLPI)	Reported Performance 2012-13	Actual Performance as at March 31 2014	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	**10.73%** (12.44% when excluding Central charges)	**11.23%**	In 2013-14 the County Borough Library Service spent £445,352 on book and non book collection items for adults and children. The resource budget of £415,000 has received additional monies as part of the fitting out of the Caerphilly Library and Customer Service Centre, reopening of Aberbargoed Library, relocation of Newbridge and make over of the Bedwas site. This additional funding, above base budget, was a single year allocation to ensure the significantly larger facility at Caerphilly was able to match public need and expectations and bring total holdings in line with the Borough's demographic/population levels. The Authority's longer term target of spending a minimum of 15% of its total annual expenditure on collection items has, based on this estimated figure, been reached. It is however important to note that from 2014-15 onward the resource budget will reduce in real terms by £50,000 and may be subject to greater efficiency pressures in the future as the Council works toward achieving its challenging Financial Plan targets by 2017. The option for one-off capital investment in the resource budget will remain in place subject to funding being available and an appropriate business case for additional monies being approved.
6*	The % of total authority revenue expenditure spent annually on the public library service The actual recharge (in £s) levied on the library service for central services	**1.28%** **£520,000**	**1.34%** **£521,000**	The County Borough Council continues to financially support its Public Library Service at levels well above the national average. The funding has been crucial in underpinning both the Authority's building development programme and its commitment to supporting the wider resource needs of adult learners, educational attainment among children and young people, and the maintenance of appropriate staffing levels in direct 'face to face' provision to enable customers to make best use of the services open to them.
7*	The % of total authority capital allocations expended on public library facilities this year	**4.27%**	**5.39%**	See above.

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	**£21,035**	**£23,188**	See above.