

Meeting of:	Learning and Culture Scrutiny Committee
Date of Meeting:	<b>09/04/2019</b>
Relevant Scrutiny Committee:	Learning and Culture
Report Title:	<b>Welsh Public Library Standards Performance 2017-2018</b>
Purpose of Report:	<p>To recommend to Members the endorsement of the Annual Return for 2017-2018 submitted to Welsh Government in July 2018</p> <p>To inform Members of the feedback on the Library &amp; Information Service performance received from the Welsh Government</p> <p>To inform Members about the new Performance Indicator for Libraries</p>
Report Owner:	Cabinet Member for Learning and Culture
Responsible Officer:	Paula Ham , Director of Learning and Skills
Elected Member and Officer Consultation:	<p>Trevor Baker, Head of Strategy, Community Learning and Resources</p> <p>Christopher Edwards, Library Services Manager</p> <p>Phil Southard, Culture and Community Learning Manager</p>
Policy Framework:	The recommendations of this report are within existing policy framework and budget

## Agenda Item:

### Executive Summary:

- The Library Service met 11 of the 12 core entitlements in full during 2017-2018. One entitlement was only partly achieved, relating to the provision of online access to policies and data. This will be achieved for 2018-2019.
- The Library Service met 7 of the 10 quality indicators with targets, not meeting targets on opening hours per capita and partially meeting targets on staff per capita. The service also partly met on the provision of a specified range of skills training at all 9 libraries. This should be achieved for 2018-2019.
- In terms of the benchmarking of the Vale of Glamorgan Library Service against others in Wales, the service is in the middle ranking category in most respects, ranking between 9 and 12 out of 22 for most Quality Indicators. Some notable exceptions to this average include the high numbers of volunteers in the Vale (2nd out of 22) and volunteer hours (1/22). In contrast, the Vale has one of the lower percent expenditures on staffing 17/21 and on equipment and buildings 19/21, though the latter reflects the fact that no major building improvement work was undertaken in Vale libraries during 2017/18.
- The Annual Assessment Report 2017-18 recognises that improvements have been made in regard to staffing levels, professional posts and training alongside increased levels of attendance at events, improved acquisition targets and investment in Welsh language stock.
- During 2018-2019 a New National performance Indicator was introduced to report on the number of Quality Indicators achieved. On the basis of 2017-2018, which will be reported for this year, the Vale Library Service achieved 7 of the 10 Welsh Public Library Standards Quality Indicators.

### **Recommendation**

1. That Members endorse the Annual Return for 2017-2018 submitted to the Welsh Government (Appendix A).
2. That members note the performance of the Library and Information Service in relation to the quality framework for Welsh Public Libraries.
3. That the report be referred to Cabinet for consideration together with any comments from the Scrutiny Committee.
4. That members note the new National Performance Indicator for Libraries.

### **Reasons for Recommendations**

1. To comply with the requirement of the Welsh Assembly Government for formal approval of the Annual Return for 2017-2018.
2. To keep members informed of library progress in achieving the Standards.
3. To seek Cabinet's endorsement of the Annual Return for 2017/18.
4. For Members to be aware of the additional performance indicators from Welsh Government.

## **1. Background**

- 1.1** Members will be aware that the Council is a Library Authority under the terms of the Public Library and Museums Act 1964, and as such has a statutory duty to 'provide a comprehensive and efficient library service'. Welsh Public Library Standards were introduced by Welsh Government in 2001 as a common performance assessment framework for public library services in Wales. The aim is to provide information on the performance of public library services across Wales, improve the consistency of services, drive improvement in services and help identify any underlying factors affecting performance.
- 1.2** The Standards are reviewed and updated by Welsh Government on a 3 year cycle. The Annual Return submitted for 2017-2018 was the first report of the sixth quality framework of Welsh Public Library Standards 2017-2020. Named Connected and Ambitious Libraries, the sixth framework recognises the contribution libraries make to the seven goals of the Well-being of Future Generations Act. The framework also recognises the financial pressures on public services and the need to balance what is practical and what is possible.
- 1.3** The sixth framework provides guidance on whether Community Managed Libraries may be considered as part of the statutory service or not in relation to the Annual Return. The Community Libraries in the Vale of Glamorgan meet the criteria for inclusion and it was decided when they were established between 2016 and 2017 that they would be included as statutory libraries for inclusion in the Annual Return.
- 1.4** The Standards in the sixth framework are made up of 12 Core Entitlements and 16 quality indicators, 10 of which have targets. The number of Quality Indicators which library authorities achieve has been adopted as a National Performance Indicator. The results will show that Libraries in Wales will vary from those achieving very few quality indicators to those achieving several indicators higher than the Vale.
- 1.5** Included as part of this report are the Welsh Public Library Standards - Assessment report 2017-2018 at Appendix C, providing feedback on the authority's performance under the Welsh Public Library Standards for 2017-18, and the Welsh Public Library Standards - Case Studies 2017-2018 at Appendix B, providing evidence that the library service has made a positive difference to individuals (or group of individuals).

## **2. Key Issues for Consideration**

- 2.1** The only Core Entitlement which the Vale has not achieved is the requirement to share data and policies online. This will be achieved by 31 March 2019 by the creation of a page on the website where this information can be shared. It will include library policies and book issue data.

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- 2.2** The Vale partially met targets in relation to QI 3, the quality indicator which specifies the range of training and skills expected at all libraries. In many cases the service is only expected to identify a minimum of one instance of specific training at each library, including Community Libraries. The Library Service will in future engage with Community Libraries more closely to inform and support them to host the minimum levels of training required to achieve this quality indicator. Some of this training is scheduled to take place before 31 March 2019.
- 2.3** QI 13, the quality indicator which covers staffing levels and qualifications, was only partly met due to a shortfall in staffing per capita. Unfortunately volunteer staffing is not considered within this indicator and it is unlikely staffing levels will increase to attain the indicator in the short term. The Library Service will make the point wherever possible that volunteer staffing plus Council staff are adequate to the needs of the Library Service at this time.
- 2.4** The Vale partially met QI 16, the quality indicator on staffed opening hours per capita. The Library Service does not meet this at present, and nor would it meet this if the 16 hours of unstaffed hours were also included. The Vale is, however, the only Library Service using Open+ technology to provide unstaffed hours in Wales at present, and unfortunately this is not taken into consideration under the sixth framework. Other services are interested in Open+ and as the technology continues to prove itself the argument for including unstaffed hours may become more difficult to dismiss. In the meantime, opening hours are deemed by the Library Service to be satisfactory for the type, location and staffing of libraries in the Vale and the flexibility for out of hours access through Open+ is welcomed by service users.
- 2.5** The new National Performance Indicator, which reports the number of Quality Indicators achieved by the Library Service, will in future give a quick comparison of how each Library Service is performing in regards to the standards. The Vale Library Service is likely to be ranked as average or above average in this regard as there are some authorities which achieve far fewer indicators than the Vale and few which achieve one or two indicators more.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1** The Well-being of Future Generations Act 2015 (“the 2015 Act”) requires the Council to think about the long-term impact of their decisions, to work better with people, communities and each other and to prevent persistent problems such as poverty, health inequalities and climate change.
- 3.2** To make sure we are all working towards the same purpose, the 2015 Act puts in place seven well-being goals on the Council. The 2015 Act makes it clear the listed public bodies must work to achieve all of the goals, not just one or two, these being:

  - A prosperous Wales
  - A resilient Wales

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- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and Welsh Language
- A globally responsible Wales

**3.3** The 2015 Act imposes a duty on all public bodies in Wales to carry out “sustainable development”, defined as being, "The process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the well-being goals". The action that a public body takes in carrying out sustainable development includes setting and publishing well-being objectives, and taking all reasonable steps in exercising its functions to meet those objectives.

**3.4** The 2015 Act sets out five ways of working needed for the Council to achieve the seven well-being goals, these being:

- The importance of balancing short –term needs with the needs to safeguard the ability to also meet long-term needs.
- Considering how the Council’s objectives impact upon each of the wellbeing goals listed above.
- The importance of involving people with an interest in achieving the well-being goals and ensuring that those people reflect the diversity of the area which the Council services.
- Acting in collaboration with other persons and organisations that could help the Council meet its wellbeing objectives.
- Acting to prevent problems occurring or getting worse.

**3.5** The Vale of Glamorgan Library Service demonstrates these by:

- Long Term: The Annual Report outlines some of the ways in which the Council has addressed the needs for a sustainable Library Service for the long term. This has included adjusting opening times and staffing levels of Council Libraries and establishing Community Managed Libraries with the full range of library services.
- Prevention: The Library Standards help focus service delivery around key areas of performance which Welsh Government considers important.
- Integration: Much of the work of the Library Service is aligned to well-being objectives and Library Standards reflect these in the provision of open, accessible and free services.
- Collaboration: The Library Service collaborates with a wide range of organisations who offer their services in libraries and who help libraries deliver their objectives. Of particular note are the trustees and volunteers of the Community Managed Libraries who now work on the same systems and with the same stock and many of the resources to help deliver a library service to the vale.

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- Involvement: The Vale Library Service is ranked second in Wales the number of volunteers which help deliver the service. The majority of the volunteers work at Community Managed Libraries but there are also volunteers working to help deliver specific services at main libraries. The use of volunteers increases the involvement of the community and helps spread the message of libraries and their benefits to a wider group of people.

#### **4. Resources and Legal Considerations**

##### **Financial**

- 4.1 There are no direct resource implications arising from this report.

##### **Employment**

- 4.2 There are no employment implications arising from this report.

##### **Legal (Including Equalities)**

- 4.3 There are no legal implications arising from this report.

#### **5. Background Papers**

- 5.1 There are no background papers included as part of this report.



The sixth quality framework for Welsh public libraries

April 2017 to March 2020

## Annual return pro-forma: Year ending 31 March 2018

### Guidance notes

The return is to be made over three worksheets, together with a Word document. Authorities should take note of the following:

The *Definitions and guidelines for data collection and reporting* document provides guidance for completing the return.

Where data are included in the annual public library actuals return to CIPFA, the same figure should be used for this return.

Only those cells where data are required can be selected; other areas of the return are shaded. The tab key can be used to move to the next available cell.

MALD reserves the right to request evidence of the information provided in the return to assist with the assessment process.

### Context

This sheet requires some descriptive details for the authority, and contact details for the person to whom any queries should be addressed.

### Core entitlements

This sheet deals with the 12 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information in the space provided.

### Quality indicators

This sheet covers the 16 public library standard quality indicators. For some indicators authorities are required to enter the raw data from which quantitative standards are derived; calculation will then take place automatically.

For those standards with quantitative targets, values are compared to the target set, and an indication given of whether or not that standard has been met. Space has been provided for comment; authorities failing to meet targets will be prompted to use this space to detail any mitigating circumstances, and plans for future improvement.

A comparative figure for the year ending 31 March 2017 should be provided for each annually reported PI. Space is provided for authorities to comment on any decline in their performance over the previous year.

The most recent figures available should be given for those PIs which are required only once in the three year period, and the date of data collection given in the space provided.

### Submission

When completed, the return should be submitted via email to MALD:

[mald@gov.wales](mailto:mald@gov.wales)

Closing date for receipt of returns:

**Friday 22nd June 2018**

For more information please contact:

Alyson Tyler

[alyson.tyler@gov.wales](mailto:alyson.tyler@gov.wales)

0300 062 2103 (direct line)

0300 062 2112 (MALD main number)

## Contextual data

Year ending 31 March 2018

	Vale of Glamorgan
Authority	
Resident population	128,891
Percentage of population aged under 16	18.4%
Percentage of population able to speak and read Welsh (see notes)	8.5%
No. of static service points open 10+ hours per week	4
No. of static service points open for less than 10 hours per week	0
No. of Mobiles	0
Community libraries open 10+ hours per week	
<i>No. of community managed libraries</i>	0
<i>No. of community supported libraries</i>	5
<i>No. of commissioned libraries</i>	0
Community libraries open for less than 10 hours per week	
<i>No. of community managed libraries</i>	0
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	0
How many, if any, of these community libraries are included in this return (see notes)?	5
No. of Independent Community Libraries	1
<u>Contact details for queries regarding this return</u>	
	Name Christopher Edwards
	Telephone 01446 709381
	Email <a href="mailto:cdedwards@valeofglamorgan.gov.uk">cdedwards@valeofglamorgan.gov.uk</a>
Has this Annual Return been approved by the authority prior to its submission to MALD?	No
When is approval expected?	Nov 2018
When will the definitive version be submitted to MALD?	



Entitlement	Compliance (please select)	Authority comments
1 Free to join, and open to all.	Fully met	The service is free to join, PC use is free, as is WiFi and use of public space, to say nothing of free books to loan and many free activities to attend. Combine this with the expertise of well trained staff in main libraries and committed volunteers in our Community Libraries and there really is no other local service that quite matches the range of opportunities. Library customers in the Vale have the same joint membership for authority and community supported libraries and have access to the full range of all the services, including the free reservations service.
2 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	Libraries in the Vale are led and managed by a team of 7 professionally qualified managers, all of whom are committed to the profession and attend regular development opportunities to improve their skills and keep up to date with new developments. Library supervisors and assistants benefit from a fair range of training along with managers and are equally skilled and knowledgeable. The library service has a training budget which is used to ensure that all staff gain the training and development they need, whether this is for specialist library skills or more generic training. Training needs are identified by an annual one to one between managers and staff. During 2017/18 staff training was dominated by preparing for and then working with the new All Wales LMS. A core group of staff received training which was cascaded to others, and there was also specialist admin training on all aspects of the system. Some of the training was jointly provided to RCT and Bridgend staff. 2 Community Library peripatetic staff and a library manager held sessions to train all volunteers at the Civic Offices and backed this up with on the job training support throughout the year. As well as LMS training there was a wide range of other training for staff including dementia awareness, Welsh language skills, British Sign Language and conflict management. Training providers have included MALD, the Reading Agency and other providers including the Vale Council. Methods of training have included conference, seminar, workshops and e-learning. The additional knowledge which training provides helps all staff to raise their awareness and skill and leads to much better service to customers.

Entitlement	Compliance (please select)	Authority comments
<p>3 Provide access to a range of services, activities and resources to support lifelong learning, personal well-being and development, community participation, and culture &amp; recreation.</p>	Fully met	<p>Libraries are a magnet for lifelong learning, an ideal drop-in resource for independent study and a comfortable open space where the community can come together or meet and benefit from practitioners representing many skills and services. The Library Service works closely with Adult Community Learning and the Arts Service as we share a common head of service manager. Libraries also worked closely with Newydd Housing and numerous other agencies during the year to provide mostly free opportunities for local residents to join taster sessions and training. Some of this training is organised in partnerships such as the Get the Vale Online partnership. Much of the partner work revolves around basic ICT skills training for adults, along with assistance for people seeking and applying for work, but other opportunities also flourish such as craft activities, Welsh language classes and genealogy. Chief among the services supporting wellbeing are the book groups run or supported by library staff a shared reading group run by a volunteer has now been very successful over</p>
<p>4 Provide appropriate services, facilities and information resources for individuals and groups with special requirements.</p>	Fully met	<p>Work is undertaken to ensure that the needs of people and groups with special requirements are catered for. Some examples include the work done for people with dementia and their carers (more information in the case studies) and a reminiscence</p>

## Entitlement

Compliance  
(please select)

## Authority comments

5 Provide a safe, attractive and accessible physical space with suitable staffed opening hours.

Fully met

A network of 9 libraries provides an excellent level of static service points with well trained staff in the main libraries and talented and committed volunteers in Community Libraries. A further aid to access are core weekday 10 to 5 opening hours at main libraries without lunch closures, plus one 7pm evening and 10-4 Saturdays. Community Library opening times are suitable for their locations and may increase in due course. Libraries also now provide additional Open+ access hours to registered customers. These are unstaffed hours amounting to 16 hours per week at Barry library. Early indications are that the availability is being taken up by individuals and a number of groups who book rooms in the evening. Further promotion will increase use over the coming year. Though library hours do not meet the hours indicator recent consultation on opening hours and the views of staff combined to provide what is considered the level of opening hours the authority needs and will make use of. More information and library services are now also available online to fulfil needs and these are used increasingly.

Libraries are open to all members of the community and provide a welcoming and unique public space free from pressures to spend or consume. The differing needs of users are catered for and promoted, whether by age, life stage, language, background or interest. The needs of younger people and families for instance are addressed by providing child friendly children's sections with space for activities. The children's library in Penarth has a major refit and refurbishment at the start of the year which involved capital monies to re-plaster and decorate the room, address issues with the windows in the Grade II listed building, improve the lighting, replace the ceiling and refit with new shelving and furniture and stock.

Libraries are fully accessible for people with disabilities, whether physical or learning disabilities. Large print books and magnifying equipment is available for people with visual impairment, hearing loops boost sound, suitable seating and care given to shelving ensures that customers can move around the library with ease or sit and spend time in the building. The needs of readers are provided by a rich and varied range of materials for all interests and levels of ability and in many formats. We have ensured that good levels of book acquisition help us maintain the range and quality of library resources available to customers.

Entitlement	Compliance (please select)	Authority comments
<p>6 Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.</p>	Fully met	<p>Lending books for free is the core service of the library and so is supplying book reservations for any book reserved. Vale libraries are an active member of Books4U and during 2017/18 made use of the collaborative service to request 846 books and loan 691. These are all delivered free to library customers along with all other requested items. The only requests which have a charge are those provided by the British library, where a charge of £4 is applied. Only 7 books came from the British Library last year showing that cooperation in Wales is able to provide for almost all customer needs.</p> <p>The library website has links to a range of resources including Access to Research, Oxford Reference Online, Gale Virtual Reference, Issues Online, online newspapers and the ever popular Theory Test Pro for learner drivers. The Library Service has a post holder with responsibility to maintain the library website and to promote services on social media so we feel the content of the website is every changing and ensure that many of the social media posts link back to it.</p>
<p>7 Provide free use of the Internet and computers, including Wi-Fi.</p>	Fully met	<p>Free public access computers connected to the internet are provided at all 9 libraries. They range in number from 3 at the smallest part time library to over 40 at the County Library in Barry. Though there is a 2 hours daily limit on the number of hours individuals may spend on computers but this is extended on request when no other users are waiting. The generous number of PCs available means that there is usually some spare capacity during the day and this shows up in the lower percentage take up of available use per population, at 32%. We feel this is an acceptable trade-off and ensure customers do not generally have to wait for a PC to become available.</p> <p>There are separate IT suites in 3 libraries and these are particularly useful for running classes and taster sessions, though sessions are also held in all other libraries as well. We have a replacement plan for PCs which ensures they are replaced or upgraded within 5 years, so all equipment remains in good order.</p> <p>WiFi is available at all libraries and the uptake is good. Levels of use are highest at the main libraries such as Barry and Penarth where we have had WiFi installed for some years, but WiFi is also used at smaller part time libraries. The library service provide an LMS PC for volunteer use and an OPAC PC at all Community Libraries as standard. All Community Libraries have also chosen to retain the internet PCs they had before transfer.</p>

Entitlement	Compliance (please select)	Authority comments
8 Provide access to services, cultural activities and high quality resources in the Welsh language.	Fully met	We meet the expenditure target on Welsh language materials and continue to purchase these for all libraries and all age groups. We find that books for children and learners work especially well, the children's books helping us to support an active range of Amser Stori sessions now running at libraries alongside storytimes. There was also a Welsh language book group meeting at libraries, Welsh language classes available at all levels and a Caffi Cymraeg which meets on Saturdays to chat. We encourage Welsh language students and tutors to use our materials, suggest new stock and help promote the resources at the library, and we foster positive links with them.
9 Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.	Fully met	The Vale of Glamorgan has shared our catalogue to give access via the Welsh Libraries portal and any other services which can make use of a union catalogue. A shared catalogue is of particular use in South East Wales where libraries use it to deliver the Books4U service between participating authorities who cooperate in loaning reserved books to customers. The Vale joined the All Wales LMS during 17/18 and this will in future become the way which all public libraries in Wales share their catalogue. Work has been carried out to de-duplicate records so there are not multiple catalogue records for the same item. In due course, once all authorities have joined the system the All Wales catalogue will supersede the need for CatCymru and will be the default way to access records.

## Entitlement

Compliance  
(please select)

## Authority comments

**10** Work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from their services.

Fully met

The library service has a marketing budget which is allocated at the beginning of the year based on decisions about the key areas for promotion during the year. The service has a strong social media presence as all libraries have their own Facebook and twitter accounts coordinated by a post holder who looks after digital marketing. Few opportunities are missed to link library services and activities to key events and partners during the year. The library has a marketing calendar which includes attendance at local opportunities for outreach work such as the Cowbridge Food Festival, The Barry Transport Festival, Eats beats and Treats and festivals at Penarth and Llantwit Major. Being present at key local cultural and learning events in the area fosters good contacts, positive partnership working and visibility to customers and non-users.

During 2017/18 promotion work concentrated on services to children, promotion of the new LMS online catalogue and facilities as well as work with partners around digital inclusion. Promotions to children included activity around the Sumer Reading Challenge, Children's Book Week, World Book Day, Harry Potter Night and ECALM activities to entice year 4 pupils to want to use libraries.

The Vale library service works closely with local partners in the Council such as Adult Community Learning and the Youth service and also outside the Council such as the South Wales Literature Development Initiative, and Get the Vale Online which fosters digital skills. The major change in the landscape of libraries in the Vale has been establishment of 5 Community Libraries as this means the Council run Library Service now has partnership agreements with 5 groups of trustees and their volunteers to help deliver library services across the county. There are service level agreements with each library, all libraries operate using the same LMS system, and we will continue to share stock, online resources and some staffing as well as specialist support. The relationship is developing well and there are positive opportunities to build on the agreements to improve the services delivered to library customers throughout the Vale.

Entitlement	Compliance (please select)	Authority comments
11 Regularly consult users to gather their views on the service and information about their changing needs.	Fully met	<p>There were no major consultations with library customers during 2017/18, and some customers may have appreciated this given the range of consultations which they had been bombarded with between 2014 and 2016. The library service conducts a formal consultation with adults and children every 3 years using the Cipfa PLUS survey. This provides valuable information about the views of users. When these were last undertaken in 2016 the library service was in the middle of a major period of change and it will be interesting to re-run the same questions later in 2018 or 2019 to see how the survey results will differ. It has not yet been decided whether to run the children's survey in February 2019 or run both the adult and children's survey in October 2019. Less formal consultations happen all the time and a particularly good example is included in the case studies this year, the example of staff at Penarth Library consulting with teenagers over the type of activities they would like at their TAG evenings. Consultations now also happen regularly with Library Friends groups to get their views of library services and there are exchange of views with Community Libraries on a very regular basis before the implementation of changes in library services.</p>
12 Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.	Partially met	<p>Most of the relevant library policies and procedures are in print or online and they are brought to the attention of customers via social media and the website. There is still scope to improve on our performance in this regard and a particular requirement to make information apparent so the volunteers in Community Libraries also have access to it.</p>

WPLSQI 1 Making a difference	Framework 6	Framework 5
Percentage of adults who think that using the library has helped them develop new skills		24%
Percentage of adults who have found helpful information for health and well-being at the library		35%
Percentage of adults who experience the library as an enjoyable safe and inclusive place		99%
Percentage of adults who think that the library has made a difference to their lives		41%
Survey dates (month & year)		Survey date Oct 16

Authority comment:  
The next Cipfa survey will be run during the period of the current framework.

Percentage of children aged 7-16 who think that the library helps them learn and find things out		91%
Survey dates (month & year)		Survey date Feb 16

Authority comment:  
The next Cipfa survey will be run during the period of the current framework.

WPLSQI 2 Customer satisfaction	Framework 6	Framework 5
Percentage of adults who think that the choice of books is 'very good' or 'good'		85%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'		97%
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'		
Percentage of adults who think that the library is 'very good' or 'good' overall		95%
Survey dates (month & year)		Survey date Oct 16

Authority comment:  
The next Cipfa survey will be run during the period of the current framework.

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

Authority comment:  
The next Cipfa survey will be run during the period of the current framework.

WPLSQI 3 Support for individual development	2017-18	% of total	2016-17 % of total
Number of static service points open for 10 hours per week or more providing:			
Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	9	100%	100%
Training to improve literacy, numeracy, information literacy and digital skills.	4	44%	44%
Support for users to access local and national e-government resources.	9	100%	44%
Reader development programmes/activities for both adults and children	9	100%	100%

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

5 libraries were transferred to the community between July 2016 and January 2017 and all these libraries are considered part of the statutory service. In the first full year of operation not all the Community Libraries were able to provide training to customers to improve literacy, numeracy, information literacy and digital skills. However, more work has been done than in the previous year and great progress has been made.

WPLSQI 4 Support for health & wellbeing	2017-18	% of total
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Number of static service points open for 10 hours per week or more providing:

Books Prescription Wales scheme	9	100%
Better with Books scheme	9	100%
Designated health & wellbeing collection	9	100%
Information about healthy lifestyles & behaviours	9	100%
Signposting to health & wellbeing services	9	100%

This target has been met.

The Book Prescription and Better with Books scheme is available through all libraries in the Vale along with a designated health and wellbeing books. All libraries have a health and welfare section, appropriate to their size, with a range of books to provide support or information and advice on all manner of needs. There is also a collection of dementia friendly and dementia awareness books. The resources in libraries are

Number of static service points open for 10 hours per week or more providing:

Shared Reading groups	1
Book clubs	5
Health information partnerships	4
Dementia friendly champions and services	9
Mental health awareness activities	9

Authority comment:

One successful Shared Reading Group has operated at Barry Library for a number of years. The group meet weekly. There have been some long standing members of the group and others who join the group new or come back to it when they have a need to do so. All libraries have had dementia training, though may not have designated champions. All libraries support book clubs but at the community libraries the , some of

WPLSQI 5 User training	2017-18	Per 1,000 pop'n	2016-17
Total number of attendances at pre-arranged user training sessions organised by the library	4,204	33	7,519
Percentage of attendees who said that attendance helped them to achieve their goals	91%		98%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	400		
Number of feedback forms included in the calculation	350		
Number of customers helped by means of informal training during the year	23,700	184	

Authority comment (including note on the method used to calculate the results):

The number of user attendances at pre-arranged user training sessions organised by the library has appeared to have declined over the previous year. The figure for attendances at the 4 Council run libraries have not markedly changed but there are far fewer such opportunities for training at the 5 Community Libraries. In 2018/19 support will be given to Community Libraries to encourage further opportunities.

WPLSQI 6 User attendances at library events	2017-18	per 1000 pop'n	2016-17
Total number of attendances at events and activities organised by the library	35,556	276	26,920
Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements	9	100%	

This target has been met.

Authority comment, including examples of events:

The 4 Council run libraries have all provided a range of activities or events for people with special requirements and the Community Libraries have also provided good examples of what can be done. The events and activities vary from a LIFT class for people with mobility problems and a colouring club for people with learning needs to reminiscence events and a regular visual impairment book club. Staff in 4 libraries and

WPLSQI 7 Location of service points	2017-18	2016-17
Population density (persons per hectare)	3.9	
% 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	94%	94%

This target has been met.

WPLSQI 8 Library use	2017-18	Per 1,000 pop'n	2016-17 Per 1,000 pop'n
Total number of visits to library premises during the year	525,766	4,079	552,049
Please indicate the method used for calculation	A combination of these methods		
Total number of external visits to the library's web site during the year	111,850	868	117,624
Total number of active borrowers during the year	19,742	153	24,690
Total number of library members	57,239	444	68,905
Total number of adult book issues	235,721	1,829	242,679
Total number of children's book issues	120,759	937	109,734
Total number of audio-visual issues	14,238	110	17,409
Total number of electronic downloads	21,834	169	20,144

Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse):

Total visits are calculated by people counting machines at 8 libraries and by an estimate based on a sample week count at 1. Total and active borrower numbers have been adjusted to fall in line with the timescale being developed for the All Wales LMS reports, namely use within one year for active and within 2 years for registered/total borrowers. Most other counts show a downward trend with the exception of electronic

WPLSQI 9 Up-to-date and appropriate reading material	2017-18	Per 1,000 pop'n	2016-17 Per 1,000 pop'n
Total number of items acquired	33,134	257	34,630
Total materials expenditure (from WPLSQI 14)	217,464	£1,687	£1,773

This target has been met.

Total expenditure on material purchased for children	£25,913		
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children	12%	%	17%

Authority comment

Expenditure on all stock during the year was interrupted by the implementation of a new library management system and the need to stop using the acquisitions module for a period of 3 months of the year. This had an effect on the order process and made it more difficult to monitor the stock being ordered and received. There was also a staffing issue related to children's book orders which had an effect on the throughput

WPLSQI 10 Welsh language resources	2017-18	Per 1,000 pop'n	2016-17
Total expenditure on materials in the Welsh language	£11,023		
Percentage of materials expenditure on materials in the Welsh language	5%	%	4%
Spend per 1,000 Welsh-speaking resident population	£1,006	£	£788

This target has been met.

Total number of issues of Welsh language material	9,935	77	9,812
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Authority comment

WPLSQI 11 Online access	2017-18	Per 10,000 pop'n	2016-17 Per 10,000 pop'n
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.			

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

Total number of devices giving public access to the Internet:	120	9.31	120
Available in static libraries	120		
Available in mobile libraries	N/A		
Authority comment:	The number of available devices has remained the same over several years.		

Number of hours available for use of public access ICT facilities during the year	201,162		
Number of hours recorded for use of public access ICT facilities during the year	63,914	32%	68921%
Authority comment:	Usage of ICT varies during the year from as high as 34% at some points during the year to under 31% at others. The average is 32%. This has dipped a little over the years but our number of PCs have not reduced during this time. A reduction in the generous numbers of PCs available to users is not planned at present but when it occurs the usage percentage rate will go up.		

WPLSQI 12 Supply of requests	2017-18	%	2016-17 %
Total number of requests for specific items made during the year	4,660		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	3,417	73%	70%
This target has been met.			
Number of requests which are notified to the user as being available within 15 calendar days of the request being made	3,947	85%	79%
This target has been met.			

This is the first time the information has been supplied by the library management system reporting tool. Previously the information was supplied using a sample week and we expect it to be more accurate in the future as a consequence.

WPLSQI 13 Staffing levels & qualifications	2017-18	Per 10,000 pop'n	2016-17 Per 10,000 pop'n
Total number of staff (FTE)	36.5	2.83	35.50
This target has not been met. Please add any comments below:			
Authority comment (including information about shared staff):	There was little staff turnover during the year and so good staffing levels were maintained all year. There were several staff resignations and appointments but the year ended with only one vacant post. The FTE total this year includes 31 hours per week calculated as the contribution made by casual library staff. The Library service currently have 10 casual library assistants who work as required to cover leave, vacancies etc. This is the first time the information has been supplied by the library management system reporting tool. Previously the information was supplied using a sample week and we expect it to be more accurate in the future as a consequence.		
Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	9.0	0.70	7.00

This target has been met.

Number of staff holding qualifications in cognate areas (FTE)	0.0
Number of posts which require a library qualification	7.0
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	3.0

Authority comment:

This includes 2 library staff holding a degree or post grad qualification in librarianship and 1 member of staff with a foundation degree in Library and Information Management. All 3 post holders are in posts which do not specify the library qualification.

Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	Yes	Yes
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Please give details of current qualifications held:

Post Grad Diploma In Library & Information Studies

This target has been met.

Where does this post sit within the local authority management structure?	The Library Services Manager post is 3 rungs below the Director of Learning & Skills, reporting to the Culture and Community Learning Manager.		
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)?	as above		
Total staff working hours during the year	67,525		
Number of staff hours spent in training & personal/professional development	5,825		
% of time spent in training & personal/professional development	8.6%	2016-17	0.80%

This target has been met.

Training was provided to all staff on the new library management system during 2017/18 but other training was also significant especially training in conflict management, dementia awareness and Welsh language skills to name a few. 100 volunteers were also trained by library staff on use of the new library management system but figures for volunteer training are not included in this total.

Total number of volunteers active during the year	159	2016-17	37
Total number of volunteer working hours during the year	11,939	2016-17	692
Do you have Investors in Volunteers accreditation relating to the NOS?	No		

Briefly describe the training and support offered to volunteers.

All Council library based volunteers receive training on the job from library managers, specialist staff or library supervisors. Where appropriate they also attend training such as data protection, LMS training and equal opportunities training. Two Peripatetic Library Support Officers provide support and training to volunteers who work at community libraries. Community Library volunteers are also given opportunities to attend

Authority comment:

Total volunteer numbers and volunteer hours include volunteers at 5 Community Libraries which are part of the statutory service. By far the largest number of volunteers work in Community Libraries (125 volunteers, 10,772 hours) where they provide the bulk of front like work with customers along with the full range of backup library work. Volunteers in Council run libraries provide support to homeborrowers, library

WPLSQI 14 Operational expenditure	2017-18	% of total	2016-17	% of total
Expenditure on staff	£1,047,693	55%		51%
Total materials expenditure	£217,464	11%		10%
Expenditure on maintenance, repair & replacement of equipment & buildings	£37,686	2%		2%

Total other operational costs	£616,782	32%	37%
Total revenue expenditure	£1,919,625	100%	
Total revenue expenditure per 1,000 population	£14,893		£16,968
Total capital expenditure	£19,355		
Total capital expenditure per 1,000 population	£150		£429

Authority comment:

Capital expenditure was available for a refurbishment of the children's section at Penarth Library. This was mostly building work carried out over two separate financial years. During 2017/18 the renewal scheme was completed with an expenditure of £19,354 to re-plaster and decorate walls, repair Grade II listed windows, replace flooring and lighting. The library also made a contribution to the total spend by replacing

WPLSQI 15 Cost per visit	2017-18	Ratio	2016-17
Total revenue expenditure on staff & materials	#####		
Total income generated	£ 104,754		£ 134,862
Total number of visits to library premises during the year	525,766		
Total number of external visits to the library's web site during the year	111,850	£1.82	£ 3

Authority comment:

Total revenue expenditure does not display correctly in the box above but was £1,265,157. This was a reduction over the previous year as the full annual savings following the library review implementation are now apparent. From having the highest cost per library visit in Wales the library service is now much better positioned. The previous costs included some major overheads such as 24hr building security which has now

WPLSQI 16 Opening hours	2017-18	Per 1,000 pop'n	2016-17 Per 1,000 pop'n
Aggregate annual opening hours for all service points	12,506	97	107
<b>This target has not been met. Please add any comments below:</b>			
Opening hours fall some way short of the target and are likely to remain so in the short term. 2017/18 was the first full year during which the Vale operated with 4 Council run libraries and 5 Community Supported Libraries. Two Community Libraries initially cut a total of 25 hours from their opening hours but this was offset by a third library increasing its original hours by 8, leaving a total weekly reduction of 17 hours for			
Total number of unstaffed opening hours for all service points	32	0.25	

Authority comment:

Unstaffed hours were introduced to Barry library for the first time in mid March 2018, using the Bibliotheca Open+ system. The library has since operated for 16 hours a week in unstaffed mode, giving customers the opportunity to use the library until 9pm each week night. During 2018/19 these hours may be extended to include hours at the weekend and perhaps on Bank Holidays. The motive for this development is to

		% of total	2016-17 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	103		
Total planned opening hours of all static service points	13,777	0.7%	0%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	0		
Total planned mobile library stops and home deliveries	74	0.0%	6%

Authority comment:

There was exceptional snowfall in the Vale of Glamorgan during the winter of 2017/18 which caused all libraries to close. Some of the full time libraries closed for up to 2.5 days. One part time library escaped with just one closure of 4 hours.

## Appendix 2 – case study template and additional strategic narrative

Good impact case studies are expected to include evidence that the library service has made a positive difference to an individual (or group of individuals). This would normally go beyond a description of services provided and their use, to show the outcome, and may include testimony from the customers concerned.

### Authority: [ ]

1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Up to four case studies may be provided (indicative length: 500 words each).

Please indicate if permission for the Welsh Government to re-use and/or publish the case studies has been obtained or not: Yes - obtained / No – not obtained

- a) Penarth Library has continuing of success working with teenagers, a demographic that most libraries find difficult to attract and interact with. Its ProTeen club is a monthly Teen Night held after closing hours between 6-8pm. The night is supervised by two members of staff who ensure there are several activities to choose from each night, including a film club, board games, PlayStation sessions and a book club.

The activities and events that take place on the nights are directed and developed by the TAG (Teen Advisory Group). This is made up of some of the young people who attend ProTeen. Feedback and suggestions from TAG has led to a number of special themed nights including a writing session with local author Belinda Baeur and a Halloween event. Other TAG suggestions have resulted in work experience and volunteering opportunities for young people at the library. Some of the young people have completed work experience for their DoE and several have continued volunteering as Reading Hacks to help during the Summer Reading Scheme and at children's activities.

ProTeen has been an innovative and successful approach to developing good relationships between the library and young people. Alongside traditional methods it has used Social media to market the club and this has led to increasing footfall in the library in the target age group. 15- 20 young people attend the ProTeen evenings on a regular basis.

Many young people find they experience periods of great stress during their teen years. Pressure can build up from a variety of sources including exams, dealing with expectations, testing out independence and handling relationships with their families and peers. Two regular teenage members have commented that attending Teen Night and being members of TAG has proved not only enjoyable but useful in helping them to cope with any stress or issues they have. At teen night they have a place to discuss and seek advice about these issues with their peers and also from the staff running

the evening. The way Teen Night operates gives them a voice to help determine the type of activities offered, so they feel ownership of the club and its events. Group members say they feel respected and trusted by the staff running the club and they have been able to develop good negotiation and decision making skills through the experience of planning and organising their own events. They have also gained valuable work experience that contributes towards their DoE award and which can be used as evidence on their CV when applying for university. Group members feel their involvement in TAG and Teen Night has contributed much to an increase in their self confidence, their development of important life skills and has made a very positive contribution towards their overall happiness and well being. Staff feel committed to the scheme and feel a sense of achievement in attracting teenagers to the library.

#### Quotes

“Teen Night has changed my life because it has helped me to make new friends. I was so quiet and reserved before but now I am involved in something that has changed not only my life but the lives of many others”

“Teen Night has been an amazing club and has helped me make wonderful new friends and I have become more self confident in myself”

- b) Cowbridge Library was approached to join a town wide initiative in September 2017 called Dementia Friendly Cowbridge that was in the initial stages of being established. The library was one of a number of services and businesses approached to support the initiative. The library willingly joined up in pledging to support the scheme and taking a number of practical actions to help and raise awareness. Staff had previously received dementia awareness training, now they got involved in displaying useful information collated by DFC and they displayed a distinctive ‘We are Dementia Friendly’ display mat in the entrance to mark the library as a dementia friendly place. Other locations in the town did the same and there was a wave of training by the Vale’s Dementia Champion.
- Various preparations and initiatives by local groups, led by the Cowbridge Rotary Club, culminated in a very successful and well attended Launch of ‘Dementia Friendly Cowbridge,’ “an event offering local advice and support for people with dementia and carers from various relevant organisations” with the likes of Alun Cairns, Jane Hutt, Cowbridge Rotary Club and the Alzheimer’s Society as influential supporters. Cowbridge Library was present to offer a range of books with information and guidance, including a special collection of picture and verse books designed specifically for use by people with memory difficulties. Also advertised was the Home Library Service which uses volunteers to deliver books and talking books to housebound people. These varied services can and will help to make a difference to the lives of both carers and sufferers of dementia. This was illustrated by one of the many visitors to the event we’ll call John. John is a regular at the library and after his wife recently got a diagnosis of Alzheimer’s he headed to the launch to see what

	<p>advice he could get to help him out as a new primary carer. He was moved by how many people were present, including the library, and how many were willing to offer him advice and help that he greatly needed. With the help of the library this new influential Dementia Friendly Cowbridge coalition of concerned groups will provide useful, needed support to dementia sufferers and carers. The DFC has a useful 'Local Services and Support in Cowbridge' leaflet which helpfully lists the various organisations and how they can give practical help, including the Library. Cowbridge Library have positioned the library as the information hub for the DFC where people can always find information, advice and materials to assist them, and have offered the library as a venue to organisations to give talks or to display materials to publicise what they can do to help. The roles the library takes will be strengthened to ensure the library plays an active role at the heart of the community. It has already provided real help in signposting people in need. ]</p>
c)	<p>Libraries are getting involved with dementia friendly initiative across the Vale. The example given above was for Cowbridge but similar activity is taking place at Llantwit Major where a former mayor of the town has led a project that aims to make Llantwit Major a Dementia Friendly town. The Library was keen to be part of this project, and Dementia Friendly training was organised for all staff. One of the first steps taken following staff training was an outreach visit to the the town's aging well group to deliver a reminiscence workshop. Around thirty members of the group took part in talking about past experiences and they were given a notebook to jot down both short and long term memories. Props such as local history books and photographs from the libraries living history archives were used. The library received positive feedback in the form of an email thanking them for their work : "Thank you so much for the talk at the ageing well club. It exceeded all my expectations..I have had feed back from many who said that this was the best talk we had ever had, so many thanks to you. Because of the success of it, I am going to fill the next free date I have with a continuation talk. So I will ask them in the mean time to fill their notebooks with more things that they would like to mention. It was obvious no one wanted to go home when it was time to pack away."</p> <p>Working closely with Vale Youth Services and the Vale Youth Council, Llantwit Library instigated a project to develop a picture map of Llantwit Major. Vale Youth Council members took photographs around the town with the assistance of an adult education tutor and they have started to edit these into a map of the town. This highly visual approach will have useful applications for work with people with dementia, to help with memory recall and make the town more user friendly. The Youth Council also received Dementia Friendly training which helped with this process.</p> <p>Llantwit Major Library continues to work with others to create a Dementia Friendly Town and has held coffee mornings to raise awareness and funds for the charity. The library staff have energetically got behind the initiative and are playing an important role in helping to create a town which understands and welcomes people with all forms of dementia. In the process they are being recognised for what they do in drawing attention to the problems and providing information about it. ]</p>
d)	<p>'Bounce &amp; Rhyme' and 'Rhyme &amp; Sign' sessions are held weekly at Barry Library. These are extremely popular because they provide an easy and natural way for new mothers to meet each other and introduce their babies and toddlers to books, stories and songs. Staff have a wide repertoire of songs in English and Welsh and the positive effect of these sessions are best heard first person by the mothers and carers</p>



who attend them. 'Bounce & Rhyme' is a singing and actions session for babies aged from 0 – 12 months. 'Rhyme & Sign' is a singing and baby sign language session for children aged from 0 – 5 years. The sessions are amongst our the most popular activities in libraries with between 15-20 babies attending each session. Additional sessions were added in 2017 to cope with the demand. The comments below illustrate some of the benefits and come with permission for re-use and publication.

**'Bounce and Rhyme has given me the opportunity to meet other mum's and build my confidence along with my son who enjoys seeing familiar faces and hearing the familiar songs and actions.'**

'Rhyme + Sign at Barry Library has helped with my anxiety by getting us out of the house to socialise with other parents who understand my situation. I've made some lovely friends.'

**'Bounce + Rhyme helped me meet other parents and babies we have made friends with and who we meet up with a couple of times a week. We love coming on a Monday morning, it gets us up and out ready for the day. I would definitely recommend.'**

'We love coming to Bounce + Rhyme. We have come every week for approx. four months. We have made friends as well who we meet up with outside of the group.'

**Coming to B & R has not only given me a little regular bit of sanity, it's given my little boy so much entertainment, confidence-building & socialising. It's something I don't have to budget for - & the tea and coffee is such a lift! Thank you so much!'**

'The bounce and rhyme class is a fantastic time for me and my four month old to attend. It gets us out the house and socialising. It has taught me ways to interact and play which my daughter thoroughly enjoys. It's a highlight of our week.'

**'The baby class helped my confidence to bring my son to classes. Was great to meet other parents. Have seen my son grow during the class.'**

'We appreciate Rhyme & Sign so much! It's been great coming for nearly 4 years now. Even though my daughter rarely joins in singing she still loves watching all the babies & kids & the singing in a circle. She sings the songs at home though. We love having a weekly community group that we can get to and the new times are also very convenient. Thank you lovely librarians we appreciate you and all you do'

**'Having access to the library and baby groups such as rhyme & sign is really important to me and the children in my care. My children have all enjoyed the classes and it is vital to their communication & social needs and enhances skills that without them would be detrimental to their development.'**

'Rhyme & Sign' sessions have given my minded children (I am a registered child-minder) the chance to join with other children in a happy and caring environment. They have enjoyed singing and learning to sign. We also have a child with Downs

who signs & this has helped us all. Lovely introduction to stories and songs – an invaluable resource for me.'

**'We love coming to the classes the library offer. We have been coming 9 months now and each time my daughter loves every minute! Staff at Barry Library are amazing at what they do! My daughter loves them! Thank you!**

Lovely Rhyme & Sign class on Monday and Wednesday I've come to the classes 4 years now and will love the class to keep going as my children love all the songs and sign action.'

**'Rhyme allows us to have mummy and son time – it's really important to me to have something fun & educational – plus free!'**

'It's great to have somewhere to bring pre-school children to learn in an informal setting. And it makes a real difference that it's free – especially when you have two or more! It's great to get them used to the library, and to remind me to use it. Songs are also great to learn, because they are useable to diffuse in many situations!'

2. Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals (indicative length: 500 - 1,000 words).

### **Prosperous and Secure:**

The library service provides valuable free ICT access for anyone who needs it to improve their prospects. They also have staff who can support library users, along with free basic training and referral to other providers in the area. Learning opportunities, study space, access to resources and information are all key ways in which libraries add possibilities which can lead to the overall prosperity of the community. These are priority cross cutting themes in both the Taking Wales Forward programme and the Future Generation Act.

Some specific ways in which libraries have helped meet the prosperous and secure agenda in 2017/18 include:

- Some libraries in the Vale host surgeries by the local PCSOs where people can talk about their neighbourhood concerns. Victim Support have combined with a number of the regular PCSO Surgeries in Barry Library to speak to people and provide advice and support.
- The council library service provided volunteering opportunities for individuals throughout the year. These included pupils doing their work experience for school and DoE awards to improve their skills. It included opportunities for people trying to get back into work and improve their job prospects, as well as for people who have retired and want to work for the community.

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- A local Credit Union ran two advice sessions per week at libraries to offer advice and help to people on a low budget save and loan to meet their needs.

**Healthy and Active:**

Healthy and active lifestyles have both long term national economic benefit as well as personal and social benefits. The example in the case studies of dementia friendly activities, activities for teen, children and carers are prime example of how libraries can bring people together for positive life affirming activity and connections. The personal benefits to attendees wellbeing add up to far more than the sum of the activities. It gets people out of the house, it creates social time, builds local connections and improves wellbeing.

Other examples of how libraries contribute to the healthy and active programme and the healthier Wales agenda include the following:

- All libraries stock health and welfare books to provide information on conditions, treatment, healthy living, good nutrition etc.
- Libraries run a number of activities with the aim of reducing isolation and loneliness in older people. They include knitting groups, a colouring club, a crochet club, reading groups and a weekly drop-in coffee club.
- A local volunteer runs a free weekly combined Tai Chi/LIFT session in Barry Library to improve mobility.
- Vale Libraries provides deposit collection's service to residential homes and complexes, including one to the rehabilitation ward of a local hospital.

**Ambition and Learning:**

Libraries are a vital link in the development of reading skills from the youngest age, providing a huge range of free reading materials and activities. Vale libraries provide a myriad of services and activities to support this priority, including Chatterbook groups, storytimes, the Summer Reading Challenge and book-themed events and promotions such as Harry Potter Night. Libraries work with many other partners to target people who will particularly benefit from services.

- Examples in the past year include the Bounce and Rhyme example mentioned in the case studies. These sessions encourage parents and other carers to interact with their children through stories, songs and rhymes.
- Barry Library has recently introduced the Open+ system that enables members to access the library until 9pm every evening. This extends the study time available to students, providing them with digital access and a quiet environment in which to pursue their studies.

**United and Connected:**

Cooperation between library services in Wales is particularly strong and in the last

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year the fruits of cooperation have become apparent as more authorities join the Wales LMS. The Vale of Glamorgan has adopted the LMS and also hosts the grant funded post of Project Manager for the LMS. Progress has been good and there is a real prospect that all 22 authorities will have joined in the next 12-18 months. Another good example of cooperation is the level of inter-lending between libraries in Wales to provide customers with free books they may not have had access to otherwise. The Books 4 You service in South Wales has been especially good in this regard and has proved to be a sustainable model which others would like to join or emulate.

Other examples of connectedness include the following:

- The Vale has 5 Community Supported Libraries and contact with these is strong and developing positively. The libraries are supported by Library Service managers and 2 Peripatetic Library Officers to ensure that a seamless level of service is provided at all libraries with good contact at all levels between library staff and library volunteers and trustees.
- Volunteers working in libraries come from all age groups and backgrounds and bring a tremendous range of skills and experience, from Welsh BAC pupils who started helping out at code clubs but then stayed on, to nearly 100 volunteers at Community Libraries from all walks of life.
- Vale Libraries provide access to Welsh language materials with a wide range of books in Welsh for children and adults and for Welsh Learners. These are supported by Amser Stori sessions at many libraries, a baby massage session in Welsh and a weekly Caffi Cymraeg for adult learners. The Vale actively participated in the Sut mae day during 2017 via twitter and there were also Welsh language author sessions at libraries.
- Third Sector organisations regularly use libraries to meet clients and promote their services to the public through information stands, display and other events. As for individuals and other groups, libraries provide welcoming spaces that help foster cohesive communities.

3. Please provide a short statement about the future direction and plans for the library service (indicative length 200 words).

During the next year, and beyond, the library service will continue to develop relationships with the recently established Community Libraries in the Vale to ensure full benefits are achieved for library customers. The priority will be to maintain good working relationships and provide as seamless a library service to customers as possible. Community Libraries provide a good service already but there is a need for the Library Service to offer additional support to ensure some of the core entitlements are provided in relation to minimum levels of activities. This will be a priority.

The Vale has fully migrated to the All Wales Library Management system but there is further work to do in achieving all the benefits of the system. This will involve working with other library services to develop a systems admin arrangement for core functions such as

systems maintenance and management reporting. The Library Services Manager is currently Chair of the LMS Strategic Board and in this capacity will be taking a particular interest in finding a solution for the Vale, and Wales, in relation to LMS systems admin and future developments.

In April 2018 the Library Resources Manager retired from the Library Service and a key issue in 2018 is to review the role of the post. The requirements of the post will be partly influenced by whether or not an LMS Systems Admin post/team is established for Wales and how this relates to skills needed in the Vale Library Service.

The Library Service is part of a fairly new Cultural and Community Learning section of the Learning & Skills Directorate. This new section brings together Adult Community Learning, Libraries and Arts for the first time. During the coming year these areas of service will learn to work more closely together under a Culture and Learning Manager and there will be benefits in relation to learning and the arts in libraries as a consequence.

Open+ was launched at the end of 2017/18 to provide more access to libraries. This currently provides 16 additional hours at Barry Library but it is hoped that these hours will increase at Barry and will be extended to other Council run Libraries in the Vale. The technology has been proven to work and the initial takeup has been good but more resource will be put into promoting the service to individuals and also groups. We hope to more than double the numbers who used the library each session.

An exciting development will happen in Penarth Library during 2018/19 when we establish a Makerspace at the library. Local funding has been secured for building works and for staffing to create opportunities for individuals and groups to make use of a wide range of resources. The Makerspace will become a lively centre for people to learn, try out old and new skills and use resources which they will not have access to elsewhere. Though not connected to this, the Library service also plans to trial loaning tablets for the first time to older individuals who are otherwise digitally excluded.

There are many new and exciting developments to look forward to in the Vale during the forthcoming year and much work to do.

Lord Elis-Thomas AM  
Deputy Minister for Culture, Sport and Tourism



Llywodraeth Cymru  
Welsh Government

Cllr. John Thomas  
Council Leader  
Vale of Glamorgan Council  
Civic Offices  
Holton Road  
Barry  
CF63 4RU

19 December 2018

Dear John,

My role as Deputy Minister for Culture, Sport and Tourism includes responsibility for public libraries under the Public Libraries and Museums Act 1964. In order to discharge the responsibilities specified in the Act, the Welsh Government administers the Welsh Public Library Standards to assess library provision and performance across Wales to ensure local authorities fulfil their statutory duty to provide a 'comprehensive and efficient' library service.

Enclosed is a feedback report on your authority's performance under the Welsh Public Library Standards for 2017-18, the first year of the new sixth framework of Standards "Connected and Ambitious Libraries". The report is also being sent to your Chief Executive, the library service manager and the relevant scrutiny committee. I would be very grateful if you could review the assessment report and ensure that it is considered and scrutinised at all appropriate levels. The assessment reports comment on how each library service benefits local people, and reviews their performance against quality indicators and performance measures benchmarked across Wales. It is evident that public libraries in Wales continue to make an invaluable contribution to our well-being objectives and to the Prosperity for All strategy from the Welsh Government.

One of the main areas of concern for all local authorities apparent in the returns this year is the level of professional staffing, with many authorities not reaching the target specified by the standards. Investment in stock is another area where local authorities have all had difficulties reaching the standard. However it is clear that library services are important, especially in their contribution to improving health and wellbeing. This summer the 'Reading Well' Books on Prescription Scheme was launched in Wales, initially for people suffering from Dementia and their carers.

The next few years ahead will be challenging, but public library services are significant

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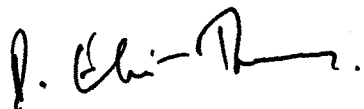
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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

partners in making Wales a prosperous nation. I would like to record my thanks to you and your staff for continuing to deliver a valued, and valuable, library service.

A handwritten signature in black ink, appearing to read 'J. Elis-Thomas'.

**Lord Elis-Thomas AM**

Deputy Minister for Culture, Sport and Tourism

## **Annual Assessment Report 2017-18**

This report has been prepared based on information provided in the Vale of Glamorgan's annual return, case studies and narrative report submitted to the Museums, Archives and Libraries Division of the Welsh Government.

### **1 Executive summary**

The Vale of Glamorgan met 11 of the 12 core entitlements in full, and failed to meet 1.

Of the 10 quality indicators which have targets, the Vale of Glamorgan achieved 7 in full, 2 in part and failed to achieve 1.

The Vale of Glamorgan library service is emerging from a period of change, following the transfer of five libraries to the community in 2016-17. Its performance continues to reflect the impact of these changes, although some improvement is evident in key areas, and the service has identified where further support for its Community Libraries is required. The migration to the all-Wales LMS has also affected performance in some areas, and these issues should be resolved in 2018-19. Opening hours remain below the stipulated levels, and it is noted that they are likely to remain so in the short term, with the authority judging that the current hours are sufficient to meet community needs. Satisfaction levels will become apparent when the service completes its surveys in due course.

- The Vale of Glamorgan submitted four case studies demonstrating the positive impact that the service makes. Its Community Libraries, while providing a valuable service are not yet in a position to provide a full programme of skills support, although health and well-being are well-supported.
- Attendance at formal training sessions has fallen, also reflecting the reduced availability of training at Community venues.
- Attendance at events / activities has made a welcome recovery in 2017-18, with performance back above the median level.
- Acquisitions targets have been met, but at a reduced level following issues arising from the transfer to the all-Wales LMS and stock purchase. Investment in Welsh language materials remains strong.
- Staffing levels have increased, following the inclusion of figures for casual staff, but the overall staff target is not achieved. The service now meets the target for qualified staff, although it is noted that the increase here relates to staff not employed in professional roles.
- Total revenue expenditure has fallen again in 2017-18, with aggregate annual opening hours now among the lowest in Wales.

### **2 Performance against the standards**

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against these areas. A narrative assessment of the authority's performance is provided in Section 3.



## 2.1 Core entitlements

The Vale of Glamorgan is meeting 11 of the 12 core entitlements in full, and failed to meet one. The service is aware of the need to review its policies and strategies, and ensure that this information is more widely accessible, but there is no strategy currently in place; once this work has been completed CE12 will be met. Libraries are open to all members of the community and provide a welcoming accessible public space, with free access to a wide range of resources. The service is an active member of the Books4U partnership, and joined the all-Wales LMS in 2017-18. The service had a dedicated marketing budget to promote its services and a strong social media presence.

## 2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, the Vale of Glamorgan is achieving 7 in full, 2 in part and is failing to achieve one.

Quality Indicator	Met?	
QI 3 Support for individual development:		Partially met
a) ICT support	✓	
b) Information literacy and skills training	x	
c) E-government support	✓	
d) Reader development	✓	
QI 4 (a) Support for health and well-being		Met in full
i) Book Prescription Wales scheme	✓	
ii) Better with Books scheme	✓	
iii) Designated health & well-being collection	✓	
iv) Information about healthy lifestyles and behaviours	✓	
v) Signposting to health & well-being services	✓	
QI 6 all static service points offer events/activities for users with special requirements	✓	Met in full
QI 7 Location of service points	✓	Met in full
QI 9 Up-to-date and appropriate reading material		Met in full
Acquisitions per capita	✓	
or Materials spend per capita	x	
QI 10 Welsh Language Resources		Met in full
% of material budget spent on Welsh	✓	
or Spend on Welsh per capita	✓	
QI 11 Online access:		Met in full
a) i) Public access to Internet	✓	
ii) Wi-Fi provision	✓	
QI 12 Supply of requests		Met in full
a) % of requests satisfied within 7 days	✓	
b) % of requests satisfied within 15 days	✓	
QI 13 Staffing levels and qualifications:		Partially met
i) Staff per capita	x	
ii) Qualified staff per capita	✓	

iii) Head of service qualification/training	✓	
iv) CPD percentage	✓	
QI 16 Opening hours per capita	x	Not met

Compared to the fifth framework, there have been improvements against QI 3, with reader development now fully supported in all libraries, QI 10 where the percentage spend on Welsh resources is now met, and QI 13 where improvements have been made in terms of numbers of qualified staff and the percentage of time spent on staff development.

### 2.3 Impact measures

The framework includes three indicators aimed at assessing the impact of library use on people's lives. These indicators do not have targets, and authorities are only required to carry out user surveys for QI 1 once over the three-year period of the framework. The summary figures (lowest, median and highest) are therefore based on those authorities indicating they completed their user survey during this first year of the framework. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

The Vale of Glamorgan did not carry out user surveys in the first year of the framework.

Performance indicator	Rank	Lowest	Median	Highest	
QI 1 Making a difference					
b) % of young people who think that the library helps them learn and find things out:	n/a	73%	94%	97%	
e) % of adults who think that the library has made a difference to their lives:	n/a	6/7	38%	90%	95%
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	91%	15/17	75%	98%	100%

Authorities are also asked to provide up to four case studies describing the impact which the library service has had on an individual or on a group of individuals during the year. The Vale of Glamorgan provided four such case studies:

- Teen Advisory Group – the group inputs on activities for the monthly ProTeen Club, at Penarth Library and on work experience / volunteer opportunities for young people there. 'TAG' has given those involved experience of planning their own events, increasing self confidence, and recognition and trust for their contribution.
- Dementia Friendly Cowbridge – library support for a community development, providing an information hub for dementia sufferers and carers. The service has proved invaluable as a source of advice / support, and as a venue for partner events.
- Reminiscence Workshops – working with a local Ageing Well group to produce 'memory notebooks' on the local area, and with youth services to develop pictorial resources to support future work as part of dementia friendly initiatives.
- 'Bounce & Rhyme' / 'Rhyme & Sign' – weekly sessions for babies and toddlers, which support learning and provide a venue for new parents to meet; providing peer support for families, promoting social interaction, and improving communication development.

### 2.4 Quality indicators and benchmarks

The remaining indicators do not have targets, but allow services to monitor and benchmark their performance over time, in comparison with other authorities. The following table

summarises the Vale's position for 2017-18. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are those where relevant data was not available to some authorities. Where possible, figures from the last year of the fifth framework have also been included for comparison; however, in some cases a change in definition or the introduction of additional measures makes comparisons impractical. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

Performance indicator	Rank	Lowest	Median	Highest	2016/17	
<b>QI 1 Making a difference</b>						
a) % of adults who think that using the library has helped them develop new skills:	n/a	24%	83%	94%	24%	
c) health and well-being	n/a	33%	65%	95%	35%	
d) enjoyable, safe and inclusive	n/a	90%	98%	100%	99%	
<b>QI 2 Customer satisfaction</b>						
a) 'very good' or 'good' choice of books	n/a	88%	91%	98%	85%	
b) 'very good' or 'good' customer care	n/a	93%	99%	100%	97%	
c) 'very good' or 'good' IT facilities	n/a	74%	86%	94%		
d) 'very good' or 'good' overall;	n/a	93%	97%	99%	95%	
e) users aged 16 & under rating out of ten	n/a	8.5	9.1	9.2	9.1	
<b>QI 5 User training</b>						
a) attendances per capita	33	10/22	10	32	238	59
c) informal training per capita	184	12/22	15	199	473	151
<b>QI 6 attendances at events per capita</b>	276	9/22	82	228	684	211
<b>QI 8 Library use</b>						
a) visits per capita	4,079	10/22	2,501	4,047	7,014	4,327
b) virtual visits per capita	868	11/22	243	866	2,211	922
c) active borrowers per capita	153	12/22	100	154	229	194
<b>QI 10 Welsh issues per capita*</b>	77	10/22	4	68	663	
<b>QI 11 Online access</b>						
b) Computers per capita^	9	12/22	5	9	14	9
c) % of available time used by the public	32%	9/22	14%	27%	67%	34%
<b>QI 13 Staffing levels and qualifications</b>						
(v) a) total volunteers	159	2/21	3	31	196	193
b) total volunteer hours	11,939	1/21	40	1,346	11,939	4,268
<b>QI 14 Operational expenditure</b>						
a) total expenditure per capita	£14,893	6/21	£7,047	£11,915	£17,771	£16,968
b) % on staff,	55%	17/21	44%	63%	75%	51%
% on information resources	11%	14/21	4%	13%	25%	10%
% on equipment and buildings	2%	19/21	0%	4%	20%	2%
% on other operational costs;	32%	4/21	0%	18%	37%	37%
c) capital expenditure per capita	£150	12/20	£0	£338	£17,432	£429
<b>QI 15 Net cost per visit</b>	£1.82	11/21	£1.24	£1.82	£2.41	£3.03
<b>QI 16 Opening hours#</b>						
(iii) a) % hours unplanned closure of static service points	0.75%	19/21	0.00%	0.02%	1.28%	0.07%

b) % mobile stops / home deliveries missed	0.00%	1/20	0.00%	0.35%	11.24%	5.48%
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\* *per Welsh speaking resident population*

\* *per 10,000 resident population*

\* *Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority*

### 3 Analysis of performance

The core entitlements and quality indicators can be divided into four key areas. This section of the report outlines performance under these areas, and compares this performance (where applicable) with the final year of the fifth framework (2016-17).

#### 3.1 Meeting customer needs (QI 1-5)

The Vale of Glamorgan has yet to complete its user surveys which it is noted will be carried out within the period of the framework. Not all static service points provide a full programme of skills sessions, with information literacy and skills training currently not supported at all the service's five Community Libraries. Plans are in place to work with community partners to address this situation. Full provision is now made to support reader development, an improvement on the last year of the fifth framework, and good support is provided for health and well-being at all libraries. Attendance at pre-arranged training sessions has fallen, reflecting in part the reduced opportunities for training at the five Community Libraries; support is planned in 2018-19 to enable improved provision. The numbers helped by informal training have however risen in 2017-18.

#### 3.2 Access and use (QI 6-8)

The Vale of Glamorgan continues to meet the target for easy access to service points, and events / activities for users with special requirements are supported at all libraries. Attendance at events has also made a welcome recovery in 2017-18 with performance back above the median level. Usage figures otherwise show a general downward trend, with reductions in visitor number, active borrowers and library membership. The exceptions are children's book issues, where extra work with children and ECALM are noted to have had a positive effect, and electronic downloads.

#### 3.3 Facilities and services (QI 9-12)

Expenditure on stock was affected by the transfer to the all-Wales LMS, which interrupted the ordering process, and staffing issues for children's orders where the full budget was not spent. There is as a result an apparent decrease in materials expenditure in 2017-18, but these issues should be resolved in 2018/19. The overall acquisitions target is still met, and an increase in expenditure on Welsh language resources, means that both elements of QI 10 are also now achieved. PC provision has been maintained at 2016-17 levels, and usage, while it has dropped slightly, is still above the median level per capita for Wales. The service continues to meet the requirements for supply of requests, where some improvement is also evident.

#### 3.4 Expertise and capacity (QI 13-16)

Overall staffing levels have increased slightly on 2016-17; reported figures now include a calculation for casual library staff, with 10 casual assistants making a contribution of 31 hours per week, covering leave, vacancies and training. Even with this contribution the overall staff target per capita is not met. Numbers of qualified staff reported have also

risen, enabling the service to meet the target this year, although it is noted that the additional two staff in question are not employed in professionally designated posts. Qualified leadership is in place, and the service has invested strongly in staff development in 2017-18, with only one other service meeting the requirements at such a high level. The Vale of Glamorgan also records the highest contribution by volunteers in Wales, with 159 volunteers each providing an average of around 75 hours. This figure does include the volunteers at the service's five Community Libraries, which are part of the statutory service, where 125 volunteers contribute 90% of the total volunteer hours.

Total revenue expenditure has again fallen over 10% compared to last year, with reductions across all budget areas. Aggregate annual opening hours have also decreased further, and are now some way short of the target level and among the lowest in Wales. This will be partially offset by the introduction of 16 unstaffed hours per week at one library, with the likelihood that additional unstaffed hours may be added in 2018/19.

#### **4 Strategic context**

As part of the return authorities are asked to report on how the library service is contributing to wider Welsh Government priorities and strategic goals. The Vale of Glamorgan reports its contribution in terms of the Welsh Government's cross-cutting themes: Prosperous and Secure, providing free ICT access and training, and volunteering opportunities; Healthy and Active, through provision of health information and support; Ambitious and Learning, supporting skills development for all ages; and United and Connected, working in partnership with sector partners and third sector organisations.

#### **5 Future direction**

Reporting on the authority's future direction and plans for the library service over the following year, the Vale of Glamorgan identifies the further development of its five Community Libraries as a priority, ensuring that support is in place to enable provision in key areas. Development to realise the full benefits of the all-Wales LMS, working with other library services, is noted, together with a review of how the skills required by the vacant Resources Manager role might be met from within the LMS partnership. The potential for extending use of Open+ technology, which is already improving unstaffed access hours at one library, is also identified. Other service plans include the establishment of a Makerspace at Penarth Library during 2018/19, and the potential for closer partnership working within the authority.

#### **6 Conclusion**

The Vale of Glamorgan library service is emerging from a period of change, following the transfer of five libraries to the community in 2016-17. Its performance continues to reflect the impact of these changes, although some improvement is evident in key areas, and the service has identified where further support for its Community Libraries is required. The migration to the all-Wales LMS has also affected performance in some areas, and these issues should be resolved in 2018-19. Opening hours remain below the stipulated levels, and it is noted that they are likely to remain so in the short term, with the authority judging that the current hours are sufficient to meet community needs. Satisfaction levels will become apparent when the service completes its surveys in due course.