

Welsh Public Library Quality Indicators

WPLSQI 1 Making a difference	2023-24	Neath Port Talbot	2022-23
Percentage of adults who think that using the library has helped them develop new skills	No survey		90%
Percentage of adults who have found helpful information for health and well-being at the library	No survey		84%
Percentage of adults who experience the library as an enjoyable safe and inclusive place	No survey		98%
Percentage of adults who think that the library has made a difference to their lives	No survey		93%
<i>Survey dates (month & year)</i>			Mar-23
<p>Authority comment:</p> <p>The most recent survey was undertaken in March 2023 and was reported in the 2022/2023 annual return.</p>			
Percentage of children aged 7-16 who think that the library helps them learn and find things out	No survey		97%
<i>Survey dates (month & year)</i>			Mar-23
<p>Authority comment:</p> <p>The most recent survey was undertaken in March 2023 and was reported in the 2022/2023 annual return.</p>			
WPLSQI 2 Customer satisfaction	2023-24	Neath Port Talbot	2022-23
Percentage of adults who think that the choice of books is 'very good' or 'good'	No survey		96%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	No survey		99%
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	No survey		90%
Percentage of adults who think that the library is 'very good' or 'good' overall	No survey		98%
<i>Survey dates (month & year)</i>			Mar-23
<p>Authority comment:</p> <p>The most recent survey was undertaken in March 2023 and was reported in the 2022/2023 annual return.</p>			
Average overall rating out of ten awarded by users aged 7-16 for the library they use	No survey		9.7
<i>Survey dates (month & year)</i>			Mar-23
<p>Authority comment:</p> <p>The most recent survey was undertaken in March 2023 and was reported in the 2022/2023 annual return.</p>			

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WPLSQI 4 Support for health & wellbeing	2023-24	% of total	
Number of static service points open for 10 hours per week or more providing:			
Reading well scheme	8	100%	100%
Designated health & wellbeing collection	8	100%	100%
Information about healthy lifestyles & behaviours	8	100%	100%
Signposting to health & wellbeing services	8	100%	100%

In keeping with both national and corporate objectives, health and well-being is firmly established as a principal focus of the Library Service. As a result we have ensured that there are signposted health and well-being collections and information displays at all of our libraries, including access to information, events and support sessions to help visitors get the best possible advice and information. The Library Service features the various Reading Well collections which are available throughout the service. In addition, The Library Service promotes the wellbeing collections available via our resources. There are numerous events/activities held in our libraries where the main objective is health and well-being. We also attend events at external locations where the focus is on health and well-being. These are largely partnership events with other organisations in Neath Port Talbot. The Library Service works with a number of agencies including Social Services and MacMillan and provides a platform for fundraising for MacMillan and Neath Port Talbot Cancer Challenge. We are also able to offer information, advice and support to our housebound users. In the summer of 2023 Neath Port Talbot Libraries took part in the 'Borrow a Football' scheme set up by the Alive and Kicking organisation, promoting a healthy lifestyle to children.

Number of static service points open for 10 hours per week or more providing:			
Shared Reading groups	0		0
Book clubs	7		7
Health information partnerships	6		6
Other services such as mental health support, support for Carers, and other groups, Dementia Friendly services	5		6
Storytimes and Baby Rhyme Time.	8		not collected

At the present moment there are no library based shared reading groups run in accordance with the guidance as set out by the Reader Organisation. However a member of staff has recently completed training with the Reader Organisation and as a result a shared reading group is planned for June 2024. There are 25 reading groups - adult and children, including 2 Welsh language groups - that use the designated reading group collection, Hooked on Books, with new books added each year. Seven of our libraries run their own reading groups; some have two or more groups. In all there are 11 library reading groups. Libraries also support a number of privately run reading groups. Very often our reading groups will take the opportunity to share stories, poems, anecdotes and 'read aloud' sessions. While there are no library-based shared reading groups there are regular sessions where library staff visit locations in communities throughout Neath Port Talbot to read to audiences on a regular basis. These include schools, playgroups, nursing homes, residential homes and centres. All libraries run a song and rhyme / rhyme time session. There are also Welsh language sessions run in partnership with Menter Iait.

Libraries provide a range of services that support mental health, dementia, blind or partially sighted persons, maintaining a healthy lifestyle and general wellbeing. We connect with health care professionals to provide support and advice within libraries and work closely with community partners to support residents, particularly those vulnerable and most in need. All staff have received Autism and Dementia awareness training.

Number of loans from Reading Well in Wales series	659	not collected
Are any staff identified as the health and wellbeing co-ordinator for the service, with this included in their job description?	No	

Authority comment:

The Reading Well in Wales series is available at all libraries as well as through our community services department and is promoted at our outreach events.

WPLSQI 5 User support	2023-24	Per 1,000 pop'n		2022-23
Total number of attendances at formal user training sessions organised by the library	5,791	41	<i>per 1000 pop'n</i>	39
Percentage of attendees who said that attendance helped them to achieve their goals	96%		%	94%
Please indicate the method used to calculate this figure				
Approximate number of feedback forms distributed	800			
Number of feedback forms included in the calculation	727			
Number of customers helped by means of informal support during the year	63778	449	<i>per 1000 pop'n</i>	415

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

The figures reported are based on a sample period carried out over a three week period in October 2023. A full range of activities with a variety of audiences, including children, were used for evaluation. Some of these sessions were delivered by library staff, others by partner organisations/NPT Departments. National Campaigns e.g. Adult Learners Week helped to boost the numbers of people attending pre-arranged sessions. Feedback from surveys over the course of the last year is overwhelmingly positive and an endorsement of the Service's training programmes, its commitment to continuous professional development and the quality and professionalism of its library staff. As shown in our surveys, library users rate our staff very highly. Our staff are well skilled and able to support many users with informal training.

WPLSQI 6 User attendances at library events	2023-24		2022-23
Total number of attendances at events and activities organised by the library	56,814	400 <i>per 1000 pop'n</i>	357
Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements	8	100%	100%

This target has been met.

Authority comment, including examples of events:

The number of people attending events and activities has increased for the third year in succession following the pandemic. The Library Service offers a wide range of activities and events at libraries and through its outreach work in the community. The numbers attending events shows that the library has many uses, providing a wide range of services and activities to a wide range of people. It also shows that the work that we do is highly valued and supported by the public. Recognition must be given for the ongoing work, commitment and engagement of library staff over the last two years to re-establish an events programme. The range of events includes: baby yoga, baby massage, Lego clubs, art workshops, homework clubs, adult colouring group, kids art clubs, Workways employment group, Age Connect IT, District Historical Society, author events, knitting and crochet groups, craft clubs, IT Help, writers groups, language courses, reading groups, film shows, mother and toddler groups, local choir events, storytelling, archaeology groups and after school clubs. In addition the Service provides a range of events at other locations - schools, homes, public places, playgroups and community groups. All libraries provide events for users with special requirements. These include job clubs, Sightlife for the visually impaired, Coffee mornings for Ukrainian refugees, Chai and Chat meetings including their BME awareness training morning, Jewish History Association meetings and learning events run in partnership with adult education.

WPLSQI 7 Location of service points	2023-24		2022-23
Population density (persons per hectare)	3.2		3.2
% 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	90%	%	90%

This target has been met.

The figure of 90% relates to the eight branch libraries and the mobile library operated by Neath Port Talbot, but does not include any of the Community Managed libraries, although all residents of Neath Port Talbot can still borrow, return and request items from any community managed library. Some of the Community Managed libraries also have their own paid staff but are not included as part of our statutory service in this return. Neath Port Talbot implemented its model of community-managed libraries well in advance of any official guidance issued by Welsh Government i.e. the recommendations laid out in the 2014 Expert Review, which was published twelve months following Neath Port Talbot's transfer of smaller libraries to community management. Skewen Library relocated to new enhanced premises at Carnegie Hall in March 2020 - that move had no negative impact on the recorded figure of 90%. The new Neath Library opened in February 2023. This does not effect figures in any way. The new library has, however, greatly improved library services for the people of Neath and the surrounding area.

WPLSQI 8 Library use	2023-24	Per 1,000 pop'n	2022-23 Per 1,000 pop'n
Total number of external visits to the library's web site during the year	31,444	221	147
Total number of active borrowers during the year	18,929	133	113
Total number of library members	106,252	747	635
Total number of adult book issues	161,867	1,139	1,437
Total number of children's book issues	86,644	609	558
Total number of audio-visual issues	3,358	24	36
Total number of electronic downloads	136,917	963	830

Authority comment (include date of last membership data cleanse):

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The total number of website visits recorded does not include the additional visits via the portal. We are required to report visitor figures to Council in April, when portal figures are not available. We therefore don't use the portal figures, as reported performance to Council and for WPLS would be inconsistent. Much of our online/digital interaction now comes via our social media channels and to apps such as Borrowbox and Libby. That said, website figures increased in 2023-2024 with the Library Service one of the most visited pages on the whole of the Council website. Even though it has been removed as a measure in this extension framework it should also be noted that physical visits to libraries increased by 22% in 2023-24 with two libraries increasing the visits when measured against pre-pandemic levels. Figures for electronic downloads includes unique copies from PressReader, as well as figures supplied relating to Libby and Borrowbox. However this does not include individual purchases for electronic copies by our authority. Issues for both physical and digital books have both increased this year. None of the figures above include issues from any of the community managed libraries

WPLSQI 9 Up-to-date and appropriate reading material	2023-24	Per 1,000 pop'n	2022-23 Per 1,000 pop'n
Total number of items acquired	14,890	105	128
Total materials expenditure (from WPLSQI 14)	£155,996	£1,097	£1,244
Population (From Context)			

Please check the values in cell C87 to see if you have met the target for this indicator: If population <25000, target Acquisitions per 1,000 pop = 250. If population is between 25,000 and 50,000, target acquisitions per 1000 pop = 225. If population is >50,000 target acquisitions per 1,000 pop = 200. If you do not meet the target please add comments below

The total number of items acquired has decreased this year. Due to declining usage, the Service is not investing in AV items - CDs, DVDs and Spoken Word - in the number it has done previously. This partly explains the decline in expenditure, but in addition, the Service decided not to renew its subscription to PressReader for 2024 because of relatively low usage and the introduction of newspapers to our Borrowbox service. This meant that we were paying twice for the same product. Furthermore the increased cost of books is having an effect on the total number of items that are being acquired. Less was spent on children's stock this year due to the increased spending in 22/23. In 22/23 publishers were recovering from Covid and more titles became available. Even though the expenditure of books has gone down slightly this year, the issues in this area have increased.

Total expenditure on material purchased for children	£22,210		£ 30,047
Does this figure include expenditure on a Schools Library Service?	No		No
Percentage of materials expenditure for children	14%	%	17%
Total expenditure on e-resources	£8,441		not collected
Percentage of materials expenditure for e-resources	5%	%	not collected

WPLSQI 10 Welsh language resources	2023-24	Per 1,000 pop'n	2022-23
Total expenditure on materials in the Welsh language	£8,255		£ 7,068
Percentage of materials expenditure on materials in the Welsh language	5%	%	4%
Spend per 1,000 Welsh-speaking resident population	£533		£457
This target has been met.			

Total number of issues of Welsh language material	8,971	579	403
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Authority comment

In 2020-21 we established a new working relationship with a local supplier for our Welsh language books. This, along with a commitment to increase our stock, led to an almost doubling in our Welsh spend in 2022. Total spend last year as at a more expected level but has increased significantly in 2023-24. Encouragingly the issues of Welsh language material has increased, mainly as a result of an increase in the number of children's loans. The Library Service continues to support Welsh language readers with targetted books in support of early years and at Song and Rhyme events, with learners, and with our Welsh language reading groups.

WPLSQI 13 Staffing levels & qualifications	2023-24	Per 10,000 pop'n	2022-23 Per 10,000 pop'n
Total number of staff (FTE)	33.4	2.35	2.32

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

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Authority comment (including information about shared staff):

The total number of FTE staff increased slightly as a result of two new temporary posts, filling gaps that had been left since 2020.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	6.0	0.42	0.53
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This target has not been met. Please add any comments below:

We recognise that in common with most authorities in Wales, we do not meet the minimum target for professionally qualified staff, however, we feel that we have a very strong, professional team with a wealth of experience, that are able to fulfil their roles to a professionally qualified standard. It is clear from previous customer surveys the high regard which all of our staff are held in by our users and the authority ensures that a professionally qualified member of staff is always on duty to advise and support community libraries. In 2023/2024 there were a number of staff changes due to retirement which meant that our total number of staff holding recognised qualifications decreased. However, one of those was in Library Administration department. Replacing with a similarly qualified member of staff was not appropriate or required. In

Number of staff holding qualifications in cognate areas (FTE)	2.0		1.0
Number of posts which require a library qualification	9.0		9.0
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	1.0		1.0

Authority comment :

The Service is committed to professionally support and develop its staff. Library staff have pursued various qualifications in library studies and leadership and management. One member of staff has a teaching qualification which relates to their work in schools and is added into the return as a qualification in a cognate area. Currently there are a number of unqualified library staff in roles that do require library qualifications. This is because the Service adheres to Neath Port Talbot's policy on recruitment and redeployment which is supported by management and Trade Unions.

Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	Yes
Please give details of current qualifications held:	MSc in Information and Library Studies from Aberystwth University.

This target has been met.

Where does this post sit within the local authority management structure?	The Library Services Manager reports to the Head of Leisure, Tourism, Heritage and Culture.
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What is the post held by the most senior professional librarian (if different from the above)?	As above
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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
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Total staff working hours during the year	58,758		63,284
Number of staff hours spent in training & personal/professional development	1,362		368
% of time spent in training & personal/professional development	2.3%	2022-23	0.6%

This target has been met.

Total number of volunteers active during the year	15	2022-23	1
Total number of volunteer working hours during the year	180	2022-23	147

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Do you have Investors in Volunteers accreditation relating to the NOS?

No

Briefly describe the training and support offered to volunteers.

Authority comment:

During 2023-2024 staff have been able to undertake a range of training opportunities. As well as undertaking all mandatory courses library staff have trained in the areas of education and training, digital skills (both with the Good Things Foundation and Digital Communities Wales), shared reading (with the Reader Organisation), Autism training and management training. The Service is supported by fifteen volunteers from the Friends of Pontardawe and Glynneath Library Group. These fifteen play an active role in supporting events and activities at the library, often arranging and organising them themselves. The number of volunteer hours worked is an estimate based

WPLSQI 14 Operational expenditure	2023-24	% of total	2022-23	% of total
Expenditure on staff	£1,137,684	62%	£ 1,163,131.30	62%
Total materials expenditure	£155,996	9%	£ 176,626.59	9%
Expenditure on maintenance, repair & replacement of equipment & buildings	£22,170	1%	£ 102,178.10	5%
Total other operational costs	£517,019	28%	£ 435,295.50	23%
Total revenue expenditure	£1,832,868	100%	£ 1,877,231.49	100%

Authority comment:

Total revenue expenditure decreased slightly in 2023-24. There were no significant grants in 2023 has there had been (Port Talbot Library Makerspace Grant) in 2022-2023. Total staffing costs have decreased this year due to the replacement of retired staff on a lower starting salary.

WPLSQI 16 Opening hours	2023-24	Per 1,000 pop'n	2022-23 Per 1,000 pop'n
Aggregate annual opening hours for all service points	16,250	114	114

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

Opening hours are frequently reviewed, monitored and, where appropriate, adjusted to meet the needs of the library service users. Opening hours increased in March 2023 as a result of the new Neath Library. There were no further changes in 2023. It must be noted that the opening hours for community-managed libraries are not included in this return, even though Neath Port Talbot continues to provide regular book stock, access to and training for the library management system, events and activities, access to requests and professional support. If we were to include opening hours for Community managed libraries in this return, then this Quality Indicator would be comfortably achieved. These hours are not added because these libraries are not part of our statutory provision.

Library staff carry out many duties out of hours and/or away from their branch library, taking the service out to those in the community who can't easily access a branch library. For example, time spent at residential homes, with the housebound borrowers, at schools, and at external outreach events. We do ensure that every hour of our available opening times are staffed by trained and knowledgeable staff with a professional librarian always available and on duty to provide support.

Total number of unstaffed opening hours for all service points

0

Authority comment:

All Service points are staffed 100% of the time by an experienced, paid member of staff. In order to ensure that there is a consistent level of service at all branch libraries it is vital that trained, knowledgeable and professional staff are available at all times.