Llywodraeth Cymru
Welsh Government

The fifth quality framework for Welsh public libraries

April 2014 to March 2017

Annual return pro-forma: Year ending 31 March 2015

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.

CyMAL 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 18 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information as required 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 2014 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.

Submission

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

cymal@wales.gsi.gov.uk

Closing date for receipt of returns:

Friday 26th June 2015

For more information please contact:

Alyson Tyler
alyson.tyler@wales.gsi.gov.uk
0300 062 2103 (direct line)
0300 062 2112 (CyMAL main number)

Contextual data

Year ending 31 March 2015

Authority	**Neath Port Talbot**
Resident population	139,898
Percentage of population aged under 16	24.4%
Percentage of population classified as Welsh speaking	12.0%
No. of static service points open 10+ hours per week	8
In addition: No. of community managed	*7*
No. of community supported	*0*
No. of commissioned community libraries	*0*
No. of static service points open for less than 10 hours per week	0
In addition: No. of community managed	*2*
No. of community supported	
No. of commissioned community libraries	
No. of Mobiles	2
No. of Independent Community Libraries	0
How many, if any, of the community libraries are included in this return?	

Contact details for queries regarding this return

Name	Wayne John
Telephone	01639 899829
Email	w.john@npt.gov.uk
Has this Annual Return been approved by the authority prior to its submission to CyMAL?	No
When is approval expected? When will the definitive version be submitted to CyMAL?	October 2015

Compliance with Core Entitlements		Neath Port Talbot
Entitlement	**Compliance** (please select)	**Authority comments**
Customers and Communities		
1 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	Results from user surveys carried out in October 2014 indicate that the public value both the library and staff very highly with a customer care rating of 95% or above in 2013 and 2014. By means of personal development reviews and a wide ranging training programme, staff are fully able to maximise their potential and continue their professional development.
2 Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.	Fully met	The Library Service, in collaboration with external partners, continuously expands its range of activities to cater for all age groups.
3 Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation.	Fully met	There is presently a focus on delivering services and resources in the areas of digital literacy, health and well being, children's literacy, lifelong learning and information literacy. The activities are undertaken either within the service or with assistance from external partners/professionals.
Access for all		
4 Open to all members of their communities	Fully met	The Library Service values equality and the right for everyone to access the service. Where issues do arise with physical access to buildings then alternative service delivery is always available. Equality issues are underpinned with staff training and comprehensive corporate guidance from the Council. Neath Port Talbot has a Strategic Equality Plan available at all libraries.

5	Free to join	Fully met	The Library Service meets its statutory obligation of being free to join and free to access the core services of book borrowing and access to information. Neath Port Talbot has participated in the Every Child a Library Member scheme, aimed at children in Year 4 at school. A core message of the scheme promotes the message that the library is free to join.
6	Provide a safe, attractive and accessible physical space with suitable opening hours	Fully met	Seven of our eight libraries have been refurbished via Welsh Government funding over the past ten years, Pontardawe Library being the most recent with a refurbishment completed in December 2014. The library was subsequently reopened by the Deputy Minister, Ken Skates. Skewen Library is the only library in NPT that remains to be refurbished. Opening hours at libraries are constantly monitored and reviewed frequently to ensure they meet the needs of the community.
7	Provide appropriate services, facilities and information resources for individuals and groups with special needs	Fully met	A range of services are provided for individuals and groups with special needs. The housebound delivery service provides books (including large print) and spoken word directly to people's homes. Digital access provides 24-hour access to information resources as well as ebooks, emagazines and eaudio resources. There is a wide range of assistive technology and hardware available at all libraries.
Learning for life			
8	Lend books for free.	Fully met	The free loan of books remains a core service. Moreover the service continues to provide a free requests service for books both within Neath Port Talbot and from libraries across Wales. This free requests service is also extended to the nine community managed libraries that were transferred to community management in April/May 2014.
9	Deliver free access to information.	Fully met	Free access to information remains a core library service whether it be through using the internet, non-fiction material or reference material. This also includes free access to newspapers and magazines, including emagazines.

10	Provide free use of the Internet and computers, including Wi-Fi.	Fully met	Using the internet and computers, including wifi access, is free at all NPT libraries.
11	Deliver free use of online information resources 24 hours a day.	Fully met	There is 24-hour access to a number of online services, including Go Citizen, Encyclopedia Britannica, Driving Theory Test, LibraryWales.org, ebooks, emagazines and eaudio.
12	Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.	Fully met	Neath Port Talbot provides an ebooks (including Welsh) and emagazine service with an eaudio service (including Welsh).
13	Share their catalogues, to enable a single search of all Welsh library resources.	Fully met	An online catalogue is available from the Library Service's website. This allows users to search for titles across all library stock without the need to log in or be a member. Furthermore the Service participates in Cat Cymru (National Booksearch Catalogue) and Books4U - a regional partnership in South Wales to share lending material.
Leadership and development			
14	Promote libraries to attract more people to benefit from their services.	Fully met	By a combination of its own events, attendance at external, large scale events and participation in the all Wales and regional marketing campaigns, the Service strives to always attract more new members. Digital media campaigns (website and social media) are actively used to reach new potential users.
15	Regularly consult users to gather their views on the service and information about their changing needs.	Fully met	Surveys have been undertaken during each of the last three years. These have sought the views of both adults and children on a number of occasions and at all eight libraries. In addition users are consulted through feedback forms,social media contact and via Neath Port Talbot's Comments, Compliments and Complaints procedure.
16	Work in partnership to open up access to the resources of all Welsh libraries.	Fully met	Neath Port Talbot takes a pivotal role as the lead Welsh authorirty in the purchasing consortium for both ebooks, ezines and eaudio. Through Books4U and SWAMP (Regional partnership)Neath Port Talbot is able

			to open up lending resources to all 12 partner library authorities in South Wales.
17	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	At present the Library Service does not have its own strategy document as it is encompassed into a broader Cultural Services Strategy. However the Service does have a service delivery plan which, as of March 31st 2015 had not yet been approved by Council. Once this is approved, NPT libraries will provice access to this document together with a number of service policies which have been updated in light of the financial pressures and the transfer of nine library buildings to community management.
18	Provide a clear, timely and transparent complaints process if things go wrong.	Fully met	Neath Port Talbot CBC has a comprehensive Comments, Compliments and Complaints procedure that the Library Service adheres to and features on its website.

Customers and communities				
WPLSQI 1 Making a difference	**2014-15**			
Percentage of adults who think that using the library has helped them develop new skills	**72%**			
Percentage of adults who have found helpful information for health and well-being at the library	**44%**			
Percentage of adults who experience the library as an enjoyable safe and inclusive place	**84%**			
Percentage of adults who think that the library has made a difference to their lives	**73%**		*Survey date (month & year)*	*October 2014*
Authority comment:				
The survey which was carried out in October 2014 followed the guidelines set out by CyMAL and used the template that was provided in the WPLS definitions document. Surveys were undertaken at all eight of Neath Port Talbot's libraries but not at any community managed libraries. There was a mixed reaction from those surveyed to the questions. 1) Some responded positively to all the questions even though a particular question wasn't relevant to them. 2) Some didn't respond to the questions shown above even though when prompted to add extra comments they did. For example, there were a number of cases where users didn't answer the question on whether the library has made a difference to their lives but it was quite clear from their commentary that was intended. This is the first year that these survey questions have been adopted, so at this stage it is difficult to offer meaningful analysis especially when given how some users responded.				
Percentage of children aged 7-16 who think that the library helps them learn and find things out	**93%**			
Percentage of children aged 7-16 who think that the library has made a difference to their lives	**85%**		*Survey date (month & year)*	*October 2014*
Authority comment:				
A survey of children aged 7-16 was carried out at all eight libraries. A conscious effort was made to ensure that those surveyed represented a cross section of the 7-16 age group with, where possible, an equal split between boys and girls. The survey results are fairly consistent with previous years which reflects the increased focus and greater resources given to children's work in Neath Port Talbot.				
WPLSQI 2 Customer satisfaction	**2014-15**			*2013-14*
Percentage of adults who think that the choice of books is 'very good'	**97%**			*97%*

or 'good'				
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	**95%**			*96%*
Percentage of adults who think that the library is 'very good' or 'good' overall	**99%**			*99%*
Survey dates (month & year)	*October 2014*			

Authority comment:

Neath Port Talbot consistently performs well in these question areas so it is no surprise to see the high standard maintained. A comparison with the last survey which was carried out in 2013 shows the same results for two of the question areas but a slight decrease in the rating for customer care. As part of our action plan for 2015/16 we will be striving to ensure that our high standards in this area are maintained with a focusing on updating customer care training for all library staff.

Average overall rating out of ten awarded by users aged 7-16 for the library they use	**9.0**		*Survey date (month & year)*	*October 2014*

Authority comment:

The Library Service is very pleased with this reported figure which is a positive seal of approval from the children of Neath Port Talbot to what is being provided for them. The Library Service's enthusiastic staff are constantly striving for new , innovative and imaginative events and activities for children in libarries. It should be noted that this rating does not take into account any work that is done with children under 7 such as the popular song and rhyme sessions aimed at the under 4s.

WPLSQI 3 Support for individual development	**2014-15**	**% of total**		*2013-14 % 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.	8	**100%**		*100%*
Training to improve literacy, numeracy and digital skills.	8	**100%**		*100%*
Information literacy sessions for users.	8	**100%**		*100%*
Support for users to access local and national e-government resources.	8	**100%**		*100%*

Reader development programmes/activities for both adults and children	8	**100%**		*100%*
This target has been met.				

Basic support in the use of ICT is delivered by library staff and through a partnership approach with external organisations such as Communities First/Communities 2.0/Learn Direct (NPT College). This approach has been successful in providing a regular programme of basic support at all eight libraries. This also applies to the areas of literacy, numeracy and digital literacy with programmes such as Technoclubs (computer science clubs for children) and Adult Learners' Week events.The library services also participates in Literature Wales' South Wales Literature Development programme which has helped deliver literacy/writing projects in both English and Welsh and to targeted audiences in Neath Port Talbot. Furthermore the Library Service has a dedicated literacy officer for children working in libraries, schools and in the community. Working with Job Centre Plus has led to the provision of job clubs at libraries, which in turn has led to over 40 people finding employment during the last year. The Library Service currently has three dedicated reading group collections for adults (English and Welsh) and for children. There are thirty two reading groups that are supported by these collections within Neath Port Talbot.

WPLSQI 4 User training	**2014-15**	**Per 1,000 pop'n**		
Total number of attendances at pre-arranged user training sessions organised by the library	9,400	**67**		
Percentage of attendees who said that attendance helped them to achieve their goals	**94%**			
Number of customers helped by means of informal training during the year	51,840	**371**		
Authority comment (including note on the method used to calculate the results):				

The figures reported are based on a sample period and carried out over a three week period in February/March 2015. A full range of activities with various user groups, including children, were evaluated. The result is an endorsement of the Service's training programmes, its commitment to continuous professional development and the quality of staff. The only negative responses came from an event where an external provider failed to turn up.

Access for all				
WPLSQI 5 Location of service points	**2014-15**			*2013-14*
Population density (persons per hectare)	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	**90%**			*96%*

The figure of 90% relates specifically to the eight static service points and the mobile library service. It does not take into account the nine community managed libraries. The % of households covered by the static libraries is 82%.

WPLSQI 6 Library use	2014-15	Per 1,000 pop'n		2013-14 Per 1,000 pop'n
Total number of visits to library premises during the year	627,641	4,486		6,850
Please indicate the method used for calculation	Full year count			
Total number of external visits to the library's web site during the year	170,933	1,222		1,559
Total number of active borrowers during the year	24,192	173		n/a
Total number of library members	82,249	588		557
Total number of book issues (adult and children combined)	426,385	3,048		3,963
Total number of audio-visual and electronic issues/downloads	23,921	171		201

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

From April 1st 2014, community managed libraries were no longer counted as part of Neath Port Talbot's statutory library service and their performance data is therefore not included in this report. This applies in this case to the number of visits and the number of issues/downloads, therefore a fall in performance was to be expected. In addition, the withdrawal by Powys Library Service of their funding for mobile library provision in South Powys, has led to a 30% drop in usage for the mobile library. Pontardawe Library was closed for a period of six weeks for refurbishment and even though a smaller, temporary service was provided, the performance data from that library will have decreased for that six week period. Data for the total number of active borrowers is taken from the library management system. This data is unavailable for 2013-14 as it was not formally reported and neither was a definition of what constitutes an active borrower clarified. It should also be noted that the data for active borrowers only count those who visit the library to borrow items or to use the computer. It does not count ebook users, emagazine users, those who attend events and activities or who come in to find out information, therefore as an indication of library usage, it is limited. The total number of library members encompasses all who join through the library management system, even if this is done at a community managed library. This is because NPT library membership allows the user to access any facility regardless of where they joined. There has not been a systematic data cleanse as the process is done on an ongoing basis, facilitated through Neath Port Talbot's 'Tell Us Once' scheme. Moreover a full, global cleanse of the system would take out users classified as inactive where they could be using the ebooks/emagazine service.

WPLSQI 7 User attendances at library events	2014-15	Per 1,000 pop'n		2013-14 Per 1,000 pop'n

Total number of attendances at events and activities organised by the library	53,686	**384**		*325*

Authority comment:

This is the third consecutive year where the number of attendances at events has increased. This is largely because there are now many more events and activities organised by library staff and by effective marketing of the service to the public. These are events are delivered to wide range of audiences and all ages starting with babies. It is a positive reflection on the hard work of library staff, especially given the financial pressures that the Service has had to manage.

Learning for life

WPLSQI 8 Up-to-date reading material	2014-15	Per 1,000 pop'n		*2013-14 Per 1,000 pop'n*
Total number of items acquired	33,573	**240**		*253*
Total materials expenditure (from WPLSQI 14)	£283,002	**£2,023**		*£2,034*

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

In order to fully acheive this standard, the library service would have required an additional spend of £28,000. This likely shortfall was reported to council in the previous Library Standards Report. Due to the current financial situation, most service areas in Neath Port Talbot have seen their budgets substantially reduced, and therefore it is unlikely that the library service will see further investment in the materials budget, so in the foreseeable future this target is unlikely to be met. Following a further cut in 2015/16 of £120,000 to the materials budget, it is anticipated that this will have a serious impact on performance in a number of areas. The service will continue to maximise best value in its approach to stock management and acquisitions through stock rotation, consortium procurement and targeted spends.

Lending stock at the start of the year	227,101			*2013-14*
Total acquisitions of materials for loan	33,561			
Replenishment rate	**14.8%**			*13.2%*

This target has been met.

This reflects a proactive approach to stock editing and a purchasing policy to replace popular stock.

WPLSQI 9 Appropriate reading material	2014-15			*2013-14*
WPLSQI 9 Appropriate reading material	£54,838			
WPLSQI 9 Appropriate reading material	**19%**			*21%*

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

This standard relates specifically to children's reading material. Since 2011 the Service has increased its spend in this area by almost £100 per 1000 population to reflect our focus on prioritising children's work. This effort has paid off with increases in junior issues, membership and positive feedback from children. In Framework 4 of the WPLS Neath Port Talbot's investment in children's material placed the authority between the median and upper quartile for Wales. The Service is therefore disappointed that performance is shown to be failing at a time when investment has increased year on year. Framework 5 of the WPLS has significantly increased the required spend on children's material and we would question whether this is achieveabe in the current financial climate.

Total expenditure on materials in the Welsh language	£7,670			
Percentage of materials expenditure on materials in the Welsh language	**2.7%**			*3.2%*
Spend per 1,000 Welsh-speaking resident population	**£457**			*£365*

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

As a percentage of overall stock expenditure the amount spent on Welsh has decreased by 0.5% while at the same time the spend has increased per 1000 Welsh speaking resident population. All stock expenditure is closely monitored including the amount spent on the Welsh language. The Service supports two Welsh reading groups and supplies stock to Welsh learners groups throughout the authority.

WPLSQI 10 Online access	2014-15	Per 10,000 pop'n		2013-14 Per 10,000 pop'n
Total number of networked public access computers	88	**0.63**		*7.94*

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

As a result of the transfer of nine libraries to community management, the Library Service handed over twenty three computers, hence the decrease in reported performance compared to last year. In order to fully achieve this standard the Service would require a further 37 public access PCs. Where practical the Service has increased the number of computers available to the public. At Pontardawe, for example, the number of computers increased from six to twelve as part of the refurbishment programme. There are however a number of factors which, at present restrict any further improvement in performance in this standard. 1) There is insufficient space to provide additional computers at most of our libraries. 2) The rate of computer usage in Neath Port Talbot has been consistently around 46 - 48% over the last four years. The number of computers currently available is more than adequate to meet user demand. Purchasing an extra thirty seven computers in order to meet this standard would go against Neath Port Talbot's spending policy and raise questions about wasting public money. The Service does however have 20 iPads which it uses at time of peak demand and a further nine computers which are used for specific purposes i.e job club. In addition the availability of mobile internet, coupled with wifi, has led to more independence and less reliance on fixed computers. In addition the Service provides nine networked PCs at community managed libraries for volunteers to access the Library Management System. And most of the community libraries continue to offer free internet access using kit provided by the Library Service.

| Do all libraries provide a minimum of one device giving public access to | **Yes** | | | |

the Internet and networked digital content?				
If relevant, record the number of static sites without access	-			
If relevant, record the number of mobile libraries without access	1			
Authority comment:				
We have previously provided internet access on the mobile libraries, however due to the time limitations of the mobile schedules (short stops), technical difficulties due to the geographical area and the lack of demand, internet access was withdrawn from the mobiles.				
Do all static service points provide Wi-Fi access for the public using their own devices?	**Yes**			
This target has been met.				
Wifi was upgraded in 2014. The Service is now planning to upgrade the software which would enable more efficient monitoring of future wifi usage.				
WPLSQI 11 Use of ICT	**2014-15**	**% used**		*2013-14*
Number of hours available for use of public access ICT facilities during the year	171,275			
Number of hours recorded for use of public access ICT facilities during the year	77,964	**46%**		*48%*
Number of hours available for use of Wi-fi networks by the public during the year	14,425			
Number of hours recorded during which Wi-fi networks were used by the public during the year	5,289	**37%**		
Authority comment:				
The rate of computer usage has been consistent for the last five years. The computers are available for 100% of the time that our branch libraries are open. To comply with audit instructions in relation to key performance indicators Neath Port Talbot does not count the 20 iPads or the nine computers which are not permanently available.				
WPLSQI 12 Supply of requests	**2014-15**	**%**		*2013-14 %*
Total number of requests for specific items made during the year	11,850			
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	9,599	**81%**		*83%*
Number of requests which are notified to the user as being available	11,139	**94%**		*94%*

within 15 calendar days of the request being made				
This target has been met.				
The total number of requests indicated above is based on a sample period undertaken in October 2014. The sample covered the eight Neath Port Talbot branch Libraries. The public can still reserve and collect items from any community managed libraries, however their data is not included and is not reported as part of out statutory provision. Reservations can made and collected free of charge at all community libraries. Satisfaction of requests has been consistently high in Neath Port Talbot, reflecting the positive role of library staff in engaging with their users.				
This target has been met.				
Leadership and development				
WPLSQI 13 Staffing levels & qualifications	**2014-15**	**Per 10,000 pop'n**		*2013-14 Per 10,000 pop'n*
Total number of staff (FTE)	41.2	**2.95**		*3.40*
Authority comment (including information about shared staff):				
To fully achieve this standard Neath Port Talbot would require a further ten full time members of staff. Following the Library Service Review and the transfer of nine libraries to community management a number of staff posts were lost from the library service establishment, resulting in the drop in performance in this standard. At present Neath Port Talbot's recruitment policy is encompassed within the workforce strategy, so therefore improvement in performance against this standard is unlikely. However we continue to look at alternative methods of delivering a highly regarded professional service Neath Port Talbot with a number of community partners.				
Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	9.3	**0.67**		*0.74*
Number of staff holding qualifications in cognate areas (FTE)	1.0			
Number of posts which require a library qualification	11.0			
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	0.0			
The Service is committed to professionally develop its staff. Staff have pursued various qualifications in library studies, leadership and management. One member of staff has a teaching qualification which relates to their specific work in schools and is added here 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 library service adheres to Neath Port Talbot's policy on recruitment and redeployment which is supported by Trade Unions.				
Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information	**Yes**			Yes

management?				
Please give details of current qualifications held:	Professional Examinations, Chartered Librarian, Associate / CILIP			
This target has been met.				
Where does this post sit within the local authority management structure?	During 2014 the County Librarian reported to the Head of Partnership and Community Development and more recently the Head of Transformation within the Education, Leisure and Lifelong Learning Directorate.			
What is the post held by the most senior professional librarian (if different from the above)?	As 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	67,100			
Number of staff hours spent in training & personal/professional development	689			
% of time spent in training & personal/professional development	**1.0%**			
This target has been met.				
Annual employee development reviews are integral to the service's staff training programme. It is here that staff are encouraged to extend their skills with suitable, relevant courses and attendance at seminars/conferences. Staff are encouraged to identify any relevant courses that they wish to attend, these include regional and UK wide training events. Furthermore a number of staff have been speakers and facilitators at both regional and national events.				
Total number of volunteers active during the year	**6**		*2013-14*	*5*
Total number of volunteer working hours during the year	**1,210**		*2013-14*	*1,200*
Do you have Investors in Volunteers accreditation relating to the NOS?	**In progress**			
Briefly describe the training and support offered to volunteers.				
Authority comment:				
This figure represents the total number of volunteers for Neath Port Talbot's statutory library service and does not include those volunteers based at community managed libraries. All volunteers are offered the same training and support as regular Neath Port Talbot				

library staff. The Library Service also provides professional guidance and support to volunteers at all community managed libraries.

WPLSQI 14 Operational expenditure	2014-15	% of total	2013-14	% of total
Expenditure on staff	£1,048,601	61%		61%
Total materials expenditure	£283,002	16%		15%
Expenditure on maintenance, repair & replacement of equipment & buildings	£6,493	0%		1%
Total other operational costs	£393,730	23%		24%
Total revenue expenditure	£1,731,826	100%		100%
Total revenue expenditure per 1,000 population	£12,379		£14,058	
Total capital expenditure	£174,104			
Total capital expenditure per 1,000 population	£1,245		£933	
Authority comment:				

Savings targets were identified in the Library Review of 2013 and following public consultation nine of the seventeen libraries were subsequently transferred to community management. This accounts for the reduction in expenditure since 2013/14. With further savings reductions in the Library Service budget in 2015/16 the total revenue expenditure is likely to fall further again this year. The increase in capital expenditure is due to the refurbishment of Pontardawe Library in October/November 2014.

WPLSQI 15 Cost per visit	2014-15	Ratio		2013-14
Total revenue expenditure	£ 1,731,826			
Total number of visits to library premises during the year	627,641			
Total number of external visits to the library's web site during the year	170,933	£2.17		£2.35
Authority comment:				

The Library Service Review identified a number of libraries that were deemed to be inefficient with a cost per visit in excess of £4.50 and in some cases over £6.00. The transfer of these libraries to community management has resulted in a reduction in the overall cost per visit for Neath Port Talbot libraries which on average is now £2.18.

WPLSQI 16 Opening hours	2014-15	Per 1,000 pop'n		2013-14 Per 1,000 pop'n

Aggregate annual opening hours for all service points	16,850	**120**		*167*
This target has been met.				
The transfer to community management for nine part time libraries has led to the fall in overall opening hours for 2014/15. Opening hours are constantly reviewed, monitored and amended/increased to meet the demand of the users.				
		% of total		*2013-14 % of total*
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	0			
Total planned opening hours of all static service points	14,450	**0.0%**		*0%*
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	47			
Total planned mobile library stops and home deliveries	4,750	**1.0%**		*1%*
Authority comment:				
Neath Port Talbot has consistently maintained its advertised opening hours at all branch libraries throughout 2014/15. There were no interruptions due to adverse weather conditions. During the refurbishment of Pontardawe Library a temporary service based in the same building was operated for the six weeks of closure. The missed mobile library stops were due to vehicle maintenance.				