ECONOMIC AND COMMUNITY REGENERATION CABINET BOARD

REPORT OF THE HEAD OF RESOURCES AND COMMISSIONING

23 OCTOBER 2014

SECTION A – MATTER FOR DECISION

WARD(S) AFFECTED: ALL

WELSH PUBLIC LIBRARY STANDARDS – ANNUAL REPORT

Purpose of Report

To approve the annual report to the Welsh Government in respect of the Welsh Public Library Standards.

Background

Public libraries are a statutory service under the Public Libraries and Museum Act 1964. In Wales all local authorities are required to report annually to the Welsh Government via CyMAL (Museums, Archives and Libraries – Wales) on their performance against the current standards framework of the Welsh Public Library Standards. These Standards provide guidance and are regarded by Welsh Government as their interpretation of complying with the statutory function by proving a comprehensive and efficient library service as required under the 1964 Act.

This annual report covers the third and final year of Framework four of the Standards, which encompasses the years 2011-14.
The current framework focuses on maintaining core public library services in what is recognised as a very challenging time for the public sector.
There are 9 Standards and 8 Performance Indicators which are published and provide information on relative performance of public library authorities in Wales.

In 2011, the first year of Framework four the Authority fully achieved 6 out of the 9 Standards and partially achieved an additional 2 standards. Last year 2012-13, the service fully achieved 7 out of the 9 standards and partially achieved an additional Standard.
This year, the final year of the existing framework, the service has continued to maintain its performance against the Standards and fully achieved 7 standards and improved performance in an additional standard, meeting the minimum recommended expenditure on stock for the first time.

The Standard that the service fails to meet is WPLS 8 - relating to staffing levels. The cap in meeting this standard continues to widen, with the service now operating at the lowest staffing level in Wales. However, despite failing to achieve the standard on staffing, the Assessment report from Welsh Government (Appendix A), recognises that the service continues to operate effectively, develop and be innovative and in terms of performance against the Standards, Neath Port Talbot's Library service performs above average for Authorities in Wales.

WPLS Framework 5

From April 2014 the Fifth framework of the WPLS was introduced, covering the years 2014 to 2017. The new framework consists of 18 Core Entitlements and 16 Quality Indicators. This new Framework will be particularly challenging for NPT, especially in the first year in view of Welsh Governments opposition to the concept of Community Managed Libraries and further reductions proposed for the library service budget. In addition, the Ministers Expert Review Panel will be producing a report on the Future of Public Libraries in Wales, which clearly indicates that Welsh Government have high expectations of Public libraries and reminds local Authorities of their Statutory responsibilities. The Quality Indicators that will be particularly challenging are:

WPLSQI 8 – Provision of up to date reading material - recommends a minimum spend of £2,180 per 1,000 population, which equates to £305,2000 a shortfall on the existing budget of over £40,000 before any further budget reduction for 2015-16.

WPLSQI 10 – On line access – recommends 9 devices per 10,000 population, in relation to NPT this would require 126 devices as against our current provision of 89. A number of PC's were transferred to Community libraries and the previous Standard required a minimum of 7 devices per 1,000 population.

WPLSQI 13 – Staffing levels – states that NPT should have a minimum staffing level of 3.6 per 10,000 population, a total of 50.4 full time staff, against our existing structure of 37.8 FTE and this is likely to be reduced further under current budget proposals.

Appendices

A – Neath Port Talbot Annual Report 2013-14 Feedback from CyMAL -Welsh Government on service performance.

Recommendation

That the report to CyMAL be approved.

Reasons for Proposed Decision

This will enable us to comply with our statutory requirement in respect of the public library service and provide the basis for future improvement.

List of Background Papers

None.

Officer Contact

Wayne John, County Librarian, Tel: 01639-899829.
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COMPLIANCE STATEMENT

WELSH PUBLIC LIBRARY STANDARDS

(a) Implementation of Decision:

This decision is proposed for implementation after the three day call in period.

(b) Sustainability Appraisal:

Community Plan Impacts

Economic Prosperity	positive
Education & Lifelong Learning	positive
Better Health & Well Being	positive
Environment & Transport	no impact
Crime & Disorder	no impact

Other Impacts

Welsh Language	positive
Sustainable Development	positive
Equalities	positive
Social Inclusion	positive

(c) Consultation

This item is not subject to external consultation.

Welsh Government

CyMAL: Museums Archives and Libraries Wales

Maintaining a Valued Service

The Fourth Framework of Welsh Public Library Standards April 2011 – March 2014

Annual Return Pro Forma (2013-14)

All library authorities are required to complete this pro forma and are asked to follow the instructions provided carefully as the requirements in terms of reporting differ between sections.

All library authorities are requested to provide commentary against each and every Standard (WPLS) and against *each and every* Performance Indicator (WPLPI) in the 'Authority self-assessment' column provided, but only when data is included in the Actual Performance column. Failure to provide commentary could result in the pro forma being returned to library authorities for completion.

Completed *Annual Returns* should be submitted as an electronic document by Friday 4th July 2014 (Draft by Wed 21st May)

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

Any questions please contact: Alyson Tyler, Libraries Development Programme Manager (alyson.tyler@wales.gsi.gov.uk)

Name of authority: Neath Port Talbot

Population: 139,980

Please tick as appropriate

This Annual Return has been approved by the authority prior to its submission to CyMAL

Yes ☐   No ☑

If Yes, state whether approval was granted by

Full Council ☐

Cabinet/Executive ☐

Portfolio Member ☐

Other (state title) ………………………………………….

If No, state when approval is expected and when the definitive Annual Return submission will be forwarded to CyMAL

Approval expected September 2014

Definitive submission to CyMAL by October 2014

Please indicate briefly below:

1. The authority's scrutiny procedures applied to the assessment of library service performances undertaken by the Welsh Government for the year 2012-13, and sent to authorities for their consideration and action in September 2013 by the Welsh Government.

As in previous years, the Annual Return to CyMAL was discussed in detail with the Cabinet Member and Head of Service. Further discussion on performance and planning of the service was held at the senior management team meeting and the report and feedback letter from CyMAL was presented to ECR scrutiny committee in October 2014 for comment by elected Members.

http://www.npt.gov.uk/default.aspx?page=3530&id=ECRB&searchall=false&file_name=ECRB-171013-MIN&doc_id=16772&qt=DOC&name=Economic%20and%20Community%20Regeneration%20Cabinet%20Board&file_type=1&mtg_date=17/10/2013
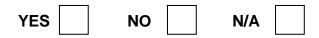
2. What decisions were made by the authority as a result of scrutiny procedures that sought to improve library service performances in relation to the Welsh Public Library Standards and Welsh Public Library Performance Indicators?

An Action plan was produced by the County Librarian to target areas to improve performance against the WPLS as identified in the feedback letter. As a consequence, this annual report sees improvements in many areas of performance: Spending on stock, overall visitors and issues, usage of ICT, provision of requests, replenishment rates and satisfaction rates have all improved or remained at very high levels during this framework period. Where possible, the service will continue to strive to meet the requirements of the Standards, subject to sufficient resources and finance.

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

It was originally proposed that a budget cut of £20,000 for the library service be taken from the book fund for the year 2013-14. In view of the authorities' commitment to achieve the WPLS, alternative budget proposals were made within the service area. Neath Port Talbot recognises the importance of continued investment in the book fund which is crucial to service improvement, with targeted spending on specific areas such as Children's stock to support literacy targets and additional expenditure on Welsh content, both of which have seen an increase in issues.

Following improvements in technology, the library service is committed to the replacement of its existing Wi-Fi provision in libraries. The library service continues to closely monitor service performance at branch libraries.

4. (a) If you indicated in your Annual Return for 2012-13 that your authority was undertaking a <u>formal</u> review of its library service, please indicate whether the review has now been completed:

YES ☐   **NO** ☐   **N/A** ☐

4. (b) If your authority commenced a <u>formal</u> review of its library service during 2013-14, please indicate whether that review has now been completed:

YES ☑   **NO** ☐   **N/A** ☐

If you answered YES to either (a) or (b), briefly outline the main recommendations of the review, noting whether these recommendations have been accepted by the authority and at what level (e.g. Full Council, Cabinet, Executive, etc.). Please also indicate what actions have been taken / are planned in order to implement those recommendations:

A report outlining the Review of the library service in Neath Port Talbot was presented to Cabinet in September 2013.
http://www.npt.gov.uk/default.aspx?page=3530&id=CAB&searchall=false&file_name=CAB-180913-MIN&doc_id=16579&qt=DOC&name=Cabinet&file_type=1&mtg_date=18/09/2013.
At this meeting, it was agreed that officers would take option2 as outlined in the report (a recommendation to close 9 underperforming community libraries) out to public consultation and report back to Cabinet in December.
Following an extensive consultation process where a number of alternative methods of delivering a library service to communities were explored, a further report was presented to Cabinet in December.
http://www.npt.gov.uk/default.aspx?page=3530&id=CAB&searchall=false&file_name=CAB-181213-MIN&doc_id=17068&qt=DOC&name=Cabinet&file_type=1&mtg_date=18/12/2013
It was agreed at that meeting, that senior officers support the transfer of the 9 libraries to Community led management with effect from 1st April 2014.

The library service in Neath Port Talbot will continue to support the Community libraries providing access to the authorities Library management system. Fixtures and fittings, together with public access PC's would be transferred to the community groups, while the authority would continue to provide and rotate book stock to Community libraries on a regular basis. Access to the book stock at all libraries in NPT would continue together with professional training and support which would continue to be provided by NPT library staff.

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

An initial reduction in the library services budget of £20,000 was approved for 2013-14. This was originally proposed to be removed from the book fund, however this would have had a detrimental effect on the service and its ability to improve performance especially in relation to the WPLS. Alternative areas for savings were identified within the library service, namely a reduction in the ICT budget, Audio Visual budget and a proposal to increasing income.
There were no staff reductions during 2013-14 and the book fund received an additional overall budget increase of £15,000, enabling the authority for the first time to meet the minimum recommended requirements for stock expenditure.

The Welsh Public Library Standards (WPLS) 2011-14

Notes on completion:

Annual data or information is required for WPLS 1, 2, 3, 4, 5, 6, 7, 8 and 9

Authorities should follow the guidance provided by the pro-forma against each Standard, and returns should be as required – further information and guidance is available within the published Framework document, and authorities should have due regard to this.

Authorities may be asked to resubmit *Annual Returns* if the data or information do not comply with the requirements.

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

	Framework 4 Standard	Actual Performance as at March 31 2014	Authority self-assessment
1	(i) Authorities whose resident population density is 20 or more persons per hectare shall ensure that the proportion of occupied households within 2 miles of a static library service point will be at least 95% **or** (ii) Authorities whose resident population density is between 1.1 and 19.9 persons per hectare shall ensure that the proportion of occupied households within 2.5 miles of a static library service point (or 10 minutes travelling time by public transport) will be at least 75% **or** (iii) Authorities whose resident population density is 1.0 persons or less per hectare shall ensure that the proportion of occupied households within 3 miles (or 15 minutes travelling time by public transport) of a static library service point shall be at least 70% Authorities who are failing to meet the stipulated requirement in (i) (ii) or (iii) shall also report on the number of households within a quarter of a mile of each scheduled mobile stop and within 2 miles of any other kind of service outlet providing access to library materials. *Library services should briefly describe the nature of that provision and the numbers of households served in the Authority self-assessment column.*	96%	For the duration of the fourth framework Neath Port Talbot has retained its network of 17 static branch libraries and 2 mobile libraries. The majority of the static libraries are readily accessible by public transport. Those that are not (Cwmllynfell and Gwaun Cae Gurwen for example – serve relatively small communities so shortage of public transport is not essentially a barrier to accessing the service) are well covered by the mobile library service. Mobile libraries currently operate on a two weekly schedule covering all communities within the borough, specifically focused on delivering a library service to more remote communities not served by a static library and directly to an increasing number of schools in the authority. Over the course of the framework this standard has not changed. However Neath Port Talbot has always responded to public demand and ensured that sufficient library provision is made available, be this with regard to opening hours (which are closely monitored) or relocation of libraries where appropriate. Up to March 2014 the Service had provided a regular mobile library in areas of South Powys in partnership with Powys Libraries on a recharge basis. However, due to financial pressures, Powys has decided to cancel this arrangement from April 2014 onwards.

State numbers of:	**2012-13**	**2013-14**	
▪ Static service points managed by the authority	17	17	The number of static libraries in NPT has remained constant during this framework.
▪ Mobile service vehicles operated by the authority	2	2	
▪ Other kinds of service points/modes of delivery *Describe briefly in Authority self-assessment column*			Other modes of service delivery include: • Collections to Residential / Sheltered homes • A specialist home delivery service to the housebound • A range of stock / collections for Child-minders • Collections to crèches / Childcare facilities • Toy library service to groups and schools • Schools services – linking public libraries to schools • Online services – remote services available 24/7

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

2	(i) Library authorities shall provide access to the service for those not able to use conventional service points
	
	(ii) Library authorities will continue to provide specialised assistance, facilities and equipment for people with particular access requirements
	
	Library services should briefly describe the nature of the provision in the Authority self-assessment column
		Yes
		
		Yes
			(i) Access to the service for those not able to use conventional service points is provided via:
			• Mobile Library – 1404 registered borrowers
			• Home Delivery Service – 635 registered borrowers
			• Book collections to residential homes, sheltered housing, mobile visits, institutions and other workplaces
			• A Toy Library service to carers, playgroups and schools
			• Targeted services to schools across the county including those in outlying communities with no library provision
			• A free downloadable E-Books service
			• E-magazine service
			• A full range of electronic On line information services / catalogues / membership services
			(ii) Specialised assistance is provided via:
			• Specialist IT equipment for users
			• Trackball mice
			• Joystick mice
			• Finger mice
			• Alternative keyboards
			    ○ Big keys
			    ○ Flexible keyboards
			    ○ Mini keyboards
			• Keyboard stickers
			• Lap trays
			• Dolphin Supernova software (Pen drives)
			• The service stocks a range of practical resources for users at all libraries
			• MP3 players available for visually impaired users
			• Books are available in Braille
			• A range of material including spoken word in all formats is available
			• Services are provided to special needs sections in schools
			• Specialist training for library staff
			• DDA compliant buildings
			Furthermore the Service is very proactive in liaising with specific groups and organisations in order to enhance current provision and make residents aware of what additional facilities the library service can provide e.g. Social Services, Lifelong Learning, Age Concern, Shaw Trust and Department of Work and Pensions.
			In the last year the Library service has worked in partnership with Neath Port Talbot's Educational Psychology department offering up space for counselling sessions in libraries. More recently the

| | | | | Service has partnered up with Neath Port Talbot's Looked After Children Department and Education Development Service to target literacy issue amongst looked after children.

The Service is also represented on the Authorities Disabled Persons Access Group.

The library service works with other partners to ensure services are delivered, these are: Council for Voluntary Services, Abertawe Bro Morgannwg Health Board and Neath Port Talbot College.

Working with Literature Wales the Service is one of four partners delivering the South Wales Literature Development project. The aim of which is to provide opportunities for engagement in creative writing amongst residents who do not have easy regular access to such services. As a result work has been undertaken with carers, home educated children, looked after children, residents at sheltered and residential homes, adults with basic skills, refugee/asylum seeker groups, EAL (English as Additional Language) students, children at PRUs (Pupil Referral Units), young mothers groups and residents receiving treatment for mental health conditions.

The library service is actively supporting NPT citizens with regard to social welfare reforms and library staff will receive training to assist the public in dealing with and managing claims.
The Service is working with the DWP to deliver a back to employment pilot scheme for residents – Work Wednesday, Work Friday which are based initially at Port Talbot library, but will be rolled out to other libraries within the authority.

Utilising social media the Service is able to reach many more people for more of the time. Amongst some users there is now an expectation to be able to communicate with the Service through social media channels such as Facebook, Twitter which have become an important element of delivering library services and raising awareness of events and services. |
|---|---|---|---|---|

3	(i) Library authorities will ensure that the aggregate annual opening hours for all service points shall be no less than 120 hours per 1,000 resident population	No. of hours: 167	(i) There have been no changes to opening hours across the library service during the past year. Branch library opening hours are closely monitored to ensure they meet the needs and requirements of users. Since April 2011, six libraries – Neath, Port Talbot, Pontardawe, Gwaun Cae Gurwen, Baglan and Cwmafan have all seen changes in opening hours to reflect community needs.
	Library authorities having 4 or less static service points shall ensure that the aggregate annual opening hours shall be no less than 104 hours per 1,000 resident population	No of service points 17	Over the course of this framework two libraries have been refurbished, namely Port Talbot and Baglan. While both libraries were closed a replacement mobile library was provided for the full duration of the closure.
	(ii) Library authorities will ensure that emergency non-opening hours of static libraries will be no more than 1% of total planned opening hours in any year	0.06%	(ii) The Service strives to keep branch libraries open at all times and is proud of its success in this area. Any temporary closures are as a result of urgent building work that is out of the Service's control.
	(iii) Library authorities will ensure that mobile library visits/stops missed or cancelled will be no more than 2.5% of total planned number of visits/stops in any year ***The extent of any disruption caused by unusually severe winter weather should be considered and allowed for in the above returns for (ii) and (iii) by removing any losses of service due to severe weather from the calculations.***	1.4%	(iii) The Service aims to maintain any frontline service whenever possible. Any missed mobile stops are down to factors beyond our control i.e. mechanical fault or routine servicing of vehicles. Library Management are working closely with Fleet services to reduce the amount of time vehicles are off the road for inspection or servicing.

	Framework 4 Standard	Actual Performance as at March 31 2014	Authority self-assessment
4	(i) Library authorities will provide the following ICT *facilities* for users:	Insert ✔ or **X** against each	The library service provides 111 PCs for use by the public. In addition, NPT Libraries have a number of PCs, iPads, Android tablets, laptops and netbooks that are available for use by adult education classes, school groups / classes and for training purposes. NPT Libraries have replaced PCs in most of its branches with new all-in-one PC units which have proved to be popular with users and more reliable. (b) As part of the roll out, new or updated software has been installed on all new PCs. These include: • Windows 7 operating system • Microsoft Office 2010 • Chrome browser available as an alternative to Internet Explorer • Google apps installed, including Picasa (photo editing tool) and Google Earth • Open source software installed, including Inkscape (graphic editor) and GIMP (photo editing) • Skype (c) All NPT libraries have facilities for members to use their own laptops or portable devices. (d) Wi-Fi provision is available in 10 libraries, which includes all libraries open 30 hours or more. These include: Neath, Port Talbot, Pontardawe, Sandfields, Cwmafan, Glynneath, Baglan, Skewen, Taibach and Briton Ferry. We will be upgrading our Wi-Fi provision within all libraries, moving away from the current authentication process, but with the view of extending the use to children and teenagers with a three tier filtering system, which will bring Wi-Fi provision on the same level as our fixed PC provision. The new Wi-Fi system will also broadcast our schools Wi-Fi network, which will allow classes from local schools to use our libraries as extended class rooms. (f) All public access PC's have plug in facilities. Each library also has provision for members to re charge their laptops or portable devices. (h) Introductory or basic support to ICT is offered in all NPT Libraries This service has also now expanded in some libraries to include formal training in the use of social media such as Facebook and Twitter and use of eBooks. (i) Regular Information literacy sessions are included as an important part of the role of libraries in NPT. NPT Libraries supports an intergenerational learning project in one local primary school. Staff have trained digital leaders (selected Year 6 children) to teach each other's parents and grandparents in the use of emerging technology. NPT Libraries received addition funding from the Carnegie Trust UK (one of only four library services in the UK), to expand and evaluate the Technoclubs programme with Neath Port Talbot. We now host two Technoclubs, one in a local primary school and the other in Sandfields Library, where staff teach children the basics of computer science using robots, game making programmes and app creation. These clubs have now been running for four months, with additional sessions being held at local comprehensive schools. NPT Libraries have been working in partnership with Jobcentre Plus and Get NPT Online to run a pilot project (funded through ESF) to run regular
	(a) At least 7 networked public access personal or laptop computers per 10,000 resident population, providing free access to the Internet and full access to the authority's on-line catalogue of total holdings	✔	
	(b) Current hardware and software at library service points, renewed or refurbished according to corporate policies	✔	
	(c) Facilities that enable residents to use their own laptop computers in the libraries	✔	
	(d) WiFi at all larger service points (open for 30 hours or more per week) by March 2014	✔	
	Note: if equipment has been purchased but installation not yet completed as it is the responsibility of another corporate department or supplier, and installation is subject to their timetable, place tick in the next column. If equipment not yet purchased place x in next column		
	(e) Scanning and printing facilities	✔	
	(f) Plug-in facilities for digital media sources and portable devices	✔	
	(g) Free email access	✔	
	(h) Access to free introductory or basic support in the use of ICT facilities	✔	
	(i) Information literacy sessions for users (to develop use of library services and facilities)	✔	
	(ii) Library authorities will provide the following ICT-based *resources* for users:		
	(a) General and reference information services (please describe briefly in the Authority self-assessment column)	✔	
	(b) Newspapers and other current information	✔	

	sources online (c) Community information (d) Local history and family history sources (e) Local authority and other governmental information sources (f) Access to e-learning resources and services	✓ ✓ ✓ ✓	work club sessions in Port Talbot Library, with a view to expanding the model to other libraries in the county. Jobcentre Plus advisors refer clients to the library between their appointments in the job centre; this could be because the advisor believes that the client needs additional support on Universal Job Match or help getting online. On a dedicated afternoon (Working Wednesdays), Jobcentre Plus staff and the Get NPT Online team attend the library and help the referred clients. This has proved to be so popular that we have had to expand to a second afternoon, on a Friday. (ii) NPT Libraries provide the following subscription ICT-based resources for users: • Encyclopædia Britannica Online – this service provides three levels of access – Adult, Student and Junior. • InfoTrac Newsstand - full-text newspaper resource • Zinio digital magazine service – access to popular and recreational magazines • Ancestry Library Edition – family history resource. • Theory Test Pro - online simulation of the UK's driving theory test. All material is licensed from the Driving Standards Agency (DSA) • Go Citizen - online study resource for candidates preparing for the Life in the UK Test or British citizenship test. In addition to this, all PCs have the libraries' local authority website, as their homepage where users can find a range of information, including community information and links to governmental information sources. The library service is committed to extending our range of on line electronic resources. Our subscriptions are regularly monitored, reviewed and evaluated to ensure we provide a relevant service.

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

5	Library authorities shall achieve the following target for annual acquisitions of new collection items (in all formats) made available for public use in each year (per 1,000 total resident population)
	
	(a) For use by adults – 124 items per annum
	
	(b) For users under 16 – 61 items per annum
		Actual performance in year
		
		No. of items:
		
		2011-12 = 154
		2012-13 = 157
		2013-14 = 164
		Average over 3 year period
		    = 158.67
		
		No. of items:
		
		2011-12 = 66
		2012-13 = 89
		2013-14 = 89
		Average over 3 year period
		    = 81.33
			In each year of this framework the Service has achieved the target for acquisitions for both adult and children's items. The number of adult items purchased has increased by 9.6% since 2011-12. The number of items for children has increased by 36.1% since 2011-12. The significant growth in items for children relates to the Service's drive to enhance all aspects of service delivery to children. The result of this can be seen in the:
			 • year on year increase in participation of the summer reading challenge
			 • over 40 reading clubs for children set up since 2012
			 • junior and teen issues increased by over 60% since 2011-12
			 • high levels of user satisfaction amongst under 16s
			
			Over the last three years purchasing policy with regard to adult stock has seen a more targeted approach, improving stock levels and rotation in areas of higher demand.
			New, themed rotating collections have been set up to maximise the coverage of stock and to ensure that all libraries get access to the range of books available.
			The specially designated reading collection for adults has been extended to over 100 titles in both English and Welsh making it one of the largest designated collections in Wales. This has enabled the Service to meet the needs of 30 reading groups since 2011-12, which includes providing books for groups outside of Neath Port Talbot's boundaries. Reading groups also get the opportunity to select books for the collection with all reader recommendations having been added to the list.
			
			The most recent survey (2013) of adult users undertaken (WPLPI 2 (ii)) would suggest that library users are very happy with the range of items offered at the library.
			
			It is worth noting that the number of issues of books and other items issued for both adults and children has increased by 1.5% over the course of the fourth framework. This figure represents a significant improvement of the back of over ten years of continuous decline.

6	(i) (a) Library authorities shall maintain a level of expenditure on collection items for adults per 1,000 total resident population that does not fall below the lowest quartile (UK 09/10) on average throughout the period to March 2014
	
	     Lowest quartile £1685
	
	     Median £1925
	
	     Top quartile £2137
		<u>Actual expenditure</u>
		
		2011-12 = £1676
		2012-13 = £1664
		2013-14 = £1702
		Average over 3 year period
		    = £1680.67
			When measured against the resident population, the actual spend on items for the duration of framework four has risen 6.5%. Much of this is attributable to the 39.5% spending increase in children's items. As indicated in WPLS5 the Service has focussed on its work with children in recent years delivering many significant projects.
			
			As outlined previously there are targeted areas of work such as reading groups for both adults and children, meaning that spend is much more focused on users. Consequently there have been decreases in expenditure for CDs of 19.6% and DVDs of 16.7% respectively, related to the decrease in demand for these formats with the development of new technology allowing downloading or streaming of material via the internet. On the other side of this is the 151.9% increase in Welsh language stock expenditure. Each of these relates to what our customers are asking for, and using.

	(b) Library authorities shall maintain a level of expenditure on collection items for those under 16 per 1,000 total resident population that does not fall below the lowest quartile on average throughout the period up to March 2014
	
	     Lowest quartile £263
	
	     Median £322
	
	     Top quartile £426
		<u>Actual expenditure</u>
		
		2011-12 = £302
		2012-13 = £359
		2013-14 = £405
		Average over 3 year period
		    = £355.33
			There have been significant financial pressures upon the Service during the course of this Framework. It is therefore some achievement to be able to demonstrate an increase in the expenditure on the book fund over this period. Furthermore the high levels of user satisfaction, the increase in issues, the growth in reading groups and the upsurge in library based events can all be traced back to the Authorities commitment to the book fund.
			
			The Service has made important strides in the last five years with regard to preserving and enhancing the book fund. Over this time expenditure has risen by approximately £60,000. In achieving this, the Service dutifully acknowledges the role of CyMAL in ensuring and supporting Neath Port Talbot's commitment to the book fund, as a means of improving performance.

6	(ii) Library authorities shall ensure that they spend **Either** (a) a minimum average for the three-year period to March 2014 of £750 per annum per 1,000 Welsh speaker total resident population (adult and children under 16) on the purchase,		Following feedback in 2012 expressing concern at the low level of spend on Welsh language materials an extra £7000 was added to spend on Welsh stock. As stated in the WPLS last year it was the Service's intention to closely monitor the issues of Welsh items in 2013-14. The result of this has shown an overall increase in Welsh issues of 30% (40% children, 6% adult). The Service is committed to delivering more for Welsh language users in Neath Port Talbot. There are now three adult reading groups for Welsh readers with a dedicated collection provided for

marketing and promotion of Welsh-language materials		them. In addition the Service is delivering targeted reading and writing projects at four Welsh medium primary schools.
Or	State %	Neath Port Talbot as the lead authority for the E books for Wales service and Zinio E zines service has actively ensured that our suppliers provide an increasing number of titles in this new format in the Welsh language.
(b) a minimum of 4% of the total library materials purchasing fund on average for the three-year period to March 2014 on the purchase, marketing and promotion of Welsh-language materials for adults and children under 16	2011-12 = 1.2% 2012-13 = 3.3% 2013-14 = 3.24% Average over 3 year period = 2.58%	
(iii) Library authorities will compare their acquisition performance during 2013-14 against an indicative selected list of Welsh Writing in English titles to be circulated after consultation with the Welsh Books Council. Authorities should purchase a minimum of 75% of those titles listed annually and an average of at least 3 copies of those titles	% of list purchased 87.5% Average no. of copies of each title purchased 3.5	Neath Port Talbot is fully committed to supporting Welsh writing in English. We have strong established links with the key publishers – Parthian, Seren, Accent, Gomer / Pont. These Publishers are featured in the reading group collections for both adults and children and writers from Wales are always featured among author events at Neath Port Talbot Libraries. Most recently the Service held a full day event in partnership with Seren and Literature Wales to promote their poetry collection. The event, headlined by Gillian Clarke received a good deal of positive feedback from audiences.
(iv) (a) Library authorities shall ensure that the time taken to replenish the lending stock on open access for adult users is no more than 8.9 years (b) Library authorities shall ensure that the time taken to replenish the lending stock on open access for users under 16 is no more than 8.9 years ***Note: reserve stocks should not be included in the calculation of performances against part (iv) (a) and (b) this Standard***	State performance 8.1 years 6.4 years	As has been outlined above there have been considerable changes to how stock is purchased in the last three years. Running parallel has been improvements in how stock is managed. This is reflected in the improved performance in the replenishment of material. More and more the Service has been able to improve the stock offer to library users and this is clearly shown in the increase in issues and satisfaction rates. Better management of stock and increased expenditure has led to this improvement.

	Framework 4 Standard	Actual Performance as at March 31 2014	Authority self-assessment
7	Library authorities will ensure that no less than (a) 64% of all requests shall be supplied within 7 calendar days	2011-12 = 73% 2012-13 = 78% 2013-14 = 83% Average over 3 year period = 78.3%	Request figures are obtained via two sample periods carried out each year - in June and October. It is not possible to obtain the figure via the LMS (Library Management System). They are carried out in accordance with Cipfa guidelines, overseen by NPT audit and information management unit. The Library Service has set out to improve performance in this area over the last ten years. From a position of 33%, 68% and 82% in 2003, continuous improvements to deliveries, purchasing policies which include obtaining multiple copies and reducing the loan period for bestseller titles and a concerted effort by staff to achieve this standard has led to the current high level of performance. A number of options are now available for obtaining reserved titles in a relatively short time scale, including purchasing direct from Amazon or inter lending from neighbouring authorities.
	(b) 79% within 15 calendar days	2011-12 = 94% 2012-13 = 94% 2013-14 = 94% Average over 3 year period = 94%	
	(c) 89% within 30 calendar days on average over the three-year period to March 2014	2011-12 = 98% 2012-13 = 99% 2013-14 = 96% Average over 3 year period = 97.7%	What is of more importance to the Service is what is done in terms of promotion and engaging with readers. Every library in NPT displays lists of new and forthcoming titles and requests are actively sought in an attempt to stimulate discussions and interest around new publications. This had led to a vibrant expectancy amongst readers with opportunities for them to engage and share with one another. It has become a mainstay of our reader development work at libraries and through social media. At the moment this does not affect performance but if in time satisfaction rates begin to fall then that will be an outcome that the Service will accept.
	Calendar days are to be calculated from when the request / reservation was made to the time when the borrower was informed that the material was available. *Requests for pre-publication material should be calculated only from the date when materials are made available for purchase to the library service, i.e. exclude pre-publication requests still in the system.* **Note: Please indicate (insert ✔ or X) whether this data has been:** ▪ **calculated via the service LMS** **or**		Issues are continually monitored in conjunction with our purchasing policy which is reviewed to take into account any changes or borrowing trends. In recent years there has been a steady reduction in the demand for non-fiction titles which is now reflected in our allocation of resources. Books4U, which promotes free inter lending between 12 local Authorities in Wales, including NPT continues to be an important element in delivering improved performance by increasing access to resources and raising expectations amongst users. The demand for commercially available retail E books continues to grow and has impacted on libraries book issues. Albeit from a relatively low base, E book issues rose at a rate of 59% in the final three months of 2013-14. Following the recent Government report on E book lending in public libraries, usage of the libraries E books for Wales service continues

	▪ **calculated on the basis of a sample period survey**	✓	to grow, but is hampered by the restrictive policies of publishers in releasing new product to public libraries, together with restrictions on the number of loans per copy or the time period libraries are allowed to lend the book. Hopefully this situation will improve following evaluation of the pilot projects on E book lending in libraries. The demand for retail E books seems to be levelling out, however it is anticipated that on line services such as E books and E Zines will continue to develop over the next few years.

	Framework 4 Standard	Actual Performance as at March 31 2014	Authority self-assessment
8	(i) Library authorities shall ensure that total staffing establishment levels shall not fall below 0.37 per 1,000 resident population	State figure: 0.34	***For parts (i) and (ii) of this Standard please comment here on the position relating to any library service establishment posts vacant on 31 March 2014, and the length of time they have been vacant.***
	(ii) Library authorities shall ensure that at least 23% of total staff shall be formally qualified in library and information studies / science	State % 16%	There has been no change to the Council's policy regarding staffing and recruitment, therefore the staffing structure remains the same, with an emphasis on protecting front line posts and services. However a stronger, improved partnership with ELRS has been formed under the County Librarian, which has resulted in shared functions and savings in areas such as transport (deliveries), administration and bibliographic services. Specialist schools library staff now work with their public library counterparts and this has improved links to schools and services to children.
			Despite our low staffing levels in NPT, the service continues to operate at a very efficient level as is highlighted throughout this report.
	(iii) Library authorities shall ensure that the designated operational manager of library services shall be the holder of recognised professional qualifications in librarianship or information science or information management	State qualification of post holder ALA / MCILIP	We currently have a number of young professional staff who are highly motivated and have been responsible for developing new and innovative services, ensuring that NPT libraries are at the forefront of professional development in such service areas as E books, ICT , Social Media and Marketing, E magazines, using emerging technologies such as iPads and projects such as technocamps. The service also has an excellent record of training and developing staff – with a number of staff attending external courses and obtaining professional qualifications. A further member of staff is completing her final year in the foundation degree.
	(iv) Library authorities that use volunteer staff shall ensure that they:	Insert ✔ or **X** against each	
	• have a designated volunteer coordinator from the permanent staffing establishment	✓	The County Librarian has been a professionally chartered librarian since 1984.
	• provide a written role description for each volunteer	✓	
	• meet the legal requirements for each volunteer in relation to the role being undertaken	✓	There are presently six volunteers undertaking work throughout the service. This work is complimenting the work of full or part time staff, freeing up their time to enhance and deliver within their own remit. The work of volunteers is overseen by a Volunteer Coordinator, who is a Senior member of library staff who ensures that all volunteers undergo the same induction, training and follow the same guidelines as regular library staff.
	• provide induction training for volunteers	✓	
	• provide continuing training for volunteers	✓	
	• provide appropriate supervision for volunteers	✓	
	• are aiming to achieve accreditation status recognising that the organisation is meeting the standards noted in the National Occupational Standards for Managing Volunteers and Investing in Volunteers	✓	The Service works in partnership with NPT Council for Voluntary Services in providing volunteering opportunities and support. The service is actively working towards meeting the National Occupational Standards for Managing Volunteers and Investing in Volunteers.

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

9	Library authorities will indicate:
	
	(i) Capital investment in their library service points (including mobile services) from
	
	    a) the authority's own resources
	
	    b) from external sources
	
	State sources of any external capital investment in the Authority self-assessment column.
		£ Nil
		
		£ Nil
			(ia) Throughout the process of the review of library services in NPT, additional capital expenditure on library buildings was suspended so as not to prejudice or influence any decisions.
			
			(ib) Unfortunately, the Service failed to secure CyMAL funding for the refurbishment of Cymer Afan Library, despite its location in an area of high deprivation.

	(ii) Their actual repair and maintenance expenditure for each year of the Framework per 1,000 resident population, including any actual central charge levied on the library service for use of buildings as service points	2011-12 = £520.83 2012-13 = £830.79 2013-14 = £556.23 Insert ✔ or **X** ✔ Date of survey: January 2010	(ii) Expenditure for repair and maintenance in 2013-14 was £ 77, 861 compared with £116,293.75 in 2012-13 and £72,906 in 2011-12. Therefore the authority has invested additional resources in building maintenance during the course of the framework. The Service pays a total annual rent of £11,804 for four of its community based venues. These are paid to external organisations - local health board and community councils. The Service has an ageing building stock – 3 of our library buildings are more than 100 years old with on-going maintenance and structural issues. Where feasible, the service is looking into the viability of relocating to shared facilities/venues with other departments or service providers. Two of our libraries, Baglan and Pontardawe, both share their buildings with a Youth facility and NPT Council's One Stop Shop. Future library provision will be planned around shared premises.
	(iii) That they have undertaken: ▪ an asset/condition survey for their service points or internally reviewed such surveys on one occasion in the five year from March 2009 to April 2014. **Note: if service point has been refurbished during the period, a condition survey can be regarded as being part of that work**	Date of audit: January 2010	(iii) A full asset/condition survey was undertaken in January 2010. A Disability audit was also conducted at the same time. As a result of the recent library review the survey was updated for those libraries identified in the report.

	▪ a disability audit on one occasion in the five-year period from March 2009 to April 2014 **Note: if service point has been refurbished during the period, a disability audit can be regarded as being part of that work**	January 2010	
	(iv) The total aggregate public area offered by the library service points per 1,000 resident population. The indicative standard is 27 square metres	35 m^2	(iv) The Service is meeting the requirement of the standard. This figure has remained at 35m2 for the duration of the Framework. Public library space has increasingly been opened up to a number of other services – Education, Family Learning, Social Services, and Employment. Library space is often used outside of the normal library opening hours. These are targeted areas of work that the library is actively engaging in. They further enhance the community role of the library. Most recently Pontardawe Library now offers a wider range of Council services, previously carried out by customer services staff via the Hub @ Pontardawe, This ensures continuity of services to the community in the most cost effective method.
	(v) Any other capital expenditure on the library service not relating to buildings incurred during the year *State nature of expenditure in (v) in the Authority self-assessment column.*	£32,801	(v) Mobile library leasing charges.

The Welsh Public Library Performance Indicators (WPLPI) 2011-14

Notes for completion

Data is required annually for Performance Indicators (WPLPI) 1, 3, 4, 5, 6, 7 and 8 - all are marked with * for the sake of clarity. Data should only be submitted for WPLPI 2 when the PLUS surveys (or their local equivalents) have been completed and when results are known.

Library authorities NEED NOT offer comments in those Performance Indicators where no data can yet be submitted (and until, for example the PLUS survey, or its equivalent has been conducted).

Authorities who do not use the PLUS survey services in their entirety are required to provide the following information in their Annual Return

(i)   When and by whom was the survey conducted?
(ii)   How and where was the survey conducted?
(iii)   How was the analysis undertaken and by whom?
(iv)   What questions were asked for each Performance Indicator?
(v)   What was the survey target sample and how was it calculated?
(vi)   What was the response rate?

Performance data should be cited to two decimal points where appropriate

	Performance Indicators (WPLPI)	Reported Performance 2012-13	Actual Performance as at March 31 2014	Authority self-assessment
1*	The number of people using the library service per 1,000 resident population	No. per 1,000 population: 6866	No. per 1,000 population: 6902	***Please report separately here on how these figures break down in terms of the total number of:*** ▪ ***Physical visits*** ▪ ***Virtual visits (website / librarywales.org ONLY)*** ▪ ***Attendance at events / activities*** ***Please also report on usage of social media*** The overall total for all visits to the library - physical and virtual - improved on last year's performance by 0.5%. The breakdown for this figure is as follows. Physical visits – 740001 Virtual visits – 218161 Attendance at library based events – 48062 Attendance at events outside of the library but organised by the service – 7069 Library.Wales – 7386 While physical visits and events outside of the library may have decreased by a small amount on last year's performance, the numbers visiting the library via the website has grown by a further 5.8% (16% over the course of the framework). Also the numbers of people attending events at libraries has increased by 37% during framework four. This represents a Service that has been very proactive in providing for users, a library that goes beyond meeting the basic requirement. The library is now a vibrant community venue where residents come to expect quality events. Library based events have now become a core function for the service. These events include – Song and Rhyme sessions, Class visits, author/storyteller visits, craft sessions, after school clubs, film screenings, reading groups, writing groups, local history groups and workshops/learner taster sessions. During Adult Learners Week for example over 30 events were held in NPT libraries. Physical visits to libraries have fluctuated over the 3 years; compared to performance in 2011 current figures show a drop of 0.03%. This small drop can be attributed to library refurbishments that have taken place. In each case a replacement mobile library has been put on site while the library was closed. Therefore actual figures are reported, not estimates based on previous years' performance.

				Attendance at events outside of the library has dropped by 1.7% in 2013/14. However the Service has been active and attended a number of community events which have been organised by other partners for which we make nil returns. Most notably, there was a significant library presence at the summer 2013 CBeebies Live event in Margam Park, Port Talbot. Compliments were received from the BBC who praised the Service for its commitment and enthusiasm during the weekend event. The two day event saw over 15,000 visitors. The service is an active user of social media, both Twitter and Facebook, taking the opportunity to engage with regular users and advertise and publicise events and services.
2	*(i)* The % of library users (adults and children under 16) who are satisfied or very satisfied with the library service provided. *The benchmark of the Framework for an acceptable level of performance in this part of the Indicator is 90%*	*99%	n/a	*Adult survey undertaken in February 2013. ** Children's survey undertaken in September 2013 *A survey of over 3,600 adult users across ten libraries was carried out in February 2013. The survey asked a number of questions to determine satisfaction rates across a number of areas – i.e. staff, ICT facilities and opening hours in addition to overall satisfaction with the library and with the selection of books on offer. The two questions asked relevant to this report were: - How would you rate this library? - How would you rate the range of books at this library?
	(ii) The % of adults who think that the choice of books available in the library they use is 'very good', 'good' or 'adequate'	97%	n/a	
	(iii) The % of users under 16 who think that the choice of books in the library they use is 'good' or 'OK'	n/a	**95%	The high satisfaction scores come as no surprise given the high regard libraries are held in within Neath Port Talbot, given the value to the community and helpfulness and quality of staff. It reflects well on the effort and enthusiasm staff are putting into delivering a good library service. The libraries surveyed were Cwmafan, Baglan, Neath, Skewen, Pontardawe, Port Talbot, Resolven, Glynneath, Sandfields and the Mobile library service. Surveys were carried out and analysed by the administration department at library headquarters. Sample sizes were calculated using the guidelines as set out in the Framework document. The response rate across all ten libraries was 93%. ** The Children's survey adopted the some model as the adult in that it surveyed the same libraries and was managed and analysed in the same manner. 567 out of 800 surveys were returned. Questions asked were (as per Cipfa guidance): Using the library has enabled me to -

				Read Better Do Better at School Learn & Find Things Out Use Computers Better Make Friends Try New Things In addition children were asked to rate the books on offer at the library.
3*	The % of time allocated for use of public access ICT facilities actually taken up by users	46%	48%	The two most significant factors in the slight improvement in performance since 2012-13 are the replacement of ICT hardware at all libraries and the effect of welfare reform. Replacing all hardware now gives users a much improved ICT experience with better performance PC's. Wi-Fi is available at ten libraries in NPT, including all those open over 30 hours. Visitors can now use their own devices – smartphones, tablets etc. - to access the internet. In addition, the library service provides a number of iPads and laptops at libraries which are not counted in these calculations. Improved training facilities have been established at Taibach and Briton Ferry libraries with additional PC's available to groups. Again these are not included in the calculations as they are not connected directly to the libraries IT network but are available for public use in the library.
4*	The annual issues (loans) per 1,000 total resident population	No. per 1,000 population: 4146	No. per 1,000 population: 4194	Overall issue figures increased by 1.74% on performance reported in 2012-13. The increase is spread across a number of libraries (Glynneath, Cwmafan and Pontardawe reporting increases in issues of over 10%) and stock areas (Junior issues increased by 14%). There has been, as indicated above, a significant increase in issue of Welsh language titles. Compared to performance in 2011 the number of issues has increased by 1.5%. This should be taken against a background of over 10 year's continuous decline. This can attributed to a number of factors Library refurbishments have created a much more

				vibrant, open plan and user friendly environment in the libraries concerned.
				A focus on children's work has resulted in an increase in junior issues of over 70% since 2011 and an increase in teenage issues of 12%. Targeting children at the library and at school is fundamental to Neath Port Talbot's aims and mirrors the wider national concerns centred on literacy and engagement. Over the course of this framework the Service has set up and delivered 41 reading groups in schools targeting KS2 and 3 and a range of abilities. There has also been a strong focus on working with boys.
				Library staff are committed to improving performance. Issues are monitored quarterly in accordance with Corporate policy and as such it is possible to see trends emerge. Library staff are made aware of targets for the number of issues and best practice is shared across the Service. Furthermore across the library network there is a passion amongst staff to engage with readers and promote reading. This can be seen in the improved performance of WPLS7 (Requests Service).
				A comparison of e book issues over the year has seen an increase of 59%. Although E book issues as a whole in most authorities remain below 1% of total issues.

	Performance Indicators (WPLPI)	Reported Performance 2012-13	Actual Performance as at March 31 2014	Authority self-assessment
5*	The % of total annual authority expenditure on the library service spent annually on the purchase of books and other collection items in all formats and made available to the public	8.71%	10.47%	See commentary in WPLS 5 and 6 relating to expenditure on stock. The book fund was increased during the last year to £245,000 enabling the service for the first time to fully achieve the minimum recommended spend on acquisitions.
6*	The % of total authority revenue expenditure spent annually on the public library service	1.03%	0.54%	Expenditure on the Library Service remains at the level of the previous year. The reason for this lower figure reported here is the increased expenditure on other areas of the authority. Over the course of the Framework actual spending on the Service has increased.
	The actual recharge (in £s) levied on the library service for central services	£763,766	£ 585,714	Recharges for 2013-14 are lower due to reductions in staffing levels and support elsewhere within Neath Port Talbot council.
7*	The % of total authority capital allocations expended on public library facilities this year	0.51%	Nil	As per WPLS 9, capital spending was suspended for the duration of the library review and the consultation process that followed.
8*	The net annual revenue expenditure on public library provision per 1,000 resident population, including staffing, materials, revenue costs of buildings and any recharge levied on the library service for central services	£19084	£18967	Actual spending on the frontline delivery of library services has not decreased despite this reported figure. The fall here is due to the reduction in the recharge for central services being £178,052 less than in 2012-13 as is highlighted in WPLPI 6.