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 2016

Guidance notes

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

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

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

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

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

Context

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

Core entitlements

This sheet deals with the 18 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information in the space provided.

Quality indicators

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

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

A comparative figure for the year ending 31 March 2015 should be provided for each annually reported PI. Space is provided for authorities to comment on any decline in their performance over the previous year.

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

Submission

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

mald@wales.gsi.gov.uk

Closing date for receipt of returns:

Friday 24th June 2016

For more information please contact:

Alyson Tyler

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

Contextual data

Year ending 31 March 2016

Authority	**Neath Port Talbot**
Resident population	140,490
Percentage of population aged under 16	17.5%
Percentage of population able to speak and read Welsh (see notes)	12.0%
No. of static service points open 10+ hours per week	8
No. of static service points open for less than 10 hours per week	0
No. of Mobiles	1
Community libraries open 10+ hours per week	
No. of community managed libraries	5
No. of community supported libraries	0
No. of commissioned libraries	0
Community libraries open for less than 10 hours per week	
No. of community managed libraries	4
No. of community supported libraries	0
No. of commissioned libraries	0
How many, if any, of these community libraries are included in this return (see notes)?	None
No. of Independent Community Libraries	0

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 MALD?	No
When is approval expected?	December 2016
When will the definitive version be submitted to MALD?	December 2016

Compliance with Core Entitlements

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 our user surveys carried out in October 2014 indicate that the public value both the library service and it's 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. The Library Service has a training budget to ensure that staff are able to continue their professional development. In addition to qualified professional, specilaist staff at Library Headquarters, the three main libraries all have a professionally qualified senior librarian. All staff attended a bespoke customer care training course in 2016. Library staff have always been encouraged to share their experiences and skills both within Neath Port Talbot and as part of our regional networks.
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 and interests. These include: Song and Rhyme Times, Homework Clubs, Storytimes, Lego Clubs, sewing and craft sessions, reading and writing groups, local history groups and many more. Attendances at events have increased for four consecutive years indicating that more and more people are being made aware of the wide range of activities that the library offers.

Compliance with Core Entitlements

3 Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation.	Fully met	All NPT libraries offer a wide range of services and resources to support Lifelong learning. In contributing to the authority's corporate priorites, the Library Service is presently focussed on delivering services and resources in the areas of digital inclusion, health and well being, children's literacy and lifelong learning. The activities are undertaken either directly by the service or with assistance from external partners/professionals. Staff are regularly kept updated, and if needed, trained in any new information resources.

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. The Service is able to monitor demographics through the library management system and the authority's management information unit.
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 - this includes access to all our services. 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 highlights that the library is free to join and use. Membership of Neath Port Talbot Libraries gives all users access to libraries managed by the Library Service and community managed libraries. Users are able to join the library either through their local branch library or via the online joining form.

Compliance with Core Entitlements

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. Skewen Library is the only library that remains to be refurbished. Opening hours at libraries are reviewed frequently and adjusted to cater for local needs. Accessibility audits are carried out every three years to ensure compliance with DDA.
7 Provide appropriate services, facilities and information resources for individuals and groups with special needs	Fully met	A range of services are provided for all individuals and groups with special needs. The housebound delivery service provides books (including large print) and spoken word in a number of different formats directly to people's homes. Digital services enables 24-hour access to information resources as well as ebooks, ezines and eaudio resources. There is a wide range of assistive technology and hardware available at all Neath Port Talbot managed libraries.

Learning for life

8 Lend books for free.	Fully met	The free loan and reservation of books remains an important element of our core service. The service continues to provide a free requests service for books on order and in stock within Neath Port Talbot libraries and from other library services across Wales (free interlending). This free requests service is also extended to the nine community managed libraries.
9 Deliver free access to information.	Fully met	Free access to information remains a core library service available through the internet, non-fiction stock or reference material. This also includes free access to newspapers and magazines, including emagazines. NPT libraries participates in the Books4u and SWAMP regional interlending schemes.

Compliance with Core Entitlements

10 Provide free use of the Internet and computers, including Wi-Fi.	Fully met	Using the internet and computers, including wifi, at all statutory branch libraries is free. There are no charges relating to time used. Library members may use a PC for up to 2 hours daily and additional hours can be used if there is free space. All facilities relating to computer use and IT training are advertised internally and externally through a vairiety of means including adverts, social media and website.
11 Deliver free use of online information resources 24 hours a day.	Fully met	There is 24/7 access to a number of online services including e books, e zines and e audio. In addition there are links from the Library Service website to a number of free online e resources including Access to Research and National Library of Wales website. The access to e resources provided by Neath Port Talbot Libraries is held up as best practice as part of the Council's Digital by Choice Strategy.
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	There is a stock management team which meet on a regular basis. Selection policy is reviewed annually and takes into account changing needs of users and any budgetary constraints. The Library Service uses its Library Management System and its online reporting tools to identify areas of stock for development. We offer a wide range of resources in all formats- these include large print, audio books, e books and e audio. The Library Service provides a wide variety of material in different formats, both written and digital for all ages in a wide variety of languages.

Compliance with Core Entitlements

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, which includes enhanced features such as book cover images and synopses. This allows users to search for titles across all library stock without the need to log in or be a member. Staff and volunteers are trained in the use of the online catalogue including volunteers at all the nine community managed libraries. Furthermore the Service participates in Cat Cymru (Find a Book Search) and Books4U - a regional partnership in South Wales to facilitate shared lending material.

Leadership and development

14 Promote libraries to attract more people to benefit from their services.	Fully met	Library staff attend a number of large scale external events throughout the authority and actively promote the library service via a number of methods. The Library Service also participates in the all Wales and regional marketing campaigns. A library marketing group which manages the services marketing budget and coordinates promotional activities in all our libraries. The group formulates and implements a marketing and communications plan for libraries. The Library Service has for a number of years used social media to advertise its services and promote events in libraries.
15 Regularly consult users to gather their views on the service and information about their changing needs.	Fully met	User and Non-user surveys are undertaken every two years. These seek the views of both adults and children at all eight libraries. In addition surveys are carried out for specific aspects of the service such as IT services and events. Library users are consulted through feedback forms,social media contact and via Neath Port Talbot's Comments, Compliments and Complaints procedure. Staff also receive anecdotal feedback at a number of events and talks undertaken by staff.

Compliance with Core Entitlements

16	Work in partnership to open up access to the resources of all Welsh libraries.	Fully met	Neath Port Talbot acts as the lead Welsh authority in the purchasing consortium for both books,e books and e audio. The Library Service works in partnership with 12 other authorities on the Books4u inter lending scheme and also provides access for library members to academic libraries through the SWAMP passport scheme. This facilitates open access to university and college libraries within South West Wales. A link to Access to Research is available on the Service's website and staff are encouarged to promote it to users.
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.	Not met	In 2015/16 the Service began work on a new five-year library strategy. This has been presented to senior officers within the authority and is currently waiting to be approved by full Council. After which it will then be published on the authority and Service's website by September 2016 in both English and Welsh. The Library Service strategy brings together and updates a number of library policies and outlines the vision and objectives for the next five years in conjucntion the Council's corporate prioritles.
18	Provide a clear, timely and transparent complaints process if things go wrong.	Fully met	Neath Port Talbot has a comprehensive Comments, Compliments and Complaints procedure that the Library Service adheres to and features on its website.

Welsh Public Library Quality Indicators

Customers and communities		*Neath Port Talbot*
WPLSQI 1 Making a difference	**2015-16**	
Percentage of adults who think that using the library has helped them develop new skills	N/A	
Percentage of adults who have found helpful information for health and well-being at the library	N/A	
Percentage of adults who experience the library as an enjoyable safe and inclusive place	N/A	
Percentage of adults who think that the library has made a difference to their lives	N/A	*Survey date (month & year)* *October 2014*

Authority comment:

The survey which was carried out in October 2014 followed the guidelines set out by MALD and used the template that was provided in the definitions document. Surveys were undertaken at all eight of Neath Port Talbot's libraries but not at any community managed libraries. Neath Port Talbot has concerns regarding the wide variation in the data reported across Wales last year. The validity and relevance of the survey is questionable given the wide range in some responses. Neath Port Talbot libraries will continue to conduct surveys of both users and non users as part of our public consultation process and will carry out another full survey in October 2016.

Percentage of children aged 7-16 who think that the library helps them learn and find things out	N/A	
Percentage of children aged 7-16 who think that the library has made a difference to their lives	N/A	*Survey date (month & year)* *October 2014*

Authority comment:

The survey which was carried out in October 2014 followed the guidelines set out by MALD and used the template that was provided in the definitions document. Surveys were undertaken at all eight of Neath Port Talbot's libraries but not at any community managed libraries. Neath Port Talbot has concerns regarding the wide variation in the data reported across Wales last year. Neath Port Talbot will continue to conduct surveys of the public and will carry out a full survey in October 2016.

Welsh Public Library Quality Indicators

WPLSQI 2 Customer satisfaction	2015-16		2014-15
Percentage of adults who think that the choice of books is 'very good' or 'good'	N/A		97%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	N/A		95%
Percentage of adults who think that the library is 'very good' or 'good' overall	N/A		99%
Survey dates (month & year)	N/A		October 2014

Authority comment:

Neath Port Talbot consistently performs well in these question areas so it is no surprise to see 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 Neath Port Talbot carried out customer care training for every member of library staff.

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

Authority comment:

The Library Service is very pleased with this reported figure which is 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 to provide new , innovative and imaginative events and activities for children. 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	2015-16	% of total	2014-15 % 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.

Welsh Public Library Quality Indicators

Basic support in the use of ICT is delivered by library staff and through a partnership approach with external organisations such as Communities First/Digital Communities Wales/Learn Direct (NPT College). This approach has been successful in providing a regular programme of basic support at all eight libraries. Digital inclusion has become a corporate priority for Neath Port Talbot with the implementation of the Digital by Choice Strategy. Libraries have been at the forefront of supporting citizens to actively engage with the Council online. The Library Service is proactive in delivering high quality sessions in the areas of literacy, numeracy and digital literacy.During Adults Learning Week 2015, a number of taster sessions and events were organised at all our libraries. 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 out in the community. Working with partners such as Job Centre Plus and Get NPT Online has led to the continuation of job clubs at all of our libraries. The Library Service currently has three dedicated reading group collections for adults (English and Welsh) and for children. There are thirty seven active reading groups that are supported by these collections within Neath Port Talbot.

WPLSQI 4 User training	2015-16	Per 1,000 pop'n	2014-15
Total number of attendances at pre-arranged user training sessions organised by the library	10,169	72	
Percentage of attendees who said that attendance helped them to achieve their goals	95%		94%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	583		
Number of feedback forms included in the calculation	579		
Number of customers helped by means of informal training during the year	53687	382	

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

The figures reported are based on a sample period carried out over a three week period in February/March 2016. A full range of activities with a range of audiences, 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.

Access for all			*Neath Port Talbot*
WPLSQI 5 Location of service points	2015-16		*2014-15*

Welsh Public Library Quality Indicators

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 library stop	82%		%	*96%*

This target has been met.

The figure of 82% relates to the eight libraries operated by Neath Port Talbot and does not include any of the nine community managed libraries although all members of Neath Port Talbot's libraries can still borrow, return and request items from these libraries.

WPLSQI 6 Library use	**2015-16**	**Per 1,000 pop'n**	*2014-15 Per 1,000 pop'n*
Total number of visits to library premises during the year	635,423	4,523	*4,486*
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	171,654	1,222	1,222
Total number of active borrowers during the year	23,404	167	173
Total number of library members	84,315	600	588
Total number of book issues (adult and children combined)	409,271	2,913	3,048
Total number of audio-visual and electronic issues/downloads	22,278	159	171

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 service and therefore their performance data is not included in this return. This applies to the number of visits and the number of issues/downloads. Data for the total number of active borrowers is taken from the library management system. Data cleansing is still carried out on an ongoing basis through the Tell us Once scheme also a fuller cleanse of the system has been completed removing long term inactive borrowers. This was carried out in November 2016. 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 e book users, e zine 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. Neath Port Talbot also participates in the Every Child a Library Member scheme,although unlike most authorities in Wales, the Service operates an opt-in scheme rather than opt-out due to concerns on safeguarding issues.

WPLSQI 7 User attendances at library events	**2015-16**	**Per 1,000 pop'n**	*2014-15 Per 1,000 pop'n*
Total number of attendances at events and activities organised by the library	54,386	387	*384*

Welsh Public Library Quality Indicators

This is the fourth consecutive year where the number of people attending events in libraries has increased. This shows that libraries in Neath Port Talbot remain as relevant as ever and are well supported the public. There are now many more events and activities organised by library staff contributing to the effective marketing of the service to the public. These events are delivered to a wide range of audiences covering all ageranges starting with babies. It is a positive reflection on the hard work, commitment and engagement of library staff, especially given the background of financial pressures that the Service has had to manage.

Learning for life			*Neath Port Talbot*
WPLSQI 8 Up-to-date reading material	**2015-16**	**Per 1,000 pop'n**	*2014-15 Per 1,000 pop'n*
Total number of items acquired	21,911	156	240
Total materials expenditure (from WPLSQI 14)	£211,575	£1,506	£2,023

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

As part of the Authority's Forward Financial Plan the Library Service was required to make additional savings in 2015/16 of £240,000, £120,000 of which was contributed directly from the bookfund. As a result of further efficiency savings being found in some areas of the library service, £40,000 was eventually transfered back into the bookfund. For 2016/17 this figure will be reduced back to £120,000. As a result of these cuts the Service has had to prioritise areas of stock expenditure - these include popular adult fiction in English and children's books.

Lending stock at the start of the year	227,101		*2014-15*
Total acquisitions of materials for loan	21,906		
Replenishment rate	9.6%	%	13%

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

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

WPLSQI 9 Appropriate reading material	**2015-16**		*2014-15*
Total expenditure on material purchased for children	£32,517		£ 54,838
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children	16%	%	19%

This target has been met.

Welsh Public Library Quality Indicators

Due to financial cuts and the impact on our bookfund, the Service has had to prioritised its spending and children's stock has been identified as an area that requires additional resources. This supports our corporate priorities and provides essential resources to schemes such as Every Child a Library Member. Therefore the cut in children's books has not been at the same rate as some other stock areas.

Total expenditure on materials in the Welsh language	£3,018		
Percentage of materials exenditure on materials in the Welsh language	1.5%	%	3%
Spend per 1,000 Welsh-speaking resident population	£179	£	£457

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

In line with significant budget cuts our spending on Welsh stock has declined this year as the Service has had to priortised some other stock areas. There have also been difficulties in the selection and supply of suitable Welsh stock. Following discussions earlier this year with Welsh Books Council a solution to this problem has now been found. The early retirement of a Bibliographic Sevices Officer and the deletion of the post resulted in the loss of specialist knowledge in selection and processing of stock. The library Service supports two Welsh reading groups with a dedicated collection of books and also provides a range of material for Welsh learners.

WPLSQI 10 Online access	**2015-16**	**Per 10,000 pop'n**	*2014-15 Per 10,000 pop'n*
Total number of networked public access computers	87	6.19	6.30

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

Welsh Public Library Quality Indicators

In order to fully achieve this standard NPT would require a further 37 public access PCs. Where practical the Service has increased the number of computers available to the public. 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 the extra computers in our libraries. 2) The rate of computer usage in Neath Port Talbot has been cosnsistently around 45% over the last four years indicating that therefore 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 value for money spending policy and raise questions about the waste of public money. The Service does however have 22 iPads which it uses at time of peak demand or for specific work with user groups and a further nine computers which are used for specific purposes i.e job club. In addition the availability of mobile internet, coupled with increased demand for wifi, has led to more independance and less reliance on fixed computers. As a result the Library Service will be prioritising improvement to the wifi infrastructure at our main libraries and also piloting the use of the Cloud for wifi access.

Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?	**Yes**		*Yes*

This target has been met.

We have previously provided internet access on the mobile library, however due to the time limitations of the mobile schedules, technical difficulties due to the geographical area and the lack of demand, internet access was withdrawn from the mobiles on a cost efficency basis.

Do all static service points provide Wi-Fi access for the public using their own devices?	**Yes**	

This target has been met.

 As previously stated the Library Serrvice is now looking to implement the Cloud to provide wifi services. This will give a consistent approach across other Council buildings and the retail sector in Neath Port Talbot.

WPLSQI 11 Use of ICT	2015-16	% used	*2014-15 %*
Number of hours available for use of public access ICT facilities during the year	166,220		
Number of hours recorded for use of public access ICT facilities during the year	70,537	42%	*46%*
Number of hours available for use of Wi-fi networks by the public during the year	14,425		

Welsh Public Library Quality Indicators

Number of hours recorded during which Wi-fi networks were used by the public during the year	6,093	42%	*37%*
Authority comment:			

Computer usage on fixed computers in libraries has fallen slightly in 2015/16 but wifi usage has increased and this is a trend that we expect to continue during the next few years. Our computers are available for 100% of the time that branch libraries are open. To comply with audit instructions in relation to key performance indicators Neath Port Talbot does not count the 22 iPads or the nine computers which are not permanently available, thus providing some consistency in the data provided in our returns. NPT transfered over 30% of our public access PC's to Community managed libraries and these are not included in this report.

WPLSQI 12 Supply of requests	**2015-16**	**%**	*2014-15 %*
Total number of requests for specific items made during the year	9,750		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	7,410	76%	*81%*
This target has been met.			
Number of requests which are notified to the user as being available within 15 calendar days of the request being made	9,068	93%	*94%*
This target has been met.			

The total number of requests indicated above is based on a sample period undertaken in October 2015. The sample covered the eight Neath Port Talbot Libraries. The public can still reserve and collect items from community managed libraries, however their data is not included and is not reported as part of out statutory provision. Reservations can be made and collected free of charge at all communtiy libraries. Satisfaction of requests has been consistently high in Neath Port Talbot, reflecting the positive role of library staff in engaging with their users. However there has been a slight decrease in performance this year which can be attributed to the bookfund cut, the reduction in available delivery hours and stock being held longer at community managed libraries.

Leadership and development			*Neath Port Talbot*
WPLSQI 13 Staffing levels & qualifications	**2015-16**	**Per 10,000 pop'n**	*2014-15 Per 10,000 pop'n*
Total number of staff (FTE)	37.1	**2.64**	*2.95*
This target has not been met. Please add any comments below:			

Welsh Public Library Quality Indicators

Neath Port Talbot lost a further 5 posts in April 2015. None of these posts were replaced. At present Neath Port Talbot's recruitment policy is encompassed within the workforce strategy, so therefore it is unlikely that this standard will be achieved during this current framework.

Number of staff holding recognised library related qualifications (FTE) (including cognate ar	**8.3**	**0.59**	*0.67*

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

Number of staff holding qualifications in cognate areas (FTE)	**1.0**
Number of posts which require a library qualification	**10.0**
Number of staff with library qualifications in posts which do not require a library qualificatio	**0.0**

As mentioned above the early retirement and the deletion of the post of Bibliographic Services Officer has meant that for the first time the Service has failed to meet the standard on having suffcent professionally qualfied staff. NPT is committed to professionally develop its existing staff. A number of staff have pursued various qualifications in library studies and leadership and management. One member of staff has a teaching qualification which relates to their work in schools and is added 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 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 management?	**Yes**	Yes

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?	The County Librarian now reports to the Co-ordinator of Operations
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	**61,199**
Number of staff hours spent in training & personal/professional development	**438**
% of time spent in training & personal/professional development	**0.7%**

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

Welsh Public Library Quality Indicators

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 both 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	18	2014-15	6
Total number of volunteer working hours during the year	2,175	2014-15	1,210
Do you have Investors in Volunteers acredition 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 all 9 community managed libraries.

WPLSQI 14 Operational expenditure	2015-16	% of total	2014-15	% of total
Expenditure on staff	£981,550	57%		61%
Total materials expenditure	£211,575	12%		16%
Expenditure on maintenance, repair & replacement of equipment & buildings	£44,938	3%		0%
Total other operational costs	£469,444	27%		23%
Total revenue expenditure	£1,707,507	100%		100%
Total revenue expenditure per 1,000 population	£12,154		£12,379	
Total capital expenditure	£0			
Total capital expenditure per 1,000 population	£0		£1,245	
Authority comment:				

 A further budget cut in 2015/16 of £240,000 resulted in the reduction of five members of staff and a 50% cut in the bookfund. Operational and maintenance costs are now being charged directly to the Library Services budget, the total expenditure on the Sevice does not therefore reflect the impact of budget cuts on the Service as a whole.

WPLSQI 15 Cost per visit	2015-16	Ratio	2014-15
Total revenue expenditure	£ 1,707,507		
Total income generated	£94,888.00		£93,032.00
Total number of visits to library premises during the year	635,423		
Total number of external visits to the library's web site during the year	171,654	£2.00	
Authority comment:			

Welsh Public Library Quality Indicators

There has been a further reduction in the cost per visit from £2.17 to £2.00. Neath Port Talbot is now one of the most cost efficient library services in Wales.

WPLSQI 16 Opening hours	2015-16	Per 1,000 pop'n	2014-15 Per 1,000 pop'n
Aggregate annual opening hours for all service points	15,700	112	120

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

Opening hours are frequently reviewed, monitored and amended / increased to meet the demand of our users. The fall in hours is down to the decommissioning of one mobile library vehicle due to budget cuts in the last year. Branch library opening hours for Neath Port Talbot managed libraries have not been reduced at any point. The large decrease in opening hours over the last two years can be attributed to the transfer of nine community managed libraries, whose opening hours are not included and cutbacks to the mobile library service via the decommissioning of one vehicle.

		% of total	2014-15 % 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	16,850	0.0%	0%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	27		
Total planned mobile library stops and home deliveries	2,080	1.3%	1%

Authority comment:

Neath Port Talbot has consistently maintained its advertised opening hours at all branch libraries throughout 2014/15. There were no interuptions due to adverse weather conditions.