



The fifth quality framework for Welsh public libraries

April 2014 to March 2017

## Annual return pro-forma: Year ending 31 March 2017

### 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 2016 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](mailto:mald@wales.gsi.gov.uk)

Closing date for receipt of returns:

**Friday 23rd June 2017**

For more information please contact:

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0300 062 2103 (direct line)

0300 062 2112 (MALD main number)

**Contextual data****Year ending 31 March 2017****Neath Port Talbot**

Authority	
Resident population	140,992
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	
<i>No. of community managed libraries</i>	5
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	0
Community libraries open for less than 10 hours per week	
<i>No. of community managed libraries</i>	4
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	0
How many, if any, of these community libraries are included in this return (see notes)?	0
No. of Independent Community Libraries	0
<u>Contact details for queries regarding this return</u>	
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 2017
When will the definitive version be submitted to MALD?	December 2017

## Compliance with Core Entitlements

Entitlement	Compliance (please select)	Authority comments
<b>Customers and Communities</b>		
1 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	<p>The Library Service conducted a new user survey in October 2016. The results from this survey have shown that the public value both the library and library staff very highly. Staff ratings for both adults and children were exceptionally high and an improvement on the previous years survey. Via annual performance appraisals staff are fully able to maximise their potential and continue their professional development. In 2016-17 staff have undertaken specific training in the areas of dementia awareness, supporting universal credit and updating library management system skills. Ensuring training is up to date and relevant to what staff and users need is a key part of the library training plan. The authority also provides internal training and support for Health &amp; Safety, First Aid and Customer service. The Library Service has a training budget to ensure that staff are able to continue their professional development and to meet new challenges. In addition to qualified professional specialist staff at Library Headquarters, the three main Area libraries all have a professionally qualified senior librarian backed up by a library staff that boasts a wealth of experience. We ensure that a professionally qualified member of staff is always available to assist with enquiries and provide support to the Community library network. Library staff have always been encouraged to share their experiences and skills both within Neath Port Talbot and as part of regional networks.</p>
2 Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.	Fully met	<p>The Library Service, in collaboration with external partners, such as Communities First, continuously expands its range of cultural events and activities to cater for all age groups and interests. These include: Song and Rhyme Times sessions, Homework clubs, Storytimes &amp; Activities, Lego clubs, craft sessions, reading and writing groups, Job clubs, local history groups - Talks and workshops, board games sessions, Film screenings, Meet the Author nights, Quiz sessions and a range of ICT and learning support. The Festival of Learning ( Adult Learners Week ) in 2016 delivered a wide range of activities and events at libraries. It proved hugely successful with a healthy take up from the public. Attendances at events have increased for five consecutive years indicating that more and more people are being made aware of the wide range of activities that the library offers and the valuable contribution that these events make towards the authorities corporate priorities in supporting health and wellbeing and learning.</p>

## 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 The Library Service is focussed on delivering services and resources in the areas of digital inclusion, health and well being, children's literacy and lifelong learning, all of which are linked to the authorities corporate priorities. In 2016 a dementia awareness collection of resources was established. The collection is aimed at carers and nursing homes, but is also available to the public. Neath Library staged a health and fitness project in collaboration with a local partner using Fitbit technology. All library activities are undertaken either within the service or with assistance from external partners/professionals. Staff are regularly kept updated, and if needed, trained in any new information resources. Mood boasting books and health and wellbeing collections are available and promoted at all NPT libraries. ICT support is provided at all our libraries, together with Job clubs and a range of cultural events and activities which encourage community participation. On line resources and multi cultural material is available in various formats and libraries promote events in both English and the Welsh language. We provide free access to a wide range of material and information and actively encourage organisations and groups to use library facilities as their contact points within the community.

## 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, such as the Home Delivery Service or Mobile library are 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 data provided by the authority's management information unit. All our libraries have separate Children's sections with specific stock for all age ranges and abilities. Library members can join on line and order and collect items from any library including the network of community managed libraries. We also operate a temporary library membership for those visiting the area.

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, including the wide range of on line resources. Neath Port Talbot has participated in the Every Child a Library Member scheme, aimed at children in Year 4 at school. A core message of the scheme promotes the message that the library is free to join. 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 the 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. The Library Service has explored options to enhance the library service at Skewen during the last year. Our refurbishment programme has done much to enhance the library environment and is borne out by the October 2016 survey results which show an increase from 84% to 99% when users are asked to rate the library space. Opening hours at libraries are regularly reviewed and adjusted to cater for local needs and demands. There was no loss of opening hours in 2016-17. 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 Home Delivery service (over 600 members) provides books (including large print) and audio books directly to people's homes. Digital services enables 24-hour access to information resources as well as e books, e magazines and e audio resources. There is a wide range of assistive technology and hardware available at all Neath Port Talbot managed libraries. The Service now acts as an agent for the British Wireless for the Blind, also working alongside colleagues from Social Services on referrals and assessments. Port Talbot Library has worked with refugees to assist in supporting their language and technology skills. The library service also delivers books and resources to all the nursing homes throughout the authority and together with the Mobile library ensures that all communities are served.
<b>Learning for life</b>		
8 Lend books for free.	Fully met	The free loan and reservation of books remains an important element of our core library service. The service continues to provide a free requests service for books that are on order and in stock within Neath Port Talbot libraries or from other local authority library services across Wales (free interlending). We also operate a free interlending agreement with the Academic libraries within the area. 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 is provided through the internet, non-fiction stock or reference material and an ever increasing range of specialised on line resources This also includes free access to newspapers and magazines, including e magazines. The Service actively promotes Neath Port Talbot's new community directory - an online resource for all community information needs as well as continuing to support the Passport scheme which opens up the stock and resources of academic libraries (Swansea University) to Neath Port Talbot's library members. The Service participates in the Books4u regional interlending scheme.

## Compliance with Core Entitlements

<p><b>10</b> Provide free use of the Internet and computers, including Wi-Fi.</p>	<p>Fully met</p>	<p>Using the internet and public access computers, including wifi, at all statutory libraries is free. There are no charges relating to time used. Users may reserve a PC for up to 2 hours daily and additional hours can be used if there is free space available. In 2016 wifi services were upgraded to deliver a much better user experience. All facilities relating to computer use and IT training are advertised internally and externally through a variety of means including adverts, social media and our website.</p>
<p><b>11</b> Deliver free use of online information resources 24 hours a day.</p>	<p>Fully met</p>	<p>There is 24/7 access to a number of online services including e books, e zines and e audio titles. In addition there are links from the Library Service website to a number of free online e resources including Access to Research and those provided by the National Library of Wales site. The Council currently promotes engaging with the public on line and access to e resources provided by Neath Port Talbot Libraries is held up as best practice and a part of the Council's Digital by Choice Strategy. 2016 saw the website redesigned and the library services online catalogued upgraded, making it more user friendly and easier to search.</p>
<p><b>12</b> Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.</p>	<p>Fully met</p>	<p>Our Stock Selection policy is reviewed annually to ensure maximum use of limited resources. The Library Service uses its Library Management System and its online reporting tools to identify areas of stock for development. We offer resources in a wide range of formats, these include large print, audio books, e books and e audio. The Library Service provides a wide variety of material in all formats, both written and digital for all ages in a wide variety of languages. Spending on Welsh language items was increased in 2016.</p>
<p><b>13</b> Share their catalogues, to enable a single search of all Welsh library resources.</p>	<p>Fully met</p>	<p>An upgraded online catalogue is available from the Library Service's website, which includes enhanced features such as cover images and synopses. This allows users to search for titles across all library stock without the need to log in or be a library member. Staff and volunteers are trained in the use of the online catalogue including the nine community managed libraries. Furthermore the Service participates in Cat Cymru (Find a Book Search / Find a Library) and Books4U scheme - a regional partnership in South Wales to share lending material via access to on line catalogues.</p>

## Leadership and development

<p><b>14</b> Promote libraries to attract more people to benefit from their services.</p>	<p>Fully met</p>	<p>Library staff attend a number of large scale external events throughout the authority and actively promote the library service through a number of methods. These include World Book Day, Every Child a Library Member, Summer Reading Challenge, Bookstart Week, the Festival of Learning and in 2016, the Roald Dahl centenary. The Library Service also participates in the all Wales and regional library marketing campaigns. A library marketing group which manages the marketing budget coordinates promotional activities for libraries. The group formulates and implements a marketing and communications plan for all libraries. The Library Service has for a number of years successfully used social media to advertise its services. (Facebook, Twitter)</p>
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## Compliance with Core Entitlements

<p><b>15</b> Regularly consult users to gather their views on the service and information about their changing needs.</p>	<p>Fully met</p>	<p>User and Non-user surveys are undertaken every two years in Neath Port Talbot(October 2016 is the most recent). 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 provision at external events. 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 library events. Feedback from users has assisted in developing the upgrading of both hardware and software at all eight libraries and is used to monitor opening hours, activities and service priorities and developments.</p>
<p><b>16</b> Work in partnership to open up access to the resources of all Welsh libraries.</p>	<p>Fully met</p>	<p>Neath Port Talbot acts as the lead Welsh authority in the purchasing consortium for both e books, e zines and e audio. The Library Service works in partnership with 12 other authorities on the Books4u Regional inter lending scheme and also provides access 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 encouraged to promote it to users. The Library Service also participates in partnerships with the local Academic libraries including Neath Port Talbot College library.</p>
<p><b>17</b> 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.</p>	<p>Fully met</p>	<p>In 2015/16 the Service began work on a new five-year library strategy. This was approved by Council and published in 2016 and can be found on the Library Service's home page 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 conjunction with the Council's corporate priorities. <a href="https://www.npt.gov.uk/default.aspx?page=15631">https://www.npt.gov.uk/default.aspx?page=15631</a></p>
<p><b>18</b> Provide a clear, timely and transparent complaints process if things go wrong.</p>	<p>Fully met</p>	<p>Neath Port Talbot has a comprehensive Comments, Compliments and Complaints procedure that the Library Service adheres to and features on its website.</p>

## Welsh Public Library Quality Indicators

<b>Customers and communities</b>	<b>Neath Port</b>		
<b>WPLSQI 1 Making a difference</b>	<b>2016-2017</b>		
Percentage of adults who think that using the library has helped them develop new skills	<b>88%</b>		
Percentage of adults who have found helpful information for health and well-being at the library	<b>86%</b>		
Percentage of adults who experience the library as an enjoyable safe and inclusive place	<b>99%</b>		
Percentage of adults who think that the library has made a difference to their lives	<b>96%</b>	Survey date (month & year)	October 2016
Authority comment: A new survey was carried out in October 2016 following the guidelines set out by MALD. In all 4000 forms were distributed across 8 libraries. Community managed libraries are not included in the survey. The overall survey response rate was 78%. Though there were small variances with some of the questions. The survey results show an increase in those responding very good or good to the questions asked. Neath Port Talbot will carry out surveys every two years. The next scheduled survey will take place in October 2018.			
Percentage of children aged 7-16 who think that the library helps them learn and find things out	<b>97%</b>		
Percentage of children aged 7-16 who think that the library has made a difference to their lives	<b>97%</b>	Survey date (month & year)	October 2016
Authority comment: A children's survey was undertaken at the same time as the adult survey. This again followed the MALD guidelines. 1000 surveys were distributed. The response rate was better than the adult rate at 92%. Library staff ensured that where possible there was an even spread of children between the ages of 7-16 being surveyed. The next children's survey will take place in October 2018.			
<b>WPLSQI 2 Customer satisfaction</b>	<b>2016-2017</b>		<b>2015-16</b>
Percentage of adults who think that the choice of books is 'very good' or 'good'	<b>98%</b>		97%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	<b>100%</b>		95%
Percentage of adults who think that the library is 'very good' or 'good' overall	<b>100%</b>		99%
Survey dates (month & year)	October 2016		
Authority comment: Neath Port Talbot consistently performs well in these question areas so it is no surprise to see a high standard maintained. A comparison with the last survey which was carried out in 2014 shows an improvement in all three question areas. Library staff undertook customer care training in 2016 which can, in some part, account for the 100% rating.			
Average overall rating out of ten awarded by users aged 7-16 for the library they use	<b>9.7</b>	Survey date (month & year)	October 2016



## Welsh Public Library Quality Indicators

**Authority comment:**

The Library Service is very pleased with this reported figure which is a positive seal of approval from the children of Neath Port Talbot to what is being provided for them. The Library Service's enthusiastic staff are constantly striving to deliver 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 nor does it include the work carried out in schools with children.

### **WPLSQI 3 Support for individual development**

**2016-2017**

**% of total**

**2015-16 % 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. Staff training sessions aimed at improving access to e-gov resources and knowledge of digital inclusion were held in 2016. 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. Upgrading the wifi provision so that it matches the experience of the desktop user has been one of our key priorities as well as improving the range of loaded software available at all our libraries. The Library Service is proactive in delivering high quality sessions in the areas of literacy, numeracy and digital literacy. The 2016 Festival of Learning was successful in delivering a wide range of activities. The library services also participates in Literature Wales' Literature Development programme which has helped deliver literacy/writing projects in both English and Welsh and to targeted audiences in Neath Port Talbot. Furthermore the Library Service has a dedicated Literacy Officer for children working in libraries, schools and in the community. Working with Job Centre Plus and Get NPT Online has led to the continuation of job clubs at libraries. The Library Service currently has three dedicated reading group collections for adults (English and Welsh) and for children. There are thirty nine reading groups supported by these collections within Neath Port Talbot.

WPLSQI 4 User training	2016-2017	Per 1,000 pop'n	2015-16
Total number of attendances at pre-arranged user training sessions organised by the library	11,467	81	
Percentage of attendees who said that attendance helped them to achieve their goals	95%		95%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	516		
Number of feedback forms included in the calculation	507		
Number of customers helped by means of informal training during the year	54921	390	
Authority comment (including note on the method used to calculate the results):			
<p>The figures reported are based on a sample period carried out over a three week period in February/March 2017. A full range of activities with a range of audiences, including children, were evaluated. The Library Service has been able to deliver more IT sessions in 2016 in partnership with Get NPT Online. The overall results plus feedback is an endorsement of the Service's training programmes, its commitment to continuous professional development and the quality of its staff. The training programme has focussed explicitly on areas of growing need within the library. In the case of digital inclusion training staff have become more confident in dealing with a wider range of issues, reflected in part in the high numbers of customers being helped via informal training.</p>			

## Welsh Public Library Quality Indicators

<b>Access for all</b>	<b>Neath Port</b>		
<b>WPLSQI 5 Location of service points</b>	<b>2016-2017</b>	<b>2015-16</b>	
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	<b>90%</b>	%	82%
<p style="color: green;">This target has been met.</p> <p>The figure of 90% relates to the eight libraries and, for the first time, the mobile library which is operated by Neath Port Talbot. It 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.</p>			
<b>WPLSQI 6 Library use</b>	<b>2016-2017</b>	<b>Per 1,000 pop'n</b>	<b>2015-16 Per 1,000 pop'n</b>
Total number of visits to library premises during the year	653,135	<b>4,632</b>	4,523
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	160,210	<b>1,136</b>	1,222
Total number of active borrowers during the year	22,007	<b>156</b>	167
Total number of library members	85,453	<b>606</b>	600
Total number of book issues (adult and children combined)	391,525	<b>2,777</b>	2,913
Total number of audio-visual and electronic issues/downloads	38,309	<b>272</b>	159
Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse):			

## Welsh Public Library Quality Indicators

Actual visits to public libraries have increased for the third year running. In this period the library has expanded its range to activities for all users. The staff have been positive and proactive in achieving this increase, especially at a time when resources are being cut back. The number of visits to the website, however, has declined. *(Please note that the figures here do not correspond to what has been reported to CIPFA and for the national key performance indicator. For this report, data as suggested by MALD has been included - see cell54 also - but that data isn't included in the CIPFA/KPI guidelines).* The Library Service website is no longer the first port of call for online library users. The Service operates on multiple channels, including social media outlets, which are not included in this data. Furthermore the improved wifi option in libraries means that fewer customers are using the desktop PC option. 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 magazine users, those who attend events and activities or who come in to find out information, therefore as an indication of library usage, it is somewhat limited. The total number of library members encompasses all who join through the library management system, even if this is completed at a community managed library. This is because 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 though unlike most of the other authorities in Wales, the Service operates an opt-in scheme rather than an opt-out. This scheme may have contributed to a slight fall in the number of active users in 2016 as access to a library is limited to many children in the more rural parts of Neath Port Talbot.

WPLSQI 7 User attendances at library events	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Total number of attendances at events and activities organised by the library	69,878	496	387
Authority comment:			
This is the fifth consecutive year where the number of attendances at events has increased. This shows that libraries in Neath Port Talbot remain as relevant as ever and are well supported by the public. There are now many more events and activities organised by library staff at libraries and within the community. These events are delivered to a wide range of audiences of all ages. It is a positive reflection on the hard work, commitment and engagement of library staff, especially given the financial pressures that the Service has had to manage.			
<b>Learning for life</b>	<b>Neath Port</b>		
WPLSQI 8 Up-to-date reading material	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n

## Welsh Public Library Quality Indicators

Total number of items acquired	22,063	156	156
Total materials expenditure (from WPLSQI 14)	£209,628	£1,487	£1,506
<p><b>This target has not been met. Please add any comments below:</b>                      The Library Service, in common with all departments within Neath Port Talbot, remains bound by the Authority's Forward Financial Plan. Consequently the need to make most efficient use of resources is our priority. Even with the decrease in the resources budget the Library Service has purchased more items this year - a slight 0.7% increase. More paperbacks have been added to stock which has contributed to a 9% increase in paperback issues, this is at a time when overall book issues have decreased.</p>			
Lending stock at the start of the year	244,692		2015-16
Total acquisitions of materials for loan	22,009		
Replenishment rate	9.0%	%	10%
<p><b>This target has not been met. Please add any comments below:</b>                      The Service has not been as effective in its stock management this year, with a reduction in the quantity of older stock being removed from the shelves. Uncertainty around the bookfund budget has restricted purchasing and as a result more items have remained on shelves for longer, items which would have been replenished in previous years. This is an area that must be addressed in 2017-18.</p>			
<b>WPLSQI 9 Appropriate reading material</b>	<b>2016-2017</b>		<b>2015-16</b>
Total expenditure on material purchased for children	£35,541		
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children	17%	%	19%
<p><b>This target has been met.</b>                      Due to a reduction in the bookfund, the Service has prioritised its spending to include children's stock. This supports the Corporate priorities that are geared towards children and young people as well as promoting and improving literacy standards. The library service promotes schemes such as Every Child a Library Member, the Summer reading challenge and the Service's reading group collections for children.</p>			
Total expenditure on materials in the Welsh language	£5,260		
Percentage of materials expenditure on materials in the Welsh language	2.5%	%	2%
Spend per 1,000 Welsh-speaking resident population	£311	£	£179
<p><b>This target has not been met. Please add any comments below:</b></p>			

## Welsh Public Library Quality Indicators

Last year, issues with the supply of Welsh books were highlighted. These were addressed and working with the Welsh Books Council on stock selection, the expenditure on Welsh items has increased by £132 per 1000 Welsh speaking population. The Service continues to support Welsh reading groups in the county with a dedicated collection of books for them. However achieving this target would have to be at the expense of transferring resources from other more popular categories of stock.

### WPLSQI 10 Online access

	2016-2017	Per 10,000 pop'n	2015-16 Per 10,000 pop'n
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Total number of networked public access computers

86	
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6.10	
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6.19	
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This target has not been met. Please add any comments below:

The Library Service has not added any further public access PCs in 2016-17. The stock of PCs currently in service are coming to the end of their use. New higher spec PCs are now being installed at all libraries. These PCs will operate on an ungraded Windows10 system. Where space allows there will be an increase in the numbers of PCs provided. However in order to fully achieve this standard the Service would require a further additional 37 PCs. There are however a number of factors which, at present restrict any further improvement in performance in this standard. 1) There is insufficient space in most of our libraries to provide this number of extra computers. 2) The rate of computer usage in Neath Port Talbot has been consistently around 40% over the last four years. Therefore the number of computers currently available is more than adequate to meet user demand. 3) Many library users prefer the option of using their own devices with the library services wifi network. Purchasing an extra thirty seven computers in order to meet this standard would go against Neath Port Talbot's spending policy and raise questions about the waste of public money. What has been a better use of resources in 2016-17 has been delivering an enhanced wifi offer. It is inevitable though that a better wifi offer will further negate the need for as many extra PCs. Where required the Service is able to call upon the use of 22 iPads for workshops and educational use with specific groups. These work best for specific events or activities at the library.

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

Yes	

This target has been met.

We have previously provided internet access on the mobile libraries, however due to the time limitations of the mobile schedules, where stops range from 15 mins to 1 hour, technical difficulties due to the geographical area and or poor signal and the general lack of demand for internet access on the Mobile, the service was withdrawn from the mobile library when equipment reached the end of its lifespan.

## Welsh Public Library Quality Indicators

Do all static service points provide Wi-Fi access for the public using their own devices?	<b>Yes</b>		
<p><i>This target has been met.</i></p> <p>Wifi was enhanced at all libraries in 2016-17. The user experience has been greatly improved so that it delivers the same level of service as for the desktop PC user.</p>			
<b>WPLSQI 11 Use of ICT</b>	<b>2016-2017</b>	<b>% used</b>	<b>2015-16 %</b>
Number of hours available for use of public access ICT facilities during the year	163,845		
Number of hours recorded for use of public access ICT facilities during the year	64,994	<b>40%</b>	42%
Number of hours available for use of Wi-fi networks by the public during the year	-		
Number of hours recorded during which Wi-fi networks were used by the public during the year	-		
<p>Authority comment:</p> <p>Computer usage on fixed computers has fallen slightly in 2016/17. The 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 to the public. As mentioned above improvements to wifi is contributing to fewer hours being used on desktop public access facilities.</p>			
<b>WPLSQI 12 Supply of requests</b>	<b>2016-2017</b>	<b>%</b>	<b>2015-16 %</b>
Total number of requests for specific items made during the year	8,500		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	6,350	<b>75%</b>	76%
Number of requests which are notified to the user as being available within 15 calendar days of the request being made	8,050	<b>95%</b>	93%
<p><i>This target has been met.</i></p> <p>The total number of requests indicated above is based on a sample period undertaken in October 2016. 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 our statutory provision. Reservations can be made and collected free of charge at all community libraries. Satisfaction of requests has been consistently high in Neath Port Talbot, reflecting the positive role of library staff in engaging with their users. However there has been a slight decrease in performance this year which can be attributed to the cut in the book fund, the reduction in available van delivery hours and time scale in moving stock being held at community managed libraries.</p>			
<b>Leadership and development</b>			<b>Neath Port</b>

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WPLSQI 13 Staffing levels & qualifications	2016-2017	Per 10,000 pop'n	2015-16 Per 10,000 pop'n
Total number of staff (FTE)	36.8	<b>2.61</b>	2.64
<p style="color: red;">This target has not been met. Please add any comments below:</p> <p>Authority comment (including information about shared staff):</p> <p>Neath Port Talbot libraries lost one member of staff due to retirement in 2016-17. This post was filled from within the library concerned. However this did leave a vacant post at that library. At present Neath Port Talbot's recruitment policy is encompassed within the workforce strategy, so therefore it is unlikely that any significant increases in achieving this target will be seen in the immediate future.</p>			
Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	7.5	<b>0.53</b>	0.59
<p style="color: red;">This target has not been met. Please add any comments below:</p> <p>As mentioned above the retirement of one member of staff has led to a slight fall in the number of staff holding library related qualifications. This qualified post was, however, filled by another qualified member of staff. That member of staff was in a post which does not require a qualified member of staff. The Service is committed to professionally develop its library staff. Staff have pursued various qualifications in library studies, 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. NPT libraries ensures that a professionally qualified librarian is available at all times to support community managed libraries.</p>			
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 qualification (FTE)	0.0		
Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	<b>Yes</b>		Yes
<p>Please give details of current qualifications held:</p> <p>Professional Examinations, Chartered Librarian, Associate / CILIP</p> <p style="color: green;">This target has been met.</p>			
Where does this post sit within the local authority management structure?	The County Librarian reports to the Co-ordinator of Operations within the Education Directorate		
What is the post held by the most senior professional librarian (if different from the above)?	As above		



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Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?	As above			
Total staff working hours during the year	59,840			
Number of staff hours spent in training & personal/professional development	636			
% of time spent in training & personal/professional development	1.1%			
<p><b>This target has been met.</b></p> <p>Annual performance appraisals 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 external seminars/conferences. Staff are encouraged to identify any relevant courses that they wish to attend, these include regional and UK wide training events. Furthermore a number of staff have been speakers and facilitators at both regional and national events. This year, additional training was provided for all library staff in Dementia Awareness, Digital Inclusion, Supporting Universal Credit and LMS training.</p>				
Total number of volunteers active during the year	10		2015-16	18
Total number of volunteer working hours during the year	1,470		2015-16	2,175
Do you have Investors in Volunteers accreditation relating to the NOS?	In progress			
Briefly describe the training and support offered to volunteers.				
<p>Authority comment:</p> <p>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 community managed libraries. Volunteers have been successfully used to support the summer reading challenge - Reading Hacks - young volunteers. These volunteers (older children) have acted as mentors for younger children to encourage them with their reading. Volunteers are only ever used to support paid staff in providing an enhanced service to the public, rather than replacing existing staff in carrying out their role. A number of Friends groups have also been established to promote and support their local library.</p>				
<b>WPLSQI 14 Operational expenditure</b>	<b>2016-2017</b>	<b>% of total</b>	<b>2015-16</b>	<b>% of total</b>
Expenditure on staff	£983,986	58%		57%
Total materials expenditure	£209,628	12%		12%
Expenditure on maintenance, repair & replacement of equipment & buildings	£7,640	0%		3%
Total other operational costs	£487,678	29%		27%

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Total revenue expenditure	£1,688,932	100%	100%
<b>Total revenue expenditure per 1,000 population</b>	<b>£11,979</b>		<b>£12,154</b>
Total capital expenditure	£0		
<b>Total capital expenditure per 1,000 population</b>	<b>£0</b>		<b>£0</b>
Authority comment:			
<p>The total revenue expenditure on libraries fell by 1% in 2016-17. The Service has renegotiated contracts in a number of areas, including building cleaning over the course of the year, bringing overall costs down in the process. These contracts have no direct impact on the frontline delivery of the service. After a period of more significant cuts the Service has strived to minimise any further cuts on frontline delivery.</p>			
<b>WPLSQI 15 Cost per visit</b>	<b>2016-2017</b>	<b>Ratio</b>	<b>2015-16</b>
Total revenue expenditure	£ 1,688,932		
Total income generated	£110,283		£94,888.00
Total number of visits to library premises during the year	653,135		
Total number of external visits to the library's web site during the year	160,210	<b>£1.94</b>	
Authority comment:			
<p>A combination of increased visitors, increased income and a 1% reduction in revenue budget means that cost per visit has now been reduced to £1.94. It is Neath Port Talbot's aim to make the service as efficient as possible at a time when public service spending is closely scrutinised. Income targets has seen a significant increase this last year. This is due to the active promotion of the library's available space for hire, such as meeting rooms, resulting in a increase in the income of room hires.</p>			
<b>WPLSQI 16 Opening hours</b>	<b>2016-2017</b>	<b>Per 1,000 pop'n</b>	<b>2015-16 Per 1,000 pop'n</b>
Aggregate annual opening hours for all service points	15,700	<b>111</b>	112
<b>This target has not been met. Please add any comments below:</b>			
<p>Opening hours are frequently reviewed, monitored and amended/increased to meet the demands of the library users. The slight fall in hours per 1000 population is due to population increase and not any direct cut in hours. Branch library opening hours for Neath Port Talbot managed libraries have not been reduced at any point during the past few years. Opening hours for Community managed libraries are not included in this calculation, although some of the Community libraries with paid staff now meet the existing guidelines for inclusion in statutory provision.</p>			
		<b>% of total</b>	<b>2015-16 % of total</b>

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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	<b>0.0%</b>	0%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	32		
Total planned mobile library stops and home deliveries	2,080	<b>1.5%</b>	1%
<p>Authority comment:</p> <p>Neath Port Talbot has consistently maintained its advertised opening hours at all branch libraries throughout 2016/17. There were no interruptions due to adverse weather conditions at any of our libraries. The Mobile library / home delivery service did have some brief interruptions to service as recorded in this return, largely due to vehicle maintenance issues and staff sickness. Borrowers were notified and alternative deliveries scheduled.</p>			

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