| WPLSQI 1 Making a difference | Framework 6 | | Framework 5 |
|---|---|---|---|
| Percentage of adults who think that using the library has helped them develop new skills | n/a | | 88% |
| Percentage of adults who have found helpful information for health and well-being at the library | n/a | | 86% |
| Percentage of adults who experience the library as an enjoyable safe and inclusive place | n/a | | 99% |
| Percentage of adults who think that the library has made a difference to their lives | n/a | | 96% |
| Survey dates (month & year) | n/a | Survey date | Oct 16 |

Authority comment:
Next survey to be completed in 2018/19

| | Framework 6 | | Framework 5 |
|---|---|---|---|
| Percentage of children aged 7-16 who think that the library helps them learn and find things out | n/a | | 97% |
| Survey dates (month & year) | n/a | Survey date | Oct 16 |

Authority comment:
A survey was carried out in October 2016, at the end of Framework 5. The overall survey response rate was 78%. The survey results showed an increase in those responding very good or good to the questions asked, as can be seen in the table above. Neath Port Talbot will continue to carry out surveys every two years. The next scheduled survey will take place in 2018/19

| WPLSQI 2 Customer satisfaction | Framework 6 | | Framework 5 |
|---|---|---|---|
| Percentage of adults who think that the choice of books is 'very good' or 'good' | n/a | | 98% |
| Percentage of adults who think that the standard of customer care is 'very good' or 'good' | n/a | | 100% |
| Percentage of adults who think that the IT facilities provided are 'very good' or 'good' | n/a | | |
| Percentage of adults who think that the library is 'very good' or 'good' overall | n/a | | 100% |
| Survey dates (month & year) | n/a | Survey date | Oct 16 |

Authority comment:
Next survey to be completed in 2018/19

| | Framework 6 | | Framework 5 |
|---|---|---|---|
| Average overall rating out of ten awarded by users aged 7-16 for the library they use | n/a | | 9.7% |
| Survey dates (month & year) | n/a | | Oct 16 |

Authority comment:
Next survey to be completed in 2018/19

| WPLSQI 3 Support for individual development | 2017-18 | % of total | 2016-17 % 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, information literacy and digital skills. | 8 | 100% | 100% |
| Support for users to access local and national e-government resources. | 8 | 100% | 100% |
| Reader development programmes/activities for both adults and children | 8 | 100% | 100% |

This target has been met.

Basic support in the use of ICT is delivered by library staff and through a partnership approach with external organisations such as Communities First/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 remains a key corporate priority for Neath Port Talbot via the Digital by Choice Strategy. Libraries have been at the forefront of supporting citizens to actively engage with the Council online. The upgrade of wifi provision in 2016-17 has led to a much higher take up of our internet offer. More and more users are choosing to use their own devices over the more formal desktop computers. The Library Service is proactive in delivering high quality sessions in the areas of literacy, numeracy and digital literacy. The library services 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 NPT libraries. The Library Service currently has three dedicated reading group collections for adults (English and Welsh) and for children. In total there are thirty eight reading groups using these collections in Neath Port Talbot.

| WPLSQI 4 Support for health & wellbeing | 2017-18 | % of total |
|---|---|---|
| Number of static service points open for 10 hours per week or more providing: | | |
| Books Prescription Wales scheme | 8 | 100% |
| Better with Books scheme | 8 | 100% |
| Designated health & wellbeing collection | 8 | 100% |
| Information about healthy lifestyles & behaviours | 8 | 100% |
| Signposting to health & wellbeing services | 8 | 100% |

This target has been met.

In line with new Corporate objectives well-being in a fundamental apsect of our service. As a result we have ensured that there are signposted health and well-being collections at all libraries, this includes access to information and events and support sessions to help visitors get the best possible service. The Library Service has long been a partner on the Books on Presciption scheme and in 2016-17 took up the Welsh Government Better with Books scheme. We have purchased the suggested collection and promote Better with Books at our libraries. The Library Service also works in partnership with a number of agencies inlcuding social services.

| Number of static service points open for 10 hours per week or more providing: | |
|---|---|
| Shared Reading groups | 0 |
| Book clubs | 8 |
| Health information partnerships | 5 |
| Dementia friendly champions and services | 0 |
| Mental health awareness activities | 3 |

Authority comment:

At the present moment there are no library based shared reading groups run in accordance with the guidance set out by the Reader Organisation. However there are 38 reading groups (adult and children, including Welsh language) that use libraries and the designated reading group collection - Hooked on Books - that meet on a regular basis. Each branch library has at least one reading group and supports others with information and providing books. Some of these groups will take the opportunity to share stories, poems, anecdotes and 'read aloud'. Also shared reading / reading aloud is something that does also happen at other activities taking place at the library i.e. Knit and Natter, Local History. While they are not billed as shared reading groups they do allow members of the public the opportunity to share and enjoy reading with one another. While there are no library-based shared reading groups there are regular sessions where library staff visit locations across Neath Port Talbot to read to audiences on a regular basis. These include schools, playgroups and nursing homes. In 2016-2017 the Service worked with Age Connect to establish two reading groups that met regularly. Five libraries currently have a regular event/activities with Macmillan, Quit Smoking and HWYL - signposting and guidance for mental health. Even though there are no designated dementia champions for the Library Service all staff have undertaken dementia awareness training. Moreover specialist staff within our Community Services department and at Branch Libraries have undertaken advanced dementia awareness training via the MALD training programme. This training led to the establishment of the dementia collection which had been trialed at selected nursing homes.

| WPLSQI 5 User training | 2017-18 | Per 1,000 pop'n | | 2016-17 |
|---|---|---|---|---|
| Total number of attendances at pre-arranged user training sessions organised by the library | 10,900 | 77 | per 1000 pop'n | 81 |
| Percentage of attendees who said that attendance helped them to achieve their goals | 97% | | % | 95% |
| Please indicate the method used to calculate this figure | Representative sample | | | |

| | | |
|---|---|---|
| Approximate number of feedback forms distributed | 275 | |
| Number of feedback forms included in the calculation | 218 | |
| Number of customers helped by means of informal training during the year | 52,668 | **372** |

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 2018. A full range of activities with a range of audiences, including children, were evaluated. Some of these sessions were delivered by library staff, others by partner organsations. The feedback from not just this survey but over the course of the year is overwhelmingly positive and an endorsement of the Service's training programmes, its commitment to continuous professional development and the quality and professionalism of its library staff.

| WPLSQI 6 User attendances at library events | 2017-18 | per 1000 pop'n | 2016-17 |
|---|---|---|---|
| Total number of attendances at events and activities organised by the library | 74,469 | **526** | *496* |
| Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements | 8 | **100%** | |

This target has been met.

Authority comment, including examples of events:

This is the sixth consecutive year where the number of  attendances at events has increased. Furthermore the range of activities has broadened this year, catering for a growing range of needs. For example we now hold sessions which are signposted as autism friendly. To us it shows a library that has many uses providing a wide range of services and activities to a wide range of people. It also shows that the work that we do is highly valued and supported by the public. Recognition must be given for the work, commitment and engagement of library staff, especially given the financial pressures that the Service has had to manage in recent years. The range of events includes: baby yoga, Lego clubs at all libraries, art workshops, homework clubs, adult colouring group, kids art clubs, Workways employment group, Age Connect IT, District Historical Society, author events, knitting and crochet groups, craft club, IT Help, writers groups, reading groups, film shows, mother and toddler groups, local choir events and after school clubs.

| WPLSQI 7 Location of service points | 2017-18 | | 2016-17 |
|---|---|---|---|
| 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 | **90%** | **%** | *90%* |

This target has been met.

The figure of 90% relates to the eight libraries and, for the first time, the mobile library operated by Neath Port Talbot but does not include any of the seven community-managed libraries although all members of Neath Port Talbot's libraries can still borrow, return and request items from these community managed libraries. Some of the Community managed libraries also have paid staff but are not included in this statutory service return. Neath Port Talbot implemented its model of community-managed libraries well in advance of any official guidance from Welsh Government i.e. the recommendations laid out in the 2014 Expert Review.

| WPLSQI 8 Library use | 2017-18 | Per 1,000 pop'n | 2016-17 Per 1,000 pop'n |
|---|---|---|---|
| Total number of visits to library premises during the year | 639,991 | **4,520** | *4,632* |
| Please indicate the method used for calculation | Full year count | | |
| Total number of external visits to the library's web site during the year | 128,798 | **910** | 1,222 |
| Total number of active borrowers during the year | 26,937 | **190** | 156 |
| Total number of library members | 88,486 | **625** | 606 |
| Total number of adult book issues | 262,587 | **1,855** | n/a |
| Total number of children's book issues | 94,710 | **669** | n/a |
| Total number of audio-visual issues | 16,188 | **114** | n/a |
| Total number of electronic downloads | 20,848 | **147** | n/a |

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

Perfomance figures for the number of visitors and issues decreased in 2017-18. However the number of library members has increased. A fall in the number of visitors and issues was not unexpected. Early in the year there were some operational issues which affected visitor figures. The second half of the year has seen the numbers of visitors improve and return to where we would hope they would be. The number of visitors to the website continues to fall as more users prefer to interact with the Service via other channels, such as social media, which is not included in this data. Also not included are the digital services we offer which can be accessed directly, bypassing the website. 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. A new library management system will be in place in the autumn of 2018 which will mean a comprehensive cleanse of the borrower data. It should be noted that the data for active borrowers only count those who visit the library to borrow items or to use the computer. It does not count ebook users, emagazine users, those who attend events and activities or who come in to find out information, therefore as an indication of library usage, it is limited. The total number of library members encompasses all who join through the library management system, even if the application is completed at a community managed library. This is because the 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 Authorities in Wales, the Service operates an opt-in scheme rather than opt-out. The fall in issue figures is part of a wider national trend which has seen numbers fall gradually over the last decade. However, in Neath Port Talbot we have identified some discrepanices in our current library management system due to technical issues with our network which has skewed some of the issue / usage figures. It is hoped that the new All Wales LMS system will rectify these problems. It should be noted that we do not include any books or other items that have been issued via the community-managed libraries, even though they are stocked directly from NPT's general library service's book stock.

| WPLSQI 9  Up-to-date and appropriate reading material | 2017-18 | Per 1,000 pop'n | 2016-17 Per 1,000 pop'n |
|---|---|---|---|
| Total number of items acquired | 16,510 | 117 | 156 |
| Total materials expenditure (from WPLSQI 14) | 167,603 | £1,184 | £1,487 |

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

The Library Service, like all departments within Neath Port Talbot, remains bound by Authority's Forward Financial Plan. Consequently the need to make the most efficient use of resources is the priority. As a result expenditure for 2017-18 has been one of the lowest during the period covered by the current Library Standards frameworks. There have been some book supply issues which together with the retirement of key supply staff have resulted in a reduction in stock acquistions. The fact remains that spending on stock has been lower this year as a result of previous budget reductions which have now been implemented. However the Council has already identified this as a major concern and addressed this matter by committing to an increase in the stock purchasing budget in excess of 20% for 2018 -19.

| | | | |
|---|---|---|---|
| Total expenditure on material purchased for children | £16,120 | | |
| Does this figure include expenditure on a Schools Library Service? | No | | |
| | | | |
| Percentage of materials expenditure for children | 10% | % | 17% |

Authority comment

In recent years the Service has prioritised children's stock and spent a higher percentage of its overall book budget on items for children. We have readdressed the balance this year, partly in response to the available book budget which was reduced but also partly due to our belief that the ratio of adult to children stock needed to be balanced. As a result of the 20% increase being granted in 2018-19 in our book budget, we expect expenditure on children's stock to be increased in line with our service and corporate priorities.

| WPLSQI 10  Welsh language resources | 2017-18 | Per 1,000 pop'n | 2016-17 |
|---|---|---|---|
| Total expenditure on materials in the Welsh language | £1,723 | | |
| Percentage of materials exenditure on materials in the Welsh language | 1% | % | 3% |
| Spend per 1,000 Welsh-speaking resident population | £101 | £ | £311 |

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

As stated above there have been substancial reductions in our available spend this year. This has especially been reflected in the expenditure on Welsh stock. Exacerbating the issue have been some administrative and supply problems with Welsh book suppliers. We recognise that this level of Welsh spending is far from ideal and as a result have already matched the whole of 2016-17's spending on Welsh within the first 5 weeks of 2018-19.

| | | | |
|---|---|---|---|
| Total number of isues of Welsh language material | 6,633 | 47 | |

Authority comment

See Cell 98. Presently Welsh language issues account for 1.6% of total issues. This has been a fairly consistent percentage of Welsh lnaguage stock issued over the last ten years.

| WPLSQI 11 Online access | 2017-18 | Per 10,000 pop'n | 2016-17 Per 10,000 pop'n |
|---|---|---|---|
| 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.

All statutory libraries provide at least one device giving free public access to the internet and networked digital content. All computers were replaced and upgraded in 2016 - 17.

| | 2017-18 | | |
|---|---|---|---|
| Do all static service points provide Wi-Fi access for the public using their own devices? | Yes | | |

This target has been met.

Wifi was enhanced at all libraries in 2016-17. The user experience, capacity and reliability has been greatly improved so that it delivers at the same level of service as the desktop user. There are now many more users of the wifi service available in our libraries.

| Total number of devices giving public access to the Internet: | 90 | 6.36 | 6 |
|---|---|---|---|
| Available in static libraries | 90 | | |
| Available in mobile libraries | 0 | | |

Authority comment:

The number of PCs is more than sufficent to meet the level of demand at all libraries. We don't envisage increasing the number of desktop PC's and are concentrating resources on providing a high specification level of equipment. All of our PCs operate on an upgraded Windows10 and are replaced on a regular basis of 3 to 4 years.

| Number of hours available for use of public access ICT facilities during the year | 174,625 | | |
|---|---|---|---|
| Number of hours recorded for use of public access ICT facilities during the year | 58,655 | 34% | 39% |

Authority comment:

The fall in computer usage comes as no surprise given the upsurge in the number of people using our wifi and their own portable devices with which they are more familiar. We will however continue to enhance our desktop provision with software and hardware upgrades. Also with more people using wifi we are able to dedicate more desktop time to users with specific needs i.e. job clubs, adult learning.

| WPLSQI 12 Supply of requests | 2017-18 | % | 2016-17 % |
|---|---|---|---|
| Total number of requests for specific items made during the year | 8,850 | | |
| Number of requests which are notified to the user as being available within 7 calendar days of the request being made | 7,250 | 82% | 75% |

This target has been met.

The total number of requests indicated above is based on a sample period undertaken in October 2017. 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. All reservations for items within Wales are made free of charge. Satisfaction of requests has been consistently high in Neath Port Talbot, reflecting the positive role of library staff in engaging with their users.

| Number of requests which are notified to the user as being available within 15 calendar days of the request being made | 8,500 | 96% | 95% |
|---|---|---|---|

This target has been met.

See Cell 124

| WPLSQI 13  Staffing levels & qualifications | 2017-18 | Per 10,000 pop'n | 2016-17 Per 10,000 pop'n |
|---|---|---|---|
| Total number of staff (FTE) | 36.2 | 2.56 | 2.61 |

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

Authority comment (including information about shared staff):

There is a slight fall in total FTE hours as a result of some changes to staff contracts where they have requested to work reduced hours for personal reasons. The Service took the opportunity to review its staffing structure in 2017 making a number of key posts permanent in the process.

| Number of staff holding recognised library related qualifications (FTE) (including cognate areas) | 7.5 | **0.53** | | *0.53* |
|---|---|---|---|---|

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

| Number of staff holding qualifications in cognate areas (FTE) | 1.0 | | *£* | *1* |
|---|---|---|---|---|
| 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 | | | |

Authority comment:

The Service is committed to professionally develop its staff. 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 management and Trade Unions.

| Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management? | **Yes** | | *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 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 |
| 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 | 66,950 |
| Number of staff hours spent in training & personal/professional development | 676 |

| % of time spent in training & personal/professional development | **1.0%** | *2016-17* | *1.10%* |
|---|---|---|---|

This target has been met.

Annual performance appraisals are integral to the library Service's staff training programme. It is here that staff are encouraged to extend their skills with suitable, relevant courses and attendance at seminars/conferences. Staff are encouraged to identify any relevant courses that they wish to attend, these include regional and UK wide training events. Over the year training for all staff has been available for supporting Universal Credit, Library Management System updates, Emergency First Aid and Health and Safety management. In addition staff attend professional events related to their area of work, such as health and wellbeing, Dementia awareness.

| Total number of volunteers active during the year | **31** | *2016-17* | *10* |
|---|---|---|---|
| Total number of volunteer working hours during the year | **2,525** | *2016-17* | *1,470* |
| Do you have Investors in Volunteers acreditation 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 community managed libraries. Volunteers have been successfully used to support the summer reading challenge. 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 carrying out their role. They are not there to replace paid members of staff.

| WPLSQI 14  Operational expenditure | 2017-18 | % of total | 2016-17 | % of total |
|---|---|---|---|---|
| Expenditure on staff | £1,051,566 | *61%* | | *58%* |

| | | | |
|---|---|---|---|
| Total materials expenditure | £167,603 | *10%* | *12%* |
| Expenditure on maintenance, repair & replacement of equipment & buildings | £5,799 | *0%* | *0%* |
| Total other operational costs | £493,749 | *29%* | *29%* |
| Total revenue expenditure | £1,718,717 | *100%* | |
| Total revenue expenditure per 1,000 population | **£12,139** | | *£11,979* |
| Total capital expenditure | £0 | | |
| Total capital expenditure per 1,000 population | **£0** | | *£0* |

Authority comment:

The total revenue expenditure on libraries increased slightly in 2017-18. Much of this increase can be attributed to extra staff costs as a result of long term illness. With extra funding being allocated for 2018-19 it is anticipated that the total materials expenditure will increase. There are presently no plans for any capital projects.

| WPLSQI 15 Cost per visit | 2017-18 | Ratio | 2016-17 |
|---|---|---|---|
| Total revenue expenditure on staff & materials | £ 1,219,169.17 | | |
| Total income generated | £ 157,960 | | £ 110,283 |
| Total number of visits to library premises during the year | 639,991 | | |
| Total number of external visits to the library's web site during the year | 128,798 | **£1.38** | £ 2 |

Authority comment:

The stark drop in cost per visit from £2 to £1.38 is due to the slight change in guidelines for this standard (total revenue expenditure on **staff and materials**). Were this to be calculated based on last year's guidelines i.e. total revenue expenditure only, then cost per visit would be £2.03. Income has increased significantly in 2017. A grant of £15,000 from Coedffranc Community Council to support Skewen library has made up a large part of that increase. We continue to offer free internet and a free requests service and closely monitor charges in neighbouring authorities.

| WPLSQI 16 Opening hours | 2017-18 | Per 1,000 pop'n | 2016-17 Per 1,000 pop'n |
|---|---|---|---|
| Aggregate annual opening hours for all service points | 15,700 | **111** | *112* |

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

Opening hours are frequently reviewed, monitored and amended/increased to meet the demands of our users. There have been no changes to opening hours this year. The very slight fall in hours per 100 population is down to an increase in population numbers. It should be noted that the opening hours for community-managed libraries are not included in this standard, even though Neath Port Talbot continues to provide regular stock, access to the library management system, events and activities, access to requests and professional support and training. Were they to be included then this standard would be comfortably achieved. Also library staff carry out many duties out of hours and/or away from their branch library, taking the service to those in the community who can't easily access a service point. We do ensure that every hour of our available opening times are staffed by paid, trained and knowledgeable staff with a professional librarian always available to provide support.

| | | | |
|---|---|---|---|
| Total number of unstaffed opening hours for all service points | 0 | | |

Authority comment:

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

| | | % of total | 2016-17 % of total |
|---|---|---|---|
| Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability | 0 | | |
| Total planned opening hours of all static service points | 14,425 | **0.0%** | *0%* |
| Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability | 42 | | |
| Total planned mobile library stops and home deliveries | 2,080 | **2.0%** | *2%* |

Authority comment:

Neath Port Talbot has consistently maintained its advertised opening hours at all branch libraries throughout 2017/18. The only interruptions to this were as the result of snow in February 2018.