



## Annual return pro-forma: Year ending 31 March 2018

### 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 12 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 2017 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@gov.wales](mailto:mald@gov.wales)

Closing date for receipt of returns:

**Friday 22nd June 2018**

For more information please contact:

Alyson Tyler

[alyson.tyler@gov.wales](mailto:alyson.tyler@gov.wales)

0300 062 2103 (direct line)

0300 062 2112 (MALD main number)

**Contextual data****Year ending 31 March 2018**

Authority

**Neath Port Talbot**

Resident population

141,588

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*

2

*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)?

0

No. of Independent Community Libraries

0

Contact details for queries regarding this return

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Has this Annual Return been approved by the authority prior to its submission to MALD?

No

When is approval expected? January 2019

When will the definitive version be submitted to MALD? January 2019

Entitlement	Compliance (please select)	Authority comments
1 Free to join, and open to all.	Fully met	The Library Service meets its statutory obligation of being free to join and free to access the core range of services of book borrowing and accessing information - this includes access to all our services and is not restricted to branch library users. Housebound users can join the library and also get access to the full range of resources available via the Home Delivery Service. 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 theme that the library is free to join. Membership of Neath Port Talbot Libraries gives all users access to libraries managed by the Library Service in addition to community managed libraries. Users are able to join the library either through their local branch library or via the online joining form. Over the last twelve months the Service has been proactive in signing up new members at a number of external events e.g. parent and child reading sessions at school.
2 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	The Library Service conducted a user survey in October 2016. What the results from this survey showed was 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 previous surveys. Via annual performance appraisals staff are fully able to maximise their potential and continue their professional development. Ensuring training is up to date and relevant to what staff and users need is a key part of the library training programme. 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 libraries all have a professionally qualified senior librarian backed up by a library staff that boasts a wealth of experience. Moreover, paid library staff are available for 100% of the hours at every service point, ensuring that we are able to maintain a consistent level of delivery at all times. Professional advice and support is made available to community managed libraries and a professionally qualified librarian is always on duty.
3 Provide access to a range of services, activities and resources to support lifelong learning, personal well-being and development, community participation, and culture & recreation.	Fully met	In contributing to the authority's corporate priorities, 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. We now have an established programme of events at all our statutory libraries, we run events at community managed libraries and at other external venues e.g. Margam Park, Schools, Nursing Homes and local Festivals. 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, mother and toddler groups, local choir events, after school clubs, local history talks and film screenings.

Entitlement	Compliance (please select)	Authority comments
4 Provide appropriate services, facilities and information resources for individuals and groups with special requirements.	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 spoken word directly to people's homes. As a result of the partnership with British Wireless for the Blind users now have access to Concerto - a dab radio, cd player and cassette player specially adapted for clients with visual impairments. Digital services enables 24-hour access to information resources as well as ebooks, emagazines and eaudio resources. There is a wide range of assistive technology and hardware available at all Neath Port Talbot managed libraries. Libraries have worked with refugees to assist in their language and technology skills, have provided support to users who have English as a second language and has autism friendly activities on a regular basis. A collection of resources aimed at people with dementia and their carers has been established. The Library Service participates in the bibliotherapy scheme for children - Better with Books.
5 Provide a safe, attractive and accessible physical space with suitable staffed 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 work that has been undertaken to enhance the library environment is borne out by the October 2016 survey results which showed an increase from 84% to 99% when users are asked to rate the library space. Opening hours at libraries are reviewed frequently and adjusted to cater for local needs. There was no loss of opening hours (other than those lost to snow - 1 day) in 2017-18. Accessibility audits are carried out every three years to ensure compliance with DDA.
6 Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.	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 seven community managed libraries. 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 a range of newspapers and magazines, including emagazines. The Service has actively promoted Neath Port Talbot's community directory - an online resource for all community information needs and Digital by Choice as well as continuing to support the Passport scheme which opens up academic libraries, including Swansea University, to Neath Port Talbot's library members. The Service participates in the Books4u regional interlending scheme.

## Compliance with Core Entitlements

Neath Port Talbot

Entitlement	Compliance (please select)	Authority comments
7 Provide free use of the Internet and computers, including Wi-Fi.	Fully met	Using the internet and the computers, including wifi, at all eight 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 requested if there is free space / availability. Following upgrades in 2016 our wifi usage continues to grow. All facilities relating to computer use and IT training are advertised internally and externally through a variety of means including adverts, social media and via our website.
8 Provide access to services, cultural activities and high quality resources in the Welsh language.	Fully met	Selection policy is reviewed annually. The Library Service will often liaise with the Welsh Books Council on stock requirements as well as its Welsh language reading groups. We offer a wide range of formats- these include large print, audio books, ebooks and eaudio. 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.
9 Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.	Fully met	The Library Service's catalogue has seen much improvement in recent years. Users now get a much better experience featuring images, information about the book and links to reservations. Neath Port Talbot acts as the lead Welsh authority in the purchasing consortium for both ebooks and eaudio. The Library Service works in partnership with 12 other authorities on the Books4u inter lending scheme and also provides access to academic libraries through the 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.
10 Work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from their services.	Fully met	Library staff attend a number of external events throughout the authority and actively promote the library service through a number of methods. In doing so this naturally promotes the service to non-users. Events include World Book Day, Every Child a Library Member, Summer Reading Challenge, Bookstart Week, Margam Park Programme and Pontardawe Festival. A designated marketing budget is used to promote the Service during these occasions. The Service has also worked alongside partners to promote and deliver to different audiences. Social media plays an active role in the communications policy of the Library Service. As well as a general NPT Libraries Facebook and Twitter pages, the three main area branch libraries have their own Twitter accounts.
11 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 (October 2016 being 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 at 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 external events which enable us to engage with users and non users. Feedback has led to the upgrading of both computer hardware and software at all eight libraries in recent years.

## Entitlement

Compliance  
(please select)

## Authority comments

12 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.

Fully met

In 2015/16 the Service began work on a new five-year library strategy. This was 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 the Council's corporate priorities.  
<https://www.npt.gov.uk/default.aspx?page=15631>

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

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

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 aspect 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 Prescription 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 including 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	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 organisations. 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
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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
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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
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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):

Performance 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 discrepancies 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 acquisitions. 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 expenditure 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 substantial 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 issues 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 language 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.			
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 sufficient 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 our 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
<b>This target has not been met. Please add any comments below:</b>			
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 accreditation relating to the NOS?

In progress

Briefly describe the training and support offered to volunteers.

Authority comment:

This figure represents the total number of volunteers for Neath Port Talbot's statutory library service and does not include those volunteers based at community managed libraries. All volunteers are offered the same training and support as regular Neath Port Talbot library staff. The Library Service also provides professional guidance and support to 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
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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 knowledgeable 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.

