Llywodraeth Cymru
Welsh Government

The sixth quality framework for Welsh public libraries

April 2017 to March 2020

Annual return pro-forma: Year ending 31 March 2019

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 2018 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

Closing date for receipt of returns:

Friday 21st June 2019

For more information please contact:

Carys Dawson
Carys.Dawson2@gov.wales
0300 062 2095 (direct line)
0300 062 2112 (MALD main number)

Contextual data

Authority	**Neath Port Talbot**
Resident population	142,090
Percentage of population aged under 16	17.4%
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	
No. of Mobiles	1
In addition, community libraries open 10+ hours per week	
No. of community managed libraries	4
No. of community supported libraries	0
No. of commissioned libraries	0
in addition, community libraries open for less than 10 hours per week	
No. of community managed libraries	3
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

Name	Wayne John
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Has this Annual Return been approved by the authority prior to its submission to MALD?	No

When is approval expected? December 2019
When will the definitive version be submitted to MALD? January 2020

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. Any visitors, and this would include travelers and the homeless, can take out an introductory membership as a short term measure which gives them full access to all library resources. The only restriction is that they are unable to borrow the full number of books and/or other items. Once they have satisfied the full membership criteria they would be enlisted as a member of the Library Service. The Service is wholly committed to providing activities and resources to all residenst and visitors to Neath Port Talbot.
2 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	The Library Service conducted a user survey in February 2019. What the results from this survey showed was that the public value both the library and library staff very highly. Annual performance appraisals are completed for all staff to ensure that they 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, specilaist 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. Over the last twelve months staff have attended training on GDPR and the Library Management System, amongst many others.

Entitlement	Compliance (please select)	Authority comments
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 priorites, the Library Service is presently focussed on delivering services and resources in the areas of digital inclusion, health and well being, children's literacy and lifelong learning. We now have a fully established programme of events at all our statutory libaries, we run events at community managed libraries and at other external venues e.g. Margam Park, Schools, Nursing Homes and local Festivals. The wide range of events includes: Baby yoga, Lego clubs at all libraries, art workshops, bereavement support, homework clubs, adult colouring group, art clubs, Workways employment group, Age Connect IT, historical societies, author events, knitting and crochet, mother and toddler groups, language classes, local choir events, after school clubs, local history talks, creative writing, theatre workshops and film screenings. Two libraries have strong and proactive Friends groups that work closely with the library to ensure that the range of activties are focussed towards the local community.
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 a range of specially adapted equipment 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. We also hold autism friendly activities on a regular basis and run dementia friendly activities. A collection of resources aimed at people with dementia and their carers is also in place. The Library Service particpates in the bibliotherapy scheme for children - Better with Books. We continue to operate a mobile library service covering up to forty smaller communities in the County.
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. However, following a successful bid for a capital grant Skewen Library will be transferred to new premises by the end of 2019. The work that has been undertaken to enhance the library environment at all static service points is borne out by the survey results. Opening hours at libraries are reviewed frequently and adjusted to cater for local needs. There was no loss of opening hours in 2018-19. A full review of the library service is currently in development and opening hours will be one of the areas for discussion with both users and elected members. As a result of the review new condition and accessibility audits will be carried out at all libraries to ensure the Service remains sustainable for the next five years.

Entitlement	Compliance (please select)	Authority comments
6 Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.	Fully met	The free lending and reservation of books remains an important element of our core service. We continue to provide a free request 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 and supports Books4u, the regional interlending scheme.
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 irrespective of the length of session. There are no charges relating to time used. Library members may use a PC for up to 2 hours daily (bookable, if needed) and additional hours can be requested if there is free space / availability. Following upgrades in 2016 wifi usage continues to grow. We offer a range of formal and informal IT and digital literacy training and support, provided by both library staff, digital volunteers and partner organisations. Sessions relating to computer use and IT training are advertised internally and externally through a variety of means including adverts, social media, partner organisations and via our website. The Library Service website is currently being redeveloped in line with new Corporate branding and design.
8 Provide access to services, cultural activities and high quality resources in the Welsh language.	Fully met	Our 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, emagazines 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. Despite being a difficult financial year the Service has managed to achieve the Welsh language resources target.
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 e resources (e books,e magazines and e audio.) 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 encouarged to promote a range of national services to users. The implementation of the new all-Wales Library Management System allows access to Neath Port Talbot's stock catalogue.

Entitlement	Compliance (please select)	Authority comments
10 Work with a range of partners to promote and deliver services to new and diverse audiences, enabling morepeople to benefit from their services.	Fully met	Library staff attend a number of external events throughout the County and actively promote the library service through a number of methods - activties, information sessions, performances and projects. These promote the service to both users and non-users through events and progarmmes including World Book Day, National Libraries Week, Adult Learners Week, Every Child a Library Member, Summer Reading Challenge, Better With Books, Bookstart Week, Margam Park, Aberafan Beach Festival 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 Sevices, Flying Start, Schools, Third Sector. Social media plays an active role in the communications policy of the Library Service. As well as a generic NPT Libraries Instagram, Facebook and Twitter pages, the three main area libraries have their own Twitter accounts. Our social media activity is mainly used to interact with users, to keep them informed, answer queries and to promote library events. We do find that with events, social media is much more effective at reaching a wider audience and getting our message out at short notice. We often ask visitors where they have found out about something and this is the feedback they give us. We still continue to use more traditional methods of advertising too - the authority's database, local radio and newspapers.
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 2-3 years (February 2019 being the most recent). These seek the views of both adults and children at all eight statutory libraries. In addition, surveys are carried out for specific aspects of the service, such as IT services, opening hours 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 collect anecdotal feedback at a number of external events which enable us to engage with both users and non users. Feedback has led to the upgrading of both computer hardware and software at all libraries in recent years. Following consultation on budget proposals in 2018 an exceptionally high number of responses was received opposing the transfer or closure of a number of branch libraries.This has ultimately led to a Review of the Library Service which will be reported to Council later in 2019. Further consultation will be central to this review.
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 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 brought together and updates a number of library policies and outlined the vision and objectives to 2021 in conjunction the Council's corporate prioritIes. https://www.npt.gov.uk/default.aspx?page=15631 Following public consultation on the budget proposals, work has since begun on a comprehensive library review. The overarching purpose of the review will be to ensure that the library service continues to deliver a relevant, cost effective and sustainable service for the people of Neath Port Talbot over the next five years.

WPLSQI 1 Making a difference	Framework 6		Framework 5
Percentage of adults who think that using the library has helped them develop new skills	90%		88%
Percentage of adults who have found helpful information for health and well-being at the library	87%		86%
Percentage of adults who experience the library as an enjoyable safe and inclusive place	97%		99%
Percentage of adults who think that the library has made a difference to their lives	95%		96%
Survey dates (month & year)	Feb-19	Survey date	Oct-16

Authority comment:

A survery of library users was carried out in February 2019. This survey followed the guidelines set out by MALD, as used in previous surveys. 4000 forms were distributed across 8 libraries (community managed libraries are not included in the survey.) The survey response rate was 80% (3061 forms returned, 966 of which were children), marginally higher than the 78% from the previous survey in 2016. As part of our consultation process the Library Service aims to survey users every two years. Results from this survey have shown, once again, that our users hold the library in high regard and, furthermore, the library has an important part to play in the lives of many. This was evident in the 'any other comments' section of the survey where users praised the library and, in particular, library staff.

Percentage of children aged 7-16 who think that the library helps them learn and find things out	97%		97%
Survey dates (month & year)	Feb-19	Survey date	Oct-16

Authority comment:

The survey of young users was also undertaken in February 2019. Children and young people is one of the main priorities for the Service so it is very encouraging and rewarding to see such high percentages of children stating that the library helps them learn and to find things out and to see their scores out of ten on the impact of the service.

WPLSQI 2 Customer satisfaction	Framework 6		Framework 5
Percentage of adults who think that the choice of books is 'very good' or 'good'	96%		98%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	99%		100%
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	91%		-
Percentage of adults who think that the library is 'very good' or 'good' overall	98%		100%
Survey dates (month & year)	Feb-19	Survey date	Oct-16

Authority comment:

Following feedback in our previous user surveys, IT hardware and software was upgraded. It is encouraging to note the high level of satisfaction with this element of the service.

Average overall rating out of ten awarded by users aged 7-16 for the library they use	9.3		9.7
Survey dates (month & year)	Feb-19		Oct-16

Authority comment:

The overall satisfaction rating out of 10 amoungst children has fallen slightly since 2016, but is still consistently high.

WPLSQI 3 Support for individual development	2018-19	% of total	2017-18 % 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%

Basic support in the use of ICT is delivered by library staff and through a partnership approach with external organisations such as Digital Communities Wales and Community 4 Work. This approach has been successful in providing a regular programme of basic support at all eight libraries. Digital inclusion remains at the forefront of the Service's key objectives, working towards Neath Port Talbot's Digital by Choice Strategy. Libraries have been proactive in supporting citizens to actively engage with the Council online, offering a range of both formal and informal training, together with advice and support, to users. In 2016-17 wifi access across our libraries was upgraded. Following on from this there was a marked increase in the take-up of our wifi offer. It is evident that more and more users are choosing to use their own devices over the more formal desktop computers. The Library Service has delivered high quality sessions in the areas of literacy, numeracy and digital literacy. Satisfaction rates in both the survey and the training survey reflect this. The library services participates in Literature Wales' Literature Development programme, LitReach, and as a result has created new opportunities for people to enhance their literacy skills, in both English and Welsh, and to targeted audiences in Neath Port Talbot. One such example was the joint project undertaken with Port Talbot and Afan Women's Aid in 2018. As well as the breadth of work we do at the library it should also be noted that the Service's work in supporting individual development goes out into the whole community. Library staff are frequently engaged in activities across Neath Port Talbot. This could be through the work of our dedicated literacy officer for children, our partnership work with a range of community groups or our work at special community events. There are currently three dedicated reading group book collections for adults (English and Welsh) and for children. In total there are forty reading groups using these collections in Neath Port Talbot. We have also provided resources to reading groups in neighbouring authorites. (Carmarthernshire and Bridgend.) Working alongside Jobcentre Plus and Get NPT Online has ensured that our job clubs at libraries have continued to support jobseekers throughout the area.

WPLSQI 4 Support for health & wellbeing	2018-19	% of total	2017-18 % of total
Number of static service points open for 10 hours per week or more providing:			
Books Prescription Wales scheme	8	**100%**	*100%*
Better with Books scheme	8	**100%**	*100%*
Designated health & wellbeing collection	8	**100%**	*100%*
Information about healthy lifestyles & behaviours	8	**100%**	*100%*
Signposting to health & wellbeing services	8	**100%**	*100%*

In keeping with both national and corporate objectives, well-being is firmly established as the main focus of the Library Service. As a result we have ensured that there are signposted health and well-being collections and information displays at all of our libraries, including access to information and events and support sessions to help visitors get the best possible advice and information. The Library Service has long been a partner on the Books on Presciption scheme (Books on Presciption Wales) and in 2016-17 took up the Welsh Government Better with Books scheme. There are numerous events held in our libraries where the main theme is health and well being. We purchased the recommended Better with Books collection and promote it at all of our libraries. The Library Service works in partnership with a number of agencies including Social Services and MacMillan. We are also able to offer information, advice and support to our housebound users too.

Number of static service points open for 10 hours per week or more providing:		**2017-18**
Shared Reading groups	0	*0*
Book clubs	8	*8*
Health information partnerships	5	*5*
Dementia friendly champions and services	0	*0*
Mental health awareness activities	3	*3*

Authority comment:

At the present moment there are no library based shared reading groups run in accordance with the guidance as set out by the Reader Organisation. However there are 40 reading groups - adult and children, including Welsh language groups - that use the designated reading group collection - Hooked on Books. All of our libraries run their own reading groups; some have two or more groups. Libraries also support a whole host of privately run reading groups - for example WI groups. These will collect books distributed by the Library Service and sometimes meet at the library. Very often our reading groups will take the opportunity to share stories, poems, anecdotes and 'read aloud'. They are very much a social occasion that members attend for a variety of reasons - one of those is to talk about books, but for some it's an opportunity to be with or make new friends. Also shared reading / reading aloud is something that does also happen at other activities taking place at the library e.g. Knit and Natter, local history groups. 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 throughout Neath Port Talbot to read to audiences on a regular basis. These include schools, playgroups, nursing homes and centres.

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 information collection which has been trialled at selected nursing homes. Port Talbot Library also runs dementia friendly activities and events on a regular basis.

WPLSQI 5 User training	2018-19	Per 1,000 pop'n		2017-18
Total number of attendances at pre-arranged user training sessions organised by the library	6,032	42	per 1000 pop'n	77
Percentage of attendees who said that attendance helped them to achieve their goals	98%		%	97%
Please indicate the method used to calculate this figure	Representative sample			
Approximate number of feedback forms distributed	400			
Number of feedback forms included in the calculation	332			
Number of customers helped by means of informal training during the year	56,009	394		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 2019. A full range of activities with a variety of audiences, including children, were used for evaluation. Some of these sessions were delivered by library staff, others by digital volunteers and partner organsations. Numbers attending pre-arranged training sessions has fallen this year because library staff are now offering more informal training and advice session for users. Where there are pre-arranged sessions we are focussing on fewer, but higher quality content. Feedback from surveys over the course of the last 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	2018-19	per 1000 pop'n		2017-18
Total number of attendances at events and activities organised by the library	97,929	689	per 1000 pop'n	526
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 seventh consecutive year where the number of attendances at events at libraries has increased. Furthermore the range of activities has broadened this year, catering for a growing range of community needs. For example we now hold sessions which are signposted as autism and dementia friendly. At Cwmafan Library, where its role has transformed this year into a vibrant communtiy hub for the village, the library has taken a much more active part in community life. With the support of locally elected members the library now supports many large scale events in the village by creating their own programme linked to the event at the library. Events at Christmas time and during the First World War Centenery were two examples where the library proved to be a focal point of the community. The numbers attending events shows that the ibrary 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, baby massage, 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. In addition the Service provides a range of events at other locations - schools, homes, public places, playgroups and community groups.

WPLSQI 7 Location of service points	2018-19			2017-18
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 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 any community managed library. Some of the Community managed libraries also have paid staff but are not included as part of our statutory service in this return. Neath Port Talbot implemented its model of community-managed libraries well in advance of any official guidance issued by Welsh Government i.e. the recommendations laid out in the 2014 Expert Review which was published twelve months following Neath Port Talbot's transfer of smaller libraries to community management.
Later in the year we will be relocating Skewen Library to a new premises in the village. The move will have no impact on the current performance figure of 90%.

WPLSQI 8 Library use	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Total number of visits to library premises during the year	629,112	**4,428**	*4,520*
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	130,739	**920**	*910*
Total number of active borrowers during the year	17,454	**123**	*190*
Total number of library members	59,004	**415**	*625*
Total number of adult book issues	284,896	**2,005**	*1,855*
Total number of children's book issues	111,417	**784**	*669*
Total number of audio-visual issues	16,698	**118**	*114*
Total number of electronic downloads	27,028	**190**	*147*

Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse; please also provide a note of any statistics collected on social media use, and how this data is counted):

The overall number of visitors to our libraries fell slightly in 2018-19. This was largely due to specific issues outside of our control at two of our busier libraries - car parking charges and road maintenance. The majority of libraries actually saw an increase in visitors. The numbers visiting our website has also increased. Book and issues of audio-visual items increased in 2018-19. Prior to the installation of the new all-Wales library management system, there were technical issues with the previous LMS that meant that some of our data was being lost. The new LMS is now more reliable. Also as a result of the new system the total number of registered library members has fallen due to a full system data cleanse. We decided not to carry over any members who have not borrowed any item in the last three years (although they may still be visiitng the library). It may be that some of these members do come back and renew their membership, but for now this reported figure is the most accurate reflection of membership and current usage. There are no shared service points with shared counting mechanisms.
As stated above, the number of visitors to the website has increased this year, following successive falls in previous years. It remains the case that many of our users prefer to interact with the Service via other channels i.e. Facebook, Instagram, Twitter. The Service currently does not include any of the social media data in our return. Also not included are the digital services we offer which can be accessed directly, bypassing the need to visit the website. 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. Neath Port Talbot participates in the Every Child a Library Member scheme. 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 our Library Service stock.

WPLSQI 9 Up-to-date and appropriate reading material	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Total number of items acquired	23,569	**166**	*117*
Total materials expenditure (from WPLSQI 14)	£219,871	**£1,547**	*£1,184*

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 a priority. We have been able to spend more on our resources in the last year which has led to the purchase of a significantly higher number of books and other items in the last twelve months. Neath Port Talbot did recognise the low level of expenditure and did allocate extra funding in 2019. But there is no guarantee that we will be able to maintain this level of expenditure in 2019-20. These are budget issues that are beyond our control. It should be noted that the acquistions figure does not include any digital items purchased for the all Wales e book and e audio services. As in previous years we have decided not to include the E resources figure as it does not present an accurate representation of an authorities true spend / acquisitions policy. This is particularly relevant this year as

Total expenditure on material purchased for children	£35,268	
Does this figure include expenditure on a Schools Library Service?	No	
Percentage of materials expenditure for children	**16%**	% 17%

Authority comment

Support for children's literacy is one of our main priorities, therefore we will continue to maintain an appropriate level of expenditure on children's books. We spend a good portion of this on targetted stock - books aimed at early readers, reading scheme books, books for school reading groups. We will continue, as a priority, to ensure that we are proactive in our use and promotion of children's books.

WPLSQI 10 Welsh language resources	**2018-19**	**Per 1,000 pop'n**	*2017-18*
Total expenditure on materials in the Welsh language	£9,603		
Percentage of materials exenditure on materials in the Welsh language	4%		% 1%
Spend per 1,000 Welsh-speaking resident population			£ £101

This target has been met.

As we recognised in last year's report, our total expenditure on Welsh language materials was at a low level and had been for a number of years. In April 2018 we acted upon this by allocating additional funding at the start of the financial year and have targetted our spending on Welsh language resources to ensure that we not only meet the standard requrement of 4% of the total materials expenditure, but that we also target our purchasing at areas where there is a demand e.g. chidlren's Welsh, Welsh learners and adult Welsh fiction for reading groups.

Total number of isues of Welsh language material	7,483	53	47

Authority comment

As a result of increased spending on Welsh content there has been a subsequent increase in the percentage of Welsh items issued.

WPLSQI 11 Online access	**2018-19**	**Per 10,000 pop'n**	*2017-18*
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 2017. They are due to be replaced in late 2019, early 2020.

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

This target has been met.

Our 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 that experienced by the desktop user. There are now many more users of the wifi service which is available in all our libraries.

				per 10,000 pop'n	
Total number of devices giving public access to the Internet:	86		**6.05**		6
Available in static libraries	86				
Available in mobile libraries	0				

Authority comment:

We are confident that the overall number of PCs is more than suffcient to meet the level of demand at all libraries. However, due to the proposed relocation of Skewen Library later in the year, we will be able to increase the number of PCs at that library as there will be a dedicated IT suite as part of the relocation project. We had identified Skewen as being one of our libraries that actually needed to increase and improve its IT offer.

			%	
Number of hours available for use of public access ICT facilities during the year	173,925			
Number of hours recorded for use of public access ICT facilities during the year	56,003		**32%**	*34%*

Authority comment:

The fall in computer usage comes as no surprise given the upsurge in the number of people using our wifi offer 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	**2018-19**	**%**	*2017-18 %*
Total number of requests for specific items made during the year	9,150		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	7,777	**85%**	*82%*

This target has been met.

The sample was carried out in accordance with Cipfa guidelines and covered the eight Neath Port Talbot Libraries but not community managed 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	8,784	**96%**	*96%*

This target has been met.

The target for 15 days has been achieved based on the sample survey as mentioned above.

WPLSQI 13 Staffing levels & qualifications	**2018-19**	**Per 10,000 pop'n**	*2017-18*
Total number of staff (FTE)	35.7	**2.51**	*2.6*

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

Authority comment (including information about shared staff):

There has been 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 actual number of staff has remained the same. The Service remains bound by the local authority's Workforce Strategy and whilst this is in place the ability to create new posts and increase the number of overall staff numbers would be seen as unrealistic given the current financial climate.

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:

We recognise that we do not meet the minimum target for professionally qualified staff, however, we feel that we have a very strong, professional team with a wealth of experience, that are able to fulfill their roles to a professionally qualified standard. It is clear from our customer surveys the high regard which all of our staff are held in by our users. .

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		

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	66,025	
Number of staff hours spent in training & personal/professional development	705	
% of time spent in training & personal/professional development	**1.1%**	2017-18 *1.00%*

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 both internal and external 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: 1. Sirsi Dynix Library Management System 2. GDPR 3. Business Continuity Planning 4. Performance Managament 5. Frontline Reader Development Training 6. Storytelling 7. Manual Handling 8. Prevent (anti-terrorism) 9. Domestic Violence Awareness. In addition staff attend professional events related to their area of work, such as health and wellbeing and dementia awareness.

Total number of volunteers active during the year	**22**	2017-18	*31*
Total number of volunteer working hours during the year	**1,424**	2017-18	*2,525*
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. Most volunteers are used in specific areas of the Service.

WPLSQI 14 Operational expenditure	2018-19	% of total	2017-18	% of total
Expenditure on staff	£1,080,639	63%		61%
Total materials expenditure	£219,871	13%		10%
Expenditure on maintenance, repair & replacement of equipment & buildings	£6,384	0%		0%
Total other operational costs	£405,398	24%		29%
Total revenue expenditure	£1,712,292	100%		
Total revenue expenditure per 1,000 population	£12,051		£12,139	
Total capital expenditure	£0			
Total capital expenditure per 1,000 population	£0		£0	

Authority comment:

The actual total revenue expenditure on libraries fell in 2018-19 to £12051 per 1000 population. However this has not come at the expense of resources and staff where expenditure has seen a slight increase. The fall in expenditure has come in other operational costs - achieved through efficiency savings - improving the financial managment of the the Service without impacting adversely on any frontline service points.

WPLSQI 15 Cost per visit	2018-19	Ratio		2017-18
Total revenue expenditure on staff & materials	£ 1,300,510.00			
Total income generated	£95,467.00		Income	£157,960.00
Total number of visits to library premises during the year	629,112			
Total number of external visits to the library's web site during the year	130,739	£1.59	Cost per visit	£1.38

Authority comment:

The cost per visit has increased this year to £1.59. This is largely due to an increased spend in targetted resources with in the book fund and a fall in income generated during the last twelve months. Income across the Service fell as a result of 1. Loss of rental income 2. Migration to the new library management system resulting in a loss of income generated for over the two month transfer period while the system was switched off. 3. There was a one-off grant in 2017 of £15,000 from Coedffranc Community Council to support Skewen library. The loss of which this year has impacted upon income. The Community Council has continued to support Skewen library this year, particulalry with the proposed library relocation project.

WPLSQI 16 Opening hours	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Aggregate annual opening hours for all service points	15,700	110	111

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

Opening hours are frequently reviewed, monitored and, where appropriate, adjusted to meet the needs of our users. During 2018-19 there have no changes to the actual number of opening hours. The very slight fall in hours per 1000 population is down to a small increase in population numbers. It should be noted that the opening hours for community-managed libraries are not included in this return, even though Neath Port Talbot continues to provide regular stock, access and training to the library management system, events and activities, access to requests and professional support. Were they to be included in this return then this Quality Indicator would be comfortably achieved. Library staff carry out many duties out of hours and/or away from their branch library, taking the service out to those in the community who can't easily access a branch library. For example, time spent at residential homes, with the housebound borrowers, at schools, at external outreach events. We do ensure that every hour of our available opening times are staffed by trained and knowledgeable staff with a professional librarian always available and on duty to provide support.

Total number of unstaffed opening hours for all service points	0		

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, knowledgable and professional staff are available at all times.

		% of total	2017-18 % 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	0.00%	0.00%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	40		
Total planned mobile library stops and home deliveries	2,080	1.92%	2.00%

Neath Port Talbot has consistently maintained its advertised opening hours at all branch libraries throughout 2018/19. There were no interruptions to static library services at any point during the year.