

# Welsh Public Library Standards 2019-2020



Llywodraeth Cymru  
Welsh Government

Culture and Sport

The sixth quality framework for Welsh public libraries

April 2017 to March 2020

**Annual return pro-forma:**

**Year ending 31 March 2020**

## 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 2019 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:

**Tuesday 1st September 2020**

For more information please contact:

Amanda Bennett

[Amanda.Bennett@gov.wales](mailto:Amanda.Bennett@gov.wales)

0300 0252054 (direct line),

0300 062 2112 (MALD main number)

Carys Dawson

[Carys.Dawson2@gov.wales](mailto:Carys.Dawson2@gov.wales)

0300 062 2095 (direct line)

0300 062 2112 (MALD main number)

**Contextual data****Year ending 31 March 2020**

Authority

**Neath Port Talbot**

Resident population

142,906

Percentage of population aged under 16

17.5%

Percentage of population able to speak and read Welsh (see notes)

12.4%

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

In addition, community libraries open 10+ hours per week

*No. of community managed libraries*

6

*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*

1

*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
<u>Contact details for queries regarding this return</u>	
Name	Wayne John
Telephone	01639 899829
Email	<a href="mailto:w.john@npt.gov.uk">w.john@npt.gov.uk</a>
Has this Annual Return been approved by the authority prior to its submission to MALD?	No
When is approval expected? When will the definitive version be submitted to MALD?	December 2020

**Compliance with Core Entitlements**

**Neath Port Talbot**

**Entitlement**

**Compliance (please select)**

**Authority comments (List any changes to previous year's return and additional commentary on of part/not met CE)**

**1** Free to join, and open to all.

Fully met

**CHANGES IN BOLD TEXT.** 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. **Even though the national Every Child a Library Member scheme ended in 2019 the Service continued to promote the scheme at schools, staging a celebration event in March 2020.** 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 travellers 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

		<p>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 residents and visitors to Neath Port Talbot.</p>
<p>2 Ensure friendly, knowledgeable and qualified staff are on hand to help.</p>	<p>Fully met</p>	<p>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, 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</p>

		<p>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.</p>
<p>3 Provide access to a range of services, activities and resources to support lifelong learning, personal well-being and development, community participation, and culture &amp; recreation.</p>	<p>Fully met</p>	<p>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 a fully 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 wide range of events includes: 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 activities are focussed towards the local community. <b>As a result of the relocation/refurbishment of Skewen Library in March 2020 the range of services on offer at that library has</b></p>

		<p><b>been greatly enhanced. We are now able to offer more community participation and cultural/recreational events at Skewen.</b></p>
<p><b>4</b> Provide appropriate services, facilities and information resources for individuals and groups with special requirements.</p>	<p>Fully met</p>	<p>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, and 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</p>



participates 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

**All eight of our libraries have been refurbished via Welsh Government capital funding grants over the past ten years. As mentioned in CE 4 Skewen Library was the last library to be refurbished.** 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 2019-20 other than last two weeks of March which were impacted by COVID-19. In December 2019 a full review of the Library Service was presented to elected Members. The outcome of this Review was a commitment to a new Neath Library, relocating from the present building, and an updated mobile library offering greater flexibility and providing a better space for our users. Condition and accessibility audits were carried out as part of the Review.**

<p><b>6</b> Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.</p>	<p>Fully met</p>	<p>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.</p>
<p><b>7</b> Provide free use of the Internet and computers, including Wi-Fi.</p>	<p>Fully met</p>	<p>Using the internet and our public 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</p>

		<p>and externally through a variety of means including adverts, social media, partner organisations and via our website. <b>The relocation of Skewen Library has meant that we have been able to improve the IT offer to our visitors with a dedicated IT suite and extra desktop PCs at the library.</b></p>
<p><b>8</b> Provide access to services, cultural activities and high quality resources in the Welsh language.</p>	<p>Fully met</p>	<p>Our selection policy is reviewed annually. The Library Service will often liaise with the Books Council of Wales 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. <b>The Service has managed to maintain a higher level of spending on Welsh language material this year.</b></p>
<p><b>9</b> Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.</p>	<p>Fully met</p>	<p>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</p>

		<p>is available on the Service's website and staff are encouraged 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.</p>
<p><b>10</b> Work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from their services.</p>	<p>Fully met</p>	<p>Library staff attend a number of external events throughout the County and actively promote the library service through a number of methods - activities, information sessions, performances and projects. These promote the service to both users and non-users through events and programmes 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 Services, 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</p>

		<p>they have found out / accessed information 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.</p>
<p>11 Regularly consult users to gather their views on the service and information about their changing needs.</p>	<p>Fully met</p>	<p>User and Non-user surveys are undertaken every 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. <b>This led to the Library Review which was published in December 2019. Integral to this Review were meetings with users at all</b></p>

**of our libraries, with Elected Members, and focus groups with school children at three schools.**

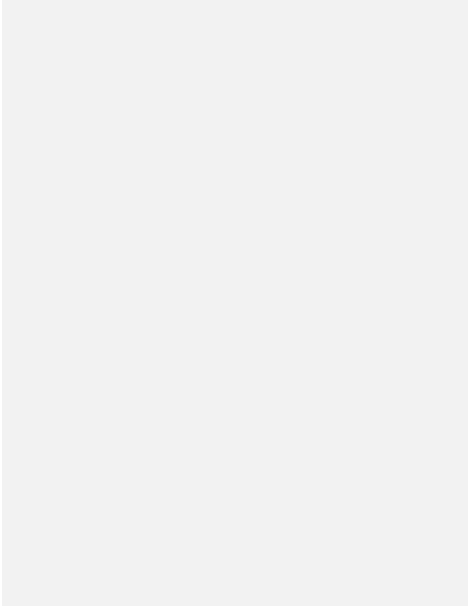
**12** Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.

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 was undertaken to produce a comprehensive library service review. The overarching purpose of the review was 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. The Review put forward a number of proposals which were all accepted by Council. They were: 1. Commitment to a new library for Neath to be developed alongside the new leisure centre as part of the town centre regeneration 2. Relocation of Library Headquarters to improve efficiency 3. A new mobile library vehicle that will better deliver a mobile**



**service to communities across the county 4. A new electric delivery vehicle for the housebound service that is not only more energy efficient but will be more reliable 5. Maintain the existing library network.**

**All of these proposals are continuing to progress with the relocation of Library Headquarters and a new delivery vehicle both happening in September 2020. The Review will form the basis of the next Library Strategy in 2021/22.**

**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 survey 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 were 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 service in high regard and furthermore, the library has an important part to play in the lives of many residents. This was evident from the 'any other comments' section of the survey where users praised the library and in particular, library staff. As part of the development of our next Library Strategy we anticipate carrying out the next user survey in the summer/autumn of 2021.

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 library users was also undertaken in February 2019. Children and young people are 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 to learn and find things out. Clearly to see their scores out of ten, highlights 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'	<b>96%</b>		<b>98%</b>
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	<b>99%</b>		<b>100%</b>
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	<b>91%</b>		-
Percentage of adults who think that the library is 'very good' or 'good' overall	<b>98%</b>		<b>100%</b>
<i>Survey dates (month &amp; year)</i>	<i>Feb-19</i>	<i>Survey date</i>	<i>Oct-16</i>
<p>Authority comment:</p> <p>Following feedback in previous user surveys, IT hardware and software was upgraded prior to the 2019 survey. It is encouraging to note the high level of satisfaction with this element of the service.</p>			
Average overall rating out of ten awarded by users aged 7-16 for the library they use	<b>9.3</b>		<b>9.7</b>

Survey dates (month & year)	Feb-19		Oct-16
<p>Authority comment: The overall satisfaction rating out of 10 amongst children has fallen slightly since 2016, but is still consistently high.</p>			
WPLSQI 3 Support for individual development (Comment on any change to provision since 2018-19)	2019-20	% of total	2018-19 % of total
<p>Number of static service points open for 10 hours per week or more providing:</p> <p>Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.</p> <p>Training to improve literacy, numeracy,</p>	<p>8</p>	<p>100%</p>	<p>100%</p>
	<p>8</p>	<p>100%</p>	<p>100%</p>

information literacy and digital skills.			
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%
<b>This target has been met.</b>			

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 traditional 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 positive approach. 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 delivering workshops and events at many of our schools, 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 over forty reading groups using these collections in Neath Port Talbot. We have also provided resources to reading groups in neighbouring authorities. (Carmarthenshire and Bridgend.) In addition, the Friends groups at Pontardawe and Glynneath libraries have also developed events to promote literacy and numeracy. Working alongside Jobcentre Plus and Get NPT Online has ensured that our job clubs at libraries have continued to support jobseekers throughout the county.

WPLSQI 4 Support for health & wellbeing (comment on any change to provision since 2018-19)	2019-20	% of total	2018-19 % 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%

This target has been met.

In keeping with both national and corporate objectives, health and 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 Prescription scheme (Books on Prescription 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. Working alongside the local health team in Pontardawe we have created a new group that meets at the library to provide support, advice and wellbeing information. This has been developed in partnership with Hwyl, Communities For Work and Crisis Cwni-Iach. We have purchased the recommended Better with Books collection and promote it at all of our libraries. The Library Service also works in partnership with a number of agencies including Social Services and MacMillan and provides a platform for fundraising for MacMillan. We are also able to offer information, advice and support to our housebound users.

Number of static service points open for 10 hours per week or more providing:		2018-19
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 over 40 reading groups - adult and children, including Welsh language groups - that use the designated reading group collection, Hooked on Books, with new books added each year. 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. Two online groups at Sandfields and Port Talbot Libraries were set up in 2019 as well. Very often our reading groups will take the opportunity to share stories, poems, anecdotes and 'read aloud' sessions. 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 is 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 in communities 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 7 Location of service points	2019-20		2018-19
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. Skewen Library relocated to new premises in March 2020. The move had no negative impact on the recorded figure of 90%.

<b>WPLSQI 8 Library use</b>	<b>2019-20</b>	<b>Per 1,000 pop'n</b>	<b>2018-19 Per 1,000 pop'n</b>
Total number of visits to library premises during the year	596,629	<b>4,175</b>	4,428
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	100,396	<b>703</b>	920
Total number of active borrowers during the year	12,378	<b>87</b>	123
Total number of library members	60,864	<b>426</b>	415

Total number of adult book issues	247,321	<b>1,731</b>	2,005
Total number of children's book issues	73,923	<b>517</b>	784
Total number of audio-visual issues	14,740	<b>103</b>	118
Total number of electronic downloads	39,004	<b>273</b>	190

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 decreased in 2019-20. This was largely due to the enforced closure caused by COVID-19 in mid-March and, prior to that a noticeable drop off in numbers in the weeks before as people began to make their own decisions to stay away from public buildings. There were more days closed this year as a result of public holidays i.e. a longer shutdown for Christmas. Visits to our website show a decrease on the previous year. It would appear that this is due to some change in how the numbers are being calculated by Google analytics. We have gone from a consistent average of 10,000 each month to, from January, 3,000 a month. Meanwhile our social media presence continues to grow as does usage of our digital services. 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. It should be noted that the digital services we offer do not count towards website figures as they can be accessed directly, bypassing the need to visit the website. Loans of book and audio-visual items also decreased in 2019-20. The installation of the new Library Management System led to a full data cleanse in 2018. This meant a fall in registered library members last year but these numbers are slowly

increasing once again.

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. 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 Library Service stock.

<b>WPLSQI 9 Up-to-date and appropriate reading material</b>	<b>2019-20</b>	<b>Per 1,000 pop'n</b>	<b>2018-19 Per 1,000 pop'n</b>
Total number of items acquired	19,991	<b>140</b>	166
Total materials expenditure (from WPLSQI 14)	£193,939	<b>£1,357</b>	£1,547

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

As was stated in the annual report for 2018-19, we expressed concern at being able to maintain the same level of items acquired in this year, as last. One reason for this is that our materials budget was boosted by Council with a one-off injection of funds last year to make up for shortfalls in previous years.

Understandably, this one-off wasn't repeated this year. Also it must be noted that due to COVID-19 all stock

that was on order or in transit prior to lockdown restrictions being put in place was returned back to the supplier. It is not possible to work out exactly how many items this was, but given the amount of stock that is usually delivered at that time of year it is likely to be a considerable amount. We continue to invest heavily in books for children and this is reflected in the increase to 21% from 16% last year.

Total expenditure on material purchased for children	£40,711		
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children	<b>21%</b>	%	16%
<b>WPLSQI 10 Welsh language resources</b>	<b>2019-20</b>	<b>Per 1,000 pop'n</b>	<b>2018-19</b>
Total expenditure on materials in the Welsh language	£9,557		£9,603.00
Percentage of materials expenditure on materials in the Welsh language	<b>5%</b>	%	<b>4%</b>

Spend per 1,000 Welsh-speaking resident population		£	
<b>This target has been met.</b>			
Total number of issues of Welsh language material	6,301	44	53
Authority comment			

We recognised in 2017-18 that 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 targeted our spending on Welsh language resources to ensure that we not only meet the standard requirement of 4% of the total materials expenditure, but that we also target our purchasing at areas where there is a demand e.g. children’s Welsh, Welsh learners titles and adult Welsh fiction for reading groups. This year we maintained this level of spending on Welsh material, even though our total expenditure on books was lower than the previous year. Were it not for the effects of COVID it is possible that we would have surpassed last year's total spend of £9,603.

<b>WPLSQI 11 Online access (comment on any change to provision since 2018-19)</b>	<b>2019-20</b>	<b>Per 10,000 pop'n</b>	<b>2018-19</b>
Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?	<b>Yes</b>		

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.

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

Yes

This target has been met.

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

Total number of devices giving public access to the Internet:

89

6.23

per 10,000 pop'n

6

Available in static libraries

89

Available in mobile libraries

0

Authority comment:

We are confident that the overall number of PCs is more than sufficient to meet the level of demand at all libraries. However, due to the relocation of Skewen Library in March 2020 we have been able to increase the number of available PCs by 3, taking our overall total to 89. The new library at Skewen also boasts a dedicated room for IT users, greatly enhancing the IT facilities at that location. We had previously identified Skewen as one of our libraries where IT provision was low, hence the need for relocation/refurbishment.

Number of hours available for use of public access ICT facilities during the year	-		
Number of hours recorded for use of public access ICT facilities during the year	-	%	32%

<b>WPLSQI 12 Supply of requests</b>	<b>2019-20</b>	<b>%</b>	<b>2018-19 %</b>
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Total number of requests for specific items made during the year	14,115		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	9,471	67%	85%

This target has been met.

In accordance with MALD guidance we now obtain our figures for requests from the library management system (LMS). Previously we had conducted sample weeks each year. It should be noted, however, that the figures that come from the LMS show when the item requested was loaned to the borrower, and not when they were notified, as per the wording of the QI. This partly explains why the numbers reported this year are lower than last year. We believe this is something that MALD should consider before next year's annual report.

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. Library staff are always actively engaging positively with our borrowers to promote requests.

Number of requests which are notified to the user as being available within 15 calendar days of the request being made	11,803	84%	96%
This target has been met.			

As above.

WPLSQI 13 Staffing levels & qualifications	2019-20	Per 10,000 pop'n	2018-19
Total number of staff (FTE)	35.2	2.46	35.7
This target has not been met. Please add any comments below:			
Authority comment (including information about shared staff):			



There has been a very 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	<b>0.52</b>	0.5
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 fulfil 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 and the authority ensures that a professionally qualified member of staff is always on duty to advise and support community libraries.

Number of staff holding qualifications in cognate areas (FTE)	1.0		1.0
Number of posts which require a library qualification	10.0		10.0
Number of staff with library qualifications in posts which	0.0		0.0

do not require a library qualification (FTE)

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

64,235

66025

Number of staff hours spent in training & personal/professional development

% of time spent in training & personal/professional development

2018-19

1.10%

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

AS DIRECTED BY MALD WE HAVE NOT SUBMITTED FIGURES FOR THE TOTAL NUMBER OF STAFF HOURS SPENT IN TRAINING. THIS TARGET SHOULD THEREFORE BE DISREGARDED FOR THIS YEAR. Staff have undertaken a range of training courses in 2019-2020, at a similar level to the previous year. These have included the mandatory fire awareness and manual handling training. A number of staff also undertook Frontline training. As ever staff have been able to attend training courses or days that fit in with their individual needs and personal development. The fall in total staff working hours is due to COVID-19. We haven't included staff time for the last week of March for home-workers.

Total number of volunteers active during the year	-	2018-19	22
Total number of volunteer working hours during the year	-	2018-19	1,424
Do you have Investors in Volunteers accreditation relating to the NOS?	No		

Authority comment:

Figures for the number of volunteers has not been reported this year as requested by MALD in guidance, however it should be noted that our volunteer support programme has remained at the same level as in previous years. Volunteer numbers that are reported do not include those 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.

WPLSQI 14 Operational expenditure	2019-20	% of total	2018-19	% of total
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Expenditure on staff	£1,099,379	59%	63%
Total materials expenditure	£193,939	10%	13%
Expenditure on maintenance, repair & replacement of equipment & buildings	£56,721	3%	0%
Total other operational costs	£503,315	27%	24%
Total revenue expenditure	£1,853,354	100%	
Total revenue expenditure per 1,000 population	£12,969		£12,051
Total capital expenditure			
Total capital expenditure per 1,000 population			£0

Authority comment:

There has been an increase in the total revenue expenditure per 1000 population in 2019-20. This is, in part, attributable to the costs of the relocation/refurbishment of Skewen Library and to the significantly higher costs for utilities in this year. A major theme of the 2019 Library Review was to deliver a plan that would ensure sustainability of the Service over the next five years and, at the same time, make improvements to the Service, whilst reducing costs. The Council have committed to supporting the recommendations of this Review and the actions are progressing through 2020 despite the uncertainty caused by COVID-19.

WPLSQI 15 Cost per visit	2019-20	Ratio	2018-19
Total revenue expenditure on staff & materials	£ 1,293,318.00		

Total income generated	£222,121.00		<b>Income</b>	£95,467.00
Total number of visits to library premises during the year	596,629			
Total number of external visits to the library's web site during the year	100,396	<b>£1.54</b>	<b>Cost per visit</b>	£1.59

Authority comment:

The cost per visit has remained within the £1.50'ish region, with this year reported at £1.54. Although there have been fewer visitors to libraries as a result of the early closure in March (which impacted on this figure ) had it been a normal year, it is likely the cost per visit would have been around £1.50. Total income generated has increased by £127,000 in 2019-20. This is due to the MALD grant for the relocation of Skewen Library (£106,000) and higher than anticipated income from room rentals at Cwmafan Library.

<b>WPLSQI 16 Opening hours (Comment on any change to provision since 2018-19)</b>	<b>2019-20</b>	<b>Per 1,000 pop'n</b>	<b>2018-19 Per 1,000 pop'n</b>
Aggregate annual opening hours for all service points	15,650	<b>110</b>	110
<b>This target has not been met. Please add any comments below:</b>			

Opening hours are frequently reviewed, monitored and where appropriate, adjusted to meet the needs of the library service users. During 2019-20 there have no changes to the actual number of opening hours. 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 book stock, access to and training for the library management system, events and activities, access to requests and professional support. If we were to include opening hours for Community managed libraries in this return, then this Quality Indicator would be comfortably achieved. During the Library Review process in late 2019 we met with groups from all libraries and Elected Members and discussed opening hours as a focus point with them. It was agreed that we would pilot amended opening hours (total hours remaining unchanged) in a number of libraries starting from April 2020. Whilst this did not happen it will be something that is revisited in the autumn when the service is able to reopen fully.

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, and 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		0.00
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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, knowledgeable and professional staff are available at all times.

		<b>% of total</b>	<b>2018-19 % of total</b>
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	<b>0.00%</b>	0.00%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	32		
Total planned mobile library stops and home deliveries	2,080	<b>1.54%</b>	1.92%

Authority comment:

Neath Port Talbot has consistently maintained its advertised opening hours at all branch libraries throughout 2019/20. There were no unplanned interruptions to static library services at any point during the year. Skewen Library closed for one week while it was relocated to the new premises.



