



The fifth quality framework for Welsh public libraries

April 2014 to March 2017

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

### Guidance notes

The return is to be made over three worksheets, together with a Word document. Authorities should take note of the following:

The *Definitions and guidelines for data collection and reporting* document provides guidance for completing the return.

Where data are included in the annual public library actuals return to CIPFA, the same figure should be used for this return.

Only those cells where data are required can be selected; other areas of the return are shaded. The tab key can be used to move to the next available cell.

MALD reserves the right to request evidence of the information provided in the return to assist with the assessment process.

### Context

This sheet requires some descriptive details for the authority, and contact details for the person to whom any queries should be addressed.

### Core entitlements

This sheet deals with the 18 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information in the space provided.

### Quality indicators

This sheet covers the 16 public library standard quality indicators. For some indicators authorities are required to enter the raw data from which quantitative standards are derived; calculation will then take place automatically.

For those standards with quantitative targets, values are compared to the target set, and an indication given of whether or not that standard has been met. Space has been provided for comment; authorities failing to meet targets will be prompted to use this space to detail any mitigating circumstances, and plans for future improvement.

A comparative figure for the year ending 31 March 2016 should be provided for each annually reported PI. Space is provided for authorities to comment on any decline in their performance over the previous year.

The most recent figures available should be given for those PIs which are required only once in the three year period, and the date of data collection given in the space provided.

### Submission

When completed, the return should be submitted via email to MALD:

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

Closing date for receipt of returns:

**Friday 23rd June 2017**

For more information please contact:

Alyson Tyler  
[alyson.tyler@wales.gsi.gov.uk](mailto:alyson.tyler@wales.gsi.gov.uk)  
0300 062 2103 (direct line)  
0300 062 2112 (MALD main number)

## Contextual data

Year ending 31 March 2017

### Vale of Glamorgan

Authority  
Resident population 127,592

Percentage of population aged under 16 18.5%

Percentage of population able to speak and read Welsh (see notes) 8.2%

No. of static service points open 10+ hours per week 4

No. of static service points open for less than 10 hours per week 0

No. of Mobiles 1

Community libraries open 10+ hours per week

*No. of community managed libraries* 5

*No. of community supported libraries* 0

*No. of commissioned libraries* 0

Community libraries open for less than 10 hours per week

*No. of community managed libraries* 0

*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)? 5

No. of Independent Community Libraries 1

Contact details for queries regarding this return  
Name Christopher Edwards  
Telephone 01446 709381  
Email cdedwards@valeofglamorgan.gov.uk

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

When will the definitive version be submitted to MALD? Autumn 2017

When is approval expected? Autumn 2017

## Compliance with Core Entitlements

### Entitlement

**Compliance**  
(please select)

### Authority comments

#### Customers and Communities

1 Ensure friendly, knowledgeable and qualified staff are on hand to help.

Fully met

Libraries in the Vale are led and managed by a team of 7 professionally qualified managers, all of whom are committed to the profession and attend regular development opportunities to improve their skills and keep up to date with new developments. The library service has a training budget which is used to ensure that all staff gain the training and development they need, whether this is for specialist library skills or more generic training. Training needs are identified by an annual one to one between managers and staff. During 2016/17 staff training was as varied as usual and included areas such as Welsh language skills including Welsh Clap and Tap, equal opportunities awareness training and also dementia awareness for all staff; data protection, violence and domestic abuse awareness, managing difficult conversations, assertiveness and IT skills such as iPad improvers. Training providers have included MALD, the Reading Agency and Ciip as well as the Vale Council. Methods of training have included conference, seminar, workshops and e-learning. The additional knowledge which training provides helps all staff to raise their awareness and skill and leads to much better service to customers. In terms of the Community Libraries in the Vale, all volunteers were trained by Vale of Glamorgan staff in use of the LMS, in standard library procedures and in background information such as data protection. The training will be ongoing, volunteers will also be directed towards MALD provided training, will be offered places on appropriate staff training and will be supported by 2 peripatetic staff who spend 50% of opening time at Community Libraries.

2 Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.

Fully met

The library service provided a range of activities for learning and pleasure as in previous years. The aim of all of them is to attract people into libraries and show them the range of our services. Activities for children are very well supported in libraries by staff and occasionally partners. During 2016/17 staff continued to provide weekly storytimes, Clap, Tap and Rhyme sessions and craft activities to introduce literacy and numeracy to the youngest children. Amser Stori (provided by a partner), Chatterbooks groups, class visits and activities around ECALM also led to much engagement with children and young people at all main libraries throughout the year. Activities for children and teens are balanced with activities for adults. These include staff run books groups, speaker events and one to one IT training sessions for customers as well as partner provided IT and digital drop-in sessions. Other activities worthy of note are Caffi Cymraeg sessions for adult Welsh learners each Saturday at Barry and the growth and popularity of knitting groups and also now also a crochet group in libraries. The biggest single event of the year was however the BBC Awesome Authors event across a Saturday and Sunday in Barry when over 2000 attendees came along to get involved in meeting authors and taking part in activities. This event kick-started the annual Summer Reading Challenge and the additional activities run on in the school holidays

### Compliance with Core Entitlements

3 Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation.

Fully met

Libraries are a haven for lifelong learning, a resource for independent study and a place where the community can come together or meet and benefit from practitioners representing many services. The Library Service works closely with Adult Community Learning and the Arts Service as we share a common head of service manager. Libraries also worked closely with Menter Bro Morgannwg, Newydd Housing and numerous other agencies during the year to provide mostly free opportunities for local residents to gain taster sessions and training. Some of this training is organised in partnerships such as the Get The Vale Online partnership. Much of the partner work revolves around basic ICT skills training for adults, along with assistance for people seeking and applying for work, but other opportunities also flourish such as craft activities, Welsh language classes and genealogy. Chief among the services supporting wellbeing are the book groups run by library staff, a shared reading group run by a volunteer, library Friends Groups who host events and all the other groups which bring people together to share information, provide advice and create a community around books and information.

Access for all

## Compliance with Core Entitlements

### 4 Open to all members of their communities

Fully met

A network of 9 libraries provides an excellent level of static service points with well trained staff in the main libraries and talented and committed volunteers in Community Libraries. A further aid to access are core weekday 10 to 5 opening hours at main libraries without lunch closures, plus one 7pm evening and 10-4 Saturdays. Libraries also provide access to online provision when libraries are closed.

Libraries are open to all members of the community and provide a welcoming and unique public space free from pressures to spend or consume anything. The differing needs of users are catered for and promoted, whether by age, life stage, language, background or interest.

The needs of younger people and families for instance are addressed by providing child friendly children's sections with space for activities. These areas often have to cohabit in balance with PC and study areas where people want uninterrupted peace to concentrate on their activities. Conflicts between different user groups such as these are taken into account when planning services and in zoning times and activities where possible.

Though the population in the Vale is not particularly diverse when it comes to national origin or ethnic background, equalities training for staff ensures that all library users get a warm welcome and the patience and support needed to make full use of the service. Speakers of other languages are provided with a request system for books in their native language, either individual books or a collection of books.

Libraries are fully accessible for people with disabilities, whether physical or learning disabilities.

Large print books and magnifying equipment is available for people with visual impairment, hearing loops boost sound, suitable seating and care given to shelving ensures that customers can move around the library with ease or sit and spend time in the building.

The needs of readers are provided by a rich and varied range of materials for all interests and levels of ability and in many formats. We have ensured that good levels of book acquisition help us maintain the range and quality of library resources available to customers.

In addition to accessing books and PCs library users also have free use of WiFi making the library a place where people can sit with their own devices and follow their own interests and need for information

Fully met

The service is free to join, PC use is free, as is WiFi and use of public space, to say nothing of free books to loan and many free activities to attend. Combine this with the expertise of well trained staff in main libraries and committed volunteers in our Community Libraries and there really is no other local service that quite matches the range of freely available opportunities. Library customers in the Vale have the same joint membership for authority and community managed libraries and have access to the full range of all the services including the reservations service

### 5 Free to join

## Compliance with Core Entitlements

6 Provide a safe, attractive and accessible physical space with suitable opening hours

Fully met

Work has been undertaken to improve the attractiveness and accessibility of libraries over the last 10 years, so that most libraries are now attractive, welcoming and in good order. The latest library to undergo a small remodelling was Penarth Library. Work began in 2016/17 to upgrade the lift and damp-proof and refurbish the children's library.

Opening hours changed in 2015/16 for the first time in many years as libraries implemented the decisions of the library strategy which was based on extensive public consultation. During 2016/17 some of the 5 Community Libraries took the opportunity to review and change their hours as the libraries were established. The library opened the longest reduced hours by nearly half and the library with the fewest hours increased hours by 8. These new arrangements suit local needs and the changes are fully established and have a broad range of customer approval but this is not to say they are now set in stone. A number of the community libraries have ambitious plans to improve their libraries and this may involve increasing their opening hours in the future. The hours at Barry will be extended in the next year when the service introduces unstaffed hours using the Open+ system. This will be a new and interesting development for libraries in the Vale.

All libraries benefit from accessible buildings due to progress over the years to introduce accessible entrances and ramps where necessary, including accessible toilets and baby changing facilities at all but one part time library, and lifts in the two libraries which require them. Attention has also been given to movement around library shelves and public spaces to ensure libraries are useable for wheelchair users.

Safety in the library is ensured by staff who carry out good health and safety routines and are mindful of the needs of users and colleagues. All staff have received safeguarding training in relation to children.

## Compliance with Core Entitlements

7 Provide appropriate services, facilities and information resources for individuals and groups with special needs

Fully met

A home library service is provided to housebound people by 12 volunteers who operate from main branch libraries in the Vale. They visit readers in their homes at least once a month and take them a selection of new books and talking books as well as offering assistance with downloading of ebooks and audio books. The service provides a lifeline to people who may not otherwise be able to receive new books because they are unable to get to a library themselves.

One of the senior librarian posts has responsibility for coordinating services to groups and individuals with special needs and this includes working with visually impaired groups and others in the Vale to promote the use of the library services and facilities. Equipment includes hearing loops, magnification equipment and software, dementia friendly books and assistive reading equipment. A library volunteer runs a shared reading group at the County library and has a lively and active number of participants.

A Pop-up mobile library service operates to care homes and sheltered housing complexes in Barry. This service is run with financial support from the Barry Town Council. It is a service which fulfils a particular need for residents who are not able to get to a library themselves and to homes which find a deposit collection too limiting. The service operates on just one day per week, and as well as books provides a good opportunity for residents to come together and chat or ask for information which the library service can provide. Library members in the Vale include over 800 people who have a first language other than English or Welsh. All branch libraries hold a collection of dual language books for children to assist parents who may wish to read to their children in their mother tongue or English. Adult speakers of other languages have a requests service for books in their languages. Speakers of other languages may request specific books or a collection of books in their home language and the library service borrows these in as required. Many of the larger libraries in the Vale play host to tutors for children who are excluded from school as libraries are viewed as a safe, convenient and non-threatening space to deliver one to one lessons. Many of these lessons are delivered discretely and unofficially. At one library in the Vale however a formal arrangement is in place and a room is used each morning in term time for tutors to work with pupils.

## Learning for life

8 Lend books for free.

Fully met

Lending books for free is the core service of the library and so is supplying free book reservations for any book reserved from libraries in Wales. The majority of books requests are supplied from Wales but for those that come from outside Wales there is a charge of £4. Over 363,00 books were loaned in total during the year including 6,138 eBooks. Though there is a small charge for adults who return items late, there are no charges for children.

## Compliance with Core Entitlements

9 Deliver free access to information.

Fully met

Provision of reliable and impartial information is an essential aspect of library services especially during times when there is so much concern about “fake news”. The library service views the role seriously and retains an Information Librarian post to manage and coordinate information provision. Much of the information offer is now provided online by use of carefully selected online resources and staff are provided with regular updates and occasional training on the latest available information sources. Local information is a particular strength of libraries and each library in the Vale has a collection of local information for local residents. Access to knowledge about the local area today and in the past is important to many users and to schools and the library retains a rich collection which includes historic newspapers, documents, photographs and books, an increasing number of these items now being digitised and available online. The use of social media to draw attention to the collection, especially photographs, has been well used and enjoyed by many during the year.

Free public access computers connected to the internet are provided at all 9 libraries. They range in number from 3 at the smallest part time libraries to over 40 at the County Library in Barry. Though there is a 2 hours daily limit on the number of hours individuals may spend on computers this is extended on request when no other users are waiting.

10 Provide free use of the Internet and computers, including Wi-Fi.

Fully met

There are separate IT suites in 3 libraries and these are particularly useful for running classes and taster sessions, though these sessions are also held in public spaces at the other 6 libraries. We have a replacement plan for PCs which ensures they are replaced or upgraded within 5 years, so all equipment remains in good order. Some progress has been made in acquiring tablets and eBook readers used to demonstrate online resources and we may extend the use of them to in the future once security issues can be addressed.

WiFi is available at all libraries and the uptake is good. Levels of use were highest at the main libraries such as Barry and Penarth where we have had WiFi installed for some years, but WiFi is also used at smaller part time libraries. A general take up of 34% of available access time on internet PCs has remained the same for a couple of years with heavy use at main libraries being balanced out by much less use at part time libraries.

The library service provided an LMS PC and an OPAC PC at all community libraries as standard. The community libraries have also chosen to retain the internet PCs they had before transfer.

11 Deliver free use of online information resources 24 hours a day.

Fully met

A well-resourced 24 hour information offer is provided via links on the library website. Most of the information is available from home for any user of the website though some sources require a library card. Hundreds of online reference resources are available via Blackwells Reference Online, Oxford Online and Gale Virtual Reference Library. Free journals for study are available through Access to Research and there are more specific reference sources such as European Sources Online, COBRA business reference and a wealth of other sources such as Go Citizen, Newspapers Online, Encyclopaedia Britannica, Who Else Writes Like and the ever popular driving resource, Theory Test Pro. Many of these resources are aimed at adults but there are also links from the children's homework help page to resources for children.

At the heart of all online information is the online library catalogue which provides access to all the books and other resources in the library, as well as the ability to place online reservations.



## Compliance with Core Entitlements

12 Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.

Fully met

All libraries provide large print and talking books as well as hardbacks and paperbacks in all shapes and sizes. These are now joined by an expanding collection of eBooks, eAudio books and eZines, all of which can be loaned for free from the library website.

We meet the expenditure target on Welsh language materials and continue to purchase these for all libraries and all age groups. We find that books for children and learners work especially well, the children's books helping us to support an active range of Amser Stori sessions now running at libraries alongside storytimes.

Music on CDs were stocked at 3 main libraries but the decision was taken to remove the service in 2016/17 following a fall-off in popularity over the years as downloading and streaming music became the way most people consumed music. There was very little objection from our customers to this change. The DVD collection, which is self-financing, fares better and will continue while it pays for itself.

The services undertook a review of the stock performance at community libraries before the libraries were established and identified areas of change required so that the stock was more appropriate to community needs. As part of the same exercise a percentage expenditure on the 5 community libraries was set so that each community library will continue to receive new stock on the same percentage basis.

13 Share their catalogues, to enable a single search of all Welsh library resources.

Fully met

The Vale of Glamorgan shares our catalogue to give access via the Welsh Libraries portal and any other services which can make use of a union catalogue. A shared catalogue is of particular use in South East Wales where libraries use it to deliver the Books4U service between participating authorities who cooperate in loaning reserved books to customers. The Vale started the process of implementing the All Wales LMS at the end of 2016/17 and this will in future become the way which all public libraries in Wales share their catalogues.

## Leadership and development

14 Promote libraries to attract more people to benefit from their services.

Fully met

During 2016/17 promotion work concentrated on services to children, social media activities, as well as

15 Regularly consult users to gather their views on the service and information about their changing needs.

Fully met

16 Work in partnership to open up access to the resources of all Welsh libraries.

Fully met

The library service has a marketing budget which is allocated at the beginning of the year based on d

17 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

18 Provide a clear, timely and transparent complaints process if things go wrong.

Fully met

The year saw the beginning of the first full year of a new library post to focus on digital and social me

## Welsh Public Library Quality Indicators

Vale of

### Customers and communities

#### WPLSQI 1 Making a difference

2016-2017

Percentage of adults who think that using the library has helped them develop new skills  
 Percentage of adults who have found helpful information for health and well-being at the library  
 Percentage of adults who experience the library as an enjoyable safe and inclusive place  
 Percentage of adults who think that the library has made a difference to their lives

24%
35%
99%
41%

Survey date (month & year) October 2016

Authority comment:

It is interesting to note that over a third of customers found health and well-being information helpful and that nearly a quarter found the library helped them develop new skills. We are aware of the customers who attend courses and following their own education using the library and sample their views on this aspect of the service in several ways. We do not have as much information on users who look for health and well-being information in the same way and will look to understand these needs more closely in the next few years. These are useful new baseline questions which we take note of. The survey was run in October 2016 after a period of 2 years during which the library service underwent a restructure following consultation. the results will become a new baseline against which to compare our future progress. It was positive also to note that despite changes in opening hours 84% of customers felt they were good or very good, 14% felt adequate and only 2% felt they were poor. We hope approval will be even higher after we introduce our new opening hours at Deeside during 2017/18

91%
66%

Survey date (month & year) February 2016

Authority comment:

The library surveyed children who used the library during February and asked the specific questions above. The majority of children had no hesitation in answering yes to the question about the library helping them find things out. The question about making a difference to their lives required more thought and was more difficult to answer. This may be why 22% of children answered don't know. along with 12% answering no.

2016-2017

2015-16

Percentage of adults who think that the choice of books is 'very good' or 'good'  
 Percentage of adults who think that the standard of customer care is 'very good' or 'good'  
 Percentage of adults who think that the library is 'very good' or 'good' overall

85%
97%
95%
October 2016

N/A  
 N/A  
 N/A  
 N/A

Survey dates (month & year)

Authority comment:

## Welsh Public Library Quality Indicators

The level of satisfaction with Library Services in the Vale is good. There is always room for improvement and in particular we have noted the 85% approval rating for choice of books being lower than we would like. The Library Service has a healthy book fund compared to some other authorities and we use supplier selection with well thought out criteria for much of our selection. We will look at the criteria again in the next couple of years and also talk to customers to identify how we could do better on this score.

Average overall rating out of ten awarded by users aged 7-16 for the library they use

9.1

February 2016

Authority comment:

The Cipfa PLUS Children's survey was run in all 9 libraries during February 2016. 845 children between 7-16 answered the question. 156 in KS3&4 gave an average rating of 8.8 while 689 children in KS2 gave 9.4.

### WPLSQI 3 Support for individual development

% of total

2016-2017

2015-16 % of total

Number of static service points open for 10 hours per week or more providing:

Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.

Training to improve literacy, numeracy and digital skills.

Information literacy sessions for users.

Support for users to access local and national e-government resources.

Reader development programmes/activities for both adults and children

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

5 libraries were transferred to the community between July 2016 and January 2017. Some of these libraries were expected to go much earlier and as a consequence of uncertainty around dates we did not pre-arrange and advertise programmes related to these activities. The community libraries are still establishing themselves and are not yet ready to consider or provide all the training which may have been provided before.

### WPLSQI 4 User training

2016-2017

2015-16

Total number of attendances at pre-arranged user training sessions organised by the library

7,519

59

Percentage of attendees who said that attendance helped them to achieve their goals

98%

N/A

Please indicate the method used to calculate this figure

Representative sample

Approximate number of feedback forms distributed

300

Number of feedback forms included in the calculation

200

Number of customers helped by means of informal training during the year

19250

151

## Welsh Public Library Quality Indicators

Authority comment (including note on the method used to calculate the results):

The Cipfa PLUS Children's survey was run in all 9 libraries during February 2016. 845 children between 7-16 answered the question. 156 in KS3&4 gave an average rating of 8.8 while 689 children in KS2 gave 9.4. The figure for customers helped by means of informal training was based on a 1 week sample multiplied by 50. Returns were requested by all 9 libraries but returns were not forthcoming from all due to issues related to restructuring and training. If they had been it is estimated that the figure would have been higher.

### Access for all

#### WPLSQI 5 Location of service points

	2016-2017	2015-16
Population density (persons per hectare)	3.8	
% 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	94%	94%

This target has been met.

#### WPLSQI 6 Library use

	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Total number of visits to library premises during the year	552,049	4,327	588,534
Please indicate the method used for calculation	A combination of these methods		
Total number of external visits to the library's web site during the year	117,624	922	128,739
Total number of active borrowers during the year	24,690	194	23,742
Total number of library members	68,905	540	66,436
Total number of book issues (adult and children combined)	352,960	2,766	400,265
Total number of audio-visual and electronic issues/downloads	28,238	221	36,291

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

## Welsh Public Library Quality Indicators

It is disappointing to see physical and online visits fall over the previous year and for this to be accompanied by falls in issues. Some of this was due to changes in library opening hours, the number of activities arranged due to capacity issues and the closure of Barry library for several weeks. There were many anecdotal stories about customers not knowing if the libraries were open in the months leading to the transfer of community libraries and this also had an effect. In addition there has been a declining trend in library use over a number of years and this combined with local circumstances means that the service has much work to do to attract people back to libraries in the Vale. The last data cleanse was in March 2017 before the statistics were run. For various reasons it was not possible to run a report on borrower active membership over just one year. The figure here is for a 2 year period. The figure for one year is likely to be no higher than 2015/16, namely 23,742.

### WPLSQI 7 User attendances at library events

	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Total number of attendances at events and activities organised by the library	26,920	211	227

Authority comment:

There was a reduction in the number of events and activities planned for 2016/17 due to planning for the transfer of 5 libraries to the community. It had been hoped that this transfer would happen early in the year and staffing was restructured to meet this timescale. However the 5 libraries were transferred at different stages between July 2016 and January 2017. During most of this time temporary staffing was used to cover the libraries and as a consequence there was little capacity to arrange and provide the usual level of activity. Further to this, the County library closed for 2 weeks in July when many activities would normally have been arranged

### Learning for life

#### WPLSQI 8 Up-to-date reading material

	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Total number of items acquired	34,630	271	32,351
Total materials expenditure (from WPLSQI 14)	£226,235	<b>£1,773</b>	£219,165
This target has been met.			
Lending stock at the start of the year	228,437		2015-16
Total acquisitions of materials for loan	34,630		
Replenishment rate	15.2%		%
This target has been met.			21%

This target has been met.

## Welsh Public Library Quality Indicators

	2016-2017	2015-16
<b>WPLSQI 9 Appropriate reading material</b>		
Total expenditure on material purchased for children	£38,624	
Does this figure include expenditure on a Schools Library Service?	No	
Percentage of materials expenditure for children This target has been met.	17%	17%
Total expenditure on materials in the Welsh language	£8,246	
Percentage of materials expenditure on materials in the Welsh language	3.6%	4%
Spend per 1,000 Welsh-speaking resident population This target has been met.	£788	£827
<b>WPLSQI 10 Online access</b>		
Total number of networked public access computers	120	9.40
This target has been met.		9.72
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.		
Do all static service points provide Wi-Fi access for the public using their own devices?	Yes	
This target has been met.		
<b>WPLSQI 11 Use of ICT</b>		
Number of hours available for use of public access ICT facilities during the year	202,431	
Number of hours recorded for use of public access ICT facilities during the year	68,921	34%
Number of hours available for use of Wi-fi networks by the public during the year	13,050	
Number of hours recorded during which Wi-fi networks were used by the public during the year	94,256	722%
		528%

## Welsh Public Library Quality Indicators

Authority comment:

The figure for the hours given for WiFi use was provided in a report the Cloud provider for the Vale. Only 4 months of data were available (Sep-Dec 2016) and this has been multiplied by 4. As last year it is worth pointing out that this may not be the best way to report on WiFi use. There are multiple users during library opening hours and also multiple users after opening hours, for instance where young people make use of the WiFi from outside the building. The result of this is that the percentage figure is 722% of available hours. WiFi is a well used service but the actual use made of it by library customers as opposed to other users is difficult to quantify. Customers at a bus stop outside Barry library are able to use the WiFi for instance, as well as customers on the library square. It is also not possible to

canara staff icare

### WPLSQI 12 Supply of requests

	2016-2017	%	2015-16 %
Total number of requests for specific items made during the year	225		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	157	70%	75%
This target has been met.			
Number of requests which are notified to the user as being available within 15 calendar days of the request being made	178	79%	82%
This target has been met.			

### Leadership and development

#### WPLSQI 13 Staffing levels & qualifications

	2016-2017	Per 10,000 pop'n	2015-16 Per 10,000 pop'n
Total number of staff (FTE)	35.5	2.79	2.87

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

Authority comment (including information about shared staff):

A reduction in staffing began in 2015/16 following a libraries review. Implementation was completed in 2016/17. The final element of this was the transfer of 5 libraries to community groups during 2016/2017 and many of the posts related to these libraries. In January 2017 the library service began hosting the LMS Project Manager post for the all Wales LMS. A librarian on the Vale establishment secured the post and is included in these numbers.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)

	7.0	0.55	0.63
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**This target has not been met. Please add any comments below:**

One member of professional staff was removed from the establishment following the transfer of libraries to the community during 2016/2017.

## Welsh Public Library Quality Indicators

Number of staff holding qualifications in cognate areas (FTE)	0.0
Number of posts which require a library qualification	7.0
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	1.0
Authority comment :	
<b>The figures above show the current establishment as determined by the Libraries Review and the needs of the service.</b>	
Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	Yes
Please give details of current qualifications held:	
<b>Post Grad Diploma in Library &amp; Information Studies</b>	
This target has been met.	Yes
Where does this post sit within the local authority management structure?	<b>The Library Services Manager post is 3 rungs below the Director of Learning and Skills. He reports to the Manager for Cultural</b>
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	68,302
Number of staff hours spent in training & personal/professional development	570
% of time spent in training & personal/professional development	<b>0.8%</b>
<b>This target has not been met. Please add any comments below:</b>	
<b>Staff training was lower than in previous years for a number of reasons. Partly this was due to time constraints, partly due to an established staff with no new appointees, and partly due to a concentration on bedding down the service after the Libraries Review. The library service has a good training budget which was not all spent up in 2016/17 despite staff attending a wide range of training opportunities. We hope to meet the target again in 2017/18.</b>	
Total number of volunteers active during the year	37
Total number of volunteer working hours during the year	692
Do you have Investors in Volunteers accreditation relating to the NOS?	No
Briefly describe the training and support offered to volunteers.	2015-16 19 2015-16 532



## Welsh Public Library Quality Indicators

All Council library based volunteers receive training on the job from library managers, specialist staff or library supervisors. Where appropriate they also attend training such as data protection, LMS training and equal opportunities training. At the end of 2015/16 two new library posts were created to provide training and support to volunteers who work at community libraries. During 2016/2017 over 100 volunteers were training on the LMS system and in basic library procedures. Most of these volunteers also attended OPAC training and other training arranged or led by library and other staff such as data protection training and safeguarding. There is an ongoing commitment to train new recruits to the community libraries and support them in their day to day work at their libraries

Authority comment:

Only figures for volunteers at the 4 Council run libraries are given above. There are in addition over 100 volunteers who work in the 5 community libraries in the Vale, where they give in excess of 168 hours per week to staff the libraries and provide library services. The increase in the number of volunteers at the main Council libraries over the last year is due to recruitment of additional homeborrower volunteers and also volunteers for the library code clubs. In addition our recently established Friends groups are becoming more active in providing activities in libraries, and there is growing interest from pupils volunteering to main their Duke of Edinburgh awards

### WPLSQI 14 Operational expenditure

	2016-2017	% of total	2015-16	% of total
Expenditure on staff	£1,097,337	51%		58%
Total materials expenditure	£226,235	10%		9%
Expenditure on maintenance, repair & replacement of equipment & buildings	£38,463	2%		4%
Total other operational costs	£802,930	37%		29%
Total revenue expenditure	£2,164,965	100%		100%
Total revenue expenditure per 1,000 population	<b>£16,968</b>		<b>£18,760</b>	
Total capital expenditure	£54,797			
Total capital expenditure per 1,000 population	<b>£429</b>		<b>£95</b>	

Authority comment:

Staffing costs were a higher proportion of total expenditure in 2015/16 due to a restructure of the libraries service and the resulting costs of redundancies and early retirements.

Other operational costs are higher in 2016/17 due to one off set up costs of community libraries. Expenditure on maintenance and repairs is shown as higher in 2015/16 than 2016/17 as rates bills were incorrectly recorded under this heading previously. Rates are now shown under the heading of other operational costs.

## Welsh Public Library Quality Indicators

WPLSQI 15 Cost per visit	2016-2017	Ratio	2015-16
Total revenue expenditure	£ 2,164,965		
Total income generated	£134,862		£92,530.56
Total number of visits to library premises during the year	552,049		
Total number of external visits to the library's web site during the year	117,624	<b>£3.03</b>	
Authority comment:			
<p><b>Total income for 2016/17 has increased partly due to grant funding for the All Wales LMS post which the Vale hosts. Visits to libraries and the library website reduced over the year in line with national trends. They were also affected in the Vale by a 2 weeks summer closure of the County library for internal remodelling, and by a reduction in opening hours at some community libraries.</b></p>			
WPLSQI 16 Opening hours	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Aggregate annual opening hours for all service points	13,673	<b>107</b>	112
<p><b>This target has not been met. Please add any comments below:</b></p> <p>Following consultation and implementation of the Libraries Review in 2015/2016 library opening hours were reduced by 41 hours to 277 hours per week. During 2016/2017 5 libraries were transferred to community groups as community supported libraries. Some of the libraries have taken the opportunity to review their hours. One library has reduced its opening hours by half while others have made modest decreases and also increases in hours. It is likely that some community libraries will make further small adjustments to their hours during 2017/2018. The opening hours include 160 hours for pop-up mobile library <b>stons as residential homes in the Vale</b></p>			
		% of total	2015-16 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	9		
Total planned opening hours of all static service points	13,257	<b>0.1%</b>	0%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	8		
Total planned mobile library stops and home deliveries	146	<b>5.5%</b>	23%
Authority comment:			

## Welsh Public Library Quality Indicators

Unplanned closures at static libraries were due to the unavailability of staff on a number of Saturdays. The library service operated a pop-up mobile van delivery service to residents in residential homes. This has operated with the help of a volunteer driver. The 8 occasions when visits were missed were due to the unavailability of a driver. Staff have since taken over driver duties and no stops have been missed due to staffing since this happened.



## Core entitlements Vale of Glamorgan

**Please note:** *the returns form froze when trying to complete entitlements 14-18. It would be appreciated if the entries below could be added.*

1

Libraries in the Vale are led and managed by a team of 7 professionally qualified managers, all of whom are committed to the profession and attend regular development opportunities to improve their skills and keep up to date with new developments. The library service has a training budget which is used to ensure that all staff gain the training and development they need, whether this is for specialist library skills or more generic training. Training needs are identified by an annual one to one between managers and staff. During 2016/17 staff training was as varied as usual and included areas such as Welsh language skills including Welsh Clap and Tap, equal opportunities awareness training and also dementia awareness for all staff; data protection, violence and domestic abuse awareness, managing difficult conversations, assertiveness and IT skills such as iPad improvers. Training providers have included MALD, the Reading Agency and Cilip as well as the Vale Council. Methods of training have included conference, seminar, workshops and e-learning. The additional knowledge which training provides helps all staff to raise their awareness and skill and leads to much better service to customers. In terms of the Community Libraries in the Vale, all volunteers were trained by Vale of Glamorgan staff in use of the LMS, in standard library procedures and in background information such as data protection. The training will be on-going, volunteers will also be directed towards MALD provided training, will be offered places on appropriate staff training and will be supported by 2 peripatetic staff who spend 50% of opening time at Community Libraries.

2

The library service provided a range of activities for learning and pleasure as in previous years. The aim of all of them is to attract people into libraries and show them the range of our services. Activities for children are very well supported in libraries by staff and occasionally partners. During 2016/17 staff continued to provide weekly storytimes, Clap, Tap and Rhyme sessions and craft activities to introduce literacy and numeracy to the youngest children. Amser Stori (provided by a partner), Chatterbooks groups, class visits and activities around ECALM also led to much engagement with children and young people at all main libraries throughout the year. Activities for children and teens are balanced with activities for adults. These include staff run books groups, speaker events and one to one IT training sessions for customers as well as partner provided IT and digital drop-in sessions. Other activities worthy of note are Caffi Cymraeg sessions for adult Welsh learners each Saturday at Barry and the growth and popularity of knitting groups and also now also a crochet group in libraries. The biggest single event of the year was however the BBC Awesome Authors event across a Saturday and Sunday in Barry when over 2000 attendees came along to get involved in meeting authors and taking part in activities. This event kick-started the annual Summer Reading Challenge and the additional activities put on in the school holidays.

3

Libraries are a haven for lifelong learning, a resource for independent study and a place where the community can come together or meet and benefit from practitioners representing many services. The Library Service works closely with Adult Community Learning and the Arts Service as we share a common head of service manager. Libraries also worked closely with Menter Bro Morgannwg, Newydd Housing and numerous other agencies during the year to provide mostly free opportunities for local residents to gain taster sessions and training. Some of this training is organised in partnerships such as the Get The Vale Online partnership. Much of the partner work revolves around basic ICT skills training for adults, along with assistance for people seeking and applying for work, but other opportunities also flourish such as craft activities, Welsh language classes and genealogy. Chief among the services supporting wellbeing are the book groups run by library staff, a shared reading group run by a volunteer, library Friends Groups who host events and all the other groups which bring people together to share information, provide advice and create a community around books and information.

4

A network of 9 libraries provides an excellent level of static service points with well trained staff in the main libraries and talented and committed volunteers in Community Libraries. A further aid to access are core weekday 10 to 5 opening hours at main libraries without lunch closures, plus one 7pm evening and 10-4 Saturdays. Libraries also provide access to online provision when libraries are closed. Libraries are open to all members of the community and provide a welcoming and unique public space free from pressures to spend or consume anything. The differing needs of users are catered for and promoted, whether by age, life stage, language, background or interest. The needs of younger people and families for instance are addressed by providing child friendly children's sections with space for activities. These areas often have to cohabit in balance with PC and study areas where

people want uninterrupted peace to concentrate on their activities. Conflicts between different user groups such as these are taken into account when planning services and in zoning times and activities where possible. Though the population in the Vale is not particularly diverse when it comes to national origin or ethnic background, equalities training for staff ensures that all library users get a warm welcome and the patience and support needed to make full use of the service. Speakers of other languages are provided with a request system for books in their native language, either individual books or a collection of books.

Libraries are fully accessible for people with disabilities, whether physical or learning disabilities. Large print books and magnifying equipment is available for people with visual impairment, hearing loops boost sound, suitable seating and care given to shelving ensures that customers can move around the library with ease or sit and spend time in the building.

The needs of readers are provided by a rich and varied range of materials for all interests and levels of ability and in many formats. We have ensured that good levels of book acquisition help us maintain the range and quality of library resources available to customers.

In additions to accessing books and PCs library users also have free use of WiFi making the library a place where people can sit with their own devices and follow their own interests and need for information.

## 5

The service is free to join, PC use is free, as is WiFi and use of public space, to say nothing of free books to loan and many free activities to attend. Combine this with the expertise of well trained staff in main libraries and committed volunteers in our Community Libraries and there really is no other local service that quite matches the range of freely available opportunities. Library customers in the Vale have the same joint membership for authority and community managed libraries and have access to the full range of all the services including the reservations service.

## 6 safe and attractive

Work has been undertaken to improve the attractiveness and accessibility of libraries over the last 10 years, so that most libraries are now attractive, welcoming and in good order. The latest library to undergo a small remodelling was Penarth Library. Work began in 2016/17 to upgrade the lift and damp-proof and refurbish the children's library.

Opening hours changed in 2015/16 for the first time in many years as libraries implemented the decisions of the library strategy which was based on extensive public consultation. During 2016/17 some of the 5 Community Libraries took the opportunity to review and change their hours as the libraries were established. The library opened the longest reduced hours by nearly half and the library with the fewest hours increased hours by 8. These new arrangements suit local needs and the changes are fully established and have a broad range of customer approval but this is not to say they are now set in stone. A number of the community libraries have ambitious plans to improve their libraries and this may involve increasing their opening hours in the future. The hours at Barry will be extended in the next year when the service introduces unstaffed hours using the Open+ system. This will be a new and interesting development for libraries in the Vale.

All libraries benefit from accessible buildings due to progress over the years to introduce accessible entrances and ramps where necessary, including accessible toilets and baby changing facilities at all but one part time library, and lifts in the two libraries which require them. Attention has also been given to movement around library shelves and public spaces to ensure libraries are useable for wheelchair users.

Safety in the library is ensured by staff who carry out good health and safety routines and are mindful of the needs of users and colleagues. All staff have received safeguarding training in relation to children.

## 7

A home library service is provided to housebound people by 12 volunteers who operate from main branch libraries in the Vale. They visit readers in their homes at least once a month and take them a selection of new books and talking books as well as offering assistance with downloading of ebooks and audio books. The service provides a lifeline to people who may not otherwise be able to receive new books because they are unable to get to a library themselves.

One of the senior librarian posts has responsibility for coordinating services to groups and individuals with special needs and this includes working with visually impaired groups and others in the Vale to promote the use of the library services and facilities. Equipment includes hearing loops, magnification equipment and software, dementia friendly books and assistive reading equipment. A library volunteer runs a shared reading group at the County library and has a lively and active number of participants.

A Pop-up mobile library service operates to care homes and sheltered housing complexes in Barry. This service is run with financial support from the Barry Town Council. It is a service which fulfils a particular need for residents who are not able to get to a library themselves and to homes which find a deposit collection too limiting. The service operates on just one day per week, and as well as books provides a good opportunity for residents to come together and chat or ask for information which the library service can provide. Library members in the Vale include over 800 people who have a first language other than English or Welsh. All branch libraries hold a collection of dual language books for children to assist parents who may wish to read to their children in their mother tongue or English. Adult speakers of other languages have a requests service for books in their languages. Speakers of other languages may request specific books or a collection of books in their home language and the library service borrows these in as required.

Many of the larger libraries in the Vale play host to tutors for children who are excluded from school as libraries are viewed as a safe, convenient and non-threatening space to deliver one to one lessons. Many of these lessons are delivered discretely and unofficially. At one library in the Vale however a formal arrangement is in place and a room is used each morning in term time for tutors to work with pupils.

## 8

Lending books for free is the core service of the library and so is supplying free book reservations for any book reserved from libraries in Wales. The majority of books requests are supplied from Wales but for those that come from outside Wales there is a charge of £4. Over 363,000 books were loaned in total during the year including 6,138 eBooks. Though there is a small charge for adults who return items late, there are no charges for children.

## 9

Provision of reliable and impartial information is an essential aspect of library services especially during times when there is so much concern about "fake news". The library service views the role seriously and retains an Information librarian post to manage and coordinate information provision. Much of the information offer is now provided online by use of carefully selected online resources and staff are provided with regular updates and occasional training on the latest available information sources. Local information is a particular strength of libraries and each library in the Vale has a collection of local information for local residents. Access to knowledge about the local area today and in the past is important to many users and to schools and the library retains a rich collection which includes historic newspapers, documents, photographs and books, an increasing number of these items now being digitised and available online. The use of social media to draw attention to the collection, especially photographs, has been well used and enjoyed by many during the year.

## 10

Free public access computers connected to the internet are provided at all 9 libraries. They range in number from 3 at the smallest part time library to over 40 at the County Library in Barry. Though there is a 2 hours daily limit on the number of hours individuals may spend on computers this is extended on request when no other users are waiting.

There are separate IT suites in 3 libraries and these are particularly useful for running classes and taster sessions, though these sessions are also held in public spaces at the other 6 libraries. We have a replacement plan for PCs which ensures they are replaced or upgraded within 5 years, so all equipment remains in good order. Some progress has been made in acquiring tablets and eBook readers used to demonstrate online resources and we may extend the use of them to in the future once security issues can be addressed.

WiFi is available at all libraries and the uptake is good. Levels of use were highest at the main libraries such as Barry and Penarth where we have had WiFi installed for some years, but WiFi is also used at smaller part time libraries. A general take up of 34% of available access time on internet PCs has remained the same for a couple of years with heavy use at main libraries being balanced out by much less use at part time libraries.

The library service provided an LMS PC and an OPAC PC at all community libraries as standard. The community libraries have also chosen to retain the internet PCs they had before transfer.

A well-resourced 24 hour information offer is provided via links on the library website. Most of the information is available from home for any user of the website though some sources require a library card. Hundreds of online reference resources are available via Blackwells Reference Online, Oxford Online and Gale Virtual Reference Library. Free journals for study are available through Access to Research and there are more specific reference sources such as European Sources Online, COBRA business reference and a wealth of other sources such as Go Citizen, Newspapers Online, Encyclopaedia Britannica, Who Else Writes Like and the ever popular driving resource, Theory Test Pro. Many of these resources are aimed at adults but there are also links from the children's homework help page to resources for children.

At the heart of all online information is the online library catalogue which provides access to all the books and other resources in the library, as well as the ability to place online reservations.

## 12

All libraries provide large print and talking books as well as hardbacks and paperbacks in all shapes and sizes. These are now joined by an expanding collection of eBooks, eAudio books and eZines, all of which can be loaned for free from the library website.

We meet the expenditure target on Welsh language materials and continue to purchase these for all libraries and all age groups. We find that books for children and learners work especially well, the children's books helping us to support an active range of Amser Stori sessions now running at libraries alongside storytimes.

Music on CDs were stocked at 3 main libraries but the decision was taken to remove the service in 2016/17 following a fall-off in popularity over the years as downloading and streaming music became the way most people consumed music. There was very little objection from our customers to this change. The DVD collection, which is self-financing, fares better and will continue while it pays for itself.

The services undertook a review of the stock performance at community libraries before the libraries were established and identified areas of change required so that the stock was more appropriate to community needs. As part of the same exercise a percentage expenditure on the 5 community libraries was set so that each community library will continue to receive new stock on the same percentage basis.

## 13

The Vale of Glamorgan shares our catalogue to give access via the Welsh Libraries portal and any other services which can make use of a union catalogue. A shared catalogue is of particular use in South East Wales where libraries use it to deliver the Books4U service between participating authorities who cooperate in loaning reserved books to customers. The Vale started the process of implementing the All Wales LMS at the end of 2016/17 and this will in future become the way which all public libraries in Wales share their catalogue.

## 14

During 2016/17 promotion work concentrated on services to children, social media activities, as well as working with partners. Promotions to children included activity around the Sumer Reading Challenge, Children's Book Week, World Book Day, Harry Potter Night and the second year of ECALM activities to entice year 4 pupils to want to use libraries. A high point in the summer was the BBC Awesome Authors event which Barry hosted and used to promote libraries at the start of the summer. In addition the square in front of the library was also a venue for the BBC Listening Project which created local interest.

The library service has a marketing budget which is allocated at the beginning of the year based on decisions about the key areas for promotion during the year. Some are obvious such as summer activities in libraries or celebrating the 10 year anniversary of the Barry Library redevelopment scheme in January 2017. Others are more one-off opportunities such as tying in activities with the BBC Awesome Authors event when the BBC chose Barry as the venue to represent Wales.

The year saw the beginning of the first full year of a new library post to focus on digital and social media activities. The post holder made a great start in establishing a social media presence alongside an improved website and a series of library newsletters. Even though the post was vacated later in the year the momentum had begun and kept going with the help of other staff pending a new appointment.

## 15



The library service undertook a significant consultation exercise in 2014/15 by means of questionnaires, public meetings, meetings with organisations and use of focus groups. Over 3000 people responded to the questions about use patterns, about non-use and potential use of libraries. The responses from questionnaires and meetings were analysed alongside previous CIPFA Plus surveys, and combined with the views of staff focus groups, to provide one of the most extensive and useful sets of data on what residents in the Vale want from their library service. The consultations were used to frame library a library strategy which was mostly implemented during 2015/17. Opening hours were changed to suit user needs, Friends Groups were established at main libraries and in the last phase of change community managed libraries were established and running on principles established through consultation.

In February 2016 The Children's PLUS survey was run in all 9 libraries and children rated the library service overall with a score of 9.1. In October 2016 the adult survey was conducted. Together with previous consultations the library survey has a wealth of current information to use to continue to develop services over the next couple of years and fine tune the service to users expressed needs.

## 16

The library service in the Vale continues to be an active partner on local, regional and national groups and initiatives which aim to extend resources of all Welsh Libraries. During 2016/17 Vale of Glamorgan staff have contributed to the work of the Society of Chief Librarians, the Purchasing Consortium, the Wales LMS and the Wales Marketing Champions Group. The work of all these partnerships and others is to develop improved services and resources for Welsh library users and Vale of Glamorgan staff have made a real difference in their contributions to marketing initiatives, book purchasing, LMS procurement and information provision. In addition to working with national groups the Vale library service works closely with local partners in the Council such as Adult Community Learning and the Youth service and also outside the Council such as the South Wales Literature Development Initiative, and Get the Vale Online which fosters digital skills.

The major change in the landscape of libraries in the Vale during 2016/17 was the transfer of 5 libraries to community groups. This means that the Vale now has partnership agreements with 5 groups of trustees and their volunteers to help deliver library services across the county. There are service level agreements with each library, we all operate using the same LMS system, and we will continue to share stock, online resources and some staffing as well as specialist support. The relationship has begun well after a long gestation period but it is only at the beginning and we hope to develop deeper and interesting ways of working as services continue to develop in the future.

## 17

Most of the relevant library policies and procedures are in print or online and they are brought to the attention of customers via social media and the website. However we still hope to improve on our performance in this regard.

## 18

The library service uses the corporate complaints process which involves dealing promptly with complaints. The policy involves using a stage 1 and stage 2 process which relates to the level of seriousness and enables escalation if the complaint is not dealt with adequately first time. There are very few complaints about libraries or library services which get to the formal stage 1 or 2.

